

Abstract

A change in demographics plus fundamental shifts in the economic structure combined with rising health expenditures challenges the health care system. However, causes for rising expenditure developments seem complex. In fact a major contribution to rising costs is attributed to the progress of medical technology.

In General, it can be said that the use of information systems impact existing processes and organization structures in very different ways. Researchers confirm the complex change process when introducing and establishing information technologies in health care. In order to achieve higher acceptance rates of IT systems it is required to match information systems to a complementary organization structure. Moreover, a number of underlying factors influencing this interplay of organization and information system. Once these key variables and environmental factors are exposed it can be considered in the implementation process. This work represents an examination of organizational changes caused by information technologies, in particular software, in the health sector. A qualitative meta-analysis comprising 52 empirical studies is used to give an appropriate answer to the posed research question. Finally all relevant findings will be discussed and questioned critically. Furthermore, this work chose three fundamental theories for the theoretical framework namely: *Technology Acceptance Model*, *Contingency approach* and *Professional Bureaucracy from Mintzberg*.

In summary, the posed research question can be answered by saying that most changes occurred in the process-oriented organisation. Specifically, the changes made positive and negative impacts on complexity and efficiency of working procedures, workload and coordination among staff. However, there were also many organizational changes in the organizational structure. For instance, shifts in competences among staff could have been attributed to information system implementations. As a result it shows that medical staff has a differentiated view when using IT systems.