

In this study, an implementer is any person charged with assisting with an e-health system implementation. Depending on the policy level, sponsor implementers may be found at national, regional, and/or local levels, and may include health service tsars, chief executives, clinical directors, senior healthcare managers, ICT staff, health professionals, local NHS managers, staff involved in training, and staff working for private companies contracted to supply, facilitate, or support technology implementations. Although our focus was not health professionals, some health professionals with a lead role in an e-health implementation were interviewed.