Nurses and EMR Implementation: Seen But Not Heard?

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Presentation Overview

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

Component well established
LEVEL 1 - 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
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 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
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.

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

**Advocating**
- Advocating for system designs that reflect the needs of nurses and other clinicians.
- 75% have taken a “lead role” in implementation activities for nursing and other health professions.
- 60% have been involved in developing/selecting software in their organization.

**2014 Survey Results:**
- 90% have raised eHealth awareness through lunch and learn, webinars, presentations at meetings
- 80% have provided peer support.
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- **2007**
  - Recruit & Educate eHealth Champions to lead & promote eHealth adoption.

- **2008**
  - Develop and Disseminate eHealth educational resources.

Component well established
• **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.
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**Project Overview: Key Milestones**

- **2007**
  - Recruit & Educate eHealth Champions to lead & promote eHealth adoption.

- **2008**
  - Develop and Disseminate eHealth educational resources.

- **2012**
  - Facilitate access to “nurse-friendly” eHealth systems and evidence-based eResources.

Component well established

Component in early stages
Nursing & eHealth Project is improving nursing practice and patient health outcomes through the development of evidence-based nursing order sets, derived from the RNAO 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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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 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

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

- Long-Term/Continuing Complex Care: N=100
- Acute Care: N=73
- Ambulatory Care: N=73
- Primary Care: N=64
- Community Care*: N=41
- Mental Health: N=36

*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?

- eDoc (Nursing), 62%
- eDoc (MD/Inter-Professional Team), 51%
- None-Paper Based, 17%
- Bar Coded Medication Management, 17%
- eMAR, 41%
- CPOE, 29%
What is your organization’s greatest challenge to implementing an EMR/CIS?

- Lack of Financial Resources (70%)
- Lack of Human Resources (20%)
- Other (10%)
Respondents indicate that EMR/CIS improves quality and safety of patient care

- 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?

- Very Satisfied: 14%
- Satisfied: 38%
- Dissatisfied: 16%
- Very Dissatisfied: 10%
- Neutral: 22%
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
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

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.
Questions

Answers