CLINT EASTWOOD
THE GOOD, THE BAD AND THE UGLY
“Information Chaos”
Elements of some or all of:

- Information overload
  - Patient, others in room, chart, nurse, EHR, prior knowledge
- Information underload
  - Information not available
- Information scatter
  - Information in multiple places
- Information uncertainty
  - Which med list (or patient) is correct?
- Information error
  - Just plain wrong (e.g. Hx of cancer is wrong!)

President Obama:

“Use health information technology to lower the cost of health care.”

“Invest $10 billion a year over the next five years to move the U.S. health care system to broad adoption of standards-based electronic health information systems, including electronic health records.”
YOU HAVE REACHED THE INCONTINENCE HOTLINE. PLEASE HOLD.
American Airlines: 1929

There was a lot of work to be done on the concepts, the technology, the implementation and the training!

www.acepilots.com/pioneer/airscan0031.jpg
IT'S NOT SUPPOSED TO BE ERGONOMIC.
Lack of evidence that EHRs

- Improve care (HEDIS) measures
- Decrease errors
- Increase efficiency
- Reduce clinician workload
Possible Hazards?

• What are the general categories of potential hazards?
• What might the specific hazards be?
• How can we determine if these are real?
• What can be done to reduce hazards?
Research Agenda

• Talk about hazards in general?
• Or talk about issues related to clinician workload in specific?