
Contents

Preface	xi
Olivier GALIBERT and Benoit CORDELIER	
Acknowledgments	xxix
Benoit CORDELIER and Olivier GALIBERT	
Author Biographies	xxxI
Introduction	xxxv
Benoit CORDELIER and Olivier GALIBERT	
Part 1. Digital Patient Records: Organizational Adaptations	1
Chapter 1. Paradoxical Changes and Injunctions in an Implementation Project of the Digital Patient Record	3
Benoit CORDELIER, Hélène ROMEYER, Laurent MORILLON and Olivier GALIBERT	
1.1. Introduction	3
1.2. Organizational paradoxes and paradoxical injunctions.	4
1.2.1. Organizational development and paradoxes	4
1.2.2. Discursive approaches to the organizational paradox	5
1.2.3. The pragmatic paradox: a return to the systemic approach of Palo Alto	5
1.2.4. What divergences and convergences?	8
1.3. A case study of an implementation project for digital patient records	11
1.4. Resolving the organizational paradox at the individual level	13
1.4.1. The injunction to internal mediation: role syncretism	13
1.4.2. The injunction to disappear: exit or integration	14

1.5. Conclusion	14
1.6. References	16
Chapter 2. Identifying Caregiver Practices by Analyzing the Use of Electronic Medical Records	21
Pénélope CODELLO, David MORQUIN, Ewan OIRY and Roxana OLOGEANU-TADDEI	
2.1. Introduction	21
2.2. Review of the management science literature on professional practices and uses of electronic patient records.	23
2.3. Professional practices and the use of tools at the heart of the conceptual framework: the “instrumental genesis”	25
2.4. Methodology	26
2.4.1. Presentation of the case.	27
2.4.2. Data collection and analysis methods	28
2.5. Results	30
2.5.1. Technical dimension of uses	30
2.5.2. System of instruments	32
2.5.3. Relationship with activity, with oneself and with others in the use of EMRs	33
2.5.4. Debates on the common good	36
2.6. Conclusion	37
2.7. References	39
Chapter 3. Communication Approach to Patients’ Health Work: Remote Relationship and Intertwined Powers	43
Anne MAYÈRE	
3.1. Introduction	43
3.2. Reconstructing patients’ work	45
3.2.1. Recomposed and multiplied patients’ work	47
3.2.2. Relationship of care and intertwined “pastoral and disciplinary powers”	51
3.3. Field and method	52
3.4. Remote relationship and intertwined powers	53
3.4.1. Establishing the relationship and learning to talk about oneself	54
3.4.2. Intertwined disciplines	56
3.5. Conclusion	58
3.6. Acknowledgments	59
3.7. References	59

Part 2. Care and Social Support: From Institutional Responses to Online Support	63
Chapter 4. The Place of Care in the E-coordination of Home Care and Assistance	65
Géraldine GOULINET FITÉ	
4.1. Introduction	65
4.2. Home care coordination issues	66
4.2.1. Reconfigurations at home	67
4.2.2. From computerization to health informatization	70
4.3. Impacts on the logic of care, roles and identities	73
4.3.1. From cure to care	73
4.3.2. Informational and communicational approach to care	74
4.4. Uses and practices of the PAACO-Globule dispositif in a support network for the coordination of complex pathways in the South Gironde region	77
4.4.1. Presentation of Escale Santé	77
4.4.2. Presentation of the PAACO-Globule solution: functionalities and organizational framework	79
4.4.3. Study design and presentation of results	80
4.5. Conclusion	87
4.6. References	89
Chapter 5. Breast Cancer Prevention Online in a Crisis of Confidence Context: From Medical–Technical Discourse to Social Support	95
Dorsaf OMRANE and Pierre MIGNOT	
5.1. Introduction	95
5.2. Prevention and crisis context	97
5.2.1. The breast cancer prevention in question: its system and players.	98
5.3. Methodological choices for the analysis of an online exchange space	104
5.3.1. Boundaries of the field: study by the Facebook group “Cancer du sein, parlons-en” (Breast cancer, let’s talk about it).	104
5.3.2. Online non-participant observation	106
5.4. Results of ethnographic observation and lexicometric analysis	107
5.4.1. The emotional support registry	108
5.4.2. Informational input and tangible support	110
5.5. Conclusion	112
5.6. References	113

Part 3. Rethinking Health Expertise in Light of the Social Web 119**Chapter 6. The Expert Patient in the Digital Age: Between Myth and Reality** 121

Hélène ROMEYER

6.1. Introduction	121
6.2. Mutating health care: the professionalization of the patient	122
6.2.1. General framework	123
6.2.2. The slow evolution of the patient's status and role.	126
6.2.3. The evolution towards health information	128
6.3. Societal changes and the emergence of the expert patient in the digital context	132
6.3.1. New modalities of militancy	133
6.3.2. Technological change and empowerment.	135
6.3.3. Therapeutic patient education: the unthought of digital culture and literacy.	138
6.4. Conclusion	140
6.5. References	141

Chapter 7. Towards an Info-communication Categorization of Expertise in Online Health Communities 145

Stéphane DJAHANCHAH, Olivier GALIBERT and Benoit CORDELIER

7.1. Introduction	145
7.2. The crises of expertise in research in information and communication sciences	146
7.2.1. The question of expertise in the face of the diversity of forms of knowledge mobilized in socially relevant issues	147
7.2.2. The place of expertise in info-communication and community-based online knowledge mediation dispositives	149
7.3. Info-communicational theory of the online community link as a sociotechnical context for the deployment of online expertise.	150
7.3.1. The ICS approach to health communities.	152
7.3.2. Specificity of the terrain and the need for a new qualification of expertise	153
7.4. Info-communication approaches to health expertise	155
7.4.1. Expertise and the online health community.	157
7.4.2. Negotiation as an info-communication process for legitimizing expertise.	161
7.4.3. The legitimation of expertise or the production of a community consensus	161
7.5. Framework for the community validation of expertise.	163
7.5.1. The three modes of legitimizing expertise in online health communities	164
7.5.2. Articulation of forms of expertise in the context of digital society	166
7.6. Conclusion	169
7.7. References	170

Chapter 8. Identification Metrics Regarding Lay Expertise in Online Health Communities	175
Damien DE MEYERE	
8.1. Introduction	175
8.2. Online health information and the notion of expertise	177
8.3. Data selection and presentation.	178
8.4. Description of the measures.	179
8.4.1. Characterizing engagement	179
8.4.2. Characterizing content	180
8.4.3. Characterizing the interaction	181
8.5. The multiple facets of lay expertise	182
8.6. Conclusion	190
8.7. Acknowledgments	191
8.8. References	191
List of Authors	195
Index	197