



جامعة الجميع الذكية  
EVERYONE'S SMART UNIVERSITY

# Everyone's Smart University

## Project (Spring 2021)

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**Section**

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**(PMG506)**

## Implementation and Training on Using Electronic Health Records (EHRs) in Healthcare

### Introduction

Communication forms an integral part of healthcare facilities since it ensures a common understanding of the requirements while providing care to patients. In this regard, an effective communication system that collects, stores, and distributes patient information to all the personnel concerned with the caregiving process is essential in all healthcare facilities. The Electronic Health Records System (EHR) is a data-focused system that prioritizes storing patient-specific information to facilitate offering patient-focused services throughout the healthcare facility. This project concentrates on installing and training healthcare providers in a rural hospital setting.

*Purpose.* This project focuses on utilizing the electronic health record system in a hospital setting to facilitate faster and efficient communication throughout the organization.

*Scope.* This project covers all departments and sectors throughout the hospital that concerns healthcare-providing activities and professionals including, the administration department, nursing team, physician, laboratories, operating rooms, and the pharmacy.

*Objectives.*

- a. To train healthcare professionals on effective use of the Electronic Health Records System.
- b. To streamline collection and storage of patient information including, patient history.
- c. To establish an effective real-time organization-patient information communication system.

## **Literature Review**

Effective communication forms an integral part of providing healthcare services, improving patient-centered care, and enhancing the overall healthcare process. The delivery and practice of healthcare professionalism immensely rely on the efficiency and effectiveness of communications across the organization (Vermeir et al. 1258). In this regard, this project embarked on improving the communications system in the selected hospital to build on the literature findings of the relevance of communication in healthcare. Furthermore, communication systems are associated with a better comprehension of the patient's condition through better transmission of patient information and communication skills, as established by Kim Ae and Sim. Therefore, successful implementation of the system and proper training of the healthcare professionals extensively contributes to the overall improvement of care quality and standards. Based on the two articles, this project focused on achieving its objectives and goals.

## **Methodology**

The selection of participants involved all the 24 healthcare providers involved in the training process after integration of the EHR communication system. 2 physicians, 2 Surgeons, 4 assistant doctors, 2 patient records administrators, 3 pharmacists, and 11 nurses were trained on the effective use of the system in everyday practice. The training workshop was a one-day event followed by a one-month monitoring process to observe any difficulties and provide technical support whenever required. The project perspective communication is an ideal technique that facilitates communications on the outline, expectations, and results of the project. Through project-perspective communications, the internal flow of information regarding the project streamlines exchanges between the project team and the project manager (Joubert). Additionally, Logic Network integration team communications regarding the progress of the project. Logic networks indicate sequential project activities over time and therefore are ideal in monitoring activities and milestones within the project (Haughey).

The following table describes the cost estimates for the project:

| Item               | Description                         | Cost (\$)    |
|--------------------|-------------------------------------|--------------|
| EHR system         | Purchase                            | 4,000        |
|                    | Installation                        | 1,000        |
| Training           | Demonstration and writing materials | 200          |
| Technical Support  | EHRs systems maintenance            | 100          |
| Salaries and wages | Payments for the project team       | 1,200        |
|                    | <b>Total</b>                        | <b>6,500</b> |

## Data Collection and Results

The success of the project depended on reaching several milestones involved in the project. Firstly, complete installation of the system in the facility including, the servers by the technical support staff formed the primary milestone for the project. Testing of the system before the workshop day ensured it was ready for practical demonstrations. On the workshop day, the participants were divided into six groups of four each headed by a technical support officer who demonstrated how the system works. Out of the six groups, five reported successful demonstration sessions while one failed due to technical difficulties that interfered with the demonstration gadget. Achievements in each of these steps were recorded per the Logic network that also dictated the roles of each of the 8 team members of the project. Further, one of the 8 support team members went around the groups to monitor the process. After the workshop, 20 healthcare professionals showed prowess in utilizing the system with little help, while the remaining four acknowledged that through practice and technical assistance they could comprehend the system better.

Furthermore, after the workshop, the medical staff utilized the system in their daily practices while 4 project team members provided support for the next four weeks. A survey carried out as the final activity of the project revealed easy and efficient use of EHRs in communications with all the staff reporting enhanced processing and transmission of patient data and treatment options. Overall, achieving the desired milestones with technical issues as the main challenges for the project facilitated the finalization of the EHRs systems installation.

## **Discussion**

Analysis of the project's records demonstrates that with proper training of medical staff, EHRs could immensely improve the healthcare process. In this project, a designated record-keeper monitored the achievement of the project's activities according to the assigned roles to ensure effective management and recording of the project's essential activities. Information such as the project plan, charter, project costs, contracts, and agreements are essentials as they serve as sources for future reference (Knowledge Hut). Gathering project information is among the final project's activities. Alternatively, disseminating the project's records facilitated assessing the objectives and purpose with the achieved milestones that informed the project's success evaluation. The following procedure finalized the project:

- a. Team postmortem- the team met and discussed the effectiveness of employed techniques, experiences, and future adjustments.
- b. Paperwork completion- Signoffs and approvals from involved stakeholders and participants.
- c. Dissolution of the project team
- d. Data archiving- Storage of all the essential and crucial information obtained from the project.

## Conclusion

Overall, fulfillment of the legislative requirements including authorization, and adherence to associated Law remained at the project's core. Laws such as the Environment Protection Act, Hazardous Waste, and Environmental Impact Assessment ensured completion of the project considered the health, safety, and wellbeing of patients, the society, and the environment. Ultimately, safety and consideration standards set at the initiation stage of the project remained instrumental throughout the project period.

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