

SPECIALTY TASK FORCE: A STRATEGIC COMPONENT TO HER

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Background Information: The process of optimization allows for evaluation of system and reassessment of users' needs. A solid and well executed optimization infrastructure can help minimize unexpected end-user disruptions and help tailor the system to meet their set goals (HCI, 2014). One of the most common problems encountered by the IT Team is redundancy in ticket request. Facilities may have a weak process when submitting ticket requests. A well device plan to resolve problems during post implementation is necessary for cost containment and to streamline communication efforts.

The slow-moving pace in improving functionality and interoperability is another concern expressed by users. Analysts are restricted from deploying enhancement without authorization by managerial or administrative staff. Inefficient decision making process creates inefficiency during the optimization period. The objectives for this project are as follows:

- Develop a systematic approach to expedite resolution of problems encountered with documentation system
- Streamline system wide decision making process, avoiding delays in sign off
- Improve communication between analysts, managers, subject matter experts and end users

Process of Implementation:

- Created perianesthesia practice task force (P4G): PAT, PreOp, PACU, Phase II, GI Lab
- Members: Perioperative/Perianesthesia Analyst, Clinical Informaticist, Pharmacy, Unit Managers, Educators, Subject Matter Experts, End Users all facilities
- Conducted 90 minute monthly meetings utilizing audio/video conferencing
- Conducted survey to evaluate effectiveness

Results:

- Task Force was beneficial: 38.1% agreed and 28.5% somewhat agreed
- Importance of Analyst: 79% confirmed that having an analyst co-lead the task force is essential
- Meeting Time is Optimal: 62% of respondents felt there was adequate discussion time
- Improved Communication: 81% approved of the communication process
- Enhancements has improved patient safety: 67%

Implications for Advancing the Practice of Perianesthesia Nursing: EMR optimization is a continuous and important process for any healthcare institution. Creation of an application specific optimization task force ensures efficiency in dealing with end users problems and regulatory changes. Team members must come from various departmental roles for a more collaborative decision making support. Specialty specific task force expedites deployment of enhancements improving patient safety and users' satisfaction.