

KEY MESSAGES

Computers in General Practice: Clinical governance, data quality and adoption

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Summary

Computers are now a significant part of the health landscape. Across the globe computers are increasingly a part of the interactions in both primary care and secondary care. The distribution of computers however is variable across each jurisdiction, with differing rates across primary and secondary care. Computers are now involved in all parts of the clinical interaction. At the consultation level, significant clinician time is now spent interacting with the computer - 16% in Australian general practice and 25% in emergency departments. GPs. These figures represent a significant time impost on clinicians, but for what benefit?

This fellowship approached this issue from three perspectives: The clinical software that mediates the interaction between humans and data (clinical governance), developing a better framework for designing studies to create a quality framework, and comparing the adoption of computers between Israel and Australia to understand the differences and it's likely impacts.

To understand the clinical governance, we first developed a tool to structure the analysis, and a theoretical framework to guide the analysis. We then applied the tool to the major software used in Australia, and described the level of maturity of that software. In the process we are also able to describe a way forward for future software development.

For the second element, we developed tools using Business Process Modelling (BPML), Universal Process Modeling (UML), and Data Flow Diagrams (DFD) to better describe the use of data in studies for quality analysis and comparison.

In the comparative analysis, we understand process of matching the strategic needs of the system with the communication activities at the human level. Central imposition will not work well unless it is matched in that way. Understanding the interplay of needs, incentives and support will allow policy makers to develop programs that benefit both the big and little picture.