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Clinical Information Flow and Variability in Practice in Healthcare

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Abstract

We summarise ongoing research directed to the problem of prospectively evaluating the impact of eHealth technologies on work in the critical care context. We outline our approach and present a simplified model of clinical information pathways in a large Australian intensive care unit some months after the implementation of an Electronic Health Record (EHR). Observations and discussion with stakeholders make it clear that there is considerable variability across patients and caregivers in how the EHR is configured and used by caregivers, and therefore what the information pathways might be. Such "variability in practice" creates a challenge for prospectively evaluating the impact of further technical changes.

Keywords

eHealth, evaluation, information pathways, critical care