

Chapter 1

Healthcare Information Systems Management

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ABSTRACT

In today's healthcare landscape, effective management of information systems is crucial for optimizing patient care delivery. This chapter will explore healthcare information systems management, addressing challenges, opportunities, and best practices. It will provide an overview of electronic health records (EHRs), health information exchanges (HIEs), and telehealth platforms, emphasizing the importance of interoperability and data integration. Challenges such as cybersecurity threats and regulatory compliance will be discussed, alongside strategies for mitigation. The role of information systems in enhancing organizational efficiency and cost-effectiveness will be examined, including electronic documentation and data analytics. User-centric design principles will be emphasized for ensuring technology adoption aligns with clinical workflows. Lastly, emerging trends such as artificial intelligence and telehealth will be explored. This chapter aims to equip healthcare managers with the knowledge and tools to navigate the digital landscape and leverage technology for improved patient care.

DOI: 10.4018/979-8-3693-8552-4.ch001

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1. INTRODUCTION TO HEALTHCARE INFORMATION SYSTEMS MANAGEMENT

As information technology advances, the healthcare sector is changing quickly. With an introduction to Electronic Health Records (EHRs) and Clinical Decision Support Systems (CDSS), including info buttons, this chapter delves into the essential elements of healthcare information systems. Health Information Exchanges (HIEs) and interoperability are covered, along with the role that blockchain technology plays in protecting health data. This chapter covers the issues and new developments in healthcare information systems, as well as case studies from middle-class and rural areas, telehealth platforms, and patient involvement in the management of chronic illnesses.

The integration of Artificial Intelligence (AI) within Health Information Management (HIM) practices is transforming the landscape by automating medical coding, enhancing data governance, ensuring patient privacy, and necessitating workforce training (Stanfill & Marc, 2019). However, while AI promises efficiency gains, its deployment raises critical questions about data integrity, bias in algorithmic decision-making, and the potential displacement of skilled professionals.

The role of informatics in public health delivery has been underscored by global health crises such as Zika and Ebola outbreaks. Informatics facilitates real-time surveillance systems but also presents challenges including interoperability issues and privacy concerns (Williams et al., 2019a). This highlights a pressing need for robust technological solutions that can navigate these complexities without compromising on ethical standards or data security.

The UK's National Program for IT exemplifies how ambitious digital transformation projects can falter when they lack engagement with end-users—namely healthcare professionals—and underestimate project scale (Justinia, 2017). It serves as a cautionary tale about top-down approaches to healthcare digitization that fail to consider the nuanced needs at the ground level.

Smart Medical Information Technology for Healthcare (SMITH) consortium aims at creating Data Integration Centers to streamline access to electronic medical records through standardized communication links based on interoperability standards like HL7 (Swathi & Kumar, 2024; Winter et al., 2018). While promising on paper, the practical execution requires meticulous attention to detail regarding standard terminologies application and ensuring seamless data sharing across disparate systems.

Centralized management systems supported by predictive analytics have shown potential in improving patient outcomes through enhanced operation efficiency (Grosman-Rimon et al., 2023). Yet their scalability across different healthcare settings remains an area ripe for further exploration.

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