

Supporting Nursing's contribution to eHealth to Maximize Quality Patient Care and Outcomes

Friday March 28th 2008

eHealth

Nurses taking a leadership role in the adoption of communication and information systems.



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Registered Nurses' Association of Ontario
L'Association des infirmières et infirmiers
autorisés de l'Ontario

Presentation Overview

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 - Nursing Leadership Engagement
 - Communication
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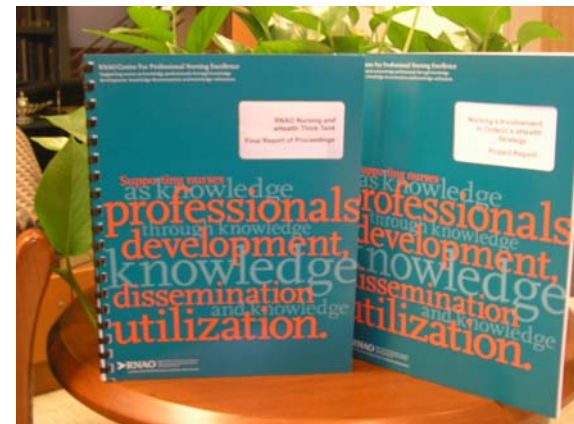
What is eHealth

eHealth is about using information technology to modernize our health system, to provide better and safer health care.



RNAO Nursing and eHealth Project

The Nursing and eHealth Project is an RNAO initiative funded by the Ontario Ministry of Health and Long Term Care (MOHLTC.)



Project Purpose

The purpose of the initiative is to facilitate the nursing profession's involvement in the Ontario eHealth agenda and support nurses to take a leadership role in the adoption of communication and information systems in all health-care settings.



Project Goals

- Increase awareness of Ontario's eHealth agenda and the significant role for nurses in the strategy;
- Identify baseline information related to the level of ICT expertise within the nursing profession by age group, sector, and roles;
- Plan and deliver specific education initiatives to build nursing's expertise in ICTs and relevant health care applications
- Identify nursing's contribution to the MOH eHealth agenda; and
- Develop nursing specific eHealth initiatives related to the role of nursing across all health care sectors.



Getting Started

- Think Tank 2005
- Advisory committee, 22 members
- Focus groups, 2006
- On line eHealth Nursing Survey, 2006-2007



Project Components

- eChampion Program
- Nursing and eHealth Education Program
- RNAO eHealth Toolkit
- Nursing Leadership Engagement
- Communication



eChampion Program

- Support understanding, acceptance and adoption of informatics in point-of-care activities for nurses to help identify effective support strategies for colleagues in the workplace.



eChampion Program

- 6 workshops across Ontario from October – March 2008
- 150 eChampions in 2006-2007
- 6 workshops across Ontario from January – March 2008
- 117 eChampions in 2008
- Workshop consisted of:
 - Presentation from experts in the field of eHealth
 - Activities that will clarify eHealth concepts
 - Strategies that will assist in supporting eHealth
 - Resources of current eHealth programs/ information
- 267 eChampions in total
- Regular eChampion network teleconference



All eChampion Workshop Participants by Sector:

- Acute Care Hospital (125)
- Ambulatory Care (10)
- Cancer Centre (2)
- Consulting (3 person)
- Complex continuing care (2 person)
- Education (1)
- Home Health Care (8)
- Long Term Care (25)
- Psychiatric Hospitals/ Mental Health (5)
- Public Health (15)
- Other: combination of settings
- Workplace settings unmarked (45)



All eChampion Workshop Participants by Sector:

- Increase in 2008 workshops in:
 - Home Health Care representation
 - Education



All eChampion Workshop Pre and Post Evaluations

- Pre and post evaluations, 20 questions around levels of understanding and confidence
- Increase ratings with post evaluation in both workshop series.



Some from the overall workshop evaluations include:

- “Very informative, useful information”
- “Best workshop, I have been to in the last year”
- “Practical steps to a eChampion Network”
- “Very informative – message delivered loud and clear”
- “Excellent workshop”
- “Good job! I really enjoyed the workshop”
- “Speakers great, excellent handout package, very helpful, will use in the future”
- “Excellent; encouraging participation of all”



Champion Network Teleconference

- April 16th, 2007 Richard Booth as guest speaker
- December 12th 2007 Diane Salois-Swallow as guest speaker
- March 12th, 2008 Dr. Lynn Nagle as guest speaker
- June 24th, 2008 Peggy White as guest speaker



eChampion Quotes

“At Rouge Valley Health System (RVHS), we have 3 eHealth champions who incorporate eHealth messages in all our work. We have numerous strategies to heighten awareness and promote engagement in the use of information technology. We highlight the benefits and importance of using information technology effectively to enhance patient care and promote safety through our project work and communications with clinical staff. We encourage nurses to get involved in our corporate initiatives by inviting them to participate in user groups, focus groups and surveys. We emphasize the importance of information and communication technology (ICT) competencies and offer a "Computers 101" programme for novice users. As eHealth champions we are leading the way!”

Lynn Tkac RN, BA, MHS, Project Manager, Clinical Informatics, Rouge Valley Health System



eChampion Quotes

“It is amazing to see how much information there is but how much of it we are not using. Resistance to change and low participation were identified as the limiting factors to the use of computerized documentation as I joined technical staff and other volunteer nurses in a meeting. As a public health nurse, it is important to document as much if not more than a clinical nurse would, much of planning, staffing, and budgeting is based on this, which I have seen first hand during my placement.”

Claudia Urbina BScN, CNRE candidate, Algonquin College, Ottawa Public Health clinical placement



eChampion Quotes

“Nurses at Hamilton Health Sciences are embracing new technology supporting safe medication practice. HHSC is currently implementing Automated Dispensing Units across four in-patient sites. This implementation further readies nurses for the upcoming changes as e-health continues to move in a forward direction supporting nursing care and patient safety.”

*Cheryl Szabo, RN, BHScN, Project Coordinator,
Medication Safety Initiative, Hamilton Health Sciences*



Nursing and eHealth Education Program

Curriculum Aim:

To provide a foundational program for nurses related to eHealth to support the nursing role and quality client care.



Nursing and eHealth Education Program

Curriculum Goal:

The eHealth and nursing course has been developed to:

- convey the importance of information and communication technology in society
- enhance understanding of the utility of eHealth for the nursing profession
- provide information about eHealth and what it can mean for their practice
- reinforce the relationship between eHealth and quality client care
- stimulate interest in eHealth innovations
- facilitate professional development



Nursing and eHealth Education Program

- Design Requirements
 - Online, distance education model delivery
 - Self-directed
 - Interactivity
 - Relevance for **all** areas of nursing practice, management, research, policy and education



Curriculum Modules

- **Module 1:** Introduction
- **Module 2:** Nursing, quality healthcare, and eHealth
- **Module 3:** Computer technology and information processing
- **Module 4:** Information and communication technology to assist client care
- **Module 5:** Ontario e-Health Initiatives
- **Module 6:** Professional issues for nurses
- **Module 7:** eHealth and the nursing role
- **Module 8:** Consumer eHealth
- **Module 9:** Professional Development, Knowledge Management, and eHealth
- **Module 10:** Conclusion: Nursing and quality healthcare strengthened through eHealth



Nurses taking a leadership role in the adoption of communication and information systems.



eHealth for every nurse

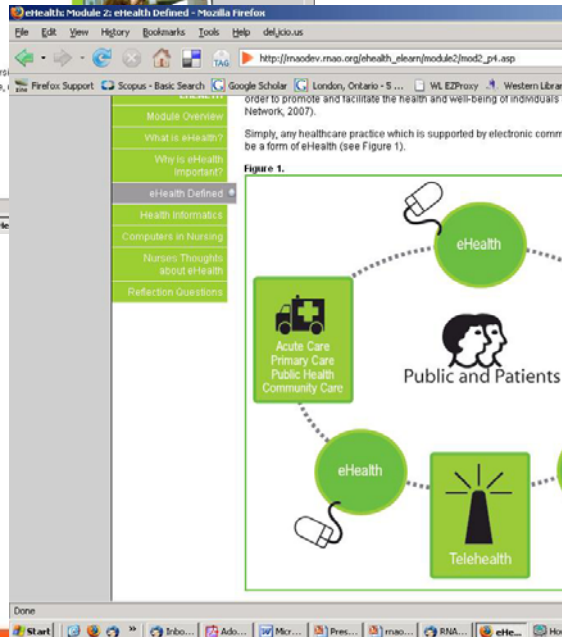
MODULE 01 Introduction	MODULE 02 Nursing, Quality Healthcare, and eHealth	MODULE 03 Computers and Information	MODULE 04 Ontario eHealth Initiatives	MODULE 05 Information and Communication
MODULE 06 Professional Issues for Nurses	MODULE 07 eHealth and the Nursing Role	MODULE 08 Consumer eHealth	MODULE 09 eHealth Missing Module	MODULE 10 Conclusion

MODULE 02: NURSING, QUALITY HEALTHCARE, AND EHEALTH

Description:
This module will improve your understanding of eHealth and how it affects your nursing practice.

By completing this module, you will be able to:

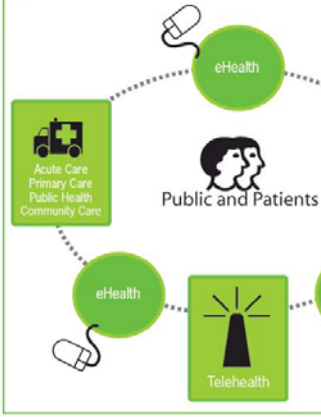
- Describe the term "eHealth"
- explain the historical development of eHealth
- recognize the importance of information in the nurse
- explain how eHealth can facilitate the nursing role, and client empowerment.



eHealth: Module 2: eHealth Defined

Simply, any healthcare practice which is supported by electronic communication to promote and facilitate the health and well-being of individuals is a form of eHealth (see Figure 1).

Figure 1.



The diagram shows a central circle labeled "Public and Patients" with a person icon. It is connected to four surrounding boxes: "Acute Care Primary Care Public Health Community Care" (with a truck icon), "Laboratory Pharmacy Diagnostic Imaging" (with a flask icon), "eHealth" (with a computer mouse icon), and "Telehealth" (with a tower antenna icon). The "eHealth" and "Telehealth" boxes are also connected to each other.



Computers in Nursing

What is the history of using computers in nursing?

Although eHealth has only existed as a definable term for less than a decade, the use of computers to facilitate the nursing role in client care has a lengthy and interesting history.

Drag the mouse below to view a brief history of nursing profession's evolving relationship with computers.

Today

Today, eHealth technologies are changing the face of how nurses perform their roles in all clinical, administrative, educational, and research settings.



The timeline shows a horizontal line with five points representing the years 1960's, 1970's, 1980's, 1990's, and eHealth Today. A mouse cursor is positioned over the "eHealth Today" point, and a text box above it contains the text: "Today, eHealth technologies are changing the face of how nurses perform their roles in all clinical, administrative, educational, and research settings." A blue handheld device with a pen is shown next to the timeline.



Future modules

- Student module
- Interdisciplinary module
- eDoc/EHR specific module.



User Details:

As of March 26th, 2008

- **Total numbers of those who have taken the course:**
1374
- **Fields:**
 - Acute Care - 569
 - Mental Health - 92
 - Community Health Care - 135
 - Education – 177
 - Home Health Care - 38
 - Public Health - 101
 - Long-Term Care -129
 - Research - 23
 - Other - 110



User Details: As of March 26th, 2008

Province:

- Ontario: 1266
- BC: 23
- Alberta: 7
- Quebec: 1
- Manitoba: 3
- Yukon: 2
- Nova Scotia: 4
- New Brunswick: 4
- Saskatchewan: 0
- PEI: 2
- Newfoundland and Labrador: 1
- No Answer: 61



User Details: As of March 26th, 2008

User Expertise: (1 Novice, 5 Expert)

- 1: 306
- 2: 170
- 3: 397
- 4: 227
- 5: 151
- No Answer: 123



Feedback: Extremely Positive

“I am at Module 5 and just loving this course...

Its the first for me and the info is amazing in content, structure and user friendly to this older vintage of nurse.”

“I am suitably impressed by this course curriculum!”



eHealth Toolkit

The overall purpose of the “Get Started” tool kit is to enhance knowledge, awareness and engagement of nurses in eHealth innovations and adoption.

The toolkit will be available Fall 2008



Toolkit Content

- *Chapter 1: Introduction, Structure of Toolkit*
- *Chapter 2: Nursing and eHealth*
- *Chapter 3: People and the Organization*
- *Chapter 4: The Organization and the building blocks for eHealth*
- *Chapter 5: The Innovation (eHealth)*
- *Chapter 6: People + Organization + Innovation*
- *Chapter 7: Evaluation Strategies*



Nursing Leadership Engagement Goals:

- Support senior Nursing leaders in their involvement in eHealth to enhance patient care, education and systems outcomes across all sectors.
- Think Tank 2007
- 2007 NLN Presentations
- 2008 NLN Nurse Café



Communication

eHealth for Every Nurse, an electronic newsletter, will contribute to nurse's knowledge base about eHealth and have an overall impact on the degree to which nurses embrace eHealth as an integral part of nursing and quality care.



Communication

- *3 Edition have been released*
 - November 2006
 - March 2007
 - December 2007
- **Stories include:**
 - eHealth project updates
 - Out and about/ what's happening in all health care sectors
 - Hear directly from eChampions
- **Published every 3 months and made available to all members of the nursing community.**



The Message is - Integration!

Emmanuelle Rajab,
Director
RNAO Centre for
Professional Training
Innovations



As the thriving eHealth Advisory Committee refocused on the results of the highly successful "Sharing Leadership in the eHealth Era" Think Tank, held last year January, it became clear that one of the most prevailing outcomes was the message of integration. Integration of clinical intelligence with eHealth intelligence to access patient focused applications. Integration of administrative and point of care staff in planning and evaluating eHealth applications and systems. Integration of the eHealth agenda with the patient safety agenda. Integration of eHealth and inter-professional communication beyond better outcomes for patients. And finally, integration of initiatives such as Health Commons for Patient Information and Care (ROPIC), and use of the RNAO Best Practice Guidelines and eHealth.

Included as we listened to the message of Steve Brown, Assistant Deputy Minister, and Lead of the Health Health Team for Information Management at the MOHLTC, who brought opening remarks to the think tank, we realized that integration is a key focus of Ontario's eHealth vision. We will

learn more about this as we hear from Oud Fawc, Assistant Deputy Minister and Lead of eHealth Program, MOHLTC, at the upcoming Advisory Committee meeting later in March. Oud is charged with implementation and integration of the eHealth vision within Ontario's health care system through the Local Health Integration Networks (LHIN) infrastructure.

Integration is also the goal of RNAO's eHealth and eHealth Project, as linkages between and among eHealth, nursing practice, quality of care, patient safety, and positive health outcomes are highlighted and reinforced. The nursing and eHealth survey results are expected to inform us about barriers to a number of initiatives related to eHealth and nursing to help us and to ensure take a lead in integrating eHealth in all settings.

The eHealth Champions Network component of the eHealth and eHealth Project has agreed to provide over 150 nurses with new information and/or receive to increase awareness of eHealth and its impact on quality care, and take a lead role in preparing for integration activities. The upcoming eHealth course, to be available for all nurses, will provide foundational knowledge related to eHealth and will give nurses the tools to understand and apply eHealth in their day-to-day nursing and point of care activities.

Oud Fawc is the Assistant Deputy Minister and Lead of the eHealth Program for the MOHLTC.

She will be speaking at the upcoming Advisory Committee meeting later in March.



Conference and Events

Presentations and exhibits

- RNAO AGM April 10th-12th, 2008, Toronto, ON
- Canada's Health Informatics Association (COACH) Conference, May 4th – 7th, 2008, Vancouver
- Nursing Academic Leadership Conference (CASN) Conference, May 8th – 11th, 2008, Toronto, ON
- Canadian Nurses Association (CNA) Biennial Conference, June 16- 18, 2008, Ottawa, ON
- 19th International Nursing Research Congress Focusing on Evidence-Based Practice, (STTI) July 9th-12th, 2008, Singapore



eHealth in the future

- Expand the eChampion program
 - Additional workshops
 - Different levels of workshop
 - More structure
- Tool Kit
 - Out in hard copy, Fall 2008
- Additional modules for the eHealth education program
- Develop leadership engagement strategies
- CHI partnership on champions and nursing leadership.



Questions and Discussion

