The General Practitioner in the Giant’s web

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Norwegian EHR status

- GPs use EHR systems
- Specialists use EHR systems
- Systems have mainly been developed with initial focus on local actors
- More and more of the collaboration is electronical
- Extended pressure on vendors from external actors and large national collaboration projects
- How can GPs still influence on the design and development of local systems?
The vendor’s challenge

Regional Health Authorities

Directorate of Health

General Practitioner’s vendor

The Municipal Authorities

ELIN-projects and local user requirements
Method

• The EHR monitor study (national annual survey)
• Participation in the ELIN-project
• Participation in the national EHR reference group for GPs
• Document studies
Norwegian Association for General Practice (NFA), EHR reference group

- Initiative from GPs
- Focus is on further development of electronic health record systems in General Practice.
- Most of the GPs in the group have broad experience from being pilot users in various ICT projects, practice consultants or users representatives in the vendor’s users groups.
- The GPs also have a very active online forum where they discuss ICT related issues vividly. The reference group also uses this forum to get active feedback on the work that they do.
- The reference group has so far come up with a list of more than 30 action points where they want improvements of their EHR systems.
Recommendations for development

- Requirements from local projects and users are discussed and prioritized in user forums
- The GPs national reference group coordinates and prioritizes initiatives, and works for funding and influence on national projects
- Vendors develop new functionality in collaboration with GPs, Practice Consultants and other collaborating actors
- Practice Consultants partake actively in the deployment of new functionality
Development model for EHR in General Practice

- Agile process that involves vendors and collaborating actors
- Partly national funding and licenses
- National projects by Directorate of Health
- Regional initiatives by the Regional Health Authorities
- Development of new modules and extension to EHR-systems in General Practice
- Coordination of tasks by national reference group
- Coordination in vendors' user forums
- Involvement of practice consultants in deployment process
- Input from various projects in General Practice

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Conclusion

• A more permanent model for the involvement of the GPs should be established at a national level.
• Active involvement of Practice Consultants in design and deployment of collaboration functionality is recommended.