Transforming Care Delivery for Nurses Through Digitalization – An Operational Perspective

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NURSING INFORMATICS COMMUNITY
Siemens Healthineers

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Siemens Healthineers is committed to empowering the frontline of healthcare through digital innovations. Together we can transform Healthcare.
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Learning Objectives

• Examine operational reasons to prioritize digital solutions for nursing operations to increase nurse engagement.

• Explore, evaluate and prioritize digital options to address today’s challenges while balancing the influx of digital technology in the care environment.

• Address change management considerations for successful implementation and accelerating time to value.
About DIGITALIZATION

Nursing Informatics
Digital transformation (DT)\textsuperscript{[1]} is the \textit{change} associated with the application of \textit{digital technology} in all aspects of \textit{human society}.\textsuperscript{[2][3]}\textsuperscript{[need quotation to verify]} The transformation stage means that digital usages inherently enable new types of innovation and creativity in a particular domain, rather than simply enhance and support traditional methods.\textsuperscript{[4]}

In a narrower sense, "digital transformation" may refer to the concept of "going paperless", and reaching a "digital business maturity"\textsuperscript{[5]} which affects both individual \textit{businesses}\textsuperscript{[6]} and whole segments of society, such as government,\textsuperscript{[7]} mass communications,\textsuperscript{[8]} art,\textsuperscript{[9]} medicine,\textsuperscript{[10]} and science.\textsuperscript{[11]}

Prioritizing Digital Solutions For Nursing Operations

- What problem are you trying to solve?
- Lead time
- Home grown vs. commercial solution
- RFP Process
  - Selecting the right solution
- Key stakeholder involvement
- Emerging technology
Prioritizing Digital Solutions For Nursing Operations (cont.)

- Efficiencies to be gained
- Current pain points
- Areas of concern
  - Errors
  - Compliance issues
- Staff/patient satisfaction
Solution considerations

- Software development
  - Home grown vs. commercial solution
  - Cost
  - Timeline
  - Support
- Licensing model for commercial products
  - By bed
  - By volume
  - By user
  - Device
Implementation considerations

• Pilot
  • Picking the right pilot
  • Support for innovation
  • Early Adopters
  • Competing priorities/projects

• Big Bang
  • Support – go-live and beyond
  • Education
Stakeholder engagement

• Partnership with key leadership
  • C-Suite
  • Nursing leadership
  • Clinical Department leaders
• Key stakeholders and point of care collaborators
Consider digital options while balancing the influx of digital technology in the care environment

• Number simultaneous of changes to consider
• Impact to the care experience
• Education of nursing staff and other caregivers
  – How to present the technology in the context of care
• Education and communication to patients and family
Impact to the care environment

• Workflow changes
• Physical changes
  – Space limitations
• Software vs. Hardware solutions and impact
• Impact to adoption of the solution
Educational strategies by solution

- eLearning
  - Where appropriate
  - Augmenting the learning experience
  - As a precursor to hands on
- Live laboratory experiences
  - Mock up where possible
- Proficiency testing
- Super User strategies/Champions
How will you engage the patient/family?

- What impact does this new technology solution have to the patient/family?
- How will you communicate?
Change management considerations

• Timing is everything
  – Consider the number of competing initiatives

• Successful preparation
  – 80% or greater completion of education
  – 100% completion of education

• Keep an eye out for work arounds
  – Work arounds can compromise your success

• Safety concerns
Measure and monitor success

• How will you measure your success?
• Gathering pre-implementation metrics
  – Survey the environment
  – Observational data
• Share your progress with stakeholders
  – Dashboards
  – Reports
Iterate and optimize

• Monitor and measure for issues
• Share results daily during go-live efforts
  – Daily calls
  – Metrics reported daily
• Track optimization opportunities
  – Low hanging fruit
  – Future enhancements
Measuring Success
Celebrate!
Questions
HIMSS Nursing Informatics Community
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