Outline

Introduction

* Significance – Healthcare changing with greater attention to patient-centered care.
* Background – Web-based appointment and scheduling system will aid Queens Medical Center to accomplish goal of patient-centered care by supporting patient involvement.
* Purpose statement – Identify the human factors that may hinder Queen Medical Center’s implementation of a web-based appointment and scheduling system to support its goal of offering patient-centered care.

Human Factor 1

* Patient reluctance to use the system due to past experience with the Internet and computers, such as bullying associated with a health complication

Human Factor 2

* Privacy concerns associated with the capacity of the hospital to maintain the confidentiality of information

Human Factor 3

* Patient knowledge and capacity to use the web-based appointment and scheduling system

Conclusion

* Summary – Three human factors affecting the use of the system
* Importance – Queen Medical Center should address these concerns to achieve effectiveness
* Closing – The goal is to achieve patient-centered care by adopting a system that empowers patients and reduces waiting time.