Defining the Value Add of Dedicated Nursing Informatics Resources
To Your Organization - You Can’t Afford Not To!

Nelita Iuppa, DNP, MS, BSN, RN-BC, NEA-BC, FHIMSS
Office of Nursing Informatics, Cleveland Clinic Enterprise

Introduction
Demonstrating value is crucial to current healthcare operations. This poster describes a method of defining organizational return for dedicated Nursing Informatics resources to both Nursing and Information Technology within a large enterprise organization.

Our Mission
To support evidence-based nursing practice and enhance patient outcomes using state of the art technology solutions that improve safety, communication, information management, security, clinical efficiency, and experience.

Our Vision
Advancing Nursing Practice with Technology

About Cleveland Clinic Office of Nursing Informatics
Cleveland Clinic is a leading global healthcare organization with an endowed Nursing Institute serving over 28,000 nursing caregivers across 20 hospitals in 3 states and 4 countries. The Office of Nursing Informatics supports all technologies used in nursing practice. This team, together with IT colleagues uses an agile work approach divided time between clinical and business operations focused solutions. The team is comprised of a flexible workforce of multi-specialized nurses with advanced skills in technical, analytical and clinical topics.

3 Department Goals
Adoption
Innovation
Integration

4 Step Value Definition Approach
1) Direct alignment of Nursing Informatics work to organizational strategy, objectives and key results.
2) Identify unique services delivered by Nursing Informatics.
3) Outline benefits for providing these services to stakeholders that would otherwise require Nursing or IT resources to support.
4) Provide tangible cost savings examples of leveraging these resources over alternative groups with less skill & expertise.

1. Alignment to Organizational Strategy

Enterprise Growth & Expansion
1. Information Technology within a large enterprise organization.
2. Information
You Can’t
Cleveland Clinic
To!

2. Services Provided (Sample List)
Governance & Oversight
Training & Remediation
On-Call Support
Implementation/Upgrade Support
Clinical Application Build
Change Management
EHR Break-Fix & Maintenance
IT Project Consultant
Research/Quality Improvement

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3. Benefits of an Enterprise Nursing Informatics Team To IT
IT experts for impact outcomes, experience & compliance
Clinical Expertise
Clinical experts for safety, quality, practice & adoption
Translate clinical need into technical requirements
IT Professionals
Translate technical specs to clinical application & use case
Advanced training to aid in understanding dependencies, clinical validation, system build, testing, training & maintenance
Technical Skills
24x7 resource for technology inquiries & issues. Perform intake, maintenance & rapid change management.

Facility based resource for real time system remediation, support & advocacy. Focus on system uptime, interoperability & emergency response.

Frontline Champions
Fosters innovation, shared decision making & enterprise standards while being on-site expert, trainer & communications champion.

Collaborate on IT strategy to provide voice of caregiver.

Culture
Ensures seamless practice between care & technology.

Strategic partner to align IT, clinical, and organizational key objectives & priorities.

Leadership
Experts in enterprise change control, standardization & driving impactful transformation.

4. Service Value (ROI Comparison Example)
Service
Scope
Resources Options
Cost *
Enterprise Support
Go-Live Support
One week
24/7 across all hospitals
Nurse Informatics (P4R)
$67,744
Nurse Informatics (P3R)
$60,480
Dedicated Hospital IT SME
$57,016

*Resource costs calculated for average hourly salary of role performing duty & total hours required based on their skills by efficiency and expertise

Return on Investment

Dedicated Nursing Informatics teams can add value to any organization. Leveraging the expertise of these technically prepared nurses should give patient care time back to their nurse colleagues. Use of technologies should seamlessly support clinical practice to enhance the caregiver and patient experience, adherence to standards, efficacy and outcomes.

Every organization must weigh each of these services they provide against the overall outcomes and gains to their patients, caregivers and bottom line. The greatest opportunity to manage a successful Nursing Informatics program reside in your ability to add unique, dedicated, clinically-focused, incremental value to existing technology support structures.

The Nursing Informatics Value Equation
Close alignment to nursing and IT operations to deliver comprehensive, collaboratively prioritized services.

Strong, relevant, current knowledge expertise and understanding of clinical workflow and barriers that exist.

Highly skilled cross trained technical nurse expert team.

Ensuring your nursing informatics team is placed within the organizational structure where they can culturally be most impactful.

Offer a diverse portfolio of services to your stakeholders beyond IT support. From high tech to high touch.

Ability to complete requests and inquiries with agility, speed, high reliability and quality.

Nelita(Marianella) Iuppa:
Office of Nursing Informatics
Cleveland Clinic Enterprise
216.444.8940
iuppan@ccf.org
Twitter: @Nelitaiuppa
LinkedIn: Nelita (Marianella) Iuppa