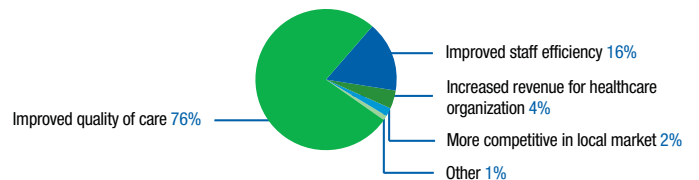


Summary

There appears to be consensus in the industry that quality of patient care can be improved if clinicians had access to better information at the point-of-care. Indeed, respondents believe that clinicians' workflow could be improved by information technology (IT) in a number of areas, including care delivery and coordination, documentation and medication administration. Clearly, clinicians need to have a say in the IT that is being used and implemented in their facility, and most respondents believe that this is the case. For instance, 80 percent of respondents note that nurses in their organization are involved in determining how technology should be integrated into the nursing workflow. Despite these levels of participation, barriers for getting nurses to use IT, including lack of fit of IT into workflow and lack of familiarity with technology, still exist.

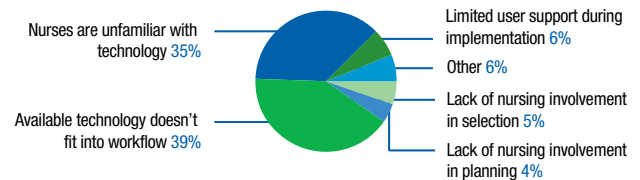
Biggest Impact IT can have on Clinicians Day to Day Jobs

Over three-quarters of respondents indicated that quality of care would benefit as a result of the presence of IT that assists clinicians in carrying out their day-to-day job.



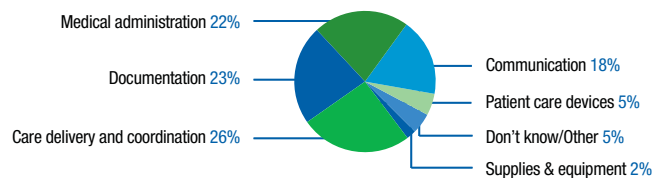
Biggest Barrier to Getting Nurses to Use IT for Patient Care Activities

This research suggests that no single barrier is the reason why nurses do not use IT as it relates to their patient care activities. Nearly 40 percent of respondents indicate that the technology that is currently available does not fit into workflow. Another third suggest that nurses are unfamiliar with using technology.



Greatest Potential Impact on Workflow

Recently, the American Academy of Nurses (AAN) Commission on Workforce released a study suggesting that nearly 300 workflow issues could be improved through the use of technology. Once again, there was no clear consensus with regard to a single area in which technology could have the most positive impact on workflow. One-quarter of respondents identified each of the following broad areas—care delivery and coordination, documentation and medication administration.



Nursing Involvement in Implementation and Planning of Technology Solutions

Respondents also reported that nurses are included in the purchase and implementation of the technology solutions used at their organizations. For instance, 80 percent of respondents note that nurses at their organization are involved in how technology should be integrated into the nursing workflow. Also selected by three-quarters of respondents was participation in the product implementation process. Nurses were least likely to be identified as being a part of the process whereby privacy and security measures were impacted.

