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Quality and safety in healthcare

In the video, the one major quality and safety issue that I found was the incomplete medical records and lack of interoperability. When Pat went for emergency care, her medical history was missing the implant procedure (Patient Safety Movement, 2020). A delayed diagnosis and improper treatment due to this failure subsequently led to her death. Missing medical information has a major impact because healthcare providers cannot make an educated decision without it, resulting in additional complications, wrong diagnoses, and potentially fatal outcomes. Timely, coordinated, and effective medical care occurs only if people have proper documentation and access to patient records.

Technology aided in both hindering and potentially improving the quality and safety issues that were identified. Electronic health records (EHRs) should theoretically make continuity of care easier, but in this case, they failed due to poor interoperability between providers. There was mismanagement due to medical professionals' inability to access crucial patient information. Nevertheless, technological tools could have permitted real-time access to Pat's entire medical history so that all providers were kept abreast at all times of the situation of his condition (Patient Safety Movement, 2020). If there had been a well-integrated EHR system with shared access throughout all the various healthcare facilities, then oversight would have been prevented, and she would not now find herself at risk of a worsening condition.

Through a national interoperability policy, in which the use of standardized, fully integrated EHR systems is required, similar quality and safety issues should be prevented. The second policy requires that this be a policy of seamless sharing of data across hospitals, clinics, and specialists so that the patient data is available to the provider wherever the patient may find him or herself. It is also important that healthcare providers be liable for having complete and up-

to-date medical records. By regulating the record-keeping, real-time updates, and data exchange securely on every report, communication would become stricter, and we could cut down on errors and, therefore improve patient safety by making sure medical decisions can be made timely and accurately.

Reference

Patient Safety Movement. (2020, July 6). *Uncoordinated care claimed Pat's life too soon* Video].

YouTube. <https://www.youtube.com/watch?v=cw6XboxeUac>