

**SINI 2016**  
20th Summer Institute in Nursing Informatics  
Informatics at the Crossroads of Care Coordination  
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University of Maryland School of Nursing, Baltimore, Maryland

**Super Users and Beyond**

**A Proven Strategy to Prepare Nursing Informaticists**

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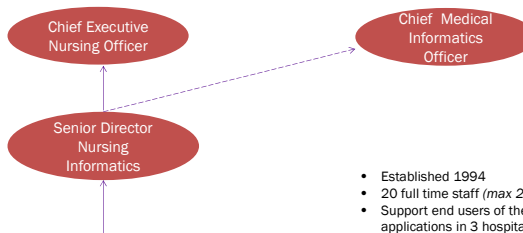
**MAGNET**  
RECOGNIZED  
AMERICAN NURSES



**OBJECTIVES**

- Proven Strategies
- Components in Recruitment & Orientation
- Novice to Expert Activities
- Anything else????

**ORGANIZATION**




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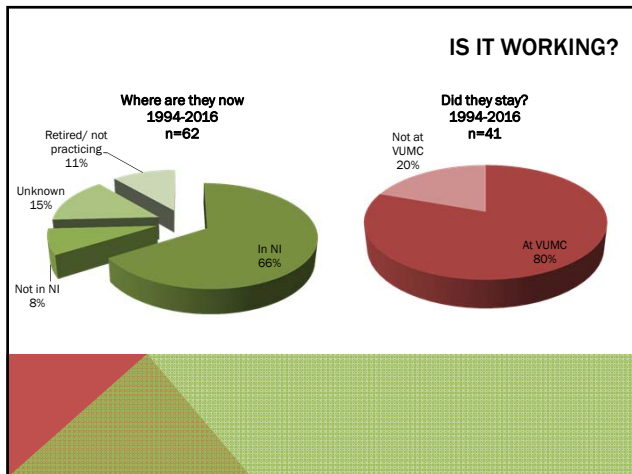
    graph TD
      A[Chief Executive Nursing Officer] --> B[Senior Director Nursing Informatics]
      B --> C[Chief Medical Informatics Officer]
  
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- Established 1994
- 20 full time staff (max 26)
- Support end users of the clinical applications in 3 hospitals (Adult, Children and Psych)
- 24/7 on site support

**Roles:**

- Training & on-boarding nursing staff and providers
- On call support for questions and issues
- Projects
- Embedded unit based support





### SATISFACTION SURVEY SCORES

1. \*\* The person I report to has enough job knowledge to make decisions about my work.
2. \*\* The person I report to lets employees know when they have done a good job.
3. \*\* Vanderbilt has addressed changes facing the organization better than other organizations facing similar challenges.
4. \*\* The person I report to regularly gives me feedback on my work performance.
5. Assignments of work schedules are made fairly.
6. The person I report to listens to my suggestions.
7. I get clear instructions from the person I report to.
8. The person I report to keeps me informed about matters affecting me.
9. Senior leadership of Vanderbilt supports staff and faculty.
10. The person I report to genuinely cares about the people he/she leads.
11. My work enables me to directly contribute to Vanderbilt's success.
12. The person I report to encourages my career growth.
13. I have an opportunity to participate in decisions made by the person I report to that affect my work environment.
14. Employees of Vanderbilt show an attitude of genuinely caring about the people they serve.
15. Employees here receive recognition for a job well done.
16. Members of my workgroup are high performers.
17. The job promotion process is fair and objective.

**SATISFIED?**

**DEPARTMENT SCORED +18-33% HIGHER THAN ORGANIZATION AS A WHOLE**  
**\*\* = BEST SCORES IN THE ENTIRE ORGANIZATION**

*All results statically significant*

### SUPER USERS

**Recruitment:** Identify "go to" people on the unit

- Challenging clinical ladder
- Tech Savvy
- 1 for every 10 staff

**Preparation:** Early training (combo e-training modules & hands-on in class)

- Assist with training
- Pair-up
- Give feedback
- Retrain as needed
- Celebrate

**SUPPORT CREDO**

- I am responsible for getting this fixed, and for documenting the problem and its solution.
- Understand that people are frustrated and angry, but I won't take their anger personally.
- I will empathize with the frustration that my peers feel, and tell them that I understand and share their feelings.
- I will calm them down with my words and manner.
- I will not accept abuse.
- I will not blame the user.

### FORMAL NI ROLE

**Recruiting**

- Hire from within
- Behavioral based interviewing

**On- Boarding**

- Orientation 3-6 months
- Preceptor
- Self-assessment & individualize orientation plan

**Orientation**

- Combination of didactic and experiential
- Weekly meetings w/ Director, every other week includes preceptor

### ORIENTATION PLAN

**Overview of Orientation Plan**

**Process:**  
The orientation process will be submitted to receive needs of the new hire in general terms, orientation will be 10 weeks and will include a plan that will have been reviewed by the project manager.

**Orientation Goals:**  
**General Departmental:**  
• Complete introductions to team members, including extern  
• Review departmental organizational chart and team structure  
• the department, i.e. main basic program goals and program  
• have initial meeting with team leader  
• Develop understanding of department goals, policies & procedures  
• Learn functionality of Outlook, Calendar & use within department  
• Learn access & functions of departmental shared files on a  
• Basic computer skill development based upon needs assessment

**Applications:**  
• Have a working knowledge of clinical applications (MED, HR Tracking, AutoCAD & Material Management)  
• Attend application training classes for IN/CA, Care Partners  
• Complete all modules for Provider Training  
• Identify & develop understanding of troubleshooting of the  
• Identify uniqueness of various units/services i.e. HLT, UH

**Support Roles:**  
• Develop understanding of support role functions (community support)  
• Develop understanding of implementation support  
• Develop understanding of customer support techniques  
• Develop on-call skills to function within appropriate level of  
• Develop understanding of on-call resources (secondary call)

**Education Roles:**  
• Develop understanding of adult learning theory  
• Develop understanding of content for education  
• the health care clinical team  
• Develop independence in teaching application  
• Develop skills in developing training materials

**Project Management Role:**  
• Verify system life cycle stages for a project  
• Locate project management master list and schedule project meeting  
• Define role of project lead  
• Assigned small project project manager role (project) - (CARS)

**Interdepartmental Interface within VSAC:**  
• Develop knowledge of clinical/costumer app  
• Develop understanding of the 100 roles & the team (CA, programmers, etc)  
• Develop knowledge of functions of other info  
• Develop understanding of the impact of 100 roles - (contractors, equipment, etc)  
• Attend technical & user group meetings to the committee

To Be Scheduled	Time Line	Date Scheduled	Notes
<b>Education Roles</b>			
• Develop understanding of adult learning theory			
• Develop understanding of content for education			
• the health care clinical team			
• Develop independence in teaching application			
• Develop skills in developing training materials			
<b>Project Management Role</b>			
• Verify system life cycle stages for a project			
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<b>Interdepartmental Interface within VSAC</b>			
• Develop knowledge of clinical/costumer app			
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### ONGOING STAFF DEVELOPMENT INTERNAL

Brown Bags	Quarterly SST	Annual/Semi Annual Retreats	Department of Nursing/ Health IT
<ul style="list-style-type: none"><li>Monthly 1 hour sessions</li><li>Focused on issues identified from user calls or other topics (ex: Discharge Wizard)</li></ul>	<ul style="list-style-type: none"><li>System Support Training</li><li>½ to full day sessions with all staff</li><li>Best practice training development</li></ul>	<ul style="list-style-type: none"><li>Annual goals</li><li>Develop strategies &amp; tactics</li><li>Review professional development plan</li></ul>	<ul style="list-style-type: none"><li>Included in leadership educational opportunities</li><li>Advisory board</li><li>Adult Nursing Enterprise Leadership Series: Why Should Someone be Led by You? – Eight Hard-Hitting Questions to Ask Yourself About Your Ability to Lead People</li></ul>

**BI-Weekly Coaching Sessions with Director**

### ONGOING STAFF DEVELOPMENT EXTERNAL

- 3 Year Professional Development Plan
  - Project budget
  - National conference every 3 years (submit abstract)
  - Local conference
- Support of Formal Education
- Support for Certification in Nursing Informatics

LEARNING GOAL	FY 2014		FY 2015		FY 2016-17		FY 2018-19	
	July-Dec 2014	Jan-June 2015	July-Dec 2015	Jan-June 2016	July-Dec 2016	Jan-June 2017	July-Dec 2017	Jan-June 2018
Budget			\$1,000	\$1,000	\$1,000			\$1,000
Anderson, Mark			Annual MEDS Training	Annual MEDS Training	Annual MEDS Training	Annual MEDS Training	Annual MEDS Training	Annual MEDS Training
Colburn, Nicole			Annual MEDS Training	Annual MEDS Training	Annual MEDS Training	Annual MEDS Training	Annual MEDS Training	Annual MEDS Training

## GRADUATE NURSING INFORMATICS PRACTICUMS

**Overview of Orientation Plan Practicum Overview**

**Process:**  
The orientation practicum process experience will be customized to meet the needs of the new student. It will be coordinated with needs of department, in general terms, or orientation practicum weeks until the student has completed the required hours for the practicum and will verbal learning from a primary preceptor. Each input from other team members for to be shared by primary preceptor with input from an assistant director.

**Orientation Practicum Goals:**  
-Review practicum goals, objectives, and guidelines provided by the student.  
Suggested Goals: (make adjustments per projects, school requirements, etc.)

- Identify the process by which new hire employees are transitioned into various roles and applications:
  - Obtain new employee orientation class.
  - Obtain Charge Application Support Services and with ER staff on jobs.
  - Obtain Triage Call Team.
- Attend an Informatics Support Training (IST) series to enhance knowledge of:
  - Clinical training management.
  - Support programs in the roll-out of E-CRM and Care Organizer (e.g. configurations, use of possible tools such as the Discharge Summary and Discharge Wizard).
- Participate in the implementation of various aspects of an IST/informatics project:
  - Review development of project charter and review the IT project.
  - Be able to speak to customer analysts' current roles, future roles and job areas.
  - Outline requirements for technical and workflow changes.
  - Participate in project meetings or debriefing meetings.
  - Participate in testing.
  - Design a training plan.
  - Design a communication and implementation plan.
  - Develop implementation support.

Task List	Targeted Timeline	Resource Person	Current Status
Explore & setup			
Tour of Department topics, including training rooms, and introductions to ISS team members		Preceptor	
Review Manual Schedule & Place on Events Calendar To Do List Manager Content		Preceptor	
Check-off List		Jillie	
Complete any necessary department paperwork and access on-line (Informatics) (Student portfolio Experience with ISS)		Preceptor/Jillie	
Set up KMS			
Custom - Calendar Orientation & Set up calendar (calendar, ISS distribution list, meeting/activities)		Preceptor	
Access & test Clinical Application Systems: Access Manager, HRIS, Sage IT, Microsoft Office, Epic, Global Remote Agent, Research Desktop, VEC Media File, Various Wireless Manager (see attached)		Senior Jillie	
ISS Events Calendar access & distribution list		Preceptor/Jillie	
Tour of MUM, VOR, VPR with CAPS from each respective area. Meet ISS preceptor review CAPS role and responsibilities.		Preceptor	

## BIOMEDICAL INFORMATICS CLINICAL IMMERSION EXPERIENCE

Started 2015  
Providers, non-clinical  
Immersion of students in the clinical arena

- 2h weekly assignment paired with someone - identify a project focus
- Field experience focus
- Attend RN new employee class to get overview of applications
- Assigned preceptor

**BIMF 6315 Student Observation Experience 2016**

**Topic:** Patient Handovers of Nurse Shift Change

**Objective:** Fall up with an outgoing nurse and observe all of her/his handovers for that shift change. You can choose morning or night shift change in either case, plan on being on the unit from about 5:30-8:30. Two of these observations will fulfill the data collection requirement, and should give you plenty of data to analyze and discuss in class. You will connect with a Systems Support Services staff person, who will bring you onto the unit and help you find someone to observe. You will need to give the nurse that you observe an HR information sheet and explain that they consent to being observed. The patient units in the table below will give us a range of different types of handoffs. If you prefer to be assigned to a different unit, feel free to negotiate this with your classmates.

Several informatics tools may be used by nurses during shift change. Please feel free to stop by or schedule some time with Dr. Novak to see these tools so you will have some familiarity with what they are/ may be using. Tools in Starpanel include the Overview of Patient Care (OPC), Charge Nurse Dashboard, Care Partner Snapshot, Current Meds, and Results.

**Observation focus/ research questions:**

- What Informatics tools or paper/other tools are used to organize and communicate information for the handoff?
- What are the topics covered in the discussion?
- What is the setting of the discussion and who is involved?

## LESSONS LEARNED

- Experience in the clinical arena is critical
- Spread out didactic content
- Create a focus for each week
- Practicum experiences with non-clinical students were extremely challenging with very little return on the investment

## IN SUMMARY

- Proven Strategies
- Components in Recruitment & Orientation
- Novice to Expert Activities



*Big thank you to all those in the department that over the years helped develop and refine this process... there are too many to name*