
Mixed Method Evaluations for Understanding Impact on Patient Outcomes and Work Practice

An evaluation of pathology order entry systems

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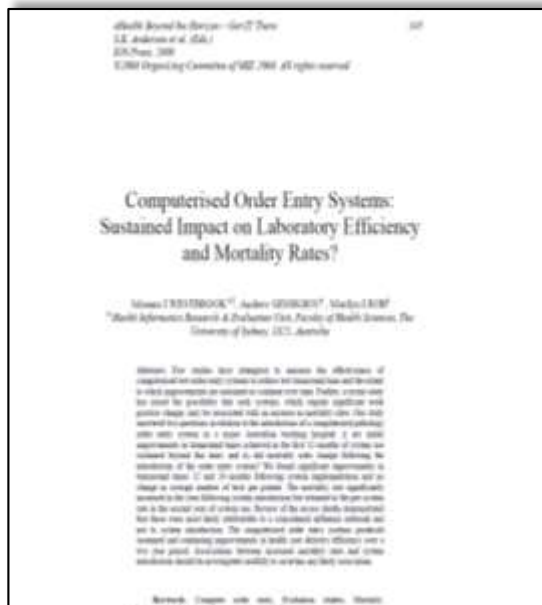
Incorporating multiple methods



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

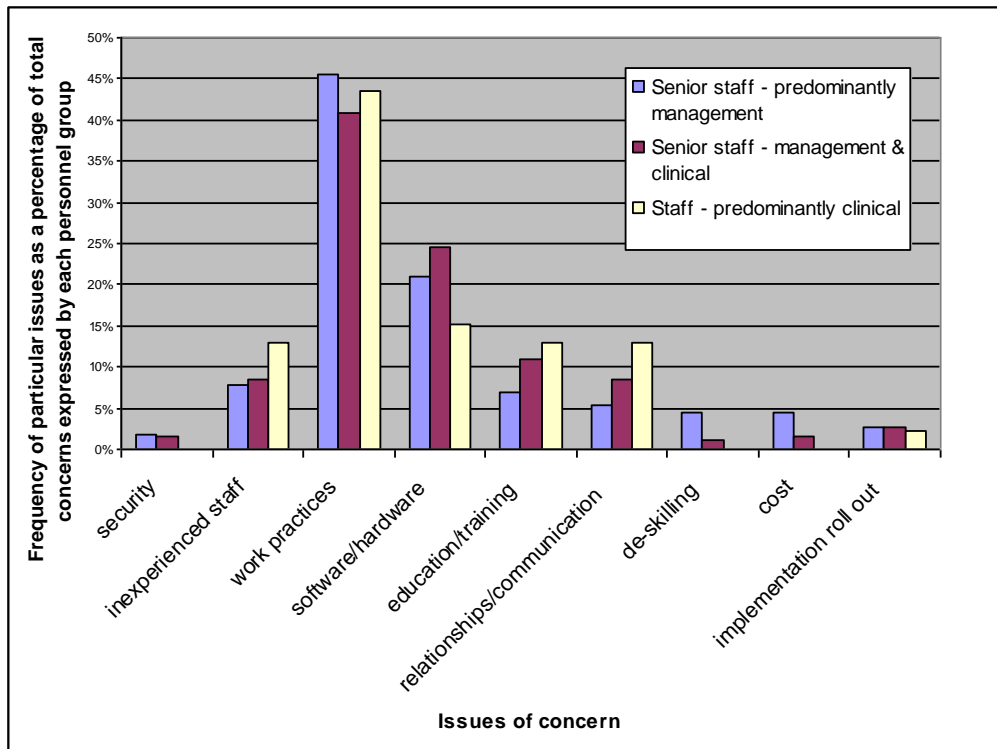
Test turnaround time



	Period	No. of tests	Mean in minutes (95% CI)
All tests	2003	97851	35.35 (35.11,35.59)
	2004	113752	28.77 (28.59,28.95)
	2005	131022	25.14 (24.99,25.29)

Declined significantly - Year 1 by 18.6%,
Year 2 by 12.6%

What are health professionals concerned about?



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;