

Interview

by Nn Me

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Answers to the Interview

The information system under discussion is the use of mobile computer carts for making records and providing care in the patient's room. Mobile computer carts are significant tools in enhancing the efficiency of the mandated electronic health records. The technology was first designed to allow the healthcare provider to easily input patient visitation data into the hospital system. Still, it has now been adopted by organizations as a reduction of recording errors and maximization of work output. The clinician believes that this technology highly achieves recording efficiency and reducing movement during a patient assessment session. The clinician does not know how the decision to implement the technology. However, she states that there had been complaints by the healthcare workers about the use of smartphones and tablets, which only allowed recording of data and failed to reduce movement. The complaints had become widespread across her organization with the news of the mobile workstations.

Mobile computer carts are highly usable in providing patient care, especially because they have recording tools and bins to help the healthcare worker carry basic medical supplies. The screen in mobile computer carts is mostly 24-inch sized or greater; thus, the display is perfect. Also, these computers are synchronized to the organization servers; thus, they interface with other systems. For instance, one feature is the barcode scanners that match patients with their overall medication details. The technology is easy to use, and workers' fatigue is significantly reduced. The normal workflow for a nurse without mobile computer carts would be to visit the patient's room, interview the patient, conduct a medical assessment, rush to collect supplies, return and administer treatment, record the patient's condition in the office, and get

ready for the next patient. With mobile computer carts' help, all these procedures are conducted on the point of care before proceeding to the next patient.

The technology also offers special communication tools such that where crucial decisions about the patient need to be made, the nurse can contact colleagues, or the doctor, especially through teleconferencing which allows the patient involvement in the decisions. These tools are often helpful, although, to some extent, they can also be disruptive. Sometimes it may delay decisions that need to be made urgently, mostly when colleagues are unreachable. According to the clinician, the system provides no risks for the patient unless the healthcare worker fails to follow procedures, which is a rare occurrence. A nurse can access information about any patient from the hospital's servers very easily through the barcode scanner from mobile computer carts. Since these carts carry computers with them, while at-the-point-of-care recording is automatically saved in the organization's servers, the information is also stored in the computer. Thus, any authorized persons can extract highly reliable information from this technology since the data was recorded accurately and on-site. Legally, this system transfers all the obligations to the healthcare worker since any errors omitted or committed would only be due to their negligence.

Interview Analysis

The experience with the clinician only expanded the views from the literature. The use of technology to provide medical solutions should be adopted since it allows efficiency, diverts the approach towards a patient-oriented one, and releases fatigue from clinicians, making them enthusiastic about their care provision (Lu & Chen, 2017). The clinician described the excitement seen in her colleagues as they prepare to attend to patients. The ability to make accurate records without duplication and with minimal errors allows them to serve as many

patients as possible. When the government of the United States mandated the incorporation of ¹ electronic health records (EHR) the need to make ¹ records at the point of care was imperative.

Thus the introduction of mobile computer carts came at the specified moment providing clinicians with an experience to which they look forward on daily basis (Carlson, 2019).

Information systems, especially in the field of healthcare are crucial in facilitating quality care and minimization of errors (Smith et al., 2018). I was surprised by the ease of treatment provided by technology since, through the literature, I felt it was a little more complicated than it sounded. I think healthcare organizations should strive to achieve efficiency through the use of these technologies.

References

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