

## **Organisation and Human Resource Management (OHRM) & Information Systems and Management Group (ISM)**

Spring Term 2018-19

**Speaker:** Professor Brian T. Pentland, Michigan State University

**Title:** Towards a Theory of Processual Dynamics: Analyzing Routines in Dermatology Clinics

**Date:** Wednesday 6<sup>th</sup> March 2019

**Venue:** WBS, Room 2.005 and 2.006

**Time:** 14:00 – 15:30

**Abstract:** Practices, processes and routines change over time, but these changes can be hard to see, document and explain. As part of a larger study on complexity in healthcare routines, we use two years of digital trace data from the University of Rochester Medical Center (URMC) to analyze changes in the action patterns in five dermatology clinics. We use narrative networks to visualize the data at multiple levels of granularity and from different points of view. We argue that the narrative network provides a useful basis for visualizing and theorizing about the dynamics of processual phenomena, such as practices, processes and routines.

**Bio:** *Brian T. Pentland is a Professor in the Accounting and Information Systems Department at Michigan State University. He received his PhD in Management from the Massachusetts Institute of Technology in 1991 and SB in Mechanical Engineering from the Massachusetts Institute of Technology in 1981. His research expertise include organizational routines and research methods for sequence and process analysis. His publications have appeared in Academy of Management Review, Accounting, Organizations and Society, Administrative Science Quarterly, Management Science, Organization Science, YouTube and elsewhere. He is a recipient of the 2015-16 William J. Beal Outstanding Faculty Award.*

**Registration:** Please register your place by emailing [Miranda.Darko@wbs.ac.uk](mailto:Miranda.Darko@wbs.ac.uk)  
Light refreshments for registered participants will be available from 13:30.