Super Users and Beyond

A Proven Strategy to Prepare Nursing Informaticists

OBJECTIVES

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

ORGANIZATION

- Chief Executive
- Nursing Officer
- Senior Director Nursing Informatics
- Chief Medical Informatics Officer

- 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

...and I should care, why?
IS IT WORKING?

Where are they now
1994-2016
n=82

In NI 68%
Not in NI 8%
Unknown 10%
Retired/ not practicing 11%

Did they stay?
1994-2016
n=81

At VUMC 80%
Not at VUMC 20%

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. The person I report to recognizes employees who have done a good job.
4. The person I report to regularly gives me feedback on my job performance.
5. Assignments of work schedules are made fairly.
6. I get clear instructions from the person I report to.
7. The person I report to listens to my suggestions.
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 receive recognition for a job well done.
16. Members of my workgroup are high performers.
17. The job promotion process is fair and objective.

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 & hand on in class
Meet with training
Pair up
Give feedback
Retrain as needed
Celebrate

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

75% of current staff being previous super users

Department scored +18.33% higher than organization as a whole
** = Best scores in the entire organization
**ORIENTATION PLAN**

**Milestones:**
- 12 weeks: complete most orientation activities, begins to function independently
- 24 weeks: probationary period ends, end of orientation evaluation

**ONGOING STAFF DEVELOPMENT**

**INTERNAL**
- **Brown Bags**
  - Monthly 1-hour sessions
  - Focused on issues identified from user calls or other sources (ex: Discharge Wizard)
- **Quarterly SST**
  - System Support Training
  - ½ to full day sessions with all staff
  - Best practice training
- **Annual/Semi Annual Retreats**
  - Annual goals
  - Develop strategies & tactics
  - Review professional development plan

**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
GRADUATE NURSING INFORMATICS PRACTICUMS

LESSTONS 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

BIOMEDICAL INFORMATICS CLINICAL IMMERSION EXPERIENCE

IN SUMMARY

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

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

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
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.