Impact of Health Information Technology on Workflow Study

Purpose
The purpose of the Impact of Health Information Technology on Workflow Study is to map out the office flow process. The goal is to understand the relationship between computer use and the flow of work in the office; to look at people-computer factors and the role they play on the flow of work in the office; and how the workflow impacts of computer use are made worse or better through a doctor or office staff member being interrupted.

Background
The Agency for Healthcare Research and Quality (AHRQ) is a lead Federal agency in developing and disseminating evidence and evidence-based tools on how health information technology (HIT) can improve health care quality, safety, efficiency, and effectiveness. Health IT has been widely viewed as holding great promise to improve the quality of health care in the U.S. 1,2 Health IT can improve access to information for both patients and providers, empowering patients to become involved in their own self-care. Increased patient safety can result from health IT when records are shared, medications are reconciled, and adverse event alerts are in place. When health IT improves efficiency, providers can spend more time directly caring for patients, ultimately improving the quality of care patients receive. This study implemented a number of methods to gather data including: mapping of study practices, staff observations, before-after time and motion studies, extraction of clinical data, semi-structured interviews and focus groups.

References

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