Mixed Method Evaluations for Understanding Impact on Patient Outcomes and Work Practice
An evaluation of pathology order entry systems

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Incorporating multiple methods

The use of different methods is akin to viewing the world through different instruments e.g., telescope, X-ray machine or electron microscope. Each reveals certain aspects but is blind to other aspects. Even though they may be pointing at the same place.

*Ackroyd (2004) Critical Realist Applications*
Test turnaround time

<table>
<thead>
<tr>
<th>Period</th>
<th>No. of tests</th>
<th>Mean in minutes (95% CI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All tests</td>
<td>2003</td>
<td>97851</td>
</tr>
<tr>
<td></td>
<td>2004</td>
<td>113752</td>
</tr>
</tbody>
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Declined significantly - Year 1 by 18.6%, Year 2 by 12.6%
What are health professionals concerned about?

Issues of concern

- Security
- Inexperienced staff
- Work practices
- Software/hardware
- Education/training
- Relationships/communication
- De-skilling
- Cost
- Implementation roll out

Frequency of particular issues as a percentage of total concerns expressed by each personnel group:

- Senior staff - predominantly management
- Senior staff - management & clinical
- Staff - predominantly clinical
It is about time

- New digital health systems characteristically improve the speed and volume of data transfer;
- It is wrong to view new technologies as simply a means of doing the same things as previously, only faster.
- A key and recurring feature of digital health technologies is their ability to alter the meaning of tasks and work activities and introduce new practices and ways of doing things;