

Navigating Human Responses to the Digital Era: Analysing Barriers to Adoption of New Technologies Within Rehabilitation Healthcare Services



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Objectives:

Goal Manager®, a web-based workflow management tool for rehabilitation services, was designed directly from clinical experience to co-ordinate rehabilitation goals and automate reporting. Funding awarded from the European Regional Development Fund (ERDF) supported a trial to deploy Goal Manager® within the National Health Service (NHS). The trial considered user experience, training needs, interoperability, and new elements: a Patient Portal and Data Dashboard, to improve clinical data accessibility.

Methods:

Goal Manager® was deployed within a stroke rehabilitation service in the Northwest of England. Training was delivered throughout the trial period, to support staff when inputting data into Goal Manager® and generating reports at discharge. Additionally, clinicians were consulted regarding the utility of the new elements prior to public release.

Results:

Staff satisfaction levels and the effectiveness of Goal Manager® were analysed using thematic analysis of interview transcripts and statistical analysis of questionnaire data, developed in conjunction with health economists at Health Innovation Manchester (HiM). Thematic analysis gave rise to four themes: 1) Accessibility, 2) Involvement, 3) Maximising resources, and 4) Technology readiness.

Conclusions:

Evaluation of findings demonstrated that preparedness for technology implementation depends on personal factors and professional readiness, which was hindered by fears regarding technology diverting time away from patient care. These barriers should be considered when deploying future technology solutions within the NHS and beyond, in addition to key accessibility features identified by participants. Additionally, feedback will shape the Patient Portal and Data Dashboard interface, ensuring co-design from the outset, resulting in software that best serves public need.

Biography:

Dr Penny Trayner is a Chartered Paediatric Clinical Neuropsychologist and Clinical Psychologist in the United Kingdom. In 2009, she founded a specialist community-based rehabilitation service for children and young people with acquired brain injury, which serves patients and families across the UK. She has co-authored articles in leading international journals and has been an invited speaker at national and international conferences on a range of topics related to neuropsychology and mental health. Dr Trayner is also the creator of Goal Manager®, an award-winning cloud-based software application designed to facilitate effective goal setting in rehabilitation.