



**Bonnie Kaplan, PhD, FACMI**, is a Lecturer at Yale School of Medicine and teaches Yale College courses on ethical and policy issues concerning new technologies. In addition, she is a faculty affiliate of the Information Society Project at the Yale Law School, and a Senior Scientist at Boston University's Medical Information Systems Unit.

She is an authority on people's reactions to new technologies in health care and on evaluating applications of computer information systems. She specializes in change management, benefits realization, and identifying and addressing clinician and patient concerns. Her clients include the US Department of Veterans Affairs (VA) and the US National Institute of Standards and Technology (NIST); the Universities of Pittsburgh, Chicago, Washington, and Cincinnati; Yale, Boston, Oregon Health Sciences, and Johns Hopkins Universities; and Massachusetts General Hospital, Michael Reese Hospital and Medical Center, and the Institute of Living. Her international clients include the Alberta Heritage Foundation for Medical Research, and the UK Department of Health. She also consults to firms in the healthcare industry and serves on their advisory boards, as well as on program advisory boards at the Illinois Institute of Technology and at Manchester University (UK).

Dr. Kaplan is the author of more than 70 refereed papers and book chapters, as well as numerous other articles and publications. She wrote invited chapters in the most important books on evaluating information systems in health care. Her most recent publications concern patients' reactions to using an automated telephone advisory system; a usability evaluation of a web based case for in medical education; issues in evaluating clinical decision support systems and medical informatics applications; a review of people, organizational, and social issues in medical informatics; and an volume of edited papers.

A frequent speaker at international conferences, Dr. Kaplan was invited to be the first in the University of Illinois at Chicago 2003-2004 Distinguished Lecture Series in Health Informatics. She was keynote speaker at e-Health 2002, the annual meeting of COACH (Canada's Health Informatics Association) and CIHI (the Canadian Institute for Health Information), where she also taught a tutorial on culture, change management, and evaluation, as she often does at the annual American Medical Informatics Association Symposium.

She was a Program Chair of the 2004 conference on Relevant Theory and Informed Practice: A 20 Year Retrospective on IS Research, sponsored by the International Federation for Information Processing (IFIP) Working Group 8.2, The Interaction of Information Systems and the Organization, and an editor of the resulting book. She chairs the International Medical Informatics Association Working Group-13: Organizational and Social Issues. A member of the Yale Interdisciplinary Center for Bioethics, she was founding chair of the Research Working Group on Technology and Ethics. Also at Yale, she founded and chairs the Whitney Humanities Center Working Group on Science, Technology, and Utopian Visions.

Dr. Kaplan is a recipient of the American Medical Informatics Association President's Award and a Fellow of the American College of Medical Informatics.

Dr. Kaplan currently teaches at Yale University in the Medical Informatics postdoctoral program, Yale College Seminars, and in the Ethics, Policy, and Economics program. She has taught a variety of

information systems courses in MBA and hospital administration programs. She holds a PhD from the University of Chicago and a BA from Cornell University