Klöcker

Resistance Behavior to National eHealth Implementation Programs

This monograph discusses challenges faced during the implementation of national eHealth programs. In particular, it analyzes the causes of stakeholders' reluctance to adopt these technologies by drawing on user resistance theory and context specific variables. Taking the example of the introduction of the electronic health card (Elektronische Gesundheitskarte – eGK) technology in Germany, the book presents insights into why these programs are often lengthy, costly and have previously been met with fierce resistance from key stakeholders. It also presents a quantitative and qualitative study of individual physicians' resistance behavior towards these new eHealth technologies.

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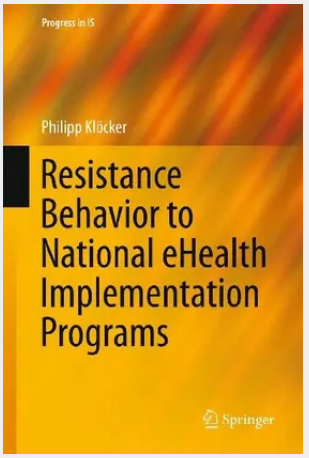

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