

Source per Whitten	Source text	Source page	Whitten text	W. page	Notes
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	Wittson and colleagues were the first to employ IATV for medical purposes, in 1959, when they used a microwave link for telepsychiatry consultations between the Nebraska Psychiatric Institute in Omaha and the state mental hospital 112 miles away.	p. 483	Wittson and colleagues were the first to employ telemedicine for medical purposes in 1959 when they set up telepsychiatry consultations between the Nebraska Psychiatric Institute in Omaha and the state mental hospital 112 miles away (Wittson, Affleck & Johnson, 1961).	p. 5	Here and in a number of other cases, Perednia & Allen cite a source, and W. uses the language from P&A but cites P&A's source rather than P&A. See two rows down for a pronounced example of this. (P&A's citations are in endnote rather than author-date style and are not reproduced here.)
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	In the 1970s and 1980s, limited telemedicine projects were instituted at several sites in North America and Australia, including the Space Technology Applied to Rural Papago Advanced Health Care (STARPAHC) project of the National Aeronautics and Space Administration (NASA) in southern Arizona, a project at Logan Airport in Boston, Mass, and programs in northern Canada.	p. 483	In the 1970s, there was a flurry of telemedicine activity as several major projects developed in North America and Australia, including the Space Technology Applied to Rural Papago Advanced Health Care (STARPAHC) project of the National Aeronautics and Space Administration (NASA) in southern Arizona; a project at Logan Airport in Boston, Massachusetts, and programs in northern Canada (Dunn, Conrath, Acton, Higgins, Math & Bain, 1980).	p. 5-6	
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical	Grigsby and Kaehny recently reviewed telemedicine activities undertaken prior to 1993. With the exception of the 20-year old telemedicine program at Memorial University of Newfoundland, St John's,	p. 484	Grigsby and Kaehny (1993) recently reviewed telemedicine activities undertaken prior to 1993. With the exception of the 20-year-old telemedicine program at Memorial University	p. 6	

applications. JAMA
273(6),483-88.

none of the programs begun before 1986 has survived. Although data are limited, the early reviews and evaluations of those programs suggest that the equipment was reasonably effective at transmitting the information needed for most clinical uses and that users were for the most part satisfied. However, when external sources of funding were withdrawn, the programs disappeared, indicating that the single most important cause of their failure was the inability to justify these programs on a cost-benefit basis. Other issues, such as limited physician acceptance, played a less definitive role in their demise.

Hospital of Newfoundland, none of the programs begun before 1986 has survived. Although data are limited, early reviews and evaluations of these programs suggest that the equipment was reasonably effective at transmitting the information needed for most clinical uses and that users were for the most part satisfied (Dongier, Tempier, Laliniec-Michaud & Meunier, 1986; Conrath, Puckingham, Dunn & Swanson, 1975; Fuchs, 1974; Murphy & Bird, 1974). **However, when external sources of funding were withdrawn, the programs simply folded. Although** Perednia and Allen (1995) suggested that the failure of these programs was caused primarily by **the inability to justify these programs on a cost-benefit basis**, other researchers questioned other potential issues such as limited physician acceptance (Michaeis, 1989).

Perednia, D.A. and Allen,
A.A (1995). Telemedicine
technology and clinical
applications. JAMA
273(6),483-88.

After decades of pilot and demonstration projects, telemedicine moved from relative obscurity to a period of rapid growth in the early 1990s. In a few cases this trend has been precipitated by significant **clinical need. For example, the program at the University of Kansas, Kansas City, was proposed by rural practitioners who required access to certain types of medical services. With an area roughly the size of New York State (124 800 km²), western Kansas currently has no local pediatric subspecialists and only a handful of adult medical and surgical subspecialists.** Programs in western Kansas and other remote locations (eg, in Canada or Norway) are based on **the premise that telemedicine should improve both access to certain types of specialty care and the overall quality of the care provided.**

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The decades of 1960, 1970, and 1980 exhibited a series of telemedicine pilot and demonstration projects. However, the 1990s have proven to be a period of rapid growth. In 1990, there were four active telemedicine programs. In 1994, there were 26 such programs and Allen and Allen (1995) projected 50 active programs by the end of 1995. The creation of many of these programs was sparked by **clinical need.** **For example, the program at the University of Kansas was originally proposed by rural practitioners who required access to certain medical subspecialties (Allen, Cox, & Thomas, 1992). With an area roughly equivalent to New York State, western Kansas currently has no local pediatric subspecialists and only a handful of adult medical specialists.** The telemedicine program in Kansas was created under **the premise that telemedicine should improve access to**

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			specialty medical care and thus improve the overall quality of medical care in rural areas.	
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	As with many recent developments in health care, much of the stimulus for rapid change has come from outside the medical profession. In the case of telemedicine, two of the most important driving factors are arguably based on the politics and economics of a managed care approach to health services delivery and the national effort to develop the electronic information highway.	p. 484	As is the case with many recent developments in the health care arena, telemedicine appears politically and market-driven. Political imperatives behind the recent growth can be traced to anticipated implementation of a managed care approach to health services delivery. Health care providers are viewing telemedicine as a tool that that could help manage the financial risks of providing patient care in rural and underserved areas. A second area contributing to the recent enthusiasm associated with telemedicine stems from the national effort to develop the electronic information superhighway and is perhaps being generated by suppliers of superhighway products.	p. 7
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	Telemedicine is seen as a tool that could help manage the medical and financial risks of providing patient care in rural and underserved areas.	p. 484	Health care providers are viewing telemedicine as a tool that that could help manage the financial risks of providing patient care in rural and underserved areas.	p. 7
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	There are only two ways to increase sales in a commodity market: (1) increase the size of the total market by expanding the demand for bandwidth or (2) increase market share through marketing and product differentiation. Telemedicine can do both.	p. 484	Telemedicine is one service that allows telecommunications companies to simultaneously meet their goals of (1) increasing the size of their total market by expanding the demand for bandwidth and (2) increasing their market share through marketing and product differentiation (Perednia & Allen, 1995).	p. 7
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	However, the rapid growth and high visibility of these projects masks the fact that relatively few patients are now being seen.	p. 485	The rapid growth and high visibility of telemedicine projects hides an important issue; relatively few patients are being seen via telemedicine.	p. 7
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	In almost every telemedicine project, teleconsultation accounts for less than 25% of the use of the system. The majority of on-line time is used for medical education and administration.	p. 485	In almost every telemedicine program, teleconsultation accounts for less than 25% of the use of the system (Perednia & Allen, 1995). Instead, the majority of on-line time is used for medical education and administration.	p. 8

Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	In some instances in which federal funding is not involved, telemedicine has become a tool for marketing medical services beyond an institution's normal catchment area. For example, the Massachusetts General Hospital, Boston, has formed a for-profit subsidiary that, for a fee, reads radiographs transmitted from hospitals and clinics in the Middle East. The Mayo Clinic, Rochester, Minn, is establishing a \$550 000 telemedicine clinic in Amman, Jordan.	p. 486	The most recent application of telemedicine involves deployment of this service to market medical services beyond a medical facilities' standard catchment area. For example, the Massachusetts General Hospital in Boston has formed a for-profit subsidiary that reads radiographs in the Middle East ("New Global," 1994) and the Mayo Clinic in Rochester, Minnesota, is establishing a telemedicine clinic in Amman, Jordan ("Mayo Linking," 1994).	p. 8	
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	The implementation of telemedicine programs raises important questions concerning how much we really know about the appropriate use of telemedicine and how it should be incorporated into the nation's health care system.	p. 486	The implementation of these kinds of telemedicine programs raises important questions about how much agreement there is about the appropriate use of telemedicine and how it should be incorporated into the nation's health care system.	p. 8	
Lincoln, Y.S. & Guba, E.G. (1983) Naturalistic inquiry. Newbury Park, CA: Sage Publications.	• The case study is the primary vehicle for emic inquiry. We have noted (Chapter 1) the fact that naturalistic inquiry is directed toward the emic posture while the positivist paradigm is directed toward the etic, that is, that the naturalistic inquirer tends toward a reconstruction of the respondents' constructions . . . • The case study provides the "thick description" so necessary for judgments of transferability. . . . • The case study provides a grounded assessment of context.	pp. 359-60	Case studies offer a rich methodological application as they serve as a primary vehicle for the reconstruction of respondents' constructions of reality, provide thick description which is necessary for judgments of transferability, and provide a grounded assessment of context (Lincoln & Guba, 1985).	p. 10	
McLuhan, M. 1994. Understanding media: The extensions of man.	This is merely to say that the personal and social consequences of any medium-- that is, of any extension of ourselves . . .	Chapter 1, paragraph 1	McLuhan (1994) stresses that the personal and social consequences of any medium which serves as an extension of ourselves result in the new reality we create with the innovation or technology.	p. 13	
Rogers, E.M. 1995. Diffusion of innovations.	Software information, which is embodied in a technology and serves to reduce uncertainty about the cause-effect relationships involved in achieving a desired outcome.	p. 14 in the 1983 edition .	Technology is commonly conceptualized as a specific design for action that serves to reduce the uncertainty in achieving some desired outcome (Thompson, 1967, Eveland, 1986; Rogers, 1995).	p. 14	
Cites Zaltman, Duncan, and Holbeck, but Rogers appears to be the source.	One kind of uncertainty is generated by an innovation , defined as an idea, practice, or object that is		An innovation is an idea, practice, or object that is perceived as new by the relative unit of adoption (Zaltman, Duncan & Holbeck, 1973).	p. 14	Rogers, E.M. 1995. Diffusion of innovations.

	perceived as new by an individual or another unit of adoption.				(p. xviii in the 1983 edition.)
Williams, F.R., Rice, R.E., & Rogers, E.M. 1988. Research methods and the new media. New York: Free Press	Thus, communication scientists try to keep an open mind toward communication media, looking for empirical evidence about whether these media are associated with changes in society, whether the consequences are mainly positive or negative, and how social contexts influence the control, design, and use of such media.	pp. 24-25	Early on communication technology researchers focused on the link between media use and changes in society, whether the consequences are positive or negative, and how the social structure served to influence the control, design and use of such communication technologies (Williams, Rice & Rogers, 1988).	pp. 14-15	
Rogers, E.M. 1995. Diffusion of innovations.	Previously we defined diffusion as the process by which (1) an innovation (2) is communicated through certain channels (3) over time (4) among the members of a social system.	p. 10 in the 1983 edition	Diffusion is the process by which an innovation is communicated through certain channels over time among the members of a social system (Rogers, 1995).	p. 15	
Rogers, E.M. 1995. Diffusion of innovations.	The innovation-development process consists of all of the decisions, activities, and their impacts that occur from recognition of a need or problem, through research, development, and commercialization of an innovation, through diffusion and adoption of the innovation by users, to its consequences.	p. 135 in the 1983 edition	Rogers (1995) argues several key levels of analysis be included in this diffusion and adoption study. First, researchers must look at the generation of innovations. They should discern the origins of an innovation by charting the innovation-development process which consists of all the decisions, activities and impacts that occur from recognition of a problem or need through research, development and commercialization through diffusion and adoption resulting in identifiable consequences.	p. 15	
Unattributed (though follows a direct quote from the same source)	Nor should the new media be regarded as objects separate from their social context.		It is an oversimplification to regard communication technologies as objects separate from their social contexts.	p.15	Williams, F.R., Rice, R.E., & Rogers, E.M. 1988. Research methods and the new media. New York: Free Press. (p. 25)
Rogers, E.M. 1995. Diffusion of innovations.	The innovation-decision process is the process through which an individual (or other decision-making unit) passes from first knowledge of an innovation to forming an attitude toward the innovation, to a decision to adopt or reject, to implementation of the new idea, and to confirmation of this decision.	p. 20 in the 1983 edition	In addition to this macro analysis of the diffusion of an innovation, Rogers (1995) also calls for micro analysis. One such application is the study of the innovation-decision process which is the process through which a decision-making unit passes from knowledge of an innovation to the formation of an attitude toward the innovation to a decision to adopt or reject to implementation and confirmation of the decision.	p. 16	

Rogers, E.M. 1995. Diffusion of innovations.	The five attributes of innovations are: (1) relative advantage, (2) compatibility, (3) complexity, (4) trialability, and (5) observability.	p. 211 in the 1983 edition .	Much of the success of Nintendo is traced to the company president who utilized the five perceived traits of innovations (relative advantage, compatibility, complexity, trialability and observability) to achieve a high rate of adoption.	p. 17
Steinfeld, C. 1992. Computer-mediated communications in organizational settings: Emerging conceptual frameworks and directions for research.	Two new theoretical approaches, critical mass and social influence models, are described that focus on the social context in which the communication technologies are embedded as a source of explanation for adoption, use, and impact	p. 348	Or, Steinfeld (1992) called for a focus on social context (e.g., ability to convey social presence or information richness of medium) in which communication technologies are embedded as a source of explanation for their adoption, use and impact.	p. 19
Cheney, G., Block, B.L., & Gordon, B.S. 1986. Perceptions of innovativeness and communication about innovations: A study of three types of service organizations.	The purpose of this study is to illustrate the importance of communication about innovations in organizations . Specifically, we wish to highlight the need for researchers to examine communication that leads organizations to "notice" or become aware of innovative ideas, practices or objects.	p. 214	Cheney, Block and Gordon (1986) applied this perspective in their examination of innovation communication in a bank setting. Their goal was to highlight the importance of communication about innovations in organizations which enables organizational members to notice or become aware of innovative practices, ideas or objects.	p. 19
Mowday, R.T., & Sutton, R.I. 1993. Organizational behavior: Linking individuals and groups to organizational contexts.	The traditional approach to thinking about the context has been heavily influenced by rational design considerations and bureaucratic theory.	p. 224	Traditional approaches to studying context have been heavily influenced by rational design considerations and have presented context as something that is presented to individuals or groups (Mowday & Sutton, 1993)	p. 20
Goodwin, C., & Duranti, A. 1992. Rethinking context: an introduction. In A. Duranti and C. Goodwin (Eds.), Rethinking context: Language as an interactive phenomenon.	The central question of intersubjectivity (how separate individuals are able to know or act within a common world) is thus raised as a constitutive feature of social action. What ethnomethodology (from Husserl and via Schutz) defined as the problem of intersubjectivity can be seen as an attempt at answering the question about how members negotiate or achieve a common context.	p. 27	The study of a newly forming telemedicine program addresses the fundamental ethnomethodological question of intersubjectivity (how individuals are able to know or act within a common world) by allowing for a glimpse of how organizational members negotiate or achieve a common context (Goodwin & Duranti, 1991).	p. 21
Preston, J., Brown, F.W., & Hartley, B. 1992. Using telemedicine to improve health care in distant areas.	STARPAHC, or Space Technology Applied to Rural Papago Advanced Health Care, was a joint project of Lockheed, the National Aeronautics and Space Administration, and the U.S. Public Health Service beginning in the late 1950s (30,31). Its purpose was twofold, to carry out research in using audio and audiovisual telecommunication to provide medical service to astronauts in space and to provide general medical service to communities on the reservation.	p. 27	Several telemedicine projects were launched in the 1970's. In one project, STARPAHC (Space Technology Applied to Rural Papago Advanced Health Care) was initiated as a joint venture project of Lockheed, The National Aeronautics and Space Administration, and the U.S. Public Health Service. This ambitious project was undertaken to provide medical service to astronauts in space and to offer general medical	pp. 22-23

			services to communities on the Papago Indian Reservation in Arizona. The project demonstrated great success in providing medical care to remote sites on the reservation; however, negligence in system management and lack of maintenance funding led to the project's demise within twenty years (Preston, Brown, & Hartley, 1992).	
Perednia, D.A. and Allen, A.A (1995). Telemedicine technology and clinical applications. JAMA 273(6),483-88.	There is increasing evidence that managerial and administrative issues may play an important role in both the effectiveness and utilization of all types of telemedicine services.	p. 487	Perednia and Allen reported that even though there is increasing evidence that managerial and administrative issues play a vital role in the effectiveness and utilization of telemedicine services, "critical studies that examine the influence of leadership, organizational and training factors on the success or failure of modern telemedicine programs have not been performed" (Perednia & Allen, 1995, p.487).	pp. 29-30
Cites Kuhn, but language seems to come from Putnam.	This paper adopts Burrell and Morgan's definition of paradigm as well as their distinctions between paradigms, metaphors, and puzzle-solving activities. Basically, a paradigm represents an implicit or explicit view of reality, a set of core assumptions about alternative world views. Paradigms encompass beliefs, values, and methods that guide researchers in selecting basic premises and methodologies. Paradigms extend beyond theoretical perspectives in that they entail root metaphors and schools of thought that embrace similar views of reality.	See note	Kuhn (1970, p. 113) argued a "paradigm is prerequisite to perception itself." A paradigm represents an implicit or explicit view of reality based upon a set of core assumptions about alternative world views (Kuhn, 1970). Paradigms represent general perspectives, or ways of thinking that reflect fundamental assumptions about the nature of organizations (Putnam, 1982). Each worldview encompasses beliefs and values that serve to guide researchers in selecting basic premises and appropriate methodologies (Mohan, 1993). Paradigms give shape to a researcher's view of the social world by guiding his or her selection of what are legitimate phenomena for study.	p. 35 Putnam, 1982. Paradigms for organizational communication research: An overview and synthesis. The Western Journal of Speech Communication. Spring. 192-206. (p. 192)
Putnam, 1982. Paradigms for organizational communication research: An overview and synthesis. The Western Journal of Speech Communication. Spring. 192-206.	Functionalists view society as objective and orderly; behavior is concrete and tangible, and society has a real and systematic existence. Research aims, through scientific rigor and objectivity, to discover empirical knowledge which has pragmatic and regulatory value.	p. 194	A functionalist paradigm presupposes the existence or organizational realities that may be objectively assessed and measured and generalized across contexts. Organizations are viewed as objective and orderly and researchers strive to uncover empirical knowledge which has pragmatic and regulatory value (Putnam 1982).	p. 35

Yin, R.K. 1994. Case study research: Design and methods.	In brief, the case study allows an investigator to retain the holistic and meaningful characteristics of real-life events . . .	p. 3	Because of its ability to enable an investigation to retain the holistic and meaningful characteristics of real-life events , the case study proves to be a particularly useful way to contribute uniquely to our understanding of a phenomenon, telemedicine, as the context.	p. 40
Yin, R.K. 1994. Case study research: Design and methods.	The three conditions consist of (a) the type of research question posed , (b) the extent of control an investigator has over actual behavioral events, and (c) the degree of focus on contemporary as opposed to historical events .	p. 4	When evaluating the wide array of methodological choices, researchers should focus on these three issues: the type of research questions being posed, the extent of control the researcher possesses over the phenomena under study, and whether the focus is on contemporary versus historical events (Yin, 1994).	p. 48
Yin, R.K. 1994. Case study research: Design and methods.	These include the use of (a) multiple sources of evidence , that is, evidence from two or more sources, but converging on the same set of facts or findings, (b) a case study database , that is, a formal assembly of evidence distinct from the final case study report , and (c) a chain of evidence , that is, explicit links between the questions asked, the data collected, and the conclusions drawn .	p. 78	Although the specific method needed varies from case to case, there are several principles that apply universally to data collection for case studies: the use of multiple sources of evidence; a case study database which formally assembles evidence distinct from the final case study report, and; a chain of evidence which charts the questions being asked, the data collected and the conclusions drawn (Yin, 1994).	p. 50
Yin, R.K. 1994. Case study research: Design and methods (2nd ed.). Newbury Park, CA: Sage.	The general way of approaching the reliability problem is to make as many steps as operational as possible and to conduct research as if someone were always looking over your shoulder .	p. 37	A well-defined protocol (an outline of the study's purpose, procedures, questions, analysis plan, and case study report outline) play an important role in increasing the reliability of case study research by guiding the investigator in carrying out the case study (Yin, 1993). Of particular concern in a case study like this is intercoder reliability of content data. Yin suggests that the researcher make as many of the steps as operational as possible and conduct the research as if someone is looking over the investigator's shoulder .	p. 52
Van Maanen, J. 1979. Reclaiming qualitative methods for organizational research: A preface. Administrative Science Quarterly. 24, 522.	Qualitative methodology and quantitative methodology are not mutually exclusive. Differences between the two approaches are located in the overall form, focus, and emphasis of study . . . Qualitative investigators tend also to describe the unfolding of social processes rather than the social structures that are often the focus of quantitative researchers.	p. 520	However, qualitative and quantitative methodologies do not exist as mutually exclusive approaches. The differences between the two can be identified in the overall form, focus and emphasis of study (Van Maanen, 1979). Qualitative researchers tend to seek to understand the unfolding of social processes rather than social structures .	p. 61

Cites Morgan & Smircich; language in bold appears to be from van Maanen.	The data developed by qualitative methods originate when a researcher figuratively puts brackets around a temporal and spatial domain of the social world .		The qualitative researcher seeks to put brackets around a temporal and spatial domain of the social world , thus the label qualitative can best be thought of as an approach which reflects the host of interpretive assumptions previously discussed (Morgan & Smircich, 1980).	p. 62	Van Maanen, J. 1979. Reclaiming qualitative methods for organizational research: A preface. Administrative Science Quarterly. 24, 522. (p. 520)
Yin, R.K. 1994. Case study research: Design and methods.	Overall, interviews are an essential source of case study evidence because most case studies are about human affairs. These human affairs should be reported and interpreted through the eyes of specific interviewees, and well-informed respondents can provide important insights into a situation.	p. 85	Yin contends that “one of the most important sources of case study information is the interview” (1994, p. 84). Interviews are important to case studies because most case studies are about human affairs or activities. These human activities should be interpreted and reported through participants because these “insiders” can best provide information that informs a dependent analysis.	p. 62	
Yin, R.K. 1994. Case study research: Design and methods.	Data analysis consists of examining, categorizing, tabulating, or otherwise recombining the evidence to address the initial propositions of a study .	p. 102	Data analysis is the research step that consists of examining, categorizing, tabulating or recombining the evidence to address the initial research questions of a study (Yin, 1994).	p. 66	
Pettigrew, A.M. 1979. On studying organizational cultures. Administrative Science Quarterly. 24, 570-580	The point of studying a sequence of social dramas longitudinally is that they provide a transparent look at the growth, evolution, transformation, and, conceivably, decay of an organization over time .	p. 570	Pettigrew (1979) defined critical events, or social dramas, as occurrences that are engaging in the minds of participants. Pettigrew stressed that the importance of documenting critical events as they provide a longitudinal, transparent look at the growth, evolution, transformation and possible decay of an organization over time .	p. 106	
Ong, W. 1991. Print, space, and closure.	Print was also a major factor in the development of the sense of personal privacy that marks modern society. It produced books smaller and more portable than those common in a manuscript culture, setting the stage psychologically for solo reading in a quiet corner, and eventually for completely silent reading. In manuscript culture and hence in early print culture, reading had tended to be a social activity, one person reading to others in a group .	p. 104	Print allowed for the production of books that were smaller and more portable than those found in the manuscript era, setting the stage for solitary reading. In a manuscript culture, reading had tended to be a social activity with one person reading to others in a group (Ong, 1991).	pp. 141-42	