Root Cause Analysis on Patient Profile Search

Change Requested: The EHR should have a feature that allows users to search for patients through a convenient, easy-to-use search bar.

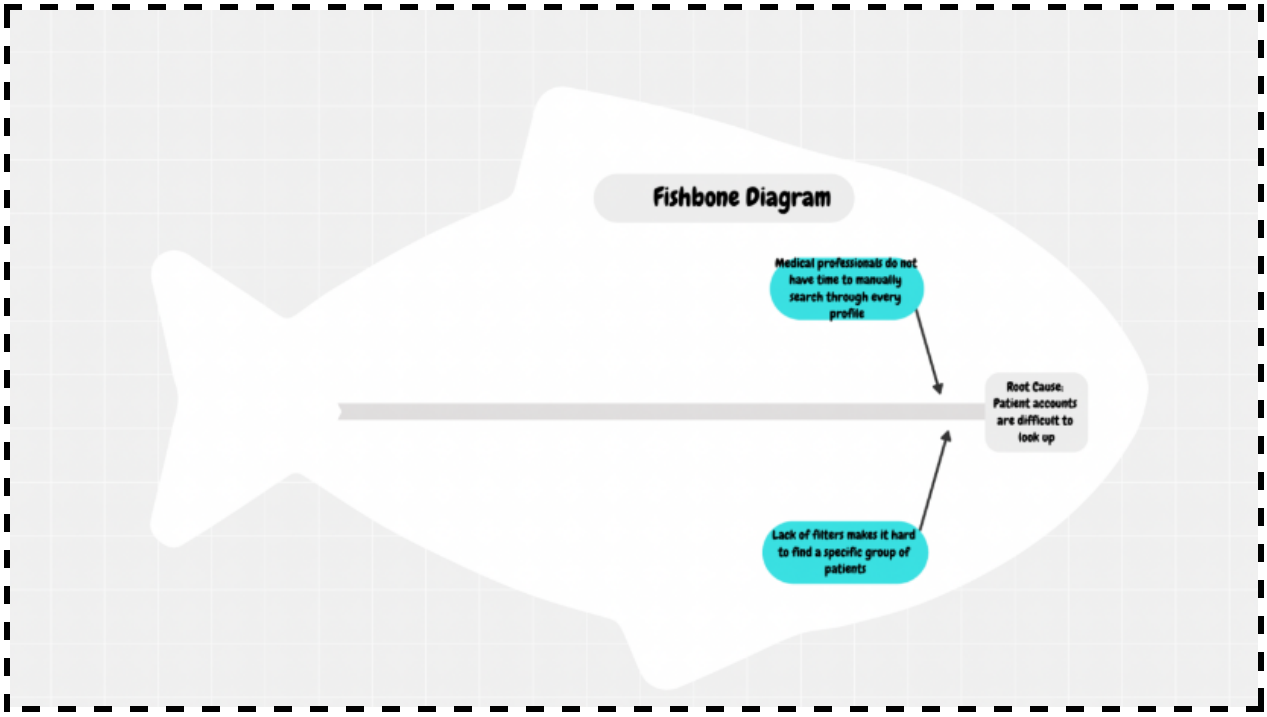
Why was this change requested? To identify the root cause, the following questions can be asked using a fishbone diagram:

1) **Can medical professionals afford to search for patients by going through every single person one by one?**
   No, this is an inefficient way to do this and will waste valuable time that is already limited.
2) **Does the lack of filters make it easy to search for a specific group of patients?**
   No, the lack of filters makes it hard to filter for something like a common last name or blood type and further wastes time.

By continuously asking “why” for each cause, we are able to find the root cause of the problem. In this case, the root cause is that patient profiles are difficult to look up efficiently.

Both of the above questions inform us that the current lack of filter and patient search implementation wastes the time of busy medical professionals. This can prove to be even more problematic if a specific patient’s information is needed in the case of an emergency and thus, this feature becomes of high priority as it can help provide more urgent care.

Fishbone Diagram



Goal Question Metric on Root Cause Analysis on Patient Profile Search

Goal: Allowing for Patient Search to be able to find specific patients by entering their metrics and using the filter function to filter for groups of people that share the input data, such as last name.
Topic: Patient Profile Search
Purpose: To increase the efficiency of looking up patients
Focus: Make a search feature for specific patients
Viewpoint: Caretakers, Medical Office Assistants, Lab technicians, physicians
Environment: Client-facing service industry

Questions:

1) How does the implementation of this feature improve the efficiency of looking up patient profiles?

2) How much time does this feature save for users during an appointment?

Metrics:

1) Efficiency increase = new lookup time/ current lookup time * 100%

2) Time saved = time allotted in an appointment - (new lookup time - old lookup time)