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End-User Interview Project

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Name

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PART 1

In this end-Use interview, I carried an interview with one of my friends Hannah, a bedside nurse in the nearby hospital. Among the various information system, we agreed to talk about the Electronic Medical Record (EMR) together with and Electronic Health Record (EHR) as she mentioned them to be much familiar to her, and she has been using them for a while. They are both considered examples of the health information systems utilized at her place of work. According to Hannah, Electronic Health Records (EHR)/Electronic Medical Records (EMR) are considered patient's digital information.

She mentioned that the electronic health record (EHR) system was purposely aimed at replacing the paper version of the patient's chart. It is patient-centered and helps avail information securely and instantly to either patient, their families, or any other authority. Both the Electronic Health Records as well as the Electronic Medical Records were purposely designed to keep the treatment and medical history of various patients in the various health facilities in the digital formats. This will be of great use since one can always refer back to the history and medical treatment that different patients administered at certain facilities. Hannah's insight into the technology that guides this technology is that it was meant to replace the manual or paperwork in relation to record-keeping of various patients, which would be safe, fast and reliable technology when it comes to record-keeping in various health facilities. She also mentioned that, it would be tiresome to always write down all the records of a large number of patients and maybe later it is lost. This kind of technology made is easy to keep records as well as retrieve it when it is demanded.

The clinician's understanding of how the decision to implement the use of technology was not that clear. She mentioned that she thinks this decision was made based on the changing world regarding the technology used in various health facilities and various nations worldwide. This was to improve the health services received by patients. She further mentioned that this decision was arrived at because the technology offers quick access to the patient's records and provides up-to-date, complete, and accurate information concerning a certain patient and thus efficient care. She as well mentioned that end-users were involved during the decision-making. I also asked why she thought the end-user needed to be involved in the decision to implement the new technology; her answer was that clear that the end-users required to be part of the decision-making.

On how usable the system is in inpatient care, Hannah mentioned that [1] Electronic Health Records (EHR) and Electronic Medical Records (EMR) are essential in supporting patient care activities. They are able to keep a record of all the medical histories of the patient. This makes it easier for medical practitioners to refer back to the history in case of any incident happening to the patient. She mentioned that the system's screen is readable and its display is logical, and it does not interfere with other information systems within medical care. The system is much easier to use, and there are minor concerns about is which includes data loss. On how the electronic health record and the electronic medical record are helpful to the patients, she mentioned that both enabled the medical practitioners to have access to the patient's accurate and reliable information. The workflow of nurses in the health facility she is working in intends to be high, and yes, she mentioned that the system workflow consisted of the nurse's patient care flow.

Hannah mentioned that, yes, the system utilizes both the non-knowledge-based and knowledge-based clinical decision support system, and she finds this helpful. The electronic medical record and the electronic health records might have certain risks, including the privacy of the data and the

inaccurate data. She mentioned that, based on her knowledge, there is no potential for workarounds and in case of any, the hospital has laid various interventions, which include documentation, double-checking, as well as ensuring the correct medical administration, among many other interventions.

On the ease of having access to the information, Hannah mentions that this is only restricted to a certain department within the health facility. Having access to it requires a certain procedure. She also mentions that, yes, the data can be extracted from the system protected, and thus it will be reliable and consistent. There are various legal and ethical implications presented by the electronic medical record and the electronic health records, which are security breaches, data inaccuracy, confidentiality and privacy, and system implication. To ensure these risks are minimized, she mentioned that there should be a competent specialist to detect the threats earlier enough. Clinicians should always be professional when discharging their duties, and patients' data protection should be the priority.

PART 2

In relation to the information I gathered from my interview with my friend Hannah, a bedside nurse working at the nearby hospital concerning the [1] Electronic Health Records (EHR) and the Electronic Medical Records (EMR), I tend to conclude that her experience tends to be consistent with what I found in the literature. She indeed mentioned the electronic health records as part of the health information system. According to Ford et al. (2015), they tend to define electronic medical records as a digital version of the paper records within the clinician office, hospital, and clinics. It contains the information and the clinician's notes within the hospital clinic and the hospital to be utilized for diagnosis and infection treatment. This exact definition of electronic

medical records and the electronic health record relates to Hannah's exact definition in our interview as she explained her understanding of the same.

To further demonstrate that Hannah's experience tends to be consistent with the information from the literature I read, she mentions that electronic medical records and electronic health records are patient-centered. Information tends to be safe when kept in this kind of technology utilized in various health facilities. She further mentioned that this technology was purposely designed to maintain various patients' treatment and medical history in the various health facilities. The health history would be related to the diagnosis that was done to the patient, medication administered, and immunization history as well treatment plans. On the other hand, in the literature I read, they mention that electronic medical records and electronic health records help promote good and better health care, promote effectiveness, equity, efficiency and that, they have huge advantages over the paper records (Tierney et al., 2013).

In summation, from the entire interview I had with Hannah, and relating it to the literature I read concerning the information system we discussed this is the electronic medical record, nothing has truly surprised me in that I knew Hannah has gained experience as she had worked as a bedside nurse for quite some time, and thus I had trusted myself that she had already gained some experience that makes her competitive. Relating all that we had discussed in an out interview concerning the electronic medical record/electronic health records, the information she had shared with me tends to connect with that information I read from the literature.

Reference

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