Root Cause Analysis on Patient Portal

Change Requested: The EHR should have a feature that allows patients to create an account and log in to view their medical records and upload documents.

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

1) **Is there currently a secure, reliable, and fast way for patients to access their own medical records?**

   No, there is no way for patients to access their medical records unless they go to the doctor and ask in person, or ask over the phone. This method is not always reliable as the doctor's office may be busy, and it's not fast as the patient may have to wait for an appointment or phone call to be available.
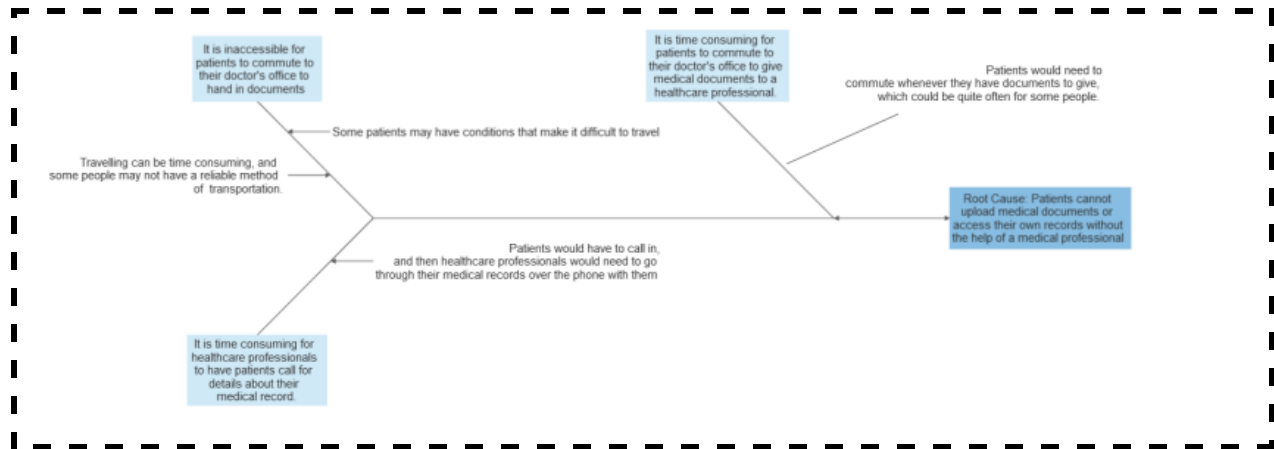
2) **Is there currently a secure, reliable, and fast way for patients to upload medical documents for healthcare professionals to view?**

   No, there is not currently a secure, reliable, and fast way for patients to upload medical documents for healthcare professionals.

By asking these questions, we can find out the root cause of why the change was requested. In this case, implementing a patient portal into the EHR system would fill the current gap in the EHR service by providing a way for patients to access their information and upload documents.

The software worked for its intended purpose, which is to provide healthcare workers with a way to store, view, and edit patient medical records. This change was requested to provide a feature that would enhance the overall software quality, but without this change the software was originally not of poor quality.

Fishbone Diagram

It is inaccessible for patients to commute to their doctor's office to hand in documents

It is time consuming for patients to commute to their doctor's office to give medical documents to a healthcare professional.

Patients would need to commute whenever they have documents to give, which could be quite often for some people.

Some patients may have conditions that make it difficult to travel

Travelling can be time consuming, and some people may not have a reliable method of transportation.

Root Cause: Patients cannot upload medical documents or access their own records without the help of a medical professional

Patients would have to call in, and then healthcare professionals would need to go through their medical records over the phone with them

It is time consuming for healthcare professionals to have patients call for details about their medical record.

Goal Question Metric on Root Cause Analysis on Patient Portal

Goal: Allowing for patients to log into a profile to view their medical records or upload documents
Topic: Patient Portal
Purpose: To decrease the time it takes for a patient to access their medical records or give documents to healthcare professionals
Focus: Make a patient portal that includes patient accounts with the ability to access to their own profile and upload documents
Viewpoint: Patients of healthcare professionals, healthcare professionals
Environment: Client-facing service industry

Questions:
1) How much time does this feature save for patients when viewing their medical records?
2) How much time does this feature save for patients when giving documents to medical professionals?
3) How much time does this feature save for healthcare professionals?

Metrics:
1) Time saved for viewing records = average length of commute to doctors office - time spent logging into patient portal and accessing records
2) Time saved for handing in documents = average commute time to doctor's office - time to log into portal and upload documents
3) Time saved by healthcare professionals = average appointment length * - time spend approving documents uploaded online