

**Exploring African American Baby Boomers' Perceptions of Electronic Health Records:  
A Case Study**

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Information exchange is a vital platform in health care. The transformation of health care resulting from the implementation of electronic health records (EHRs) will affect not only providers, but also patients. However, viewing health records digitally has caused some concern among the African American patient population. This study addressed the perceptions of African American Baby Boomer patients about EHRs (digital health management) and what factors (inequalities, if any) impacted their views. Using critical race theory (CRT) as a theoretical foundation, this qualitative research explored their perceptions of EHRs. The goals of the study were to (a) determine African American Baby Boomers' knowledge and use of information technology (IT); (b) record their perceptions of EHR and what factors (inequalities, if any) impacted their views of digital management; and (c) determine whether the participants lacked trust in the health care system. A focus group was conducted with 9 African American participants between the ages of 50 and 68 years. CRT was used to explore the rudiments of business and public administration by addressing dynamics of a specific group of people impacted by the public issue of EHRs. The findings provided understanding to the field of business and public administration so that government leaders and officials will be able to help resolve the challenges that this population faces and how this group will not be omitted from this change. In addition, future qualitative studies could examine socioeconomic (SES) factors as a variable. Using this criterion could impact results, as literature has suggested that SES is a contributor to differences in health care (Shi & Steven, 2010). Application of this study and

subsequent research could help African American Baby Boomers develop confidence in technology advances of health care.