
Step 4 of 4: Acknowledge abstract - Health Care Meets Medical Informatics 2002

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Abstract Title:

Evaluating a multifaceted, multi-site health informatics intervention: Challenges & solutions

Abstract Text:

The Electronic Clinical Communications Implementation Programme (ECCI) is an £11M initiative supported by the Scottish Executive Health Department. It aims to facilitate the development and implementation of multiple electronic systems enabling communication between primary and secondary care. ECCI focuses on 6 key deliverables: out-patient booking, referral (with or without protocols), laboratory results reporting, clinical e-mail, hospital discharge & clinic letters, and shared care. 16 Scottish Health Board Areas have participated in the programme in three implementation phases, the first starting in late 2000 and the last in early 2002. Our multidisciplinary team has recently been awarded £118K to evaluate the programme. The complex nature of ECCI represents a considerable challenge for evaluation. Moreover, the exploratory phase of our research has revealed that each region has chosen to interpret ECCI according to its own needs and priorities. Different technological solutions have been adopted for achieving parallel objectives and the primary target of ECCI spending (training, hardware/software acquisition, software development) varies between sites. This paper will describe the emerging complexities of ECCI, discuss the challenges it represents for evaluation within limited resources and present the methodological solutions adopted and preliminary findings. Key words: Evaluation, complexity, communication.

Topics

18 Methods of Data Collection

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01 Yes

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