

Paragraph One: Quality and Safety Issue

In the video "Uncoordinated Care Claimed Pat's Life Too Soon," a significant quality and safety issue highlighted is the lack of coordination in healthcare, which directly led to Pat's premature death. This issue stemmed from incomplete and inaccessible medical records that resulted in Pat's medical team being unable to adequately manage her pain or understand her medical history. The impact of this uncoordinated care is profound, leading not only to severe physical discomfort for the patient but also to emotional distress for both the patient and her family. Furthermore, this disorganization increases the risk of medical errors, which can exacerbate the patient's condition or even lead to fatal outcomes.

Paragraph Two: Role of Technology

The role of technology in this situation was paradoxically both a hinderance and a potential helper. On one hand, the existing technological systems failed to provide a seamless and integrated platform for sharing Pat's medical records among her healthcare providers, which hindered the delivery of effective care. On the other hand, technology holds the key to resolving such issues through the implementation of comprehensive electronic health records (EHR) systems that ensure all pertinent patient information is accessible to every medical professional involved in their care. This could improve coordination by providing real-time updates to all stakeholders, thereby reducing the likelihood of errors and improving patient outcomes.

Paragraph Three: ICT Policy Recommendation

To prevent the quality and safety issues highlighted in the video, a crucial information and communication technology (ICT) policy that should be enacted is the mandatory use of interoperable EHR systems across all healthcare facilities. This policy would require that all healthcare providers implement systems that can communicate with each other to exchange patient information securely and efficiently. Additionally, this policy should include standards and protocols for data sharing and privacy, ensuring that patient data is protected but also readily available to medical professionals when needed. Implementing such a policy would facilitate better coordinated care, reduce the risks associated with uncoordinated care, and ultimately improve patient safety.

References

Patient Safety Movement. (2020). Uncoordinated Care Claimed Pat's Life Too Soon - YouTube. Retrieved from YouTube

HealthIT.gov. (2020). Interoperability in Healthcare. Retrieved from HealthIT.gov

Step-by-step explanation

Approach to Solving the Question

The approach to addressing the discussion prompts involves a three-step analysis based on the video "Uncoordinated Care Claimed Pat's Life Too Soon." First, I identified a specific quality and safety issue evident in the video—lack of coordinated care. Second, I