Plugging in the Safety Gaps

An exploration of patients’ attitudes towards an integrative approach to gathering safety information via Electronic Health Records

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References


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Background

Patient feedback about safety
• Patients can willingly and meaningfully provide feedback on the safety of their care1

Patient access to Electronic Health Records (EHRs)
• Growing interest in patients accessing personal health information2
• Access to EHRs has been successfully piloted in Sweden, the UK and USA3
• Associated with improved patient satisfaction, preventative self-care, and enhanced patient safety4

Methods

PARTICIPANTS
• 15 primary care users participated in semi-structured interviews
• Mean age of 55 years (range 19-83 years)

INTERVIEWS
Topic guide explored:
• Highlighting errors in EHR
• Providing feedback on care experiences via EHR

ANALYSIS
A thematic approach was used to analyse transcribed interviews5

Findings

(1) Access to and security of EHRs
• Secure access eg. thumbprint access
• Safeguarding vulnerable people

(2) Monitoring EHRs for improvement (own health and safety)
• Reviewing consultation advice and test results
• Interest in reporting errors eg. personal details and medication
• Feedback on care experiences that have implications for safety

(3) Centralising EHRs across care settings
• Viewing one EHR for all healthcare settings
• Reduce fragmentation and improve communication across settings

Conclusions and Implications

➢ Participants were largely positive about having access to, and interacting with their EHR to gather safety information and the potential benefits for patient safety and experience.
➢ Despite the potential benefits, solutions developed to support such an integrative approach need to fully consider factors relating to the impact on patient-provider relationships, accessibility, usability and inclusion.

References


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