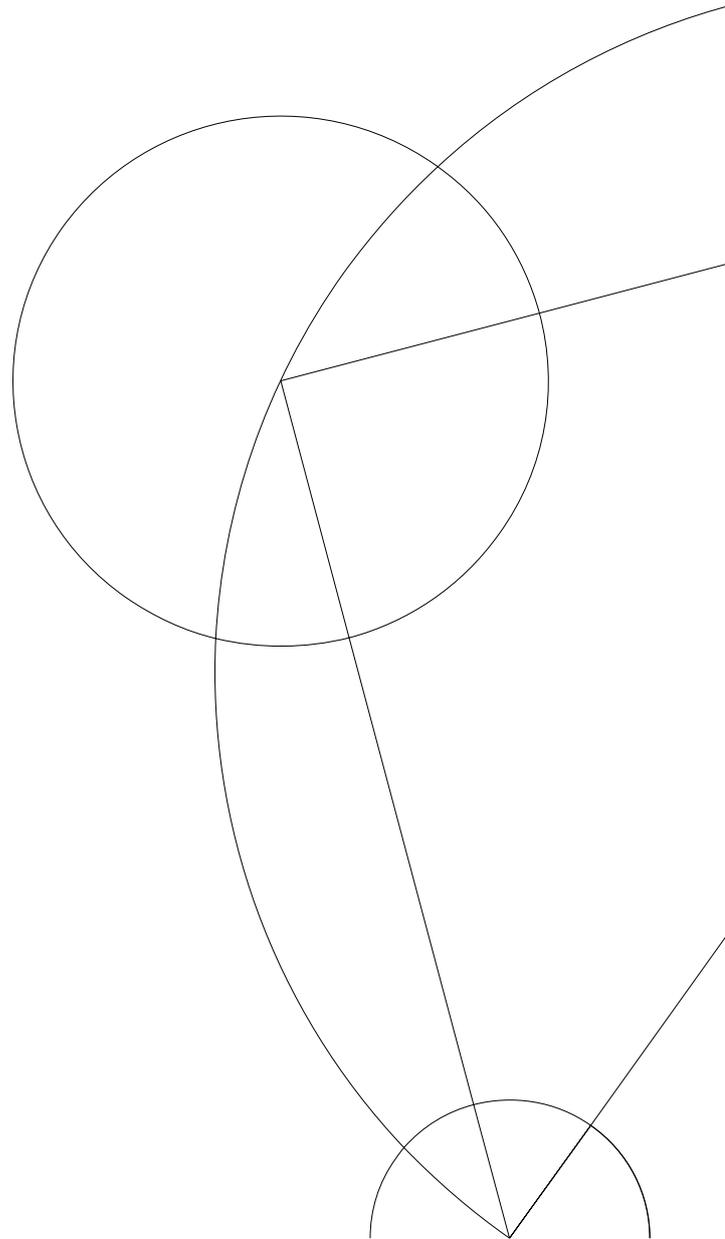# Healthcare and Information Communications Technology

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Lecture Title

Healthcare and Information Communications Technology

Description

Healthcare work is highly interactive, communicative and interdependent in nature among healthcare providers across institutional, professional and geographic boundaries. The concept of patients receiving treatment from multiple cooperating healthcare providers is referred to as integrated care programs.

Integrated care programs apply when the management of the patients' treatment is shared between individuals or teams who are parts of separate organizations, or where substantial organizational boundaries exist. It focuses on improving the *coordination, collaboration and health information exchange* between several healthcare professionals as well as involving patients as active participants in these processes. Research has shown that integrated programs can improve quality and efficiency of care significantly.

However, the increased exchange of data between several healthcare professionals raises privacy and liability, security and technological. This includes the irresponsible duplication of data, illegible files, lack of standardized documentation practices and the task of having to retrieve patient records that are dispersed across different institutions. This has often resulted in unnecessary workload and disruptions in the workflow for the practitioners as well as the delayed and erroneous treatment of patients.

The use of health-related ICT for integrated care programs have been identified as a key component in tackling these challenges and offers several benefits such as reducing health care cost and improving in the management of patient safety. However, the integration of health-related ICT is often met resistance from healthcare practitioners due to poorly designed technology; changes in work practice or lack of interoperability with other health-related ICT systems.

To overcome these challenges: national strategies, policies and legislation are needed to guide the coherent implementation of health-related ICT in order to reduce the lack of harmonization in the healthcare sector and the mismanagement of patient care.

Lecture objectives

This lecture will provide participants with an understanding of the issues and challenges related to implementing health-related ICT systems into the healthcare sector.

Topics that will be addressed in the seminar include:

- The management of patient care and data. This includes communication, coordination and exchange of patient health data between multiple stakeholders.
- Types of health-related ICT systems to enhance the management of patient care i.e. Electronic Medical Records, Electronic Health Records, e-Prescription.
- National Strategies, Policy and Legislation