



Registered Nurses' Association of Ontario
L'Association des infirmières et infirmiers
autorisés de l'Ontario

Nurses and EMR Implementation: Seen But Not Heard?

Nurses taking a leadership role in the adoption of communication and information systems.



Rita Wilson RN MN MEd.
eHealth Program Manager, RNAO



Presentation Overview

Nurses taking a leadership role in the adoption of communication and information systems.

- ❖ Nursing & eHealth Project Overview
- ❖ 2014 Cross-Sectorial Online Survey
- ❖ Implications
- ❖ Future Plans





Registered Nurses' Association of Ontario

Nurses taking a leadership role in the adoption of communication and information systems.

- ❖ Professional Association of Registered Nurses in Ontario, Canada
- ❖ The strong, credible voice leading the nursing profession to influence and promote healthy public policy, and clinical excellence.
- ❖ Nursing and eHealth Project has been a major focus of RNAO for several years.



Project Overview: Key Milestones

Nurses taking a leadership role in the adoption of communication and information systems.

RNAO's Nursing & eHealth Project has been funded by the MOHLTC (2005-2009) and eHealth Ontario (2010-2014) to **empower nurses to adopt** and **effectively utilize eHealth systems** and evidence-based eResources to enhance patient, organizational and system outcomes.



- **Recruit & Educate eHealth Champions to lead & promote eHealth adoption.**

2007

■ Component well established



eHealth Champion Workshops

Nurses taking a leadership role in the adoption of communication and information systems.

LEVEL I - New Recruits

A one day initiation workshop for new eHealth Champions that increases knowledge about nursing and eHealth and the relationship between eHealth and clinical practice.

Topics Include:

- eHealth concepts
- Provincial/National eHealth initiatives
- Strategies to raise awareness of eHealth among nurses





eHealth Champion Workshops

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LEVEL 2 - Capacity Building to Lead/Support eHealth Implementations

1-day workshop designed to expand the knowledge and skill level of existing eHealth Champions to better lead and support the implementation and adoption of eHealth in point-of-care activities that integrate information and technology in daily care.

Topics Include:

- Optimizing electronic medical record systems
- Organizational issues/trends
- Change Management
- Advancing the eHealth Champion role





eHealth Champion Network

Nurses taking a leadership role in the adoption of communication and information systems.

eHealth Champion Network is comprised of **1600 eHealth Champions** across the province.



- 14 LHINs represented
- 600+ organizations in all health

care sectors:

- Acute Care
- Community
- Rehabilitation
- Complex Continuing Care
- Public Health
- Long Term Care
- Primary Care
- Mental Health and Addictions



eHealth Champion Network

Nurses taking a leadership role in the adoption of communication and information systems.

The ~1600 eHealth Champions province-wide play a critical leadership role in the uptake of various aspects of eHealth in their organizations including:

Promoting Adoption

- **Teaching** education sessions
- **Publishing** newsletter articles
- **Presenting** at conferences and other forums.
- **Supporting** peers during eHealth implementations.

2014 Survey Results:

- 90% have raised eHealth awareness through lunch and learn, webinars, presentations at meetings
- 80% have provided peer support.

Leading Change

- **Leading** key components of eHealth implementation projects.
- **Participating** in committees within their organizations or LHIN.

- 75% have taken a “lead role” in implementation activities for nursing and other health professions

Advocating

- **Advocating** for system designs that reflect the needs of nurses and other clinicians.

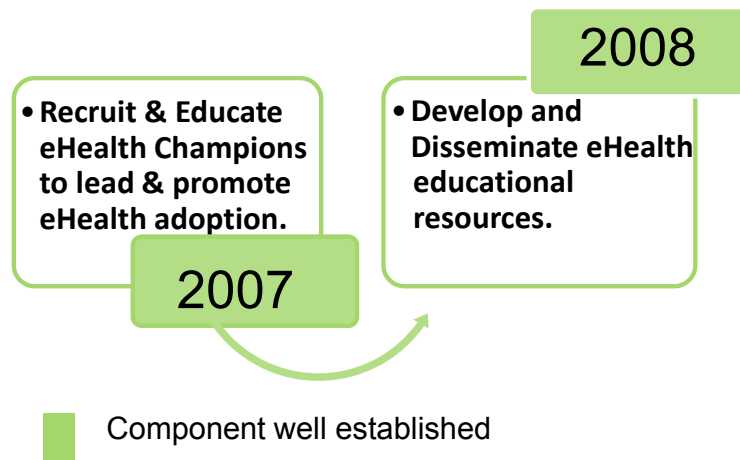
- 60% have been involved in developing/selecting software in their organization.



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Educational Resources

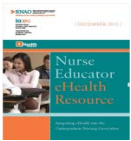
Nurses taking a leadership role in the adoption of communication and information systems.



- **Monthly Webinars** reaching ~550 eHealth Champions.



- **eHealth for Every Nurse eNewsletter** published bi-annually showcasing the work of eHealth Champions.



- **Nurse Educator eHealth Resource:** ~130 copies disseminated to schools of nursing across Canada. Available in French & English.



- **eHealth Toolkit** distributed to Level 2 eHealth Champions.

- **Nursing and eHealth eLearning course** accessed by 12,500 nurses and non-nurses since launched.

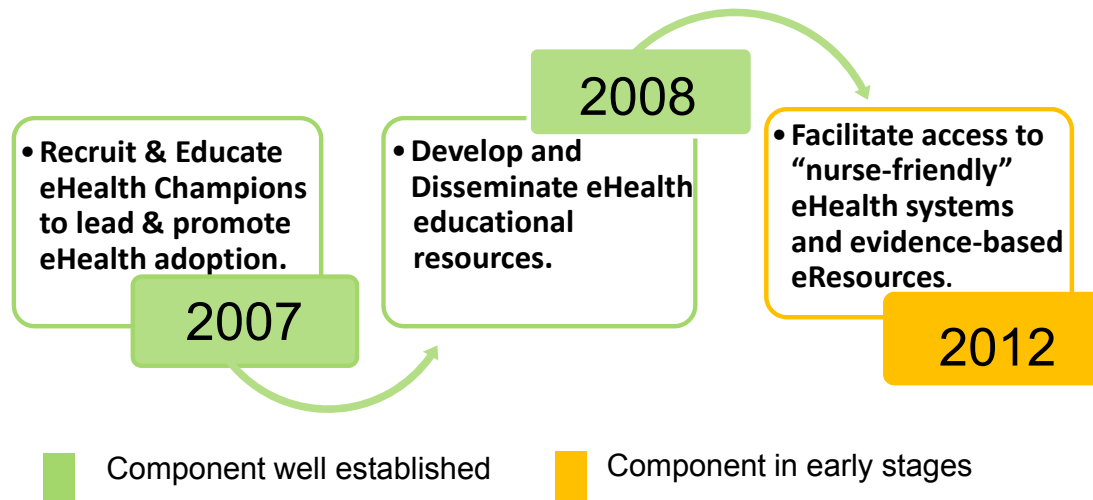
e-LEARNING



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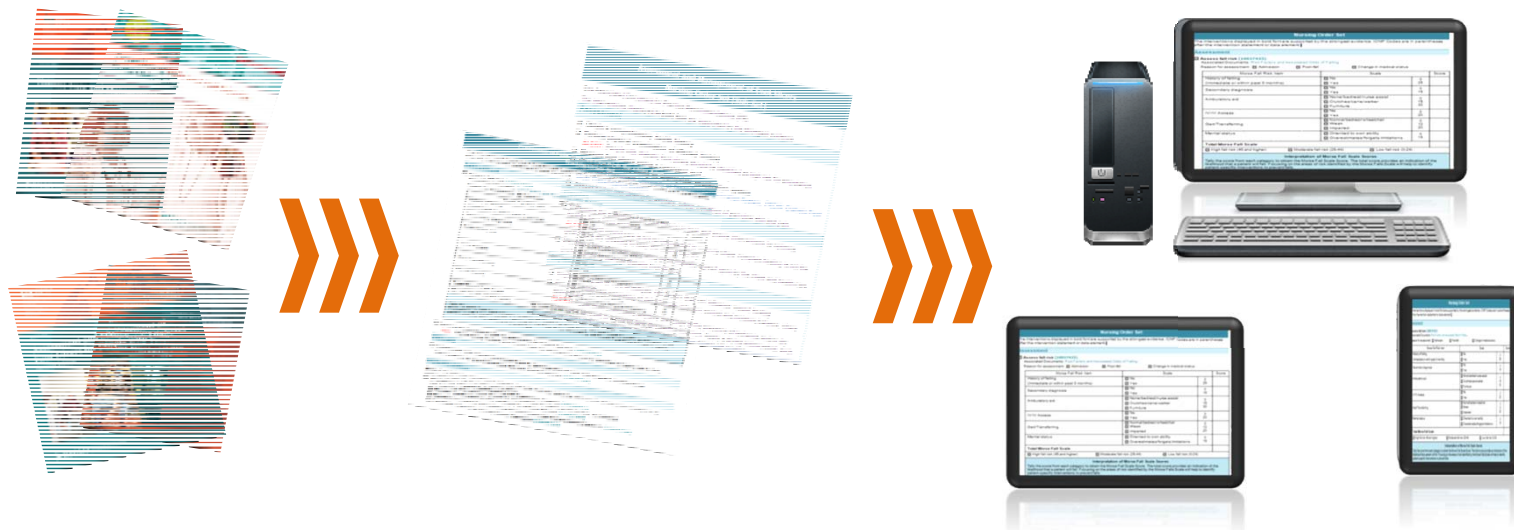




Nursing Order Sets

Nurses taking a leadership role in the adoption of communication and information systems.

Nursing & eHealth Project is **improving nursing practice and patient health outcomes** through the development of evidence-based nursing order sets, derived from the RNO Best Practice Guidelines, and their integration into point-of-care activities:



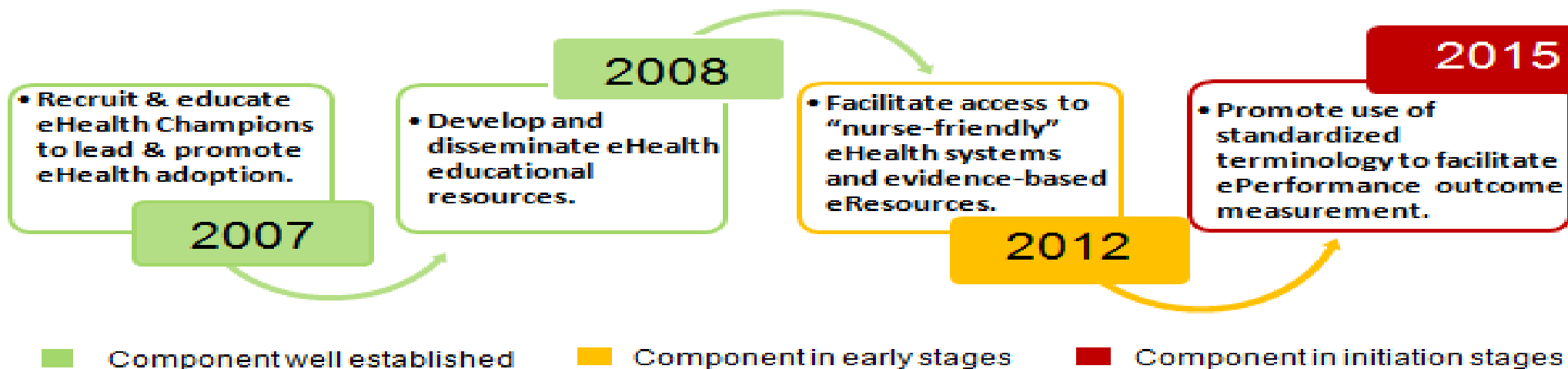
- ~50 Nursing Order Sets available
- Formulated using standardized terminology mapped to SNOMED-CT
- Implemented in 25 health care organizations across the care continuum



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2014 Cross-Sectorial Online Survey

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- ❖ Online survey administered May 15-21, 2014
- ❖ Sent to eHealth Champions and several RNAO Interest Groups.
- ❖ Utilized a mixed methods design (i.e. qualitative and quantitative)

Survey Goal

To elicit input from nurses concerning current challenges related to eHealth adoption and utilization



Survey Questions

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- ❖ Survey questions were categorized under three themes:
 1. Nurses' knowledge/capacity to adopt and effectively use an electronic medical record (EMR)/clinical information system (CIS).
 2. Barriers to adopting/using an EMR/CIS in nursing practice.
 3. Future RNAO eHealth program development



Sample Characteristics

Nurses taking a leadership role in the adoption of communication and information systems.



Respondents

N=393



Designation

NPs=93

RNs=255

RPNs=26

Nursing Students=2

Other=47



Age Range

19-39 years (18%)

40-54 years (48%)

55+ years (32%)

Unknown (2%)



Position

Direct Care (47%)

Management (20%)

Informatics (9%)

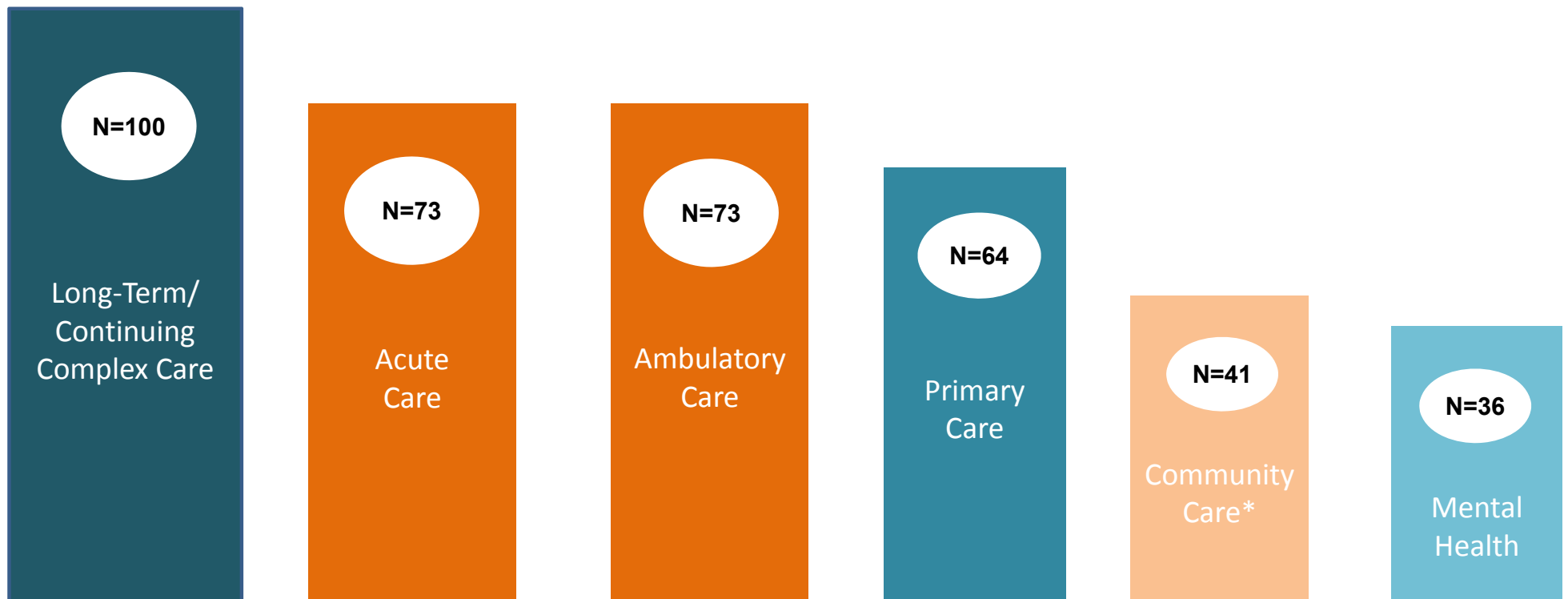
Educator (8%)

Other (16%)



Respondents By Sectors

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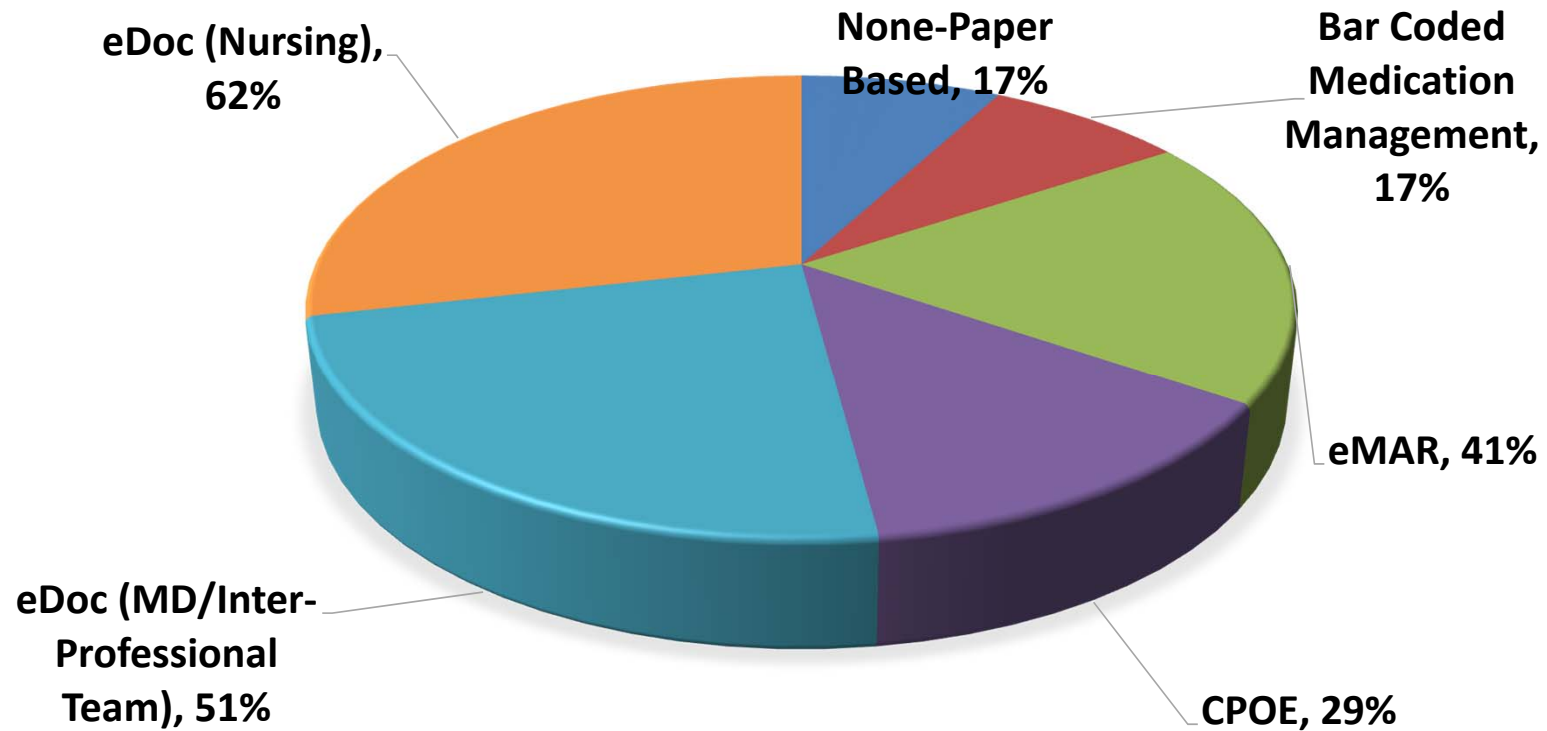


*Correctional Nursing (16), Public Health (15), Home Health Care (8), Occupational Health Nursing (8) And Telemedicine



What eHealth applications have been implemented in your organization?

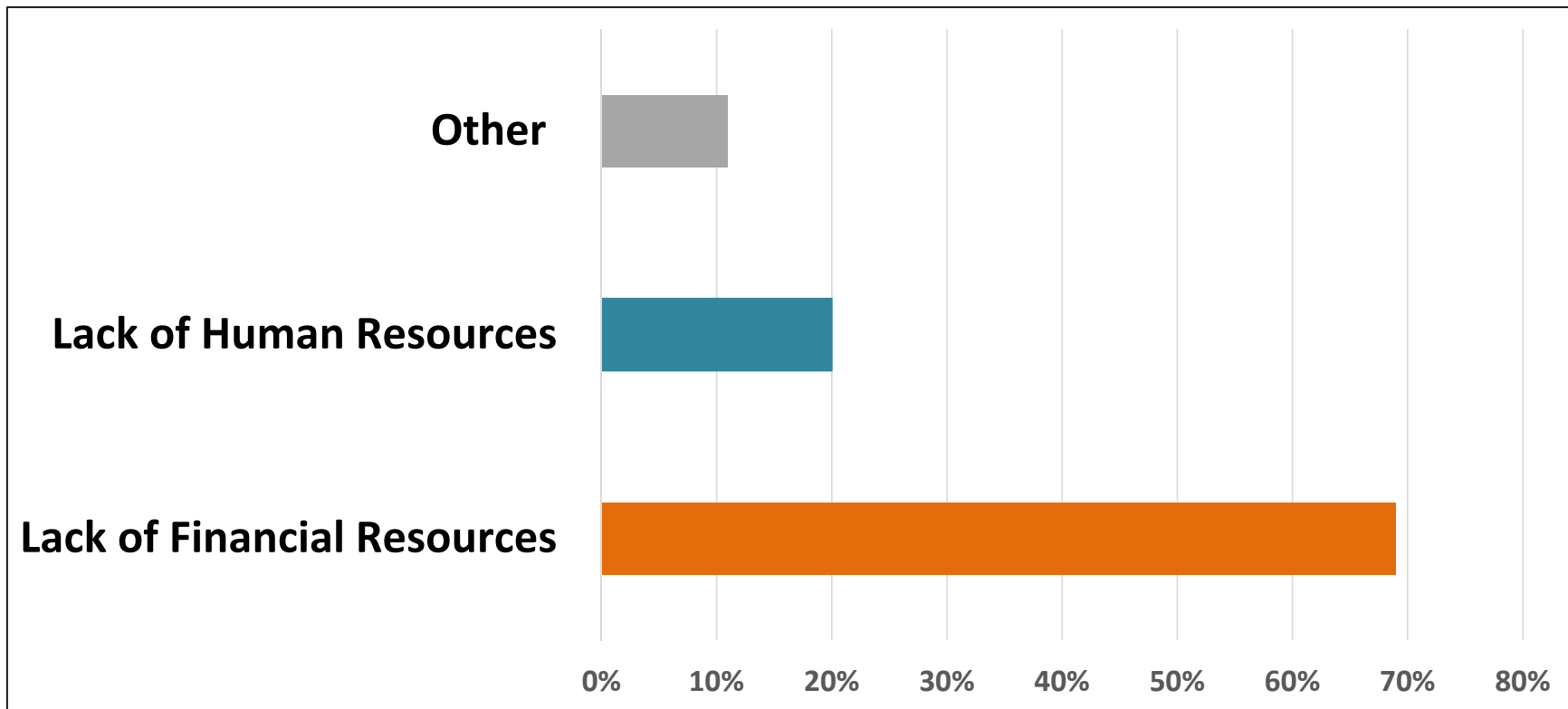
Nurses taking a leadership role in the adoption of communication and information systems.





What is your organization's greatest challenge to implementing an EMR/CIS?

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Respondents indicate that EMR/CIS improves quality and safety of patient care

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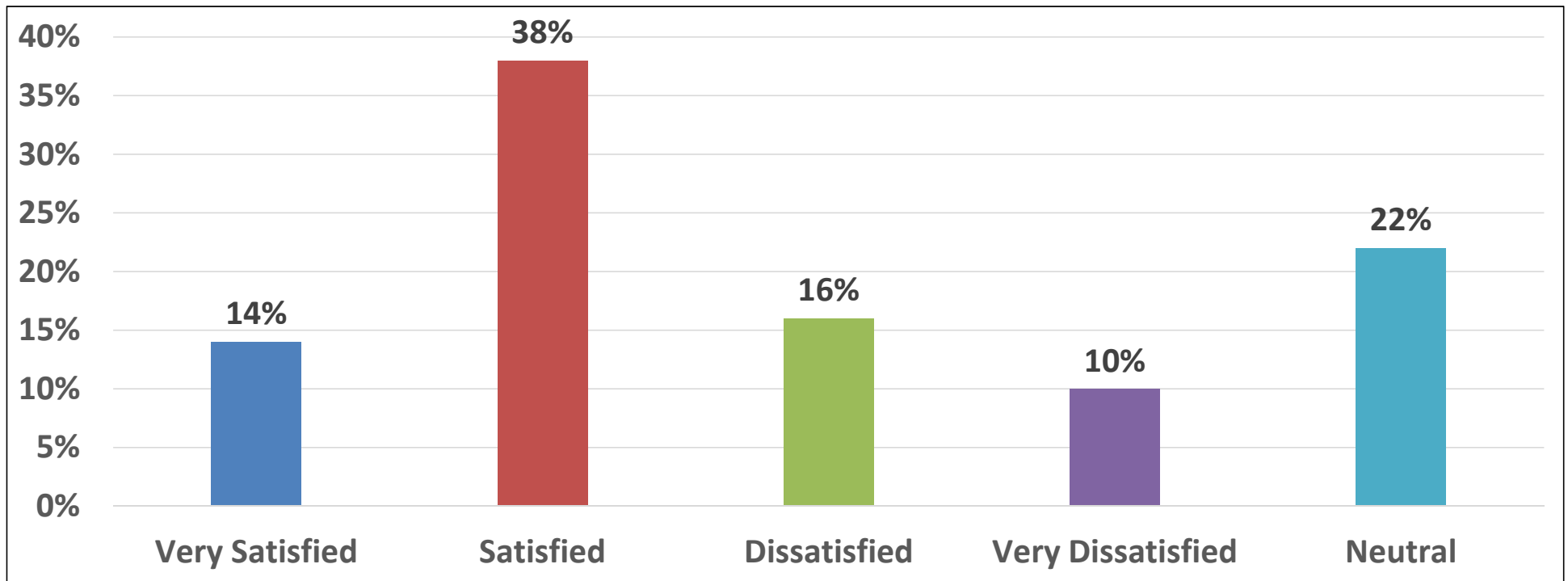
- ❖ 89% respondents are excited about the potential of eHealth to enhance nursing practice, research and education.

- ❖ More than half (55%) of respondents indicated that they either “Agreed” or “Strongly Agreed” with the following statements:
 - “The EMR/CIS improves the quality of patient care”
 - “The EMR/CIS improves patient safety”



How satisfied are you with your organization's EMR/CIS?

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Challenges Encountered With EMR/CIS?

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1. System Challenges:

- Poor software design
- Limited/missing functionality for nursing and safe patient care (e.g. limited reporting functionality)
- Inefficiencies that result in double documentation
- Knowledge gap in best practices for designing eHealth systems
- Limited involvement in system selection, development and deployment



2. Primary Care Challenges:

- EMR often focused on management of the business
- Many RNs not working to full scope of practice; so, they derive very little clinical value from EMR access.



3. Mentorship Challenges:

- Lack of mentors for ongoing training and trouble shooting



Implications

Nurses taking a leadership role in the adoption of communication and information systems.

- ❖ Nurses' contribution to eHealth implementations is a critical success factor to realize and sustain the anticipated benefits for patients and the health care system in general.
- ❖ Nurses' voices are often not heard at critical points in the system life cycle (e.g. vendor selection, system design and user testing).
- ❖ There is an urgent need for health care applications that are designed to support the nurses' workflow including:
 - Better documentation tools
 - Better integration between assessments and interventions
 - Better reporting functionality



Future Plans

Nurses taking a leadership role in the adoption of communication and information systems.

- ❖ RNAO to:
 - Develop strategy to address the issues nurses face in relation to the existing EMRs/CISs.
 - Liaise with application vendors to provide more robust clinical decision support functionality (e.g. alerts, triggers etc.), evidence-based resources and improved reporting capacity.
 - Identify best practices for designing EMRs/CISs that better support nurses' workflow.

