Standardize Work Processes

From the point of view of computer technology this can be as simple as standardizing on display size, desktop operating system, default applications, keyboard layout, and pointing devices. In multi-hospital scenarios it can also extend to consistent and uniform implementation of vendor applications. Consider buying an integrated system with a common user interface from one vendor rather than assembling one from diverse components. Update application selection criteria to place increased emphasis on standardization, integration and ease of use.

The HIMSS Book will be a regular feature and so this article is the first in a series from the Healthcare Information and Management Systems Society (HIMSS). It represents the journal’s working arrangement with the Society to exchange information, best practices and new models in health information management. The Chair of HIMSS will join the Editorial Advisory Board; this year it is Greg Walton, Chief Information Officer for Carilion Health System in Virginia. In Canada HIMSS has a chapter headed up by Lina Milone, Director, Information & Communication Services at Sunnybrook & Women’s College Health Sciences Centre (lina.milone@swchsc.on.ca).

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