Assignment 8

[Name of the Writer]

[Name of the Institution]

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**Executive Summary**

 In this assignment, an evaluation of the rural healthcare system would be conducted by using different evaluation tool. This aim of this evaluation is to analyze the qualitative and quantitative context of the services that are provided by the hospital. In a simplified form, the healthcare system is meant to use updated system of information and technology so that underlying goals of healthcare system can be met. This task aims at the evlautaion of health informatics infrastructure of two hospitals in order to analyses the strategic goals of the organization by conducting interviews and then the evlautaion of those interviews by using different analytical tools. It is asserted that the choice of tool is dependent on the evlautaion of department of services, there are different tools that would be sued to evaluate the responses that would be collected to determine the quality of services that are provided by the hospital. The evaluation tools for performance would be KPI, also called Key Performance Indicators. In order to evaluate the workflow analysis, Process Mining would be used. It is a system-based method that is carried out by the information system. In order to evaluate the system design in two hospitals, Information system utility approach would be used taking into account that it will incorporate a complete layout of the actions and the happening of the hospital (Ayaad, et, al. 2019).

**Assessment of strategic plans and goals of the hospital**

The strategic plans and goals of the healthcare system are directly related to the choices that are made by the hospitals, taking into account that it either helps to enrich or enhance or diminish the strategic plans or goals (Ayaad, et, al. 2019). In accordance with the interview conducted and the use of analytical tools to show the results, the following responses are gathered in the context of different topics.

**Information technology selection**

According to the interview results, it is found that the choice of information technology is directly linked with the strategic planning of the healthcare system. The interviewees from both hospitals assert that Information technology is directed impacted by the underlying goals of any healthcare organization. There are different features that are important in this context.

 **Communication** is one of the major goals that is found to reflect the efficiency and the productive role in both healthcare system, because there are a number of healthcare systems in which lack of communication is one of the prominent cause of failure, where physicians and nurses are not in contact (Williams, et, al. 2019). In accordance with the interviews from both hospitals, it is found that the use of effective communication technology can help a healthcare organization to attain its goals related to communication which includes electronic medical record, using emails and pagers along with computerized provider order entry (Teoli, et, al. 2019). It is found that if a hospital wants to provide effective healthcare services it would begin with adequate communication tools that ultimately refer to the usage and maintaining of electronic records that can help patients avoid repetitive contacts and help physicians to know the history of the patient so that nay misguided concern can be evaluated. Computerized provider entry plays a major role in the provision of effective services because by using this entry a patient can be dealt with prime significance and deferent discriminations can be avoided (Teoli, et, al. 2019). Moreover, it also helps to trace the functions and service provision in a hospital in terms of a number of patients who are visiting hospitals and the ratio readmittance, structuring the strategic plans of hospitals. Communication also includes the contact between the departments and the quality monitors taking into account that patients would be able nominating the effective and central role in terms of services that are provided as well as the provision of technologies system and machinery that are used for the treatment of patients (Teoli, et, al. 2019).

 **Electronic Health Records** are also termed as one of the major tools that are associated with information technology, effected by the goals and planning because it is the systemized collection of the information patients (Reddy, et, al. 2019). These records can be evaluated to know the progress, side by side, it plays a central role in determining different features that are associated to healthcare such as medical histories, medications, demographics and the laboratory test results (Teoli, et, al. 2019). It asserts the gaps that are the product medical system that can be easily falsified and they cannot be used effectively. the underlying goal of any healthcare system is the provision of products and services that have maximum quality then special attention is required in the context of Electronic Health Records because they are not only a backup but also a tool to make future changes (Williams, et, al. 2019).

**Healthcare costs** are also one of the aspects of information technology taking into account that a hospital that has advanced machinery and other sources of care and treatment then the patients would not have to go far and avail services (Reddy, et, al. 2019). In fact, it is one of the strategies that address the goals of providing effective services that are technologically updated because manual systems are more economic and they require more time. Information technology in this context help to address the working of the different test by using software’s that can direct to quick and adequate results. Under the impact of strategic goals, the healthcare system should adopt new technologies and software’s that can add to the facilities given to customers (Teoli, et, al. 2019).

**Design**

 Strategic designs and plans address the actions that are taken by the healthcare system in order to provide effective services. In the context of system design, strategic plan and goals should be effective and compatible enough to let a hospital develop latest system designs that can operate at both faster and productive ends because patients are the prime concern and development of latest system designs would help healthcare department to use system designs in major processes such as lab test and technology-oriented surgeries (Reddy, et, al. 2019).

**Build**

Both external and internal structure of this hospital should be addressed and encouraged by the strategic planning, it asserts that the hospital should be evaluated in terms of its build as well. It influences that departmental heads and the human resource department to incorporate digital and technological systems that can incorporate those facilities that can facilitate patients at prime end such as, escalators, electronic lifts, open and air-conditioned environments as well as provision of latest machinery for the treatment and diagnosis of patients (Reddy, et, al. 2019).

**Implementation**

 Implementation of any steps and strategy is directly influenced by the underlying goals taking into account that healthcare organization should be evaluated from time to time along with support in terms of adaptation of new technologies and resources that could upgrade the entire layout of the healthcare. If the hospital would have an essence of accountability and updated strategic plans and objectives it would ultimately improve the implementation of different objectives and strategies at its best (Reddy, et, al. 2019).

**Role of legal business ethics and industry practices on the use of information technology in hospitals**

It is evident that information technology has a great impact on the efficiency and productivity of the information systems virtually across every industry. Still, there are several ethical, moral and legal implication to be followed along with industry best practices. However, in accordance with the interviews that are taken from different people and the evaluation of the systems, some potent consideration is gathered that represents different concern. These concerns include the following

**Privacy and confidentiality**

 Privacy is one of the basic right of every individual in almost all the context. It is asserted that the data of the patient should be kept private and confidential until complete consent is taken from the patient. Moreover, the policies should be directed in such a way that there would be no corner for the one who would not adhere to confidentiality and privacy. It includes the check and balance and evaluation of the function of EHR taking into account that it will ensure the safety of the data of the patients (Riches son, Eds, 2019).

**Security Breaches**

Security breaches are one of the major ethical and legal consideration that should be addressed taking into account that there are numerous cases in which data from healthcare department is breached. It compromises the productivity and efficiency of healthcare in the long run. It signifies random security audits that ensure that there is no inappropriate and suspicious access to data, it also asserts the incorporation of HIPAA Security Rules that can protect the data of the hospitals (Ayad, et, al. 2019).

**System implementation**

EHR implementation is a prime concern in healthcare organization taking into account that due to these complications, the resources of hospitals are wasted. There are a number of hospitals that are making improvement without any specific clinical embayment. Opinion is one of the prime factors that help to synchronize and maintain the production of healthcare system. It is the responsibility of the healthcare system to guide different colleagues in terms of their role in the implementation of different tasks (Williams, et, al. 2019).

**Inaccuracies of data**

Data inaccuracies has caused a lot of errors and loss, taking into account that almost 300, thousands of patients have died because of the inaccuracy of data. Inaccurate representation of the condition and the medical history of a patient have caused a lot of death as well as it challenges the effectiveness of patients. Specific efforts are required to address these accuracies (Riches son, Eds, 2019).

**Role of interpersonal and intrapersonal communication**

Interpersonal and intrapersonal communication is also one of the ethical considerations that are traced as a result of information exchange between the different department, patients and their relatives. It is connected with all above-mentioned considerations because it can cause a highly negative impact on the services and the image of a healthcare department in the societal limits. Employees should be directed to stay professional, moreover, adequate check and balance strategies should be incorporated to keep such features in place (Richesson, Eds, 2019).

**Conclusion**

 In accordance with the interviews conducted and the evaluation of results, it is found that the analytical tools has guided the results regarding the alignment of systems with the organization’s goals. KPI results reveal that the quality of the two hospitals is not in accordance with the system, however, one of the hospitals is much slower. While the result of process mining, it is evaluated that the two hospitals are having adequate workflow analysis. Moreover, the result of Information Technology Literals system reveals that the system design is not updated. In conclusion, it is asserted that the two hospitals are not meeting the strategic goals of the organization, there are a lot of threats and risks along with a dire need of other assessment and instructions that can help these hospitals to restructure its platforms and make them more strategic goals oriented. Moreover, after the using of analytical tools, it is found that one of the major aspects behind this gasp is the lack of check and balance that can help these organization to organizes update and they stay adhered to the organizational and strategic goals.

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**Appendices**

**Workflow Plan**

