Section Reports: Internship Analysis

Section 1:
General Description of your working environment (Experiential Learning Environment):

The business is the Healthcare IT for the Phoebe Putney Health System. Our IT department provides services for 5000+ hospital employees. A few examples of what we provide are project management guidance, application replacement and/or implementation, troubleshooting for end users, analytics data for quality care, reporting services, and many others. The department has about 60 employees consisting of Helpdesk Associates, Clinical Analysts, Systems Analysts, Team Leads, Directors, and even our CIO. The department is located in a 2nd Medical Tower on the 3rd floor full of open cubicles and offices.

Section 2:
Identify the objective(s) / problem you are, will be, working on:

Describe the existing function(s), the way system is, has been, working. Investigate the process in detail.

Currently, the existing function of ambulatory orders is a paper process. Once an order has been placed, the clinical staff will print off 2 copies of the order. One copy is for the patient to take with them and one is faxed to the location where the procedure is supposed to be done.

Clearly identify the problem, or more specifically, a discrepancy between an existing and desired state of affairs.

There are a few problems with using paper orders. One, the copy given to the patient has the potential to be lost in transit to the procedure location. Two, the faxing system could be down or malfunction preventing the order from getting to its destination. Three, the previously stated problems cause delays providing timely patient care. Having to call the clinic to reprint the order and refax it has a ripple effect causing clinical workflow to slow down, which in turn causes patient care at the clinic to take more time as well.

Clearly describe your learning objective, including your duties, responsibilities, and activities for meeting objectives.

My learning objective is to better understand what processes can be changed, eliminated, and/or improved to achieve better quality care for patients. My duties are to actively work on finding broken process, fix these processes, test systems for flaws and correct them in a timely manner, and offer my knowledge and expertise to my department to aid in developing better functioning systems.

Section 3:
Identify decision criteria important to resolving the problem/objective:

These criteria reflect what management thinks is relevant in his/her decision. These might include criteria such as price, product model, efficiency of the existing system, current hardware, software, applications, technology, client/end-user knowledge, and equipment.

The decision criteria reflecting what management deems relevant above all is patient quality care. It was determined that improving the efficiency of the existing system would aid in providing better quality care by cutting down on patient wait time. Another decision factor is financial benefit of eliminating the need to purchase paper and printer ink, that all adds up! These improvements will also impact end user workflow by dramatically cutting down the time it takes to print and fax orders. Lastly, hardware maintenance on printers/fax machines will be needed less since it they will not be used as much.

Since criteria are not equally important, you must assign appropriate weight to each criterion. A simple approach is merely to give the most important criterion a weight of 10 and then assign weights to the rest against this standard.

- Patient Care – 10
- Staff workflow – 6
- Financial Benefit – 8
- Printer/Fax Maintenance - 4

Section 4:
Developing alternatives:

Develop viable alternatives that could resolve the problem/issue. This section should include at least four alternatives and/or options available for your objective or problem.

The only viable alternative was decided is to implementing electronic orders into our current ambulator EMR system. Doing this will resolve the above stated resolutions to quality care improvement, financial savings, and hardware maintenance.

Review these alternatives with your site supervisor prior to proceeding.

I think she might agree with most of this, but knowing her she'd probably say "why didn't you mention this?" haha.

Section 5:
Analyze alternatives:

Once alternatives have been identified, you must critically analyze each one. The strengths and weaknesses of each alternative should become evident. You should also take into consideration the criteria and weights you established in step 3.

This step needs to be reviewed, verified and approved by your site supervisor.

Section 6:
Select the best alternative:

This is the crucial act of choosing the best alternative from among those listed and assessed. You need to choose the alternative that generated the highest score and fits best for the objective/problem. Support your selection in detail.

This section needs to be reviewed, verified and approved by your site supervisor.

Section 7:
Implementing the alternative:

Explain your implementation strategy in detail. Convey the decision to those affected and get their commitment to it. Describe the time, cost, and methods in detail.

This step needs to be reviewed, verified and approved by your site supervisor.

Section 8:
Evaluating the decision effectiveness:

This section should appraise the result of the decision to see whether the problem has been resolved and/or the objective has been achieved.

This step needs to be reviewed, verified and approved by your site supervisor.