

Example of research paper on understanding workflow design

[Technology](#), [Innovation](#)



This chapter on workflow design has helped me understand many concepts that I can apply to my own nursing practice. Clinical transformation, for example, is a much more widespread variety of workplace change than normally applied in workflow redesigns; it is far more comprehensive, and implies that the way in which work is being done is completely different from the way it was before. Nurses must also be prepared to perform process analysis – the evaluation of a system, existing or new, and its effectiveness in the workplace environment. This also involves attention to detail and creating solutions to problems that are present within the patient care process. Nurses, in essence, have to be process owners: these are individuals who are part of the process and can articulate the intricacies of these processes and how they are functioning. These process owners have the most say in altering the systems that are in place.

In Huser et al. (2011), an intervention was conducted to evaluate the effectiveness on workflow engine technology (allows nurses to model step-based knowledge in graph form). These graphical representations allow clinical decision support logic to be used in more effective, understandable way. The implementation is said to be successful, and provides ample support and basic functionality for clinical decision making, and is a wonderful example of better workplace design. Within my organization, I could make use of this kind of workflow engine technology to better conceptualize and elucidate on process analysis. It is very important to monitor the effect of technology on workflow, as technology can either be a help or a hindrance – it is important that nurses have the best tools available, and learn when to abandon systems that are not efficient.

References

Huser, V., Rasmussen, L. V., Oberg, R., & Starren, J. B. (2011).

Implementation of workflow

engine technology to deliver basic clinical decision support functionality.

BMC Medical Research Methodology 11: 43.

Workflow Assessment for Health IT Toolkit.