I believe that the most important technology that should be implemented for a geriatric healthcare provider located in a Midwestern industrial city is electronic healthcare records and implementing a health information exchange program. I believe that these two things are crucial in a geriatric healthcare facility for a variety of reasons, most important of which the multitude of facilities that elderly patients deal with. Being an elderly patient typically means that you have dealings with (and records) with multiple different healthcare facilities/ agencies such as Medicare, Medicaid, Hospitals, primary care physicians, and specialists. It also means that they have a longer medical history as well. One of the main benefits to implementing a health information exchange system is that by pooling together all the records that a patient has with each of the facilities they deal with a more complete medical history is formed for the patient, which in turn will let the healthcare provider dealing with them offer them the best possible care. To make it more convenient for the geriatric healthcare facility as well as the patient getting the patients records converted to a paperless system is crucial. Once records are converted electronically the facility can then begin to upload them to a h.i.e system and being able to be in immediate contact with all the facilities/agencies that the patient deals with. This would result in making the process a lot less time consuming for the facility’s employees, resulting in making said facility much more efficient. The issues surrounding switching to electronic health records are the same issues that always arise when dealing with personal records and that is privacy and safety. People get scared that with their private information floating around in cyber space that it makes their information less secure and more easily accessible to cyber criminals. Health information exchange also has it doubters in terms of safety privacy due to the fact that multiple facilities will be sending and receiving there personal information which in the skeptics minds equates to, the more times its sent and received the larger the possibility that something could go wrong.

Comment [d1]: Agreed—probably the most valuable asset an organization has is its data. The value of this data is tied to its accessibility and its security.

Comment [d2]: All good points—part of a solution selling methodology: create anxiety over an unfulfilled need; offer a solution for the need.

Comment [d3]: Which equals better quality of service

Comment [d4]: And ultimately the better are could yield cost savings, too—these two metrics are not mutually exclusive.

Comment [d5]: A central clearinghouse? I like the idea—there are some security advantages to this model, too.

Comment [d6]: Good awareness of potential push-back issues. Nice overview.