Emerging technologies have impacted on the Health Care industry in many different ways. We are seeing new integrated on-line database Management Systems replacing the older Batch Systems. It is not beyond our imagination, to conjure up images of networks between health care facilities that will increase communications and continuity of care—using systems that "talk" to each other. The collaboration between health care and computer professionals is leading to the development of innovative methods for data collection and retrieval. All these changes will offer to administrators and staff the necessary tools to manage efficiently. New systems will be even more critical as increasing fiscal constraints are placed upon health care providers as well as the demand for increased documentation.

Systems projects, similar to those we will review during this session, will be an integral part of our professional lives. To maximize our ability to use these tools we must understand how and why they work. People are the critical ingredient of any new system's success. Our age of increasing change has had an increasing impact on the people in organizations. Early in any project positive attitudes must be established to reduce the "people" problems later on. Many systems have failed because this issue was overlooked.

We will listen to those presenting and observe the specific process they followed in their unique projects. We will see the common threads that link the methods they employed and observe the steps required in any system analysis.