

EFFECTIVE STRATEGIES FOR ELECTRONIC MEDICAL RECORD (EMR) IMPLEMENTATION

Team Leader: Mary Rachel Romero, MSN, RN, CPAN, CAPA
University of Colorado Hospital

Team Members: Michelle Ballou, BSN, RN, CPAN; Deanna Rinehart, BSN, RN;
Catherine Kleiner, PhD, RN

Background:

Implementation of an electronic medical record is considered an elemental change in nursing workflow. Staffing schedule need to be flexible to accommodate training and implementation schedules. End users anxiety and stress levels are high due to unknown expectations on workflow changes. Nurses are often under pressure to perform daily tasks in impossible time frame; clinical technology adds more to the demands (Kirkley, 2004).

Objective:

The purpose of this project is to identify which strategies staff recognize as the most effective in deploying EMR.

Process:

- 1) Pre and Post EMR Implementation Survey
- 2) EMR Implementation Strategies
 - Classroom Hands-On Training
 - Computer Based Training
 - Tip Sheet Booklet and Quick Bedside Guide
 - Superusers
 - Workflow Mock Drills
 - Parking Lot (End User Feedback)
 - 1:1 Nurse to Patient Ratio (Initial Phase)
 - Patient Assignment Workflow Change
 - Staffing Scheduling Revision
 - Staff Nurse Role Modification

Results and Outcomes:

- 100% acknowledged that increasing number of staff was effective
- 94% viewed decrease nurse to patient ratio (1:1) alleviated anxiety related to patient care
- 91% considered the guide attached to the monitors as very useful
- 84% liked the availability of superusers to assist them with questions
- 63% regarded mock scenarios as useful

Implications for Practice:

Transition to EMR doesn't have to be a difficult process as long as it is approached with a solid plan of education and implementation. Identifying effective strategies ensure efficacious deployment