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# Physicians Reluctance to Change Related to Quality and Improvement

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## **Physicians Reluctance to Change Related to Quality and Improvement**

Madison Sievers, Health Informatics and Information Management

Health care is constantly changing, growing, and becoming more complex. As an industry, we find that it is sometimes hard for everyone to keep up with these changes. In particular, physicians seem to be one of the main problems when it comes to implementing new technology, regulations, standards, or ways of practicing. Some physicians feel that they know what is best and leave little to no time for learning new ways. This can halt progress in health care.

Electronic Health Record systems have been a giant step forward for health care, yet physicians cannot seem to stay on top of documentation or make the change from paper records. Health Information Management, particularly Quality and Improvement, has a tremendous role in this area. If physicians are not documenting correctly or using the EHR programs efficiently, it can affect the entire healthcare organization. Numerous setbacks can occur when physicians put off documenting, charting, or signing forms. Because of the lack of information and incomplete patient records, the release of information, billing, and data collection will be at a standstill. As a Health Information Management employee, the responsibility will fall on our department to ensure the physicians get on board and complete all of their tasks.

There must be a reason or certain barriers physicians face that make them reluctant to change. For a healthcare organization to run smoothly, everyone must be on the same page and be open to improvement. In order for this to happen, however, not only the issues but the solutions, must be identified. How can we as Health Information Management employees, promote quality and improvement by focusing on the Physicians and the problems or challenges they face that make them reluctant to change?