

# Inclusion of the Healthcare Workforce in IT Design, Planning & Implementation

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# Lessons Learned:

- “Come pick up this \*&#@\* thing and take it back.”
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# Frontline HC worker involvement is key

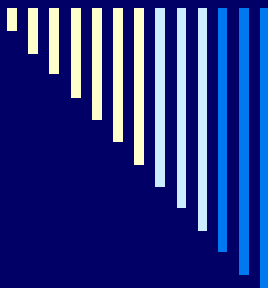
- Issues with:
    - Design
    - Ergonomics
    - Portability
    - Station location
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# HC Workers Want to be Part of HC Transformation

- When frontline staff are involved in design, they are more willing to use the product, more likely to talk it up to colleagues – change management occurs.
  
  - The inverse is also true.
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# What's wrong with this ad copy?

- “What employee never takes a vacation? Never takes a break and never calls in sick. Works 365 days a year, 24 hours a day...”
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# Get Real on Job Impact

- Long prior to implementation, do thorough worksite impact report.
  - Be upfront/immediate about findings.
  - Help prepare workers for change.
  - Create transitional opportunities.
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# Training & Skill Enhancement

- Assess computer skills in a safe environment.
  - Training must be thorough and involve HC staff, not just IT staff, as trainers.
  - Managers must be trained in all HCIT duties of their direct reports.
  - Post-implementation opportunities for feedback and additional training.
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# Workforce Issues in Broader HCIT Policy

- Help advocate for labor slots on all commissions, boards, panels, etc.
  - Labor representation must be distinct from, and in addition to, consumer representation.
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