

Paragraph one: Discuss one quality and safety issue you observed while watching the video and explain the impact of this issue.

Paragraph two: Discuss how the role of technology helped or hindered the quality and safety issue you identified.

Paragraph three: Discuss one information and communication technology policy that should be enacted to prevent the selected quality and safety issue.

References: Provide complete references for all citations.

One quality and safety issue that I observed watching this video was the lack of documentation, and lack of communication. With the lack of documentation and communication, they could have prevented the death of the patient, Pat. The hospital had no documentation of Pat getting her procedure down for months prior. When complaining of symptoms, she was told it was normal to experience those and sent her away. She later on suffered from septic shock which led to her getting infectious debris into her lungs and ended up losing her life.

“One of the major potential benefits of electronic health information is the ability to engage patients in their care and provide venues to access caregivers virtually, using email and web platforms, providing ease and convenience to the patient (Hebda et al.,2023). If they would have used technology better, Pat’s fate would’ve been different. With not updating, charting, and uploading Pat’s documentation the hospitals stuff was unable to provide proper treatment. They should have also followed up more and looked into it, rather than saying they don’t see her having a history of the procedure. They should have listened to her instead of gas lighting her.

Healthcare systems should have electronic medical and health records, and all staff should be trained properly on how to use it. By being able to proper chart and document everything there would not be any miscommunication and lack of documentations to prevent something like what happened to Pat.

Chamberlain University College of Nursing. (2024). *Week 7: Technology for Quality and Safety*. https://chamberlain.instructure.com/courses/154611/pages/week-7-technology-for-quality-and-safety?module_item_id=22281135

Hebda, T. L., Rose, M., Hunter, K., & Czar, P. (2023). *Handbook of informatics for nurses & healthcare professionals* (7th ed.). Pearson.