

**HIT Consortium
Summary of IT Needs
July 29, 2009**

At the first HIT Consortium meeting in July, each organization presented its IT strengths and needs. These were sent to you earlier as meeting notes. Provided below are the needs that have now been regrouped into six broad topic areas. Please feel free to let us know if we have not captured your ideas completely or if the needs should be placed in other topic areas.

IT Training

- Large part of the workforce is not IT savvy and comfortable.
- IT savvy among providers and members. Presently Pacific Source serves as a technology go-between the providers and members.
- Training needs for technology.
- A skilled health care provider takes a long time to learn the EMR system.
- One cannot underestimate how clinicians have very low technology skills; even very basic skills
- More funding for training.
- Include IT knowledge in all healthcare positions rather than IT being done by others.
- IT savvy among students
- More online courses in healthcare as interest from students outside of the area increases
- Students need to be able to have basic technology skills. Example: upload on assignments
- More online courses to cross distance barriers. Example: transcription program.
- Need the training of current clinicians in how to use computer. Also cultural training of seeing the computer as non-intrusive. Also, maybe a webinar.
- Invest in people, processes, and technology.

Systems Issues

- Privacy issues around data management. As a career, we do not maintain patient health records.
- Getting health records from other providers takes time and slows down the process and impacts the patient. Right care for the right patient in a timely way.
- System issues. Like personal health care ID to track a person through the systems. Might need legislation. Record Locator.
- Basic information that we can tap into; example: eligibility.
- Where: Do we know where the person has tapped into health care?
- What: What treatment did the person receive? What lab work has been done?
- When: When was this patient seen?
- Implementing a \$1 Million system. Morale and productivity is down.

More Healthcare Practitioners

- Human knowledge: Demand for healthcare is going up and supply of healthcare practitioners is going down. It is going to be looked upon on how to close the gap.
- To understand and articulate the types of employment that are available out there.
- People with transcription skills.

Change in Perceptions

- IT as healthcare is not perceived to be valuable.
- Value added: Flexibility and cost effectiveness by using technology
- Change mindset that IT is a barrier to providing care – a cultural shift needs to occur.

Regulatory Issues

- Expensive to keep up with the regulations—software purchase, implementation, human resources to operate the technology.

Specific to Lane Community College

- EHR in the Health Clinic.
- IT infrastructure at Lane – always need more.
- Training for existing staff
- Using computers as a tool.