

Innovation diffusion in healthcare networks: The role of boundary-spanners and gatekeepers in a bottom-up approach to innovation diffusion

Summary

This paper investigates the roles of boundary-spanners and gatekeepers during the diffusion of innovation where a bottom-up approach to innovation diffusion has been employed, presenting the results of an in-depth investigation of a complex healthcare network within NHS England. Employing a case study approach, we identify the key roles played by boundary-spanners and gatekeepers in orchestrating the process of innovation diffusion. Based on these findings, the research suggests that, when supporting innovation diffusion in complex healthcare networks it is important that key actors are identified that can champion the diffusion of innovations throughout the healthcare network.

Keywords: Innovation diffusion, boundary-spanners, gatekeepers, healthcare networks