Using Health Information Technology in Practice Redesign:
Impact of Health Information Technology on Workflow

Overview

- Agency for Healthcare Research and Quality (AHRQ)
- 3-year study of health IT and workflow
- Conducted by:
  - Jonathan Wald, MD, MPH – project director
    - RTI, International
  - Neeraja Peterson, MD, MPH – site project director
    - Vanderbilt University Medical Center (subcontract)

Overview (2)

- Qualitative mixed-methods study of 6 clinics using health IT as part of practice redesign
- In each clinic:
  - Direct observation
  - Individual interviews (6 staff and 8 patients)
  - Brief surveys (of interviewed staff and patients)
  - Collection of "artifacts"
- Duration: 12 months
  - 2 (or 3) observation periods for each clinic at time=0, (time=6mo,) time=12mo

Focus: care coordination

- Observe provider and staff activities related to care coordination, including use of health IT
- Observe patient activities related to care coordination, including their impressions of practice use of health IT

What this means for you!

- With your consent and permission:
  - We will observe
  - We will interview individually (some staff, some patients)
  - We will invite interviewed individuals to complete short surveys
  - We will do this up to 3 times:
    - Late Spring 2013 (all 6 clinics)
    - Late Winter 2013 (4 of the clinics)
    - Early Spring 2014 (all 6 clinics)

Contact information

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