Medical Record System transformation from Paper to Electronic: A Grounded Theory study

A Dissertation Oral Defense
Kirk J. Lent D.M
John A. Zelano, Ph.D.
Sandra Lane, D.Ed
University of Phoenix
July 2012

Acknowledge

- I would like to gratefully acknowledge the health care professionals who volunteered his or her participation in this study. Each participants contribution and point of view allowed me to gain a perspective on the scope of needs relating to making a change in the health care framework. The participant willingness made the study possible.

Agenda

- Introduction
- Problem Statement
- Significance of the Research
- Purpose of the Study
- Scope, Limitations, and Delimitations of the Study
- Literature review
- Method
- Population
- Research Questions and Answers
- Analysis and Results
- Recommendations for Leaders
- Suggestions for Future Study
- Conclusion
- Questions

Problem Statement

- The general problem is that Health care organizations want to change to an electronic medical record but have a fear of infractions from the Health Information Portability and Accountability Act of 1996 [HIPAA] (HHS, 2005)

- The specific problem is that there is not enough information on best practices within the health care industry related to innovation and redesign of health care processes (Elkhuizen et al., 2006, p. 488)

Significance of the Research

- This study will benefit the medically insured and medical personnel by maintaining a medical record that will follow the patient and give medical personnel current

- Some health care individuals believe that charting on a computer may take more time to complete

Purpose of the Study

- The purpose of the qualitative case study is to examine the relationship of current leadership views and to determine the need for change.

Scope, Limitations, and Delimitations of the study

- The scope of this study will reflect the ideas, concepts, and theories on electronic medical record by the medical staff and members of the community in a health care facility

- Limitations of the study will acquire generalization because of the amount of information available on electronic medical record systems.

- Delimitation of the study will have constructed boundaries in Southern California, which will collect data from questionnaires from health care professionals.

Literature review

- Literature reviewed include documentation related to historical overview, advantages, disadvantages, product licensing, technical support, cost, savings, information storage, leadership, and security.

Method

- Case study
- Delphi study
- Phenomenology study
- Ground study

Population

- Appropriate questions are given to 25 participants in an open-ended questionnaire.

- Of the 25 participants, 18 participants returned the questionnaire.

- The list of questionnaire volunteers composed of physicians, nurses, certified nurse's assistants, medical scientists, information technology members, medical record staff workers, and other health care professionals.

Study Questions

- 1. Is there apprehension in use of EMR system?

- 2. Are there delays in progress in the establishment of an EMR to meet HIPAA?

- 3. Does an EMR require strategic planning?

- 4. Are there education and technology advancements to decrease fear?

Study Questions Continued

- 5. Are there ways to improve patient contact and decrease charting time?

- 6. Can motivation be achieved through incentives?

- 7. Does the EMR meet expectations and decrease medical costs?

- 8. Will the EMR decrease miscommunication and increase medical safety?

Study Questions Continued

- 9. Will the EMR require a standard format?

- 10. Will biometric devices decrease the need for passwords?

- 11. Will high-level encryption and medical banking improve the EMR?

- 12. Who is responsible for progress?

- 13. What is your profession?

Analysis and Results

- Coding systems measure four characteristics in a content analysis research project. The characteristics are frequency, direction, intensity, and space.

- The use of NVivo assisted and did not eliminate the need for manual analysis of the data.

- The emergent core themes were consistent with the literature reviewed that reflect current barriers to the acceptance of change in the format of a medical record system.

Recommendations for Leaders

- The need of education may eliminate many of the concerns
- Leaders need to offer education classes to health care professionals to lessen his or her apprehension about electronic medical record systems
- Health care facilities need to work with physician offices, pharmacies, and sister health care facilities in forming a standard electronic medical record
- Progress may include incorporating a central location to store medical record between different medical facilities

Recommendations for future study

- Further research is needed, investigation and ways to overcome costs of the implementation of Electronic Medical record system needs to be uncovered.

- Biomedical devices and other ways to access medical information needs additional research.

- More research is needed to determine ways of decreasing costs of implementing electronic medical record system and in the combining of systems to produce the true universal system.

Conclusion

- This qualitative research study using the Grounded Theory study method research design provides information that was reviewed for emerging themes, information, concepts, and constructs

- Many of the current regulations restrict the ability to produce a usable universal medical record system

- The electronic medical records system is important part of the improvement and progression of health care

- To motivate physician office and small medical facilities to implement electronic medical record require incentives and may come has financial aid and progress to financial penalties if electronic medical record is not implemented