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Running Head: SYSTEMS THEORY AND HEALTHCARE INFORMATION SYSTEMS

2

Systems Theory and The Healthcare Information Systems

LATEKA PAYNE

BUSI 505 Healthcare Informatics

Dr. Lawrence Johnson

April 25, 2021

Abstract

This paper will use the systems theory to explain the need for change in the healthcare information systems. The healthcare information systems are critical in promoting the quality of care in a healthcare facility. That indicates that it determines the outcomes of a patient in a healthcare facility. To understand the need for change and improved healthcare information systems, the characteristics of systems and the specific characteristics of the healthcare information systems will be ex-

plained. The resistance that is experienced by the management team of a healthcare facility when promoting the healthcare information systems change will be identified. Moreover, the systems theory will be used to explain the systems that are required for change and the change process that is followed when advancing the healthcare information systems. The paper will study the concepts of GIGO, entropy, and negentropy and how they are related to healthcare information systems. The gaps in the literature that is used will be identified for recommendation to future studies.

Introduction

① Healthcare information systems are essential in shaping and improving the healthcare services that are provided in healthcare facilities. A healthcare facility with better, advanced, and more effective systems is likely to have better healthcare services accessed by the patients in the healthcare facility. ① Thus, it is significant for healthcare facilities to embrace effective and up-to-date information systems to improve the quality of the healthcare services provided as well as for them to realize their set goals, objectives, and missions. The changes in the healthcare information systems are carried out using systems theory. ② The system theory is the study of systems, a group of interrelated, independent parts that are either natural or human-made. In this case, the focus of the systems theory is the healthcare information systems. The systems theory is used to integrate new changes and information into the existing healthcare information systems (Dekkers, 2015). ② The healthcare information systems are used to achieve the specific objectives that are set in a healthcare facility. Thus, in such a case, the systems theory should be used to promote the objectives of the healthcare facility before promoting the objectives of the subunits of the healthcare facilities. ② Since the systems theory may be used to explain the change in the healthcare information systems, a system change is an outcome that is achieved from the emergence of a new pattern of a system structure or organizing a system. ① The system theory is essential as it helps in shaping the evolution of the healthcare systems to improve the patients' clinical outcomes such as patient safety and the quality of healthcare services offered. ② The systems theory will be used to explain the need for change in the healthcare information systems, the resistance to change that may be experienced in the healthcare facilities, the systems required for the change, and the change process in the healthcare facilities to foster improved patient outcomes.

Relevance to the course

This paper is relevant to the course. It shows the need to understand the healthcare information systems. In this paper, the use of systems theory to explain the needed changes in the healthcare information systems will be done. That will provide a deeper understanding of the systems theory as well as the healthcare information systems and how they may be harnessed to improve the outcomes of the patients in the healthcare facilities.

Purpose Statement

The purpose of this paper will be to evaluate the change in the healthcare information systems and how it may be used to improve patient outcomes. The paper will utilize the systems theory to explain the changes that are needed in the healthcare information systems to make them more efficient and better. IN this paper, various perspectives of healthcare information systems will be studied. Some of the key points of discussions will be the need for change in the healthcare information systems, the systems that are required to implement change in the healthcare facilities, and the change processes that promote change in the healthcare facility.

Content

② Characteristics of Systems

For one to identify the need for change in a healthcare information system, one should understand the characteristics of the healthcare information system. By understanding the characteristics of the healthcare information systems, a person will be able to identify the areas that are unable to achieve their objectives, and thus they need to be changed to promote better outcomes. In this section, the general characteristics of systems will be explained. Afterward, the specific characteristics of the healthcare information systems will be explained. That will enable the readers to understand how systems and in particular healthcare information systems are supposed to work.

All the systems have five general characteristics: interaction, integration, central objective, organization, and interdependence. The first characteristic is interaction. ② That indicates that the individual components of systems function with other components in the system. That means that one single component of a system cannot function on its own and it needs the other components to function optimally. That indicates that the need for change in one component of a system may result in poor performance of the whole system. The second characteristic is integration. ② This characteristic is concerned with how the individual components of a system work together to reach the central objective of the system. The components of a system should work harmoniously to ensure that the set objectives are reached. ② The central objective is the objective that should be achieved by a system (Shafritz et al., 2015). Ineffective systems may not reach the central objective optimally thus resulting in decreased patient outcomes. That promotes the need for change. ② The organization of a system is the structure and the order of a system. It is the arrangement of the various components that enable the system to attain the set objectives. Interdependence shows that various components of a system depend on each other to work effectively and efficiently. The output of one component is dependent on another (Van Lange & Balliet, 2015). That shows the need for change in all the components to promote the efficiency of the system.

The healthcare information systems are essential in the provision of care to the patients. There are four specific characteristics to the healthcare information systems. The first characteristic is that healthcare information systems are well-defined. That indicates that the healthcare information systems have specific standards and principles, a user-friendly structure, defined health data sources and indicators that are used consistently, and standard operating procedures for data collection, data analysis, and use of the data. Healthcare information systems are also comprehensive. That indicates that they capture and monitor all the health services and functions in all the levels of the health system, and they encompass all the data sources. Healthcare information systems are adaptable and scalable. That indicates that they can change and be reformed depending on the health sector information needs, ongoing human capacity building, measures to support sustainability, and methods to evaluate new interventions (Emery, 2016). They are also functional indicating that they use the appropriate technology for the context, have appropriate training for health workers, and they have a plan for data quality checks and strategies for sharing and using data. Lastly, healthcare information systems are resilient. ③ That indicates that through mechanisms for resilience, regular assessments to determine weaknesses and system capacities, and coordination with other health system functions, they can withstand biological, social, and political crises.

② Resistance to Change

This is the behavioral response of the change recipient towards a change initiative that is proposed by a leader. It is one of the challenges that is faced by healthcare management when trying to foster the change of the healthcare information systems. Three types of change may be experienced when promoting the change of the

healthcare information systems namely psychological and emotional, sociological, and logical and rational resistance. Whereas healthcare information systems change is essential to increase the efficiency of the systems, it meets resistance from various stakeholders in the healthcare facility for various reasons. "The implementation of change in medical facilities is not an easy issue" (Mares, 2018). That indicates that when a systems change is about to occur in a healthcare facility, some challenges will emerge. Some health workers will not see the need for the change whereas others will promote the change. Thus, the healthcare facility's management team should explain the need for the change to all the stakeholders. That will enable them to understand why the change is needed thus ensuring that most of the healthcare workers support the change to make it a success. ① "For those employees who are more concerned with relationships to facilitate their readiness and overcome resistance, they need to be convinced that certain personnel changes are necessary and will be made as respectfully and fairly as possible" (Bateh et al., 2013). That indicates that previous research papers have identified resistance to change as the major challenge that is faced in healthcare facilities when promoting the change of the healthcare information systems.

② Systems and Change Process

The systems change process is the process through which the root causes of the problems that are faced in the systems that are embedded and intractable in networks of cause and effect are addressed. That indicates that the change process is a deliberate process to change and advance the current structure and components of a system to improve their efficiency and effectiveness thus mitigating the undesirable performance.

Systems change is needed in healthcare information systems to improve the outcomes of the patients in a healthcare facility (Kotter, 2012). As technology advances, there is a need to improve the healthcare information systems to ensure that they are up to date for improved efficacy. Numerous studies have been done to promote the need for healthcare information systems change. ④ Delone and McLean (2016) studied the success measurement of the information systems. The study identified that one of the success measurements of an information system is keeping it up to date to ensure that it is efficient. "Information systems are not static but dynamic, reinforcing the use of a process perspective in our model" (Delone & McLean, 2016).

Five steps may be used to promote healthcare information change in a healthcare facility. ② The steps are preparing and identifying the need for change, preparation for the change, implementing the change, embedding the change to the healthcare's culture and practices, and reviewing the progress and analyzing the results. During the first step that has been identified, the healthcare information system is evaluated to identify the areas that need to be changed to increase its efficacy. After identifying the areas that need the change, the specific changes that will be done should be identified during the second step. The third step entails implementing the changes into the healthcare information systems and starts using the improved healthcare information system. The fourth step entails educating the healthcare practitioners about the change and why it is relevant. That will enable them to adopt the change thus promoting the success of the healthcare information system. The last step involved measuring the outcomes after the implementation of the change in the healthcare information system and before the change. That is used to review the outcomes as the result of change and identify where the change has led to improved effectiveness and efficiency of the healthcare information systems in promoting better patient outcomes. Moreover, healthcare systems have been changing in the world as technology advances. Thus, healthcare facilities should continue adopting the new changes in the healthcare information systems to ensure that they are in line with the latest technologies. Holden et al. ① (2013) studied the human frameworks for improving the work of healthcare professionals and patients. The study identified that improving the healthcare systems was one of the factors that would promote better patient outcomes and improve the work of the healthcare practitioners. Holden et al. ① (2013), indicated that "Within the healthcare industry, major system redesign efforts and paradigm shifts are also evident worldwide since the original Code of Medical Ethics is being replaced by a paradigm of doctor-patient partnership and actively engaged patients."

Functions and Purpose

The function and the purpose of the change process in the healthcare information systems will explain the need and the reasons why the change is necessary. Change in the healthcare information systems is essential as it increases the outcomes of the patients. Through the change in the healthcare information system, it becomes more effective and efficient in collecting data and analyzing the patient data. That promotes the need for evidence-based practice in the healthcare facility. Additionally, it promotes patient safety and patient-centered care thus promoting patient outcomes in a healthcare facility. Not only does the change in the healthcare information systems improve patient outcomes but it also reduces the running costs of the healthcare facility. "Hospital information systems have great potential in reducing healthcare cost and in improving health outcomes" (Ross & Venkatesh, 2016). The change in the healthcare information systems also promotes inter-organization collaboration between the healthcare practitioners in a healthcare facility. That alongside the improved benefits of the healthcare information system promotes the eradication of most of the challenges that are faced in a healthcare facility. ① "Inter-organizational collaboration continues to be promoted as a cure-all for the many ills that ail modern healthcare systems and the broader public sector" (Aunger et al. 2020)

GIGO

② This is an acronym of garbage in and garbage out. The concept is used in the outcomes of information systems to indicate that the outcomes of information systems reflect the inputs that were used Roden et al., 2020) a. Thus, for optimum results, high-quality and relevant inputs should be used. GIGO in the healthcare systems may affect the patients' outcomes negatively. Thus, the use of machine learning in healthcare facilities should be promoted to avoid the issue of GIGO. That will help to improve the patient outcome and engagement in a healthcare facility. The data collected in the electronic medical records are mostly of poor quality. That indicates that it does not promote effective outputs.

Although a lot of healthcare practitioners are reluctant about the use of machine learning in the healthcare sector, it is an effective technology (Saboor et al., 2013). Machine learning entails the use of machines to understand the trends thus correcting the errors that might occur in a process. Thus, machine learning should be used to identify the data that should be used from the EMR. That will ensure that only quality data is utilized thus coming up with effective insights and trends that may be used in increasing the patient outcomes. Since the technology is new, limited studies are investigating how machine learning may be used in the healthcare sector to mitigate the challenge of GIGO.

The data found in the EMR is not standardized. For instance, physicians use different names to refer to the same thing. That results in poor quality data collected by the EMR. Machine learning may be used to identify such errors to ensure that the input of the data is corrected. That will result in the collection of high-quality data in the EMR. That indicates that when high-quality data is collected, the output will be of high quality.

② Entropy and Negentropy

Entropy entails the need to be replaced because of wearing out. Thus, it is the lack of predictability or order due to the gradual decline of a system into disorder. Entropy promotes the need for change in healthcare information systems. It indicates that over time, the healthcare information systems become less productive thus they are unable to promote the desired patient outcomes (Chang, 2020). Thus, new processes need to be implemented in a healthcare facility regularly to prevent entropy from occurring. That will promote the improvement of patient outcomes as well as reducing the operating costs of a healthcare facility.

② Negentropy is reverse entropy. It indicates the process of systems becoming in order due to increased and efficient organization, structure, and function (Love et al., 2019). That indicates that when a change is implemented in the healthcare systems, negentropy is promoted. By promoting changes in the healthcare information system, negentropy will be promoted and entropy will be mitigated. That will not only improve the patients' outcomes but will also reduce the operational costs of a healthcare facility.

Some gaps have been identified in the literature that has been used in this paper. One of the gaps that were identified is that the current literature has indicated that resistance is met when promoting the change in the healthcare information systems. However, the studies have not focused on the reasons the resistance occurs when the healthcare information systems want to be changed. Further, the studies did not comprehensively study the benefits of promoting needed changes in the healthcare information systems. That indicates that there are needs to be studied to promote the reasons why healthcare facilities should always promote the changes in the healthcare information systems. Another gap that has been identified is minimal studies that have been conducted on the areas of how GIGO, entropy, and negentropy affect healthcare information systems.

Conclusion

② In a nutshell, the systems theory will be used to explain the need for change in the healthcare information systems, the resistance to change that may be experienced in the healthcare facilities, the systems required for the change, and the change process in the healthcare facilities to foster improved patient outcomes. It has been identified that healthcare information systems need to be improved and advanced over time to ensure that they have improved efficacy. That leads to the improvement of the patient outcomes such as patient safety, patient engagement, and patient-centered care. The paper has identified that machine learning should be implemented in healthcare information systems to curb the challenge of GIGO in the healthcare information systems such as the EMR. Additionally, the paper shows the need to promote negentropy and avoid entropy to achieve better outcomes in a healthcare facility. Various gaps have been identified from the studies that have been used. Future studies should investigate the gaps to ensure that they are covered. Future studies should focus on the reasons why resistance to change occurs in healthcare facilities, comprehensively studying the benefits of promoting the needed changes in the healthcare information systems, and the effects of GIGO, entropy, and negentropy to the healthcare information systems.

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① My paper 63%

Student paper

Healthcare information systems are essential in shaping and improving the healthcare services that are provided in healthcare facilities.

Original source

Healthcare information systems are critical in shaping and bettering healthcare services and different operations and processes that happen in healthcare settings

② My paper 69%

Student paper

Since the systems theory may be used to explain the change in the healthcare information systems, a system change is an outcome that is achieved from the emergence of a new pattern of a system structure or organizing a system.

Original source

Systems change is the outcome that is gotten from the emergence of a new pattern of a system structure or organizing a system

① My paper 64%

Student paper

Thus, it is significant for healthcare facilities to embrace effective and up-to-date information systems to improve the quality of the healthcare services provided as well as for them to realize their set goals, objectives, and missions.

Original source

It is therefore vital for healthcare organizations to work towards embracing effective and up-to-date information systems to better realize their set goals, missions, and objectives

① My paper 83%

Student paper

The system theory is essential as it helps in shaping the evolution of the healthcare systems to improve the patients' clinical outcomes such as patient safety and the quality of healthcare services offered.

Original source

System theory is critical since it helps in shaping the evolution of the healthcare systems to improve patient's clinical outcomes such as safety and quality of healthcare services

② My paper 70%

Student paper

The system theory is the study of systems, a group of interrelated, independent parts that are either natural or human-made.

Original source

The system theory is a study of systems, which is a group of interdependent, interrelated parts that can be human-made or natural (Luhmann et al., 2013)

② My paper 64%

Student paper

The systems theory will be used to explain the need for change in the healthcare information systems, the resistance to change that may be experienced in the healthcare facilities, the systems required for the change, and the change process in the healthcare facilities to foster improved patient outcomes.

Original source

The systems theory is used to explain the need for change, the resistance to change, the systems required for change, and the change process

② My paper 63%

Student paper

The healthcare information systems are used to achieve the specific objectives that are set in a healthcare facility.

Original source

The systems are used and implemented in organizations to achieve specific set objectives

② My paper 100%

Student paper

Characteristics of Systems

Original source

Characteristics of Systems

2 My paper 65%

Student paper

That indicates that the individual components of systems function with other components in the system.

Original source

a) Interaction describes how the individual components of a system function with other components in the function

3 measureevaluation 91%

Student paper

That indicates that through mechanisms for resilience, regular assessments to determine weaknesses and system capacities, and coordination with other health system functions, they can withstand biological, social, and political crises.

Original source

Is able to withstand social, political, and biological crises through mechanisms for resilience, coordination with other health system functions, and regular assessments to determine system capacities and weaknesses

2 My paper 78%

Student paper

This characteristic is concerned with how the individual components of a system work together to reach the central objective of the system.

Original source

a) This characteristic of a system is concerned with how the components of a system work together to attain the central objective of the system (Booher, 2012)

2 My paper 96%

Student paper

Resistance to Change This is the behavioral response of the change recipient towards a change initiative that is proposed by a leader.

Original source

Resistance to Change 1) This is a specific behavioral response of the change recipient towards the change initiative that is proposed by a leader

2 My paper 65%

Student paper

The central objective is the objective that should be achieved by a system (Shafritz et al., 2015).

Original source

The central objective of a system determines how the system works (Shafritz et al., 2015)

1 My paper 70%

Student paper

"For those employees who are more concerned with relationships to facilitate their readiness and overcome resistance, they need to be convinced that certain personnel changes are necessary and will be made as respectfully and fairly as possible" (Bateh et al., 2013).

Original source

One quote from the article reads, "For those employees who are more concerned with relationships to facilitate their readiness and overcome resistance, they need to be convinced that certain personnel changes are necessary and will be made as respectfully and fairly as possible." This means that organization managers ought to use methods that are convincing and give workers assurance that the change being implemented will be more beneficial to their organizations

2 My paper 78%

Student paper

The organization of a system is the structure and the order of a system. It is the arrangement of the various components that enable the system to attain the set objectives. Interdependence shows that various components of a system depend on each other to work effectively and efficiently. The output of one component is dependent on another (Van Lange & Balliet, 2015).

Original source

a) The organization of a system shows the order and structure of a system (Emery, 2016) It is the arrangement of the components that enable the system to achieve the set objectives a) Interdependence indicates that the various components of a system depend on each other to work effectively The output of one component depends on the output of another component to function optimally (Van Lange & Balliet, 2015)

2 My paper 88%

Student paper

Systems and Change Process The systems change process is the process through which the root causes of the problems that are faced in the systems that are embedded and intractable in networks of cause and effect are addressed.

Original source

Systems and the Change Process The systems change process is a process that is used to address the root causes of the social problems that are embedded and intractable in networks of cause and effect

1 My paper 78%

Student paper

(2013), indicated that "Within the healthcare industry, major system redesign efforts and paradigm shifts are also evident worldwide since the original Code of Medical Ethics is being replaced by a paradigm of doctor-patient partnership and actively engaged patients."

Original source

One quote from this article reads, "Within the healthcare industry, major system redesign efforts and paradigm shifts are also evident worldwide since the original Code of Medical Ethics is being replaced by a paradigm of doctor-patient partnership and actively engaged patients." This means that patients and doctors should work collaboratively to realize a successful healing and recovery process

4 researchleap 71%

Student paper

Delone and McLean (2016) studied the success measurement of the information systems.

Original source

"The DeLone and McLean model of information systems success

1 My paper 71%

Student paper

"Inter-organizational collaboration continues to be promoted as a cure-all for the many ills that ail modern healthcare systems and the broader public sector" (Aunger et al.

Original source

One quote from the article reads, "Inter-organizational collaboration continues to be promoted as a cure-all for the many ills that ail modern healthcare systems and the broader public sector." This means that different organizations should work collaboratively to provide solutions to issues affecting them

2 My paper 92%

Student paper

The steps are preparing and identifying the need for change, preparation for the change, implementing the change, embedding the change to the healthcare's culture and practices, and reviewing the progress and analyzing the results.

Original source

The steps are preparing identifying the need for change, preparation for the change, implementing the change, embedding the change to the organization's culture and practices, and lastly, reviewing the progress and analyzing the results

2 My paper 91%

Student paper

This is an acronym of garbage in and garbage out.

Original source

1) This is an acronym of garbage in and garbage out

1 My paper 67%

Student paper

(2013) studied the human frameworks for improving the work of healthcare professionals and patients.

Original source

a human factors framework for studying and improving the work of healthcare professionals and patients

2 My paper 84%

Student paper

Entropy and Negentropy Entropy entails the need to be replaced because of wearing out. Thus, it is the lack of predictability or order due to the gradual decline of a system into disorder.

Original source

Entropy and negentropy 1) Entropy reflects the need to be replaced as a result of wearing out It is the lack of predictability or order due to the gradual decline of a system into disorder (Chang, 2020)

1 My paper 100%

Student paper

A., Millar, R., Greenhalgh, J., Mannion, R., Rafferty, A. M., & McLeod, H.

Original source

A., Millar, R., Greenhalgh, J., Mannion, R., Rafferty, A M., & McLeod, H

2 My paper 89%

Student paper

Negentropy is reverse entropy. It indicates the process of systems becoming in order due to increased and efficient organization, structure, and function (Love et al., 2019).

Original source

2) Negentropy is reverse entropy It indicates when systems start becoming in order due to increased and efficient organization, function, and structure (Love et al., 2019)

1 My paper 100%

Student paper

Why do some inter-organizational collaborations in healthcare work when others do not? A realist review.

Original source

Why do some inter-organizational collaborations in healthcare work when others do not A realist review

2 My paper 62%

Student paper

In a nutshell, the systems theory will be used to explain the need for change in the healthcare information systems, the resistance to change that may be experienced in the healthcare facilities, the systems required for the change, and the change process in the healthcare facilities to foster improved patient outcomes.

Original source

The systems theory is used to explain the need for change, the resistance to change, the systems required for change, and the change process

1 My paper 100%

Student paper

Bateh, J., Castaneda, M. E., & Farah, J.

Original source

Bateh, J., Castaneda, M E., & Farah, J

1 My paper 100%

Student paper

Improving healthcare by embracing systems theory. The Journal of thoracic and cardiovascular surgery, 152(2), 593.

Original source

Improving healthcare by embracing systems theory The Journal of thoracic and cardiovascular surgery, 152(2), 593

1 My paper 100%

Student paper

Employee resistance to organizational change. International Journal of Management & Information Systems (IJMIS), 17(2), 113-116.

Original source

Employee resistance to organizational change International Journal of Management & Information Systems (IJMIS), 17(2), 113-116

2 My paper 100%

Student paper

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Original source

An approach to systems integration Springer Science & Business Media

2 My paper 100%

Student paper Entropy Decrease in Isolated Systems: Theory, Fact, and Tests:	Original source Entropy Decrease in Isolated Systems Theory, Fact, and Tests
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1 My paper 100%

Student paper H., & McLean, E.	Original source H., & McLean, E
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2 My paper 100%

Student paper International Journal of Fundamental Physical Science, 10(2), 16-26. Cote, M., & Nightingale, A.	Original source International Journal of Fundamental Physical Science, 10(2), 16-26 Cote, M., & Nightingale, A
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1 My paper 100%

Student paper Information systems success measurement. Foundations and Trends® in Information Systems, 2(1), 1-116.	Original source Information systems success measurement Foundations and Trends® in Information Systems, 2(1), 1-116
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2 My paper 100%

Student paper Resilience thinking meets social theory: situating social change in socio-ecological systems (SES) research. Progress in human geography, 36(4), 475-489.	Original source Resilience thinking meets social theory situating social change in socio-ecological systems (SES) research Progress in human geography, 36(4), 475-489
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2 My paper 100%

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Student paper An application of Bowen family systems theory. Issues in mental health nursing, 35(11), 835-841.	Original source An application of Bowen family systems theory Issues in mental health nursing, 35(11), 835-841
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