

Information Technology: Opportunities and Risks for Health Care Quality

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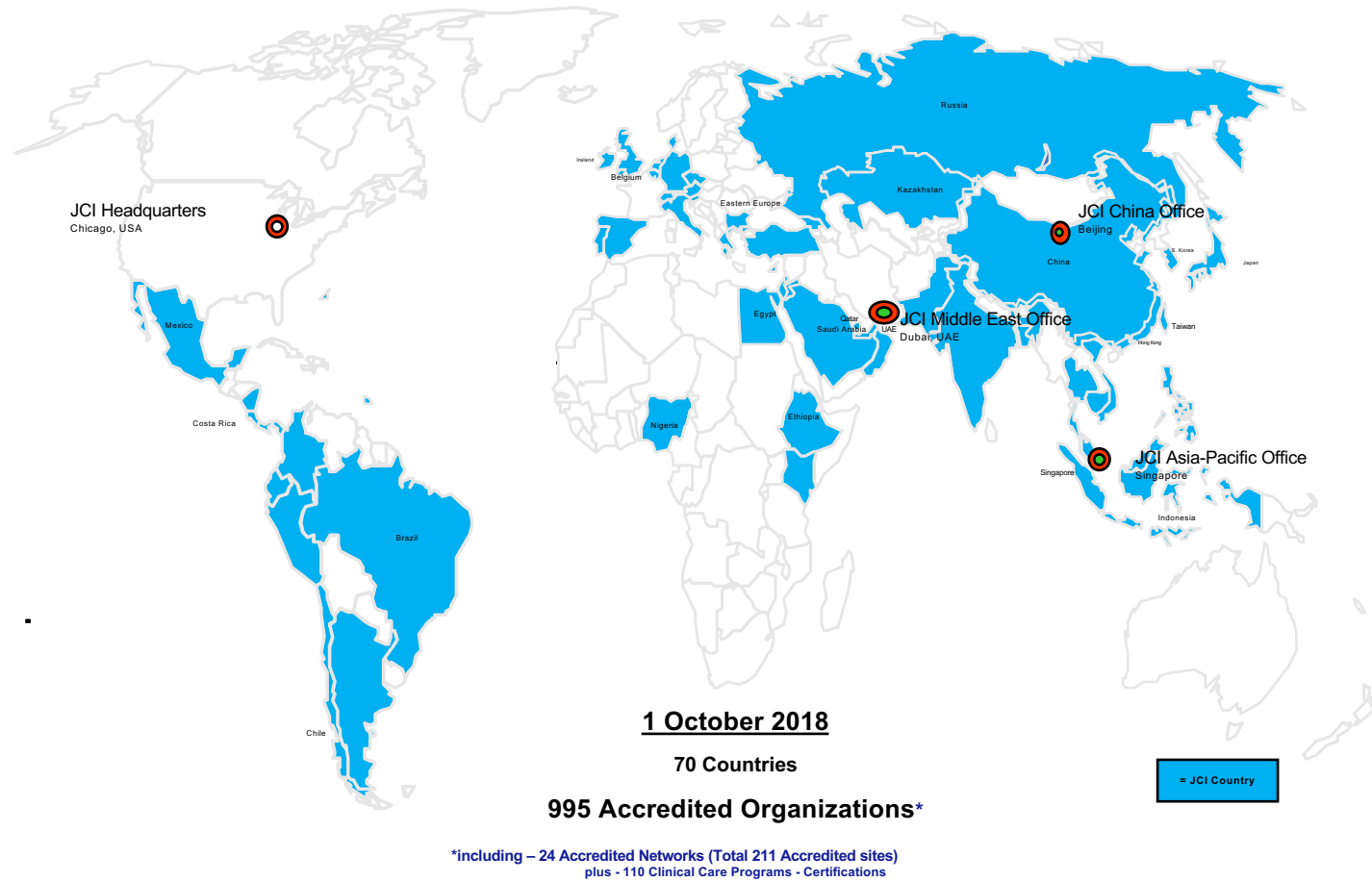
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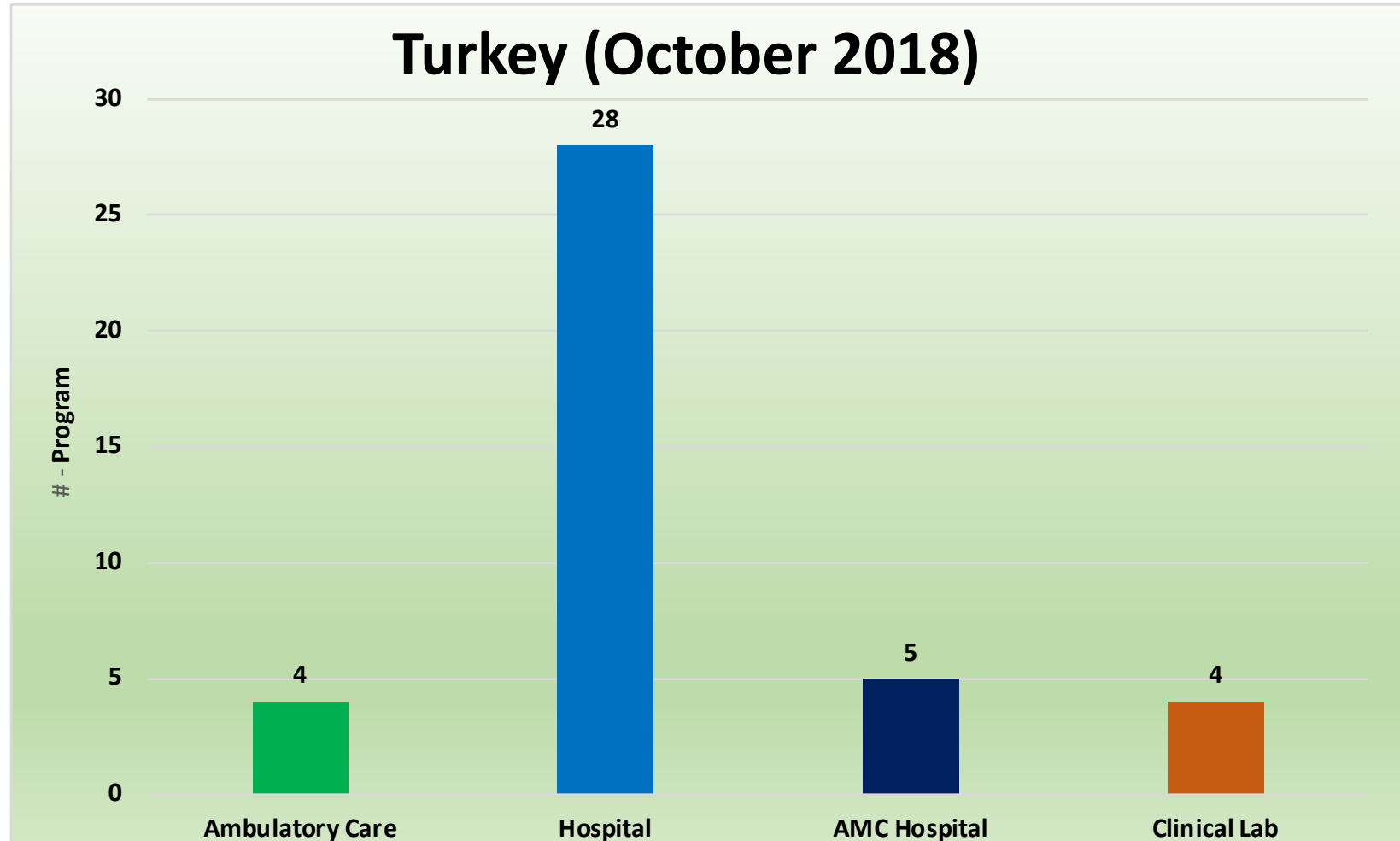
Mission of Joint Commission International

To improve the **safety and quality** of care in the international community through the provision of education, publications, consultation, evaluation, and accreditation services.

JCI Accreditation Global Footprint



JCI Accreditation by Program



Health Information Technology

- Includes a wide array of software, hardware, equipment and devices:
 - EHRs, event notification systems, clinical decision support
 - Imaging machines, robotic surgery, monitoring devices
 - Mobile phones, wearables
 - Dr. Watson, robots
 - Many devices are networked

6 International Patient Safety Goals

- Identify patients correctly
 - Wristbands, bar coding
- Improved effective communication
 - Electronic Health Record
- Improve safety of high alert medications
 - Bar Code Medication Administration

6 International Patient Safety Goals

- Ensure safe surgery
 - Radio Frequency Identification Tags
- Reduce risk of health care associated infections
 - Employee badges, electronic monitoring systems
- Reduce the risk of harm from falls
 - Virtual sitter technology

Challenges of Technology

- There are still human factors involved
 - The interaction of technology and humans creates new risks
- Technology design factors also create risk
 - Substantial opportunity to enhance safety through better design

Human Problems and Technology

- The user ignores or overrides an alert
- Cut and paste in EHRs = redundancy, unable to ID original author
- Wrong data entered
- Work arounds in general

Technology Design Issues

- System Interface: a common problem
 - Physician order not integrated with pharmacy system
- Software Function:
 - No alert when pregnancy test ordered for male patient
- More attention to human factor engineering

JCI 6th Edition of Hospital Standards

■ New standards to address:

- Safety and security of patient data
- Texting orders, test results
- Addressing the challenges of copy and paste
- Leadership oversight of HIT issues
- Continuity of care if system goes down

High Reliability Organizations

- High Reliability principles can help:
 - Leadership that is engaged
 - A safety culture that does not blame and learns from mistakes
 - An obsession continuous process improvement to understand the risks of implementing and using technological tools in delivering patient care

Final Thoughts

- The patient safety issues related to technology are the same as non-technology issues
- Technology is not the problem, but it does introduce new challenges
- Getting to zero harm
 - If implemented and managed well, technology could be an important part of improving patient safety

Thank You