

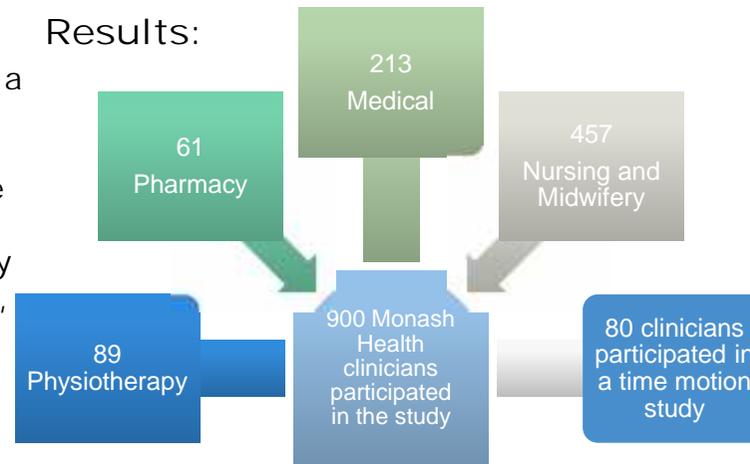
The role of Allied Health Leadership in the Implementation of and Electronic Medical Record

Jane Carlin, Adam Stormont, Naomi Dobroff, Dr Suong Le (contact – jane.carlin@monashhealth.org)

Introduction:

Electronic Medical Records (EMRs) represent a core strategy for future healthcare delivery. The implementation of this important technology platform poses significant change management challenges and benefits to the Allied Health workforce. This multidisciplinary study evaluated baseline clinician perception, knowledge and expectation of an EMR on clinical workflow, patient care and research productivity.

Results:



Domains likely to benefit from an EMR:

- improved patient quality of care
- reduced medication error
- increased research efficiency.

The focus for leadership identified:

- Patient Experience
- Visible Leadership
- Staff Communication
- Hardware Access
- Staff/User Experience
- Ambivalence to handwritten documentation

Method:

Mixed method two phase study

18 item literature derived questionnaire completed by 820 clinicians

Time in motion study of 80 Clinicians

Domains evaluated were:

- demographics,
- satisfaction,
- clinical workflow,
- clinical efficiency
- qualitative feedback.

- Respondents aged over 50 were more skeptical regarding the potential benefits of an EMR (p-value <0.001).
- 65% of respondents reported low satisfaction with current paper based workflow
- 87% of respondents reported low baseline knowledge about an EMR (none to a small amount)
- 56% of respondents anticipate the EMR will have a major negative impact on their current workflow

Conclusion:

This is the first study to characterise the baseline perception, knowledge and expectation of a multidisciplinary workforce towards an EMR. The EMR is a catalyst for clinical workflow reform but Allied Health leadership is essential if we are to realise its true potential to improve patient safety, quality of care and clinical research output.