

Understanding radio buttons and nursing documentation - Perspectives from a user involving process

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Capital Region of Denmark, It, Medico and Telephony

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The Captial Region of Denmark

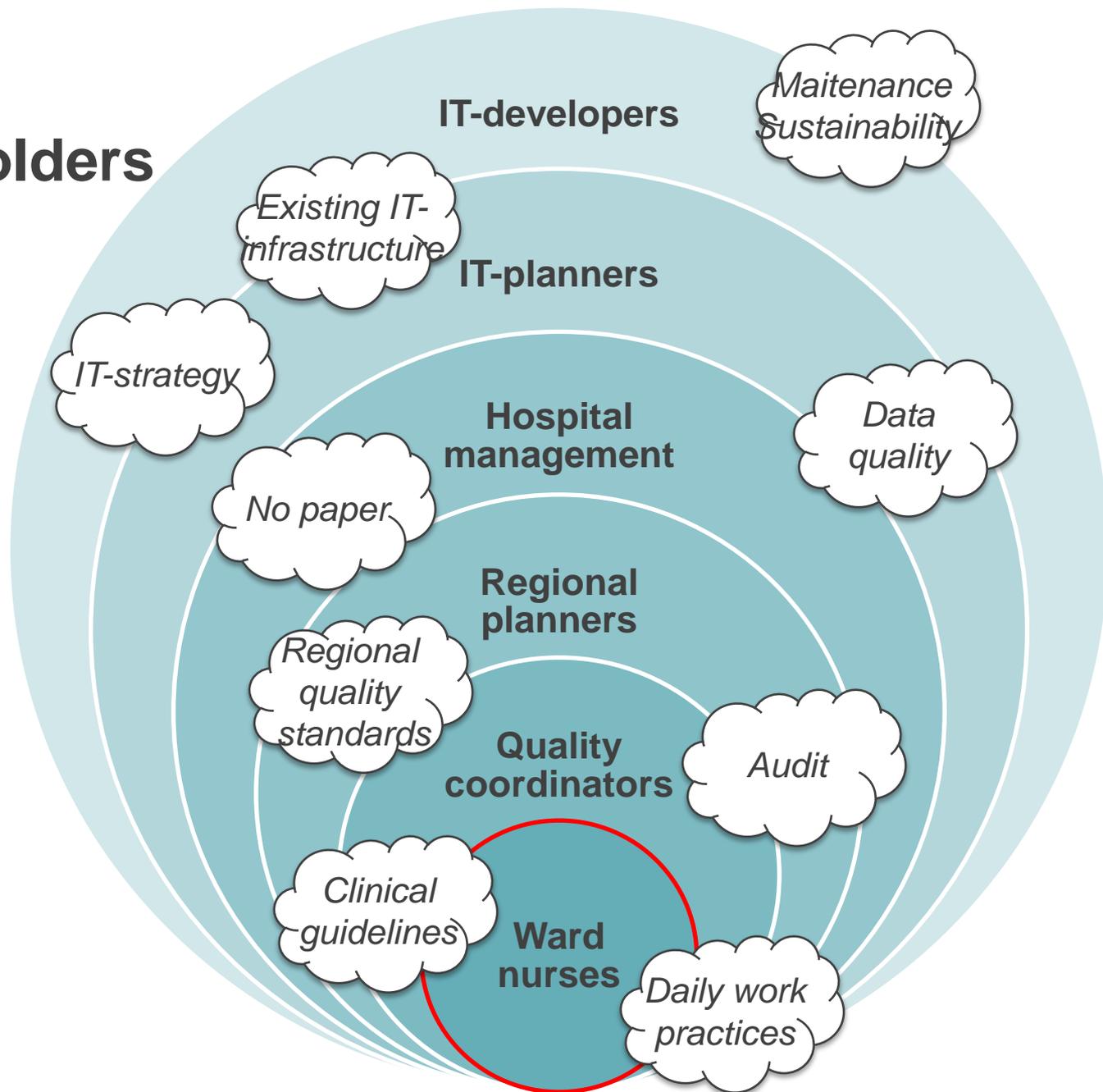


- Population 1.6 million
- No. of employees: 40,400
- No. of nurses: app. 10.000
- 12 hospitals / 5,150 beds
- 12.000 patient treatments per day

Background

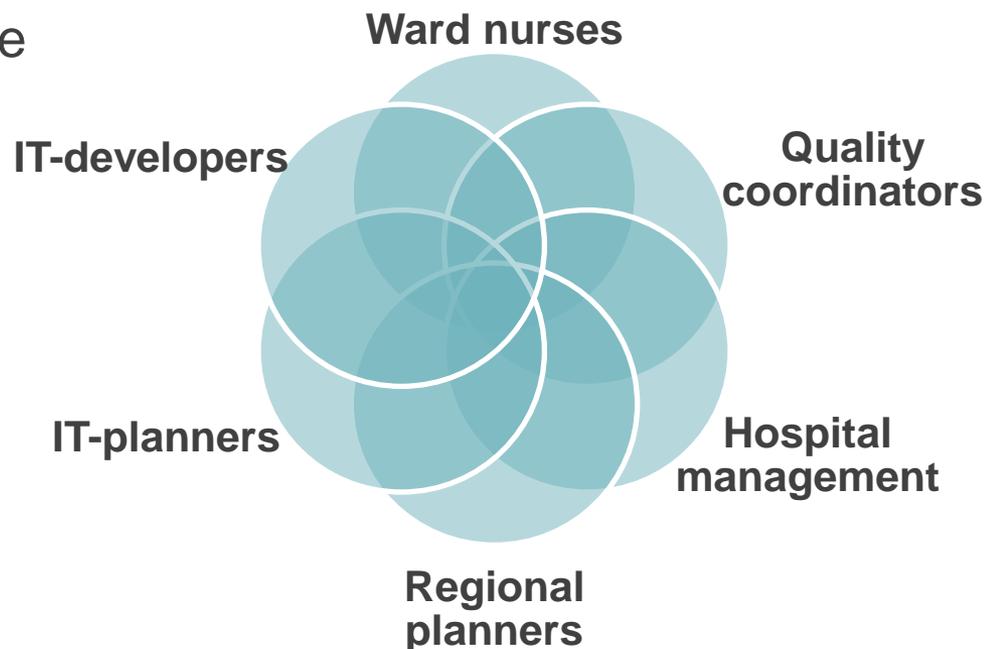
- Design a set of standardized, highly structured templates to be used without adjustments for nursing documentation across the 12 hospitals in the region
- Should be done by customizations within the existing IT-system
- Expected benefits
 - Higher quality in the documentation
 - Compliance with regional documentation standards
 - Decision support
 - Better daily reports
 - Secondary use of data (accreditation)
- The latest attempt was rejected – especially by the end users

Stakeholders

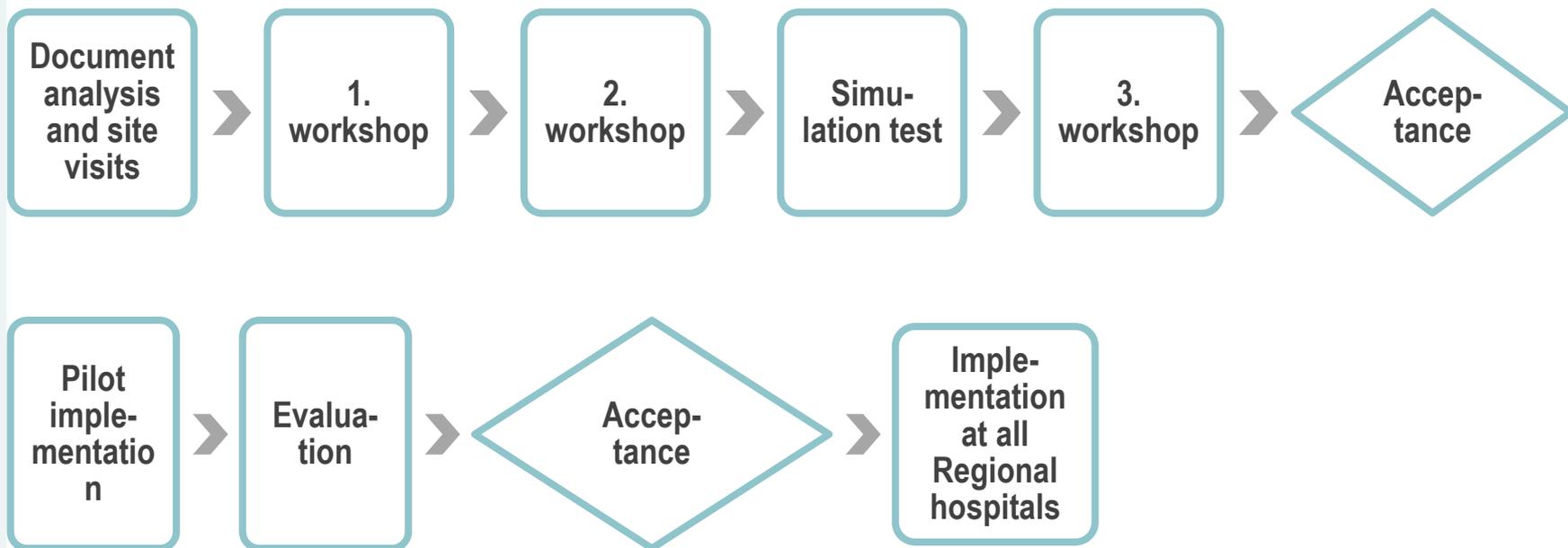


The participatory design approach

- Design as a communication process
 - Shared vision
 - User involvement
 - Work practices must be experienced
 - Anchoring
- Framing of scope
 - The Regional Patient Record Committee
 - Design principles



The participatory design process



Current status of the project

- Full implementation throughout the region:
 - The templates have been successfully implemented at one other hospital
 - One more hospital is in the implementation process
 - The rest will follow one by one
- Further development of templates
 - Care plans
 - Specific templates for psychiatric and pediatric departments
 - Secondary use of data

Implementation of the templates at Herlev Hospital.

- 3000 nurses
- 150 ambassadors
- Participant in the



design process was appointed to the position of local project manager for half a year

- Lead the implementation and prepare the organization
- Understand and address local needs
 - Responsible for nursing documentation
 - Local network
 - Decision power

Step 1:
Information to the Staff management



Step 2:
Coordinating ambassadors participate
in workflow workshop



Step 3:
All ambassadors participate in
education



Step 4:
Ambassadors hand over the templates
to the unit and initiate and support
competence development of there
colleagues

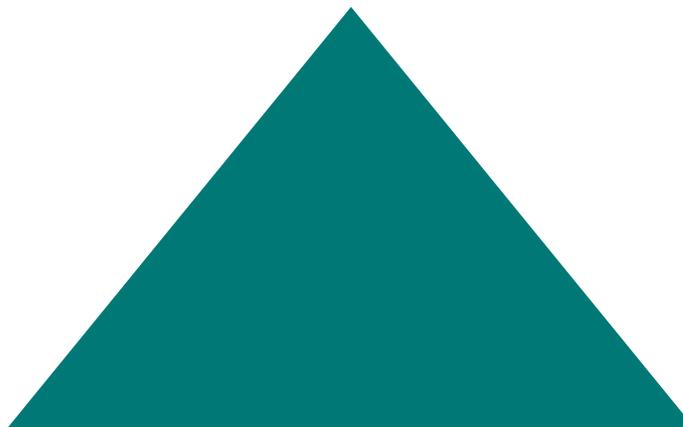


Step 5:
The staff watch education-
films and use the templates
supported by their
ambassador colleagues.



Workflow

Clinical-workflow



IT-functionality

Technology

The participator have gained knowledge to analyze and describe workflow

Double role creates ownership

- Participation in designing process

AND

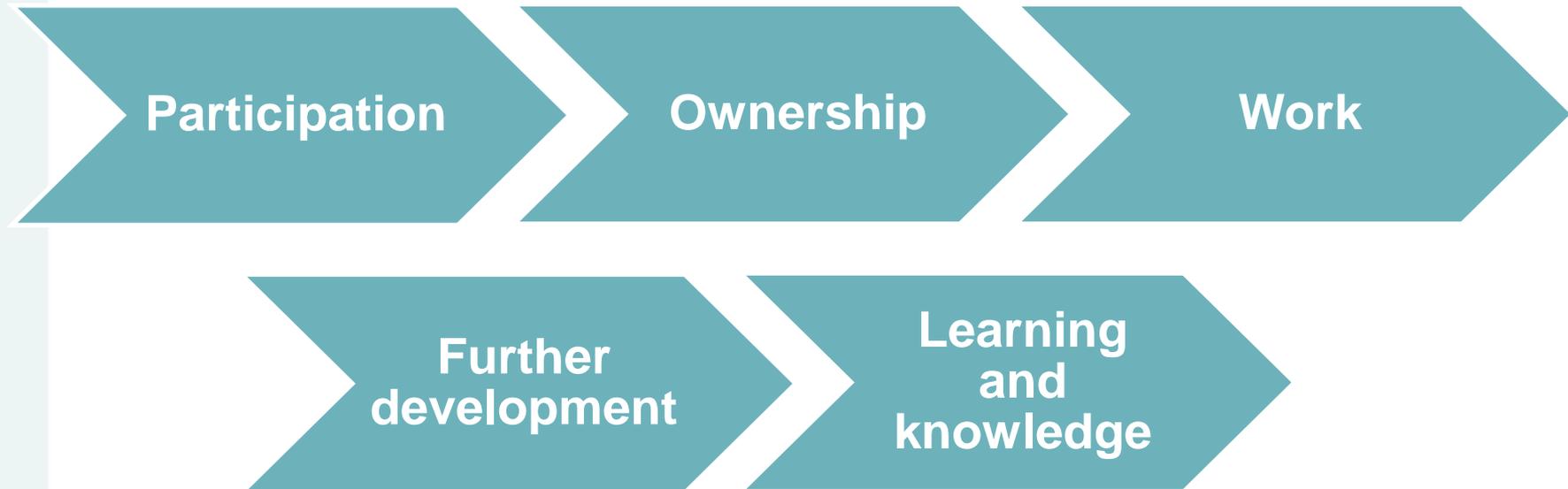
- Receiving the templates – bringing them in to the hospital organization where we from the it-department do not have authority regarding clinical matters
- Link between the it-department and the hospital
- Synergy effect is essential in this huge process

Involvement in the implementation process

- After thorough participation
- Implementation-thoughts are formed through the design process
- Content and aim is known



Knowledge and expertise at the Hospital



- The knowledge stays at the hospital after the implementation process

Handling resistance

- Understanding decisions taken in the design process
- Understanding what the IT-staff don't know about the clinical work and documentation practice
- Background information
 - Data in and out
 - Structured data collection
- Content
- Functionality
- Link between two worlds



Challenges

Consensus:

- Long process
- One shoe fits all
- Mix of it- and paper-based documentation
 - Paper care plans
 - Paper nutrition therapy

Design staff:

- Long process – many changes in the group



Lessons learned

- Time consumption
 - Is necessary and worth the effort but poses new challenges in relation to maintenance and further development
- Framing
 - Is essential in controlling the time consumption and the scope but it creates borders as well
- Dedication
 - Too many changes among the people involved set back the process
- “Users” at many levels
 - Important to identify the stakeholders and facilitate an exchange of ideas across the organization

Questions



Foto
Michael Boisen