Person-Centered Technology Assessment

Technology Selection

- Who decides what technology is necessary?
- Who selects technology for the hospital or health center?
  - Are frontline users involved in the selection process?
  - Are patients/families involved in the selection process?
- Are there opportunities to test different approaches before selecting a specific technology?
- Is the selected technology pilot-tested before full implementation in order to identify the unintended consequences?
- Is the impact on person-centered care a key factor in identifying technology needs and selecting products?

Communication

- What is the objective of implementing the technology? (What do you hope to achieve with the technology?)
- Are the capabilities of the technology being communicated to and vetted with future users, patients and families?
- What processes are in place for frontline staff, patients, and families to provide feedback on the technology once it is implemented?

Person-Centered Evaluation of New Technology

- How will implementing the technology affect interactions between patients, families, and staff?
  - Will technology affect the location of the interactions? (e.g. bedside or outside patient room)
  - Will technology support or impede the provider’s ability to communicate effectively with the patient/family?
  - What are the possible unintended consequences of implementing the technology?
- How will implementation of the technology affect interactions among staff?
  - What training is necessary and who will receive the training?
  - Will the technology work reliably in all areas of the facility or are there limitations on where it can be used?
  - What processes are in place to repair or replace the technology if it is not working effectively?

* Adapted from the Relationship-Based Technology Assessment that appeared in the Patient-Centered Care Improvement Guide (2008)