

**Artifact:** Interoperable Health Information Technology Systems Activity

**Course:** Health IT Workforce Curriculum

**Goal:** Critical Thinking

For this assignment I had to determine the best strategy to alert users of the Health Information Technology systems in the hospital about multiple alerts I had received regarding operations that were no longer functioning correctly in the hospital system at 3:00 am during my overnight on-call shift. I also had to determine how to get the operations to once again function effectively and correctly in the hospital system. In this assignment I had to use critical thinking to help resolve a very difficult situation using 5 steps: Analyze, Prioritize, Notify, Restore Service, and Plan. Analyze: I created a flow chart to demonstrate what operations are functioning incorrectly. Prioritize: I determined in order of priority which operations needed to be fixed quickly and which ones may have been working normally. Notify: I notified the appropriate staff from each department in the hospital of the problems that were occurring. Restore Service: I looked at records to determine if the alerts I received were indications of real problems that were occurring, and I searched for evidence that could explain the cause of the problems in the hospital. Plan: I explained how I might be able to support similar problems in a health information exchange – if it was occurring between 2 or more hospitals trying to communicate with each other instead of just communication problems within one hospital.

**ΦΦK Tips**

**Strengths:**

- **The writer analyzes a problem by breaking down the process and explaining it into step form**
- **The flow chart demonstrates relationships between ideas**
- **Breaks down the process in a way that makes sense to the average reader**

**Opportunities:**

- **Some grammatical errors**