

MHA-FPX5066 Assessment 4: End-User Transition Plan

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End-User Transition Plan

Health Information Management (HIM) systems often face changes, mainly when software updates occur or when the system is having a downtime. These changes may affect care services, communication, and workflow negatively. Therefore, end-users need the necessary skills and knowledge to carry on with their work, even when such changes occur. This paper identifies end-user knowledge needs to facilitate a smooth transition and uninterrupted workflow during HIM system changes, recommends best practices for dealing with HIM system downtime, and ensures health information, confidentiality, integrity, and availability during HIM system updates or downtimes. Furthermore, the paper will describe change management concepts that best fit the changing HIM system environment and recommend best practices for training end-users to respond effectively to system downtime or updates.

End-user Knowledge Needs to Facilitate a Smooth Transition and Uninterrupted Workflow During HIM System Changes

End-users in HIM systems are the people or groups directly interacting with the system in performing tasks, contributing information, or using the system to conduct healthcare operations. They include healthcare providers, administrators, staff, and patients. The end-users have some knowledge needs that should be met to facilitate smooth system changes and prevent the changes from affecting the workflow. According to Martikainen et al. (2020), end-users knowledge needs in system changes include system features and functionality, data management, security and privacy, troubleshooting and support, and communication.

To avoid workflow changes, the end-users should have a robust understanding of the new features of the updated system and how the system functions to avoid workflow changes.

Additionally, they need to know how to enter and retrieve data from the new system. Kiepek and

Sengstack (2019) note that HIM system end-users should know how to maintain privacy and security standards while using the new system. They should be trained on troubleshooting stems and getting support on troubleshooting issues. The end-users also need to understand the communication protocols and channels in the system to prevent delays in communication.

Best-Practices for Dealing with HIM System Downtime

HIM system downtime should be addressed as soon as possible to minimize the risk of data loss, ensure patient safety, and prevent its negative impact on patient care. Several best practices can be applied when addressing system downtimes, including having a downtime addressing pan, following communication protocols, incident response, and post-downtime evaluations. According to Janett and Yeracaris (2020), healthcare institutions should develop a plan outlining the procedure during system downtime to minimize risks by addressing the issue quickly. In addition, the communication channels and protocols for addressing downtimes should be well laid out. A downtime incident response team should also be ready to address downtime occurrences. Post-downtime evaluations enhance future learning.

Best-Practices for Ensuring health Information Confidentiality, Integrity, and Availability During HIM System Updates/downtime

Data confidentiality integrity and availability issues may occur during system updates on downtime, leading to data loss and other adverse effects on patient care operations. Therefore, healthcare organizations should apply best practices to protect data during system updates and downtime. These best practices include encryption and access controls, installing backup systems, end-user training on data security protocols, and having temporary measures and manual processes as backups. According to Bani Issa et al. (2020), healthcare organizations should have encryption and control measures when data is in transit and at rest to avoid

unauthorized access, even during system updates. Additionally, a secure backup system should maintain data integrity and availability during downtimes and updates. End-users should also be trained on data security protocols to emphasize the essence of confidentiality. Organizations should have manual measures to back up data during system downtime and updates (Martikainen et al., 2020).

Change Management Concepts that Would Best Fit the Changing HIM System

Environment

The changing HIM system environment needs a strategic and thoughtful approach to change management. The relevant change management concepts include stakeholder involvement, constant communication, feedback systems, and risk management. All the relevant stakeholders should be involved in the change process (Martikainen et al., 2020). Project managers should also maintain constant communication among the end-users and project team, maintain a working feedback system to enhance participation, and identify potential risks associated with HIM system management and mitigate them. A successful transition in HIM systems would require the project manager to engage stakeholders, communicate effectively, collect feedback, and manage potential risks.

Practices for Training End-users to Respond Effectively to System Downtime/Updates

As mentioned earlier, end-user training is vital for a successful transition in HIM system updates or downtime. The training best practices for end-users would include training on downtime awareness and procedures, training based on roles in system updates/downtimes, and feedback/continuous improvement. Kiepek and Sengstack (2019) note that end-users should be trained on downtime occurrences and the necessary steps to address them to minimize negative impacts on patient care operations. Additionally, end-users should be trained based on their roles

in system updates and downtimes. It is also essential to encourage end-users to provide feedback on the training/procedures to identify areas of improvement.

Conclusion

End-user needs should be identified and met during system transitions to enhance success and promote participation. Failure to meet end-user knowledge needs may lead to workflow and care operations interruptions. Healthcare organizations should use best practices while dealing with downtime to ensure health information confidentiality and integrity. They should also utilize change management concepts to enhance transition success. Training end-users is vital in meeting their needs in system transitions.

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