



Using Chronicle Workshop to quantify impact of context in case studies

Edwards, Kasper; Birgisdóttir, Birna Dröfn; Gunnarsdóttir, Sigrún; Harlin, Ulrika; Jarebrant, Caroline; Ulin, Kerstin ; Johansson Hanse, Jan; Winkel, Jørgen

Published in:

Abstract book - 8th NOVO Symposium, Sustainable health care production systems

Publication date:

2014

Document Version

Publisher's PDF, also known as Version of record

[Link back to DTU Orbit](#)

Citation (APA):

Edwards, K., Birgisdóttir, B. D., Gunnarsdóttir, S., Harlin, U., Jarebrant, C., Ulin, K., Johansson Hanse, J., & Winkel, J. (2014). Using Chronicle Workshop to quantify impact of context in case studies. In K. Edwards, & J. Winkel (Eds.), *Abstract book - 8th NOVO Symposium, Sustainable health care production systems* (pp. 22). DTU Management Engineering.

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

Using Chronicle Workshop to quantify impact of context in case studies

Kasper Edwards¹, Birna Dröfn Birgisdóttir², Sigrún Gunnarsdóttir³, Ulrika Harlin⁴, Caroline Jarebrant⁵, Kerstin Ulin⁶, Jan Johansson Hanse⁷ & Jørgen Winkel⁸

¹ *Technical University of Denmark, Department of Management Engineering, Work, Denmark*

² *Reykjavik University, School of Business, Iceland*

³ *University of Iceland and Bifröst University, School of Business, Iceland*

⁴ *Swerea IVF & Chalmers University of Technology, Dept. of Product and Production development, Sweden*

⁵ *Swerea IVF & University of Gothenburg, Dept. of Sociology and Work Science, Sweden*

⁶ *Sahlgrenska University Hospital & University of Gothenburg, Sahlgrenska Academy, Institute of Health and Care Science, Sweden*

⁷ *University of Gothenburg, Department of Psychology, Sweden and Nordic School of Public Health NHV, Gothenburg, Sweden*

⁸ *University of Gothenburg, Dept. of Sociology and Work Science, Sweden (& Technical University of Denmark, Dept. of Management Engineering, Denmark)*

Email of presenting author: kaed@dtu.dk

1. Background:

Chronicle Workshop (CW) is a methodology developed to maintain and document important features during a specific period of time in a specific organization (Limborg and Hvenegaard, 2011). The focus is on important events as perceived by persons in the organization. It is a qualitative method where significant events are thematised.

This method has recently been used to assess all significant change processes that occurred at 14 investigated hospital wards during a period of 6-18 months. The aim was to discriminate between those events caused by the rationalization tool Value Stream Mapping (VSM) or a modified VSM tool also considering ergonomic dimensions, Ergonomic Value Stream Mapping (ErgoVSM), (Winkel et al, 2012) in relation to other events, the so called “context”. For this purpose we developed a procedure to quantify the amount of context in the evaluation of the primary interventions caused by VSM or ErgoVSM.

2. Collection of context:

The participants (N=3-6) represented all job categories at the ward. The CW proceeded as a funnel i.e. starting with a broad question that is narrowed in during the subsequent two questions. The questions were answered individually on post-it-notes. All answers were placed on a timeline on the wall as they were explained, thus providing a detailed picture in chronological order.

3. Quantification of context:

All items were numbered consecutively. Items mentioned more than once by the same respondent were removed. Remaining items were categorized into two groups: 1) VSM and 2) ErgoVSM. The two categories were analyzed for their effect on three dimensions: 1) psychosocial work environment, 2) physical work environment and 3) efficiency. Effect was categorized into positive, none, or negative effect on the three dimensions. Lastly context was quantified by simply dividing the number of VSM events by the total number of events. On this basis it was possible to identify significant events (“context”) that may have acted as modifiers of the impact caused by the ErgoVSM/VSM tool.