



## Biomedical and Health Informatics Lecture Series

**Tuesday, April 14, 2009**  
**Room T-498, 12:00 - 12:50 p.m.**

### **Jim Tufano, PhD, MHA**

Graduate Student, Biomedical and Health Informatics  
Medical Education and Biomedical Informatics, University of Washington

#### ***"Information and Communication Technologies in Patient-Centered Healthcare Redesign: Qualitative Studies of Provider Experience"***

Promoting widespread availability and provider adoption of electronic medical records is a core component of current efforts to reform healthcare in the United States. Initiatives to redesign healthcare to achieve quality improvement, patient access, economic sustainability, and other reforms often seek to leverage the potential of electronic medical records and other information and communication technologies. However, the evidence pertaining to the effectiveness of these technologies in supporting and promoting these objectives is limited, and their adoption among healthcare providers remains low – particularly in primary care and other ambulatory care settings. Given both the questionable sustainability of primary care and its central role in current healthcare reform initiatives, there is a critical need to inform these endeavors with empirically-derived knowledge of how information and communication technologies affect healthcare providers and their efforts to redesign care to better meet the needs of their patients and communities. This presentation includes findings from qualitative studies that revealed provider perspectives on the roles, importance, and effects of healthcare information and communication technologies in the context of two patient-centered healthcare redesign initiatives - one focused on implementation of the Patient-Centered Access care model, and the other on an implementation of the Patient-Centered Medical Home care model. The specific ICT involved in both of these studies included a commercial clinical information system (EpicCare Ambulatory EMR) with an integrated patient Web portal, patient-provider email, internal clinical messaging, and an internally-developed online health risk assessment application.

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Jim Tufano, PhD, MHA is a recent graduate of the University of Washington's doctoral program in Biomedical & Health Informatics. Prior to entering the program, he worked for several years in management positions with large integrated healthcare delivery systems and also with healthcare information technology vendors. His current research interests include both summative and formative evaluation of healthcare information and communication technologies deployed in care redesign and clinical quality improvement contexts, with a particular emphasis on ICT intended to support effective and mutually-satisfying patient/provider interactions.