Documizer 1.0

A large scale medical record digitization system

Project 1:

Problem Statement

Group Members:

David Boggs, Chris Fahnert, Michael Quinn, Nick White

Submitted On:

02/05/2013

Introduction

Everyday we are moving closer to a paperless world. Typewriters are primarily found in museums, replaced by word processing programs. Filing annual taxes used to require a book of documentation prepared by a high-priced specialist then several weeks of processing. Taxes can now be prepared and filed in minutes and processed in days rather than weeks. Newspapers are disappearing in droves in favor of electronic media. Now with health care reform in place, paper medical records will soon be a thing of the past as well.

Society used to be driven by change and change was at a much slower pace. Now change is driven by society and many industries can't keep up. The health care industry is both leading and lagging in this curve. Where they are lagging significantly is medical records.

The number of doctors and hospitals fully compliant with the 2015 Electronic Medical Record (EMR) deadline is minimal. Health care professionals are literally paralyzed by the sheer number of records that must be converted, the high cost of conversion, and the complete lack of a sophisticated system to handle high volume conversions. To make matters worse, the Affordable Health Care Act will start penalizing doctors and hospitals after the aforementioned by reducing Medicare and Medicaid distributions to any organization found to be non-compliant with EMR standards.

The deadline is fast approaching and very few solutions exist to fill the gap between paper and EMR. Outlined below is an in depth overview of the problems faced by both health care professionals and solution providers in order to achieve what seems to be the impossible.

1) With the ever growing problem of hospitals and the health care industry falling behind in the aspect of information technology, there is a need for hospitals to remain EMR compliant, while remaining cost effective over time, as well as remaining competitive among other hospitals without sacrificing care for patients. This problem not only affects hospitals and the health care industry in and of itself, but the patients and the care that they receive as well (the customers).

2) The Documizer is provided for any hospital or anyone in the health care industry. Their objectives are to care for patients, and provide doctors and health care professionals with the most up to date technology possible to increase productivity and effectiveness, which ultimately is related to remaining competitive. By failing to remain EMR compliant, hospitals not only sacrifice the best possible care for their patients, but they lose any competitive edge that they might have had. By addressing this issue, we allow hospitals not only to provide the best care for patients, but we cut costs.

3) The main users will be doctors and nurses. They are medically trained, and specialize in patient care. Their typical background resides in training through school, and experience in the health care environment. With EMR becoming standardized, it is increasingly likely that some of them already have experience with EMR technology in their background.

4) It's quite possibly that a lot of seasoned doctors could have no desire or willingness to learn how to use EMR technology. The attitude of "if it's not broken, don't fix it" comes to mind. It's also quite possible that said doctors could resent the usage of such technology, due to the fact that some people don't adapt well to change, especially when

they're being forced to use such technology that's becoming the new standard. Some people may also not be used to the operating system that's used for the technology (some being more familiar with Android OS, or Apple).

5) Major risks factored in are the amount of funds that it could take to implement such a system. Typically, even with hospitals, they fail to provide themselves with proper cost-benefit analyses when implementing new technology. The amount of money that could be saved overall will cover the costs spent today, but some hospitals may not upgrade until there's an absolute need, or until they are forced, resulting in a loss of funds, or it being too late due to a lack of remaining competitive. Also by waiting as long as possible, there is the factor of a lack of support to work out any bugs, or technical difficulties that could arise. The reason for this is because other hospitals could potentially wait until the last minute, providing an overload for customer support.

6) It's important to fix the problem. Without doing so could cause a loss in productivity, patient care, and loss of funds to provide to stakeholders as well as employees. By implementing this new technology allows hospitals to increase productivity, which in turn will provide better equipment and patient care, and ultimately, increase the reputation of said hospital. Not only will this increase all of these, but will allow doctors to gain more experience by being able to cover a larger variety of patients.