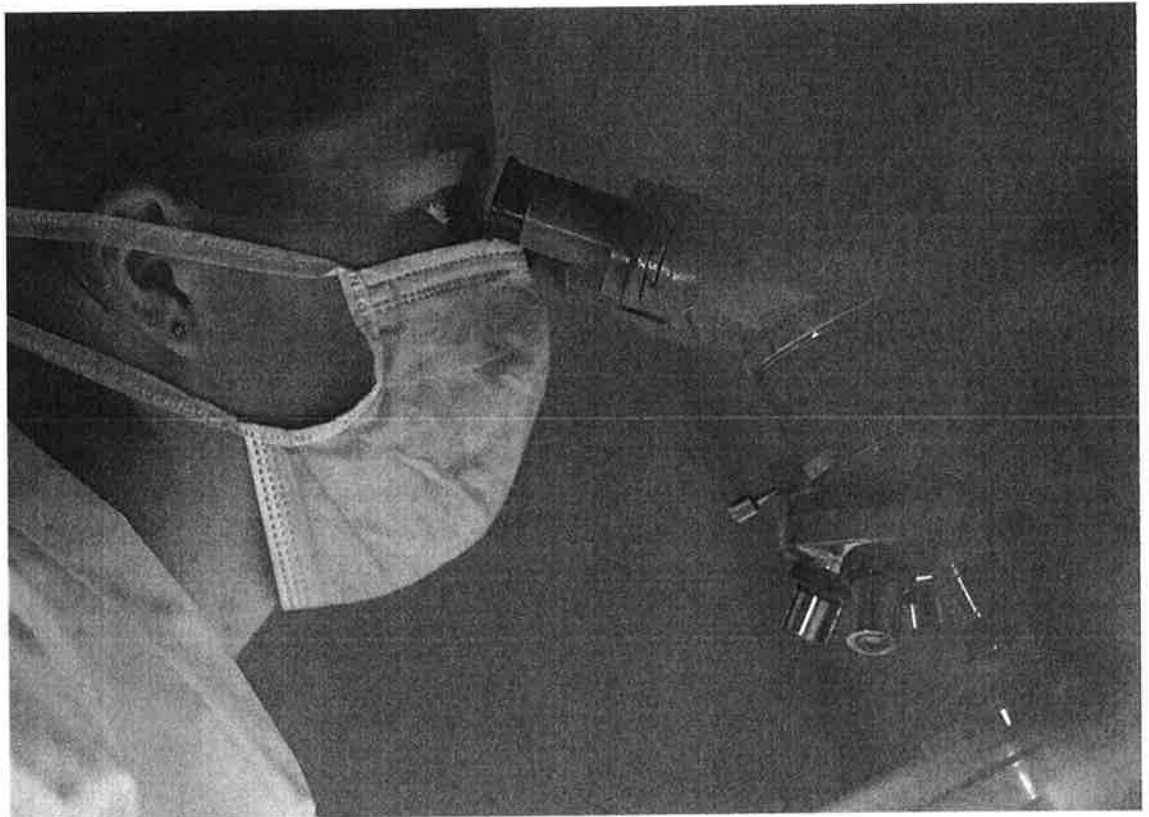


**An official publication of  
the Information Resources  
Management Association**

# **INTERNATIONAL JOURNAL OF HEALTHCARE DELIVERY REFORM INITIATIVES**



**IGI PUBLISHING**

Publisher of IT books, journals and cases since 1988  
[www.igi-global.com](http://www.igi-global.com)

# International Journal of Healthcare Delivery Reform Initiatives

An official publication of the Information Resources Management Association

## Mission

The *International Journal of Healthcare Delivery Reform Initiatives* encourages research examining different types of healthcare reform initiatives ranging from strategic to operational that occur in various forms, including inter-organizational, group-based, and technology-enabled. Healthcare reform research has, and will likely continue to draw from diverse academic disciplines such as operations management, information systems, marketing, strategic management, organizational behavior, technology management, and public policy. Future investigations will continue to address some of the most pressing questions raised by reform initiatives for individual patients, healthcare providers, local communities of patient group, cultures, economies and different regions of the world. What is the effect of reform programs on our understanding of national healthcare? Is quality being reconfigured by large private sector companies (especially IT consultants)? Do modern patients require new methods and new forms of healthcare delivery while at the same time remaining open to the unforeseeable and certain types of unseen medical conditions?

## Subscription Information

IJHDRI is published quarterly: January-March; April-June; July-September; October-December by IGI Global. Full subscription information may be found at [www.igi-global.com/IJHDRI](http://www.igi-global.com/IJHDRI). Journal is available in print and electronic formats.

Institutions may also purchase a site license providing access to the full IGI Global journal collection featuring over 60 topical journals in information/computer science and technology applied to business & public administration, engineering, education, medical & healthcare, and social science. For information visit [www.infosci-journals.com](http://www.infosci-journals.com) or contact IGI at [eresources@igi-global.com](mailto:eresources@igi-global.com).

## Copies of Articles

Copies of individual articles are available for purchase at InfoSci-On-Demand ([www.infosci-on-demand.com](http://www.infosci-on-demand.com)), an aggregated database consisting of more than 31,000 research articles written by prominent experts and scholars in the field of information/computer science and technology applied to business & public administration, engineering, education, medical & healthcare, and social science.

## TOC Alerts

Please go to [www.igi-global.com/IJHDRI](http://www.igi-global.com/IJHDRI) and click on the "TOC Alert" tab on the left menu if you want to be emailed the table of contents of each issue of this journal as it is released.

## Copyright

The *International Journal of Healthcare Delivery Reform Initiatives* (ISSN 1938-0216; eISSN 1938-0224). Copyright © 2009 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of the journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in the journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

## Correspondence and questions:

**Editorial:** Matthew Guah  
Erasmus University Rotterdam  
E-mail: [guh@few.eur.nl](mailto:guh@few.eur.nl)  
Tel: + 31 (0) 10 4082114  
Fax: + 31 (0) 10 3975779

## Subscriber Info:

**IGI Global**  
Customer Service  
701 E Chocolate Avenue  
Hershey PA 17033-1240, USA  
Tel: 717/533-8845 x100  
E-mail: [cust@igi-global.com](mailto:cust@igi-global.com)

IJHDRI is currently listed or indexed in: Cabell's; GetCited; Media Finder; Standard Periodicals Directory; Ulrich's Periodical Directory

ery

ing different types of  
cluding inter-organi-  
ontinue to draw from  
ategic management,  
I continue to address  
care providers, local  
the effect of reform  
ate sector companies  
are delivery while at  
ns?

r by IGI Global. Full  
print and electronic

lection featuring over  
ublic administration,  
osci-journals.com or

-on-demand.com), an  
rts and scholars in the  
n, engineering, educa-

ou want to be emailed

938-0224). Copyright  
lisher. No part of this  
n the publisher, except  
ny names used in this  
ies does not indicate a  
sed in this journal are

ice  
e Avenue  
33-1240, USA  
345 x100  
igi-global.com

odical's

### IJHDRI Editorial Board

<b>Editor in Chief:</b>	Matthew Guah, Erasmus U. Rotterdam, The Netherlands
<b>Associate Editors:</b>	Lawrence Brooks, Brunel U., UK Danny Poo Chiang Choon, National U. of Singapore, China Felix Tan Ter Chian, Queensland U. of Technology, Australia Wendy L. Currie, Warwick U., UK Kerstin Fink, Universität Innsbruck, Austria Yanzhong Huang, Seton Hall U., USA Cynthia M. Lerouge, Saint Louis U., USA Yuanli Liu, Harvard U., USA Massimo Memmola, Catholic U., USA Natalie M. Mitev, London School of Economics & Political Science, UK Blessing Mukabeta Maumbe, Cape Peninsula U. of Technology, South Africa Susan M. Newell, Bentley U., USA Phillip Olla, Madonna U., USA John Ovretveit, MMC Karolinska Institute, Sweden Shenglan Tang, Liverpool U., UK E. Vance Wilson, Arizona State U., USA
<b>IGI Editorial :</b>	Elizabeth Duke, Managing Editor

### International Editorial Review Board:

Patrick K. Andoh-Baidoo, U. of Texas - Pan American, USA  
 Carina Beckerman, Stockholm School of Economics, Sweden  
 Jon Blue, U. of Delaware, USA  
 Fay Cobb Payton, North Carolina State U., USA  
 Diane Dewar, State U. of New York, USA  
 Mohan Dutta, Purdue U., USA  
 Yogesh K. Dwivedi, Swansea U., UK

Latif A. Hakim, South Queensland U., Australia  
 Souad Mohamed, U. of Westminster, UK  
 Gert J. van der Pijl, Erasmus U. Rotterdam, The Netherlands  
 Ronald Spanjers, U. of Tilburg, The Netherlands  
 Kevin Volpp, U. of Pennsylvania, USA  
 Catharina Ziekenhuis, U. of Tilburg, The Netherlands



**IGI PUBLISHING**  
WWW.IGI-GLOBAL.COM

# CALL FOR ARTICLES

## *International Journal of Healthcare Delivery Reform Initiatives*

The International Journal of Healthcare Delivery Reform Initiatives publishes original papers in all areas of healthcare management reform and information systems initiatives aimed at healthcare delivery improvement. It emphasizes empirical research but may include specialized theoretical, methodological, and review papers from both practitioners and academics working in the healthcare industry. It particularly looks at the analysis of ongoing and future initiatives to promote efficiency and reduce error, continuous increase in cost of healthcare delivery, wider divide in the quality of health service available to different segments of our communities, and the influence of increase use of IT in various healthcare delivery processes. The journal is divided into three independently edited sections:

**HEALTHCARE MANAGEMENT REFORM** addresses those domains of reform initiatives in which management change plays a major role, including the interface of healthcare professionals and healthcare delivery process, affect, and motivation. Among topics covered are the strategy, policy formation, change, and utilization of attitudes, attributions, regulation, and consequences of management habits within the healthcare industry. Of interest also are the influence of management behavior and its various interfaces on significant healthcare phenomena such as budgetary decisions, medication policy, staff persuasion, communication, prejudice, social development, and cultural trends.

**HEALTHCARE DELIVERY PROCESSES** focuses on significant trends in the process of healthcare delivery currently around the world. Appropriate to this section are papers on the nature and dynamics of healthcare delivery processes and relationships with healthcare outcomes. It also considers governments and medical associations own procedures and processes of taking initiatives toward improving healthcare delivery.

**PATIENT-CENTRIC INITIATIVES** promotes research on all aspects of healthcare delivery reform that focuses on bringing the patient to the center of healthcare delivery. This includes studies of basic processes within healthcare institutions that target direct benefits to patients without regard for individual and institutional differences. It also includes studies of individual differences and basic processes in behaviors of healthcare providers towards patient care and specific patient centric initiatives. Articles in areas such as structure, technology, and assessment of patient care are also appropriate to this section of the journal, as are studies of the interplay of culture, personality, and manifestations of patient centric issues in everyday behavior.



ISSN 1938-0216 ✓  
eISSN 1938-0224  
Published quarterly

### SEND SUBMISSIONS TO:

Matthew Guah  
Erasmus University Rotterdam  
E-mail: [guah@few.eur.nl](mailto:guah@few.eur.nl)  
Tel: + 31 (0) 10 4082114  
Fax: + 31 (0) 10 3975779

**For Full Submission Guidelines, please turn to the back of this journal or visit the IGI Global website at [www.igi-global.com](http://www.igi-global.com).**

**Ideas for Special Theme Issues may be submitted to the Editor-in-Chief.**

**Please recommend this publication to your librarian. For a convenient easy-to-use library recommendation form, please visit: <http://www.igi-global.com/IJHDRI> and click on the "Library Recommendation Form" link along the left margin.**

# INTERNATIONAL JOURNAL OF HEALTHCARE DELIVERY REFORM INITIATIVES

July-September 2009, Vol. 1, No. 3

## Table of Contents

### EDITORIAL PREFACE

- i **What Does Healthcare Reform Truly Involve?**  
*Matthew Waritay Guah, Erasmus School of Economics, The Netherlands*

### RESEARCH ARTICLES

- 1 **Multi-Dimensional Criteria for the Evaluation of E-Health Services**  
*Alalwany Hamid, Brunel University, UK*  
*Alshawi Sarmad, Brunel University, UK*
- 19 **Confirmatory Factor Analysis to Establish Determinants of Wireless Technology in the Indian Healthcare**  
*Raj Gururajan, University of Southern Queensland, Australia*  
*Tiana Gurney, University of Southern Queensland, Australia*  
*Abdul Hafeez-Baig, University of Southern Queensland, Australia*
- 38 **Adoption of Mobile Technology by Public Healthcare Doctors: A Developing Country Perspective**  
*Nesaar Banderker, University of Cape Town, South Africa*  
*Jean-Paul Van Belle, University of Cape Town, South Africa*
- 55 **Tele-Practice Technology: A Model for Healthcare Delivery to Underserved Populations**  
*Thomas W. Miller, University of Connecticut, USA*  
*Robert D. Morgan, Texas Tech University, USA*  
*Jennifer A. Wood, South Texas VA Healthcare Center, USA*
- 70 **Evidence on the Efficacy of Integrated Care**  
*Torben Larsen, University of Southern Denmark, Denmark*

atives

reas of healthcare  
hasizes empirical  
rs and academics



1938-0216  
1938-0224  
ed quarterly

rdam  
nl  
14  
79

nal or visit

1-Chief.

venient  
www.igi-  
orm" link

**ULRICHSWEB<sup>™</sup>**  
GLOBAL SERIALS DIRECTORY

You are logged into UlrichsWeb

**LOG OUT**Quick  
Search

ISSN

**SEARCH**[Advanced Search](#)[Browse Lists](#)[Help](#)[My Account](#) [Ulrich's Alert](#)[Ulrich's Update](#)

## International Journal of Healthcare Delivery Reform Initiative

[← BACK TO RESULTS](#)[← SEARCH MY LIBRARY'S CATALOG ▶](#)

Click highlighted text for a new search on that item.

**Table of Contents:** [Click here to view](#)

**ISSN:** 1938-0216

**Title:** International Journal of Healthcare Delivery Reform Initiative

**Publishing Body:** I G I Global

**Country:** United States

**Status:** Active

**Start Year:** 2009 (Jan.)

**Frequency:** Quarterly

**Document Type:** Journal; Academic/Scholarly

**Refereed:** Yes

**Media:** Print

**Alternate Edition ISSN:** [1938-0224](#)

**Language:** Text in English

**Price:** USD 195 subscription per year to individuals  
USD 545 subscription per year to institutions  
USD 250 combined subscription per year to individuals (Print & Online Eds.)  
USD 795 combined subscription per year to institutions (Print & Online Eds.)  
(effective 2010)

**Subject:** [HEALTH FACILITIES AND ADMINISTRATION](#)

**Dewey #:** 632

**LC#:** RA394

**Editor(s):** Matthew Guah

**URL:** <http://www.igi-pub.com/journals/details.asp?id=7762>

**Description:** Publishes original papers in all areas of healthcare management reform and information systems initiatives aimed at healthcare delivery improvement.

[▲ Back to Top](#)

Add this item to:

(select a list)

**ADD****Request this title:**

I'd like to request this title.

**GO**• [Print](#) • [Download](#) • [E-mail](#)**Corrections:**

Submit corrections to Ulrich's about this title.

**GO****Publisher of this title?**

If yes, click GO! to contact Ulrich's about updating your title listings in the Ulrich's database.

**GO**[▲ Back to Top](#)

You are logged into UlrichsWeb **LOG OUT**Quick  
Search **SEARCH**
[Advanced Search](#)
[Browse Lists](#)
[Help](#)
[My Account](#)
[Ulrich's Alert](#)
[Ulrich's Update](#)

## International Journal of Healthcare Delivery Reform Initiative

[← BACK TO RESULTS](#)
[← SEARCH MY LIBRARY'S CATALOG ▶](#)


Click highlighted text for a new search on that item.

**Table of Contents:** [Click here to view](#)

**ISSN:** 1938-0216  
**Title:** International Journal of Healthcare Delivery Reform Initiative  
**Publishing Body:** I G I Global  
**Country:** United States  
**Status:** Active  
**Start Year:** 2009 (Jan.)  
**Frequency:** Quarterly  
**Document Type:** Journal; Academic/Scholarly  
**Refereed:** Yes  
**Media:** Print  
**Alternate Edition ISSN:** [1938-0224](#)  
**Language:** Text in English  
**Price:** USD 195 subscription per year to individuals  
 USD 545 subscription per year to institutions  
 USD 250 combined subscription per year to individuals (Print & Online Eds.)  
 USD 795 combined subscription per year to institutions (Print & Online Eds.)  
 (effective 2010)  
**Subject:** [HEALTH FACILITIES AND ADMINISTRATION](#)  
**Dewey #:** 632  
**LC#:** RA394  
**Editor(s):** Matthew Guah  
**URL:** <http://www.igi-pub.com/journals/details.asp?id=7762>  
**Description:** Publishes original papers in all areas of healthcare management reform and information systems initiatives aimed at healthcare delivery improvement.

[▲ Back to Top](#)

Add this item to:

(select a list)

**ADD****Request this title:**

I'd like to request this title.

**GO****Corrections:**

Submit corrections to Ulrich's about this title.

**GO****Publisher of this title?**

If yes, click GO! to contact Ulrich's about updating your title listings in the Ulrich's database.

**GO**
[• Print](#) • [Download](#) • [E-mail](#)
[▲ Back to Top](#)