

Shifts in the U.S. Healthcare System

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The current shift that has been posing significant challenges to healthcare delivery and the system is the failure to use advanced technology which undermines safe healthcare delivery. This challenge has evolved in the past 3-5 years as the need for technological tools grew in the healthcare sector and the global healthcare systems have adopted “paperless” operating mode in the care facilities. With this approach, care systems can have adequate access to records, foster service provision, allow clinicians to order investigations, and enhance the everyday business of healthcare (Al Muammar et al., 2018). However, the failure to use advanced technological tools in healthcare brings a halt to these services which affects healthcare professionals’ ability to provide safe care, resulting in increased costs and patient harm.

In response to the question of how this healthcare shift has impacted the personal domains of individuals, I can quote my own personal experience as I currently work as a HEART TX/LVAD Coordinator in a well-known healthcare facility where investment in infrastructure and technology is highly prioritized. The organization understands the need for investment in vital resources including computers, networks, servers, software development, and the staff to “ensure” their “usability” and stability. However, the facility needs to invest in training staff members to increase productivity which is the organization’s chronic lack of attention. The Electronic Health Records system of the organization is unreliable because of the staff’s failure to adequately use the tool due to which patient safety may compromise.

There is a growing disconnect between staff and the use of technology which could promote a digital future for care system and the first-hand experience of the staff in the facility “coping” daily with patient record problems. Emphasizing the need for investment in advanced technology and adequate training of the staff members of any healthcare facility, the healthcare system can “identify problems and coordinate a response” related to “acute care disruptions” due to information technology which also affects consumer identity and lifestyle (Solomon, 2014). Moreover, any problems related to technology that can potentially compromise the quality of care should be “flagged” as safety concerns for immediate action. In a nutshell, the problems with IT infrastructure and technology should not be tolerated as normal as malfunctioning technological tools are a certain threat to patient safety and the reputation of the organization.

References

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