

A Qualitative Single Case Study Research The Multi-disciplinary Team Members' Use of the Electronic Patient Record within one Emergency Medical Assessment Unit (EMAU)



Introduction

- The goal of introducing information communication technology in the clinical environment is to improve patient care and optimise clinical services (Welsh Assembly Government 2003, 2014, 2015).
- Technology transitions, adoption and use can be difficult to manage. It is relevant to recognise that everything is connected: the EPR system itself (both hardware and software), the work processes, and everything related to these (e.g. social conditions) and the end users.
- Need to champion and grow users with positive attitude, to shift away a culture of resistance to new technology.

Research Questions

- What kind of issues or factors motivated the multi-disciplinary team members to use the electronic patient record (EPR) technology?
- What policy interventions are required to maximise the benefits of Individual Health Records (EPRs) and increase the healthcare professionals' use of the electronic patient record technology for quality improvement?

Research Design: How was it done?

Adopted a qualitative, single case study research to explore a **particular contemporary phenomenon within its real life context using multiple sources of evidence.**

(Yin 2003)

EMAU, Multi-disciplinary team members and the Individual Health record technology.

Clinical work / Professional Practice.

Interviews, naturalistic observations, local policies.

Main Findings: Themes and Sub-themes

Managing the dynamic context of the EMAU

- The EMAU: The environment
- The day to day demands
- 'All sorts really'
- The gaps and uncertainties

Patient Safety

- The IHR (EPR) as a container for information
- Medication reconciliation
- IHR bridging the intersection of care
- IHR enhancing patient-professional relationship

Issues with adoption of the IHR

- User interaction with computer
- Automation reducing the inefficiencies
- 'Consent please'
- Detachment from General Practitioners (GPs)
- General Practitioners not signed up
- Legacy systems

Contribution of This Study

- Better outcomes can be achieved through the use of Electronic Patient Record by delivering care right first time, on time and every time to create patient safety, efficiency and quality of care.
- Knowing your patient and not working in the dark...
 - Achieving health and well being with the public, patients and professionals as equal partners
 - Doing only what is needed, no more, no less and do no harm
 - Caring for those with the greatest health need first, making the most effective use of all skills and resources
- Failure to meet patients' needs can occur when working conditions do not provide the care providers with the conditions for success.



Limitation and Future Research

- The limitation is the lack of opportunity for contemporaneous data generation of the electronic patient record in use.
- Questions regarding the quality of care, communication, patient outcomes and measurements of the impact of EPRs on workflow and healthcare service delivery remain to be explored.

References

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