

Coordinating multiple artifacts to support articulation work in healthcare

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ABSTRACT

We report a field study of ICU nurses-in-charge as they perform staff allocations. We describe the collaborative artifacts they use and identify three main factors that hindered their ability to work effectively: information integration demands, ineffective information updating and lack of information preservation. Our insights can potentially inform the design of collaborative technologies that support effective coordination, while at the same time reducing the amount of articulation work associated with it.