Chapter 9
End User Perspective

ABSTRACT

Chapter 9 covers a qualitative study conducted by Dr. Sterling K. Carter in 2019. The study takes an in-depth study of EHR interoperability from the end user perspective. Ten healthcare professionals from different nations with years of experience working with EHR systems participated in the study. The participants worked in different healthcare fields that utilize EHR systems daily. The participants either use EHR systems or lead teams who use EHR systems. The finding of the study creates a common theme among the participants although they different nations. Towards the end of the chapter, the research highlights other facts that support the need for a multinational interoperable EHR system; facts that are disturbing but must be addressed.

In a qualitative exploratory study, Carter (2019)'s *The Strategies Global Leaders Need to Improve Interoperability of an EHR System* researched the strategies global leaders need to improve the information-sharing interoperability of an EHR system. The purpose was to understand the possible strategies global leaders might deploy to enhance the information-sharing interoperability of EHR systems. The primary challenges with EHR systems are that they are siloed and do not communicate or share data with external systems. Globally, the EHR market is projected to reach $30 billion. With the continued expansion of the global economy and the ensuing international travel for both business and leisure, the fundamental issue of information-sharing interoperability of EHR systems was the focus of this study. Chapter 4 is a collection of data collected from qualitative interviews with stakeholders in

the international EHR community. Each participant worked with or works with an EHR system and offered professional insight on information-sharing interoperability from a global perspective.

Global leaders face the healthcare challenge of interoperability of nonlocal systems and the communication gap of autonomous systems (Rhodes, 2016). The World Health Organization (WHO) determined that interoperability and information sharing to support the tracking of communicable diseases are global concerns and require international collaboration (Fairchild, 2014). Chapter 4 is a collection of qualitative exploratory interviews and represents a broad perspective on EHR information-sharing interoperability from stakeholders with varying international professional pedigrees.

PARTICIPANT DEMOGRAPHICS

The participants' demographics vary and are not solely from the practitioner or healthcare provider areas of EHR usage. The participants' demographics also change because the information-sharing interoperability of EHR systems is a significant shift in healthcare workflow, involving many stakeholders, each with its concerns and needs. The inclusivity of various professions in the healthcare EHR space allowed the researcher to gain perspective from differing and, at times, conflicting points of view. Each group contributes to the validity, broad content, and systemic needs of information-sharing interoperability of EHR systems.

Table 1. Participant demographics

PID	Gender	Position
PM1	Male	Clinical Counselor (Canada)
PM2	Male	C-Level International Healthcare Leader (USA)
PM3	Male	C-Level Telehealth Provider (Canada)-
PM4	Male	International Healthcare Consultant. (Eastern Europe)-
PM5	Male	Healthcare Consultant Global Experience (Nigeria)
PF1	Female	Healthcare Practice Owner Global Experience (USA)
PF2	Female	Nurse – International Experience (USA)
PF3	Female	Global Healthcare Services (Canada) -
PF4	Female	Global Cancer Treatment (Canada)
PF5	Female	Medical Doctor (Venezuela)

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