

**DANIEL J. EPSTEIN DEPARTMENT OF
INDUSTRIAL AND SYSTEMS ENGINEERING**

EPSTEIN INSTITUTE SEMINAR • ISE 651 SEMINAR

***Trust in Sociotechnical Health
Care Systems***

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ABSTRACT

In health care work systems, multiple types of users are integral to system success and their trust in individual and collective aspects of the work system may provide key insights into health system functioning and design. Individual interactions with technologies are interconnected with interpersonal, organizational, and technological aspects of health care work systems. The interconnectedness of these subsystems implies that trust between multiple and individual users of a particular aspect of the system will have an effect on other aspects of the system. The interconnected subsystems have implications for how individuals perceive other people, technologies and work systems and how technologies and systems should be designed to achieve quality outcomes such as patient safety and health.

In this talk, Dr. Montague will describe the importance of trust in health care work systems, the effects of distrust in those systems, and models of sociotechnical work systems relevant to health care work. To illustrate these points empirical research regarding patient, care provider and technology relationships will be discussed.

**TUESDAY, JANUARY 17, 2012
RONALD TUTOR HALL (RTH) ROOM 306
3:30 - 4:50 PM**

BIO

Dr. Montague is an Assistant Professor and Anna Julia Cooper Fellow in the Department of Industrial and Systems Engineering at the University of Wisconsin-Madison. She is Director of the Human-Computer Interaction Laboratory and specializes in human factors and ergonomics and health systems engineering. She received her Master's and Doctoral degrees from Virginia Tech in Industrial and Systems Engineering.