

CLINICAL INFORMATION, COMMUNICATION AND WORKFLOW CHALLENGES OF HEALTHCARE PROFESSIONALS IN HOMECARE

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PURPOSE

To identify healthcare practitioners' clinical information, communication and workflow challenges in the homecare domain that would best benefit from the development of novel information and communication system solutions.

BACKGROUND

As a detailed exploration of all of the communication, information and workflow challenges in the clinical area of interest is prohibitive, this study serves as a problem definition and a scoping exercise.

BACKGROUND CON'T

In order for appropriate options to be determined for improving information support, communication solutions and architecture, priority problems need to be identified first. This knowledge will in turn enable the identification of opportunities for novel point-of-care communication and information technologies to improve system efficiencies and develop new and improved workflows.

METHODOLOGY

Study Design

- Qualitative description
- Purposeful sampling of participants
- Multi-phased data collection: focus groups and field shadowing

METHODOLOGY CON'T

Phase 1: Interview with Leadership
➢ 7 participants

Phase 2: Shadowing and In-Context Interviews with Nurses and Physio/Occupational Therapists
➢ 7 participants
➢ 13 shadowing sessions,
➢ Total time spent shadowing: 55h and 22 min

Phase 3: Follow-Up Focus Groups with Nurses and Physio/Occupational Therapists
➢ 11 participants

RESULTS

Figure 1. Communication Resources in Homecare as Identified by the Participants

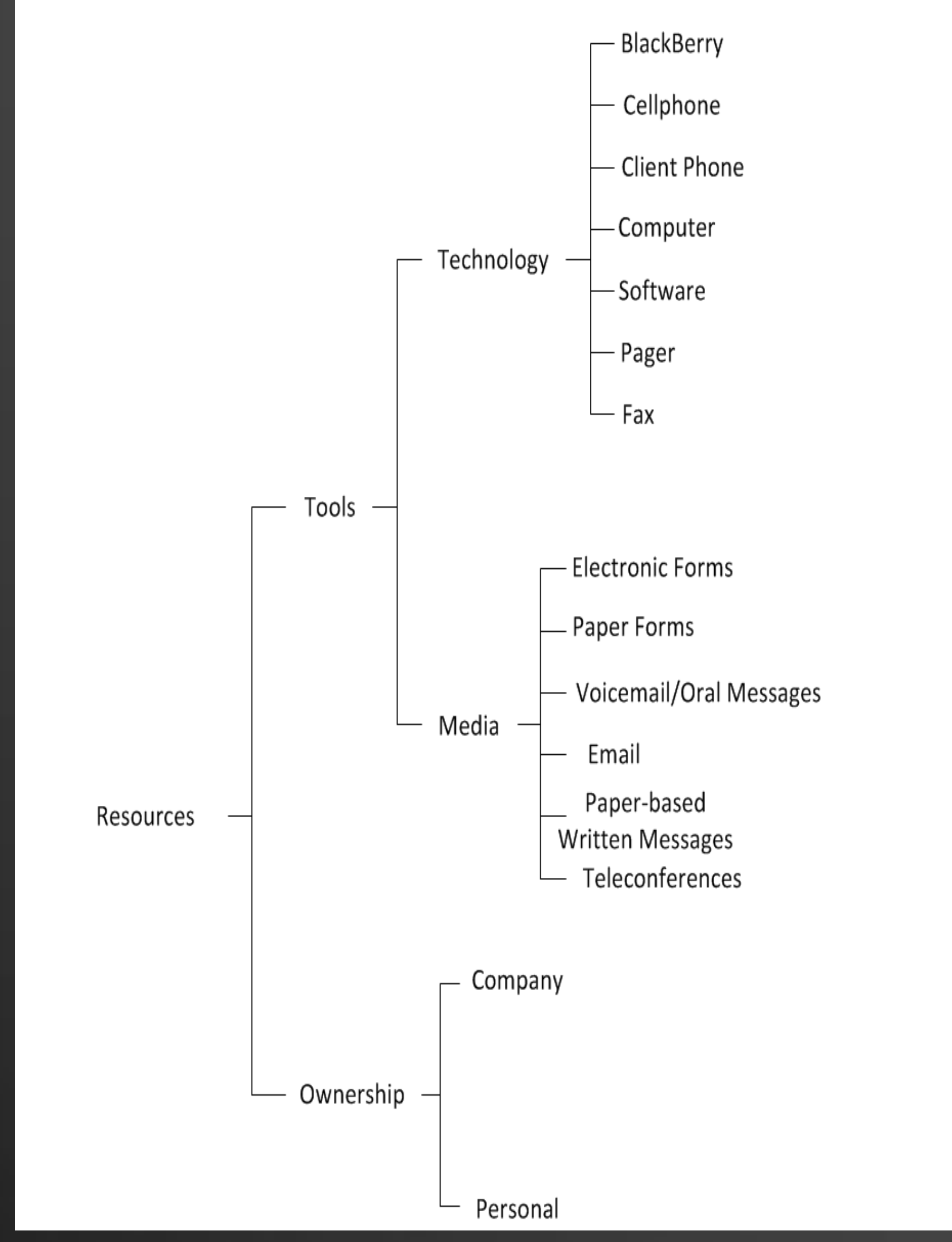


Figure 2. Communication, Information and Workflow Challenges as Identified by the Participants

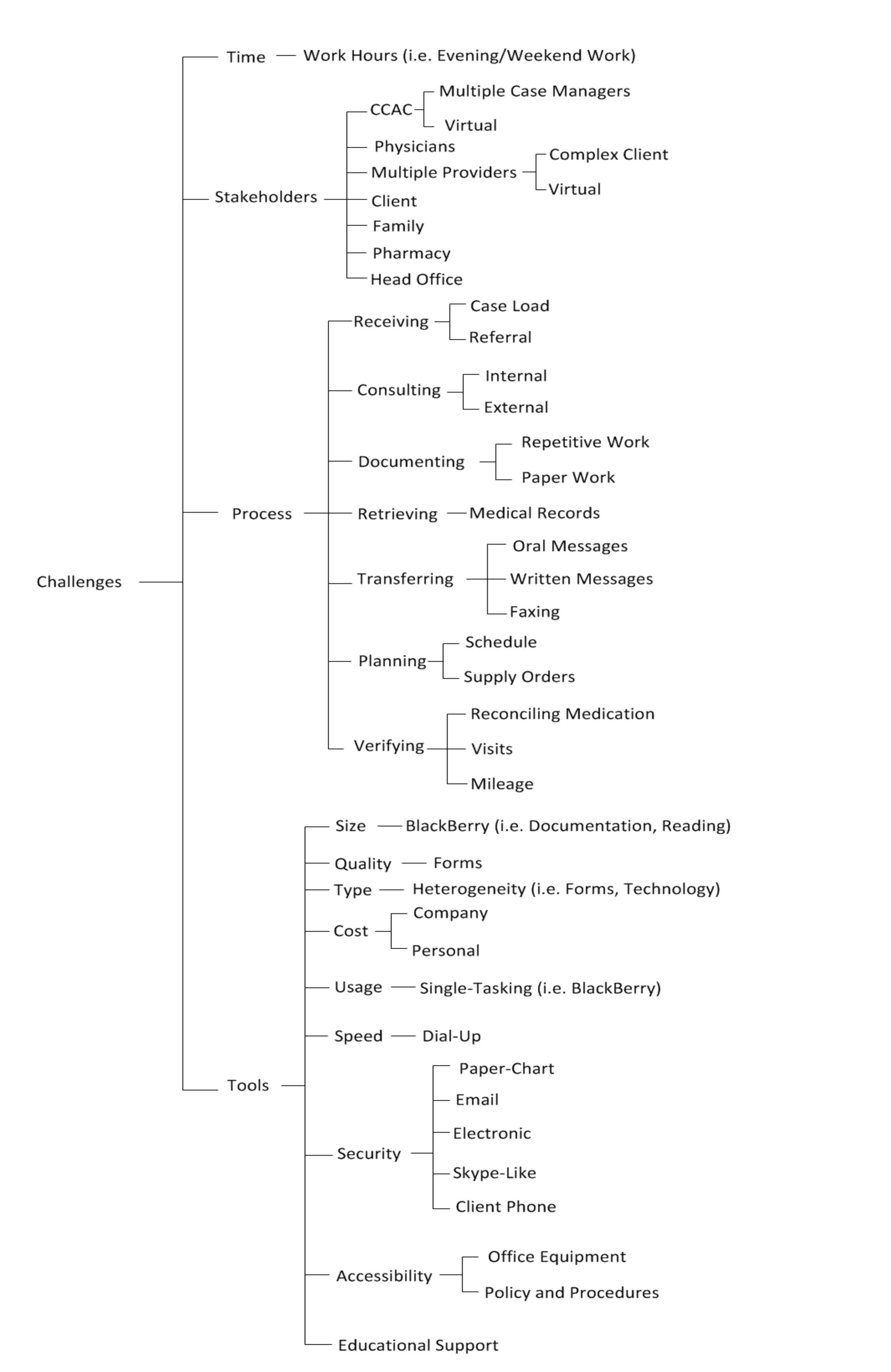
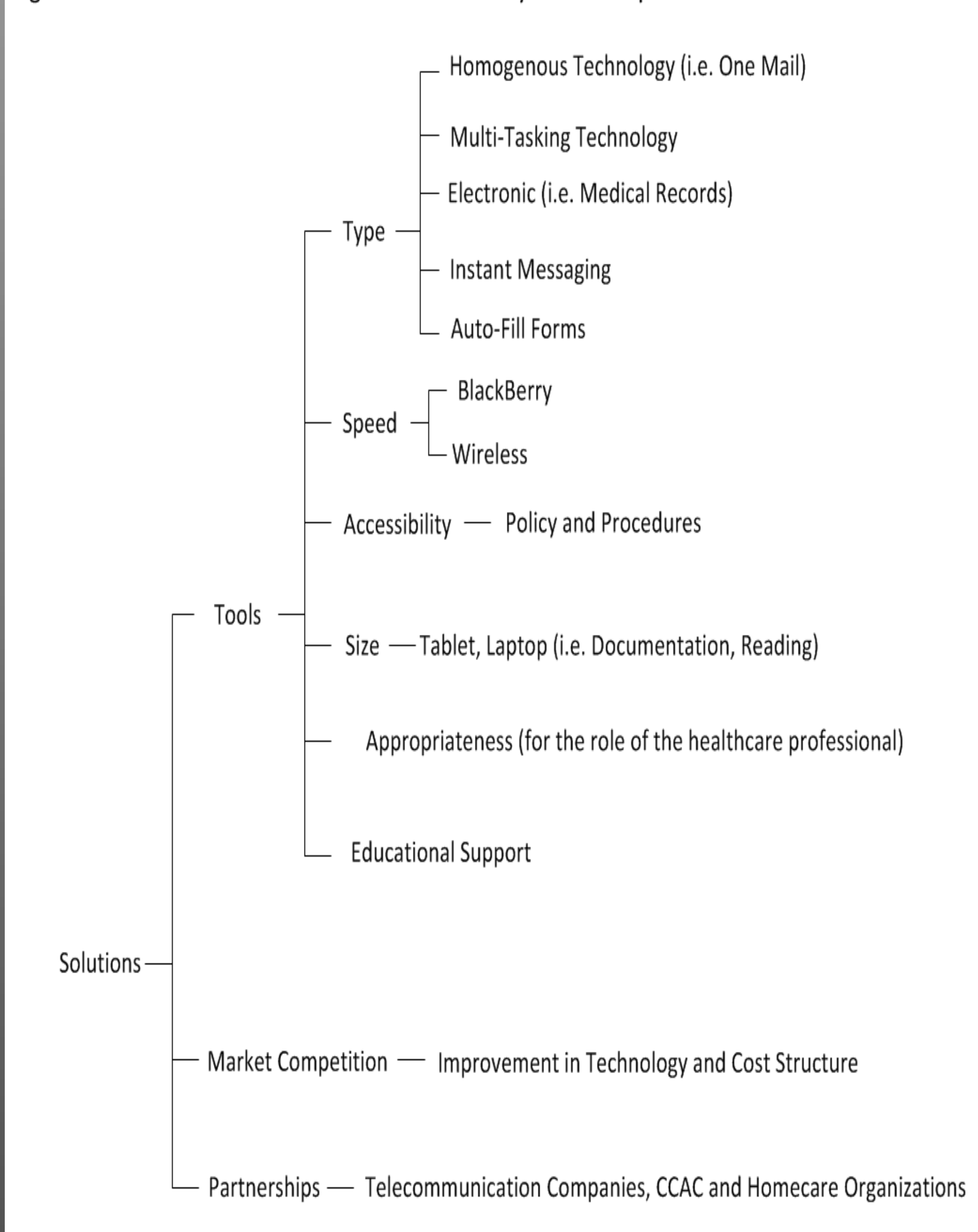


Figure 3. Communication Solutions as Identified by the Participants



ACKNOWLEDGEMENTS



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➢ This study is part of **Healthcare Support through Information Technology Enhancements (hSITE)** and is funded by **Natural Sciences and Engineering Research Council (Strategic Network Program)**