

Demonstrating “Meaningful Use” Through Staff Engagement in the Design and Implementation of Electronic Documentation

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PURPOSE

To demonstrate meaningful use of the EHR through early and continuous involvement of nursing staff in the design and implementation of an electronic nursing documentation system

METHODOLOGY

- **Setting:** A mid-sized midwestern urban hospital.
- **Sample:** A convenience sample (n=97) of nurses completing a two-part electronic survey.
- **Definition:** Meaningful Use is the use of information technology to promote patient safety, improve patient outcomes and staff efficiency, with enhanced monitoring capabilities.
- **Procedure:** A five-point Likert scale was used, with the first set of questions focused on the content and format of the Nursing Patient Assessment screens. The second group of questions addressed nurses' overall satisfaction with electronic documentation.
- **Measures:** Nurses' attitudes were measured using an abbreviated Stronge-Brodthorn Nurses' Attitudes Toward Computers Questionnaire. The questions addressed work flow, quality of patient care, classroom training, go-live support, usability of screens, and nurses' job satisfaction. NDNQI patient data (falls with injury, nosocomial pressure sores and restraint use) was analyzed for patient care quality throughout the system life cycle. Data was ranked according to percent favorable response.

RESULTS

- NDNQI indicators improved throughout the system life cycle.
- Nurses did not perceive quality of care to be significantly impacted by electronic documentation.
- Nurses judged electronic documentation as having an unfavorable effect on work flow.
- Nurses assessed the effect of electronic documentation on job security and satisfaction favorably.
- Nurses rated classroom training and go-live support as timely and advantageous.

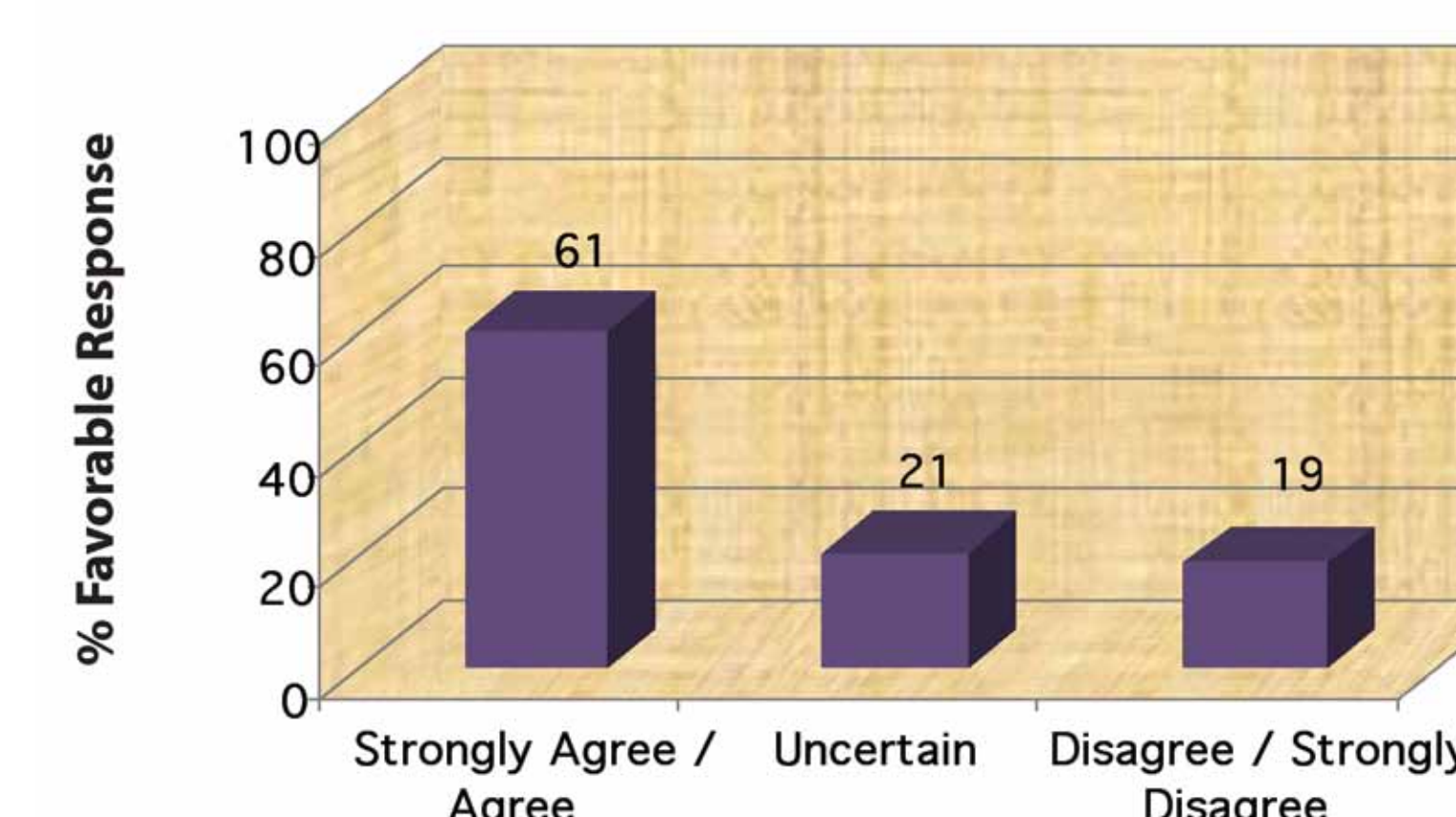
IMPLICATIONS FOR PRACTICE

Involving staff nurses at the ground level of electronic documentation system design and implementation demonstrates meaningful use. The process also provides organizations opportunities for improved capture of clinical data and enhanced patient outcomes.

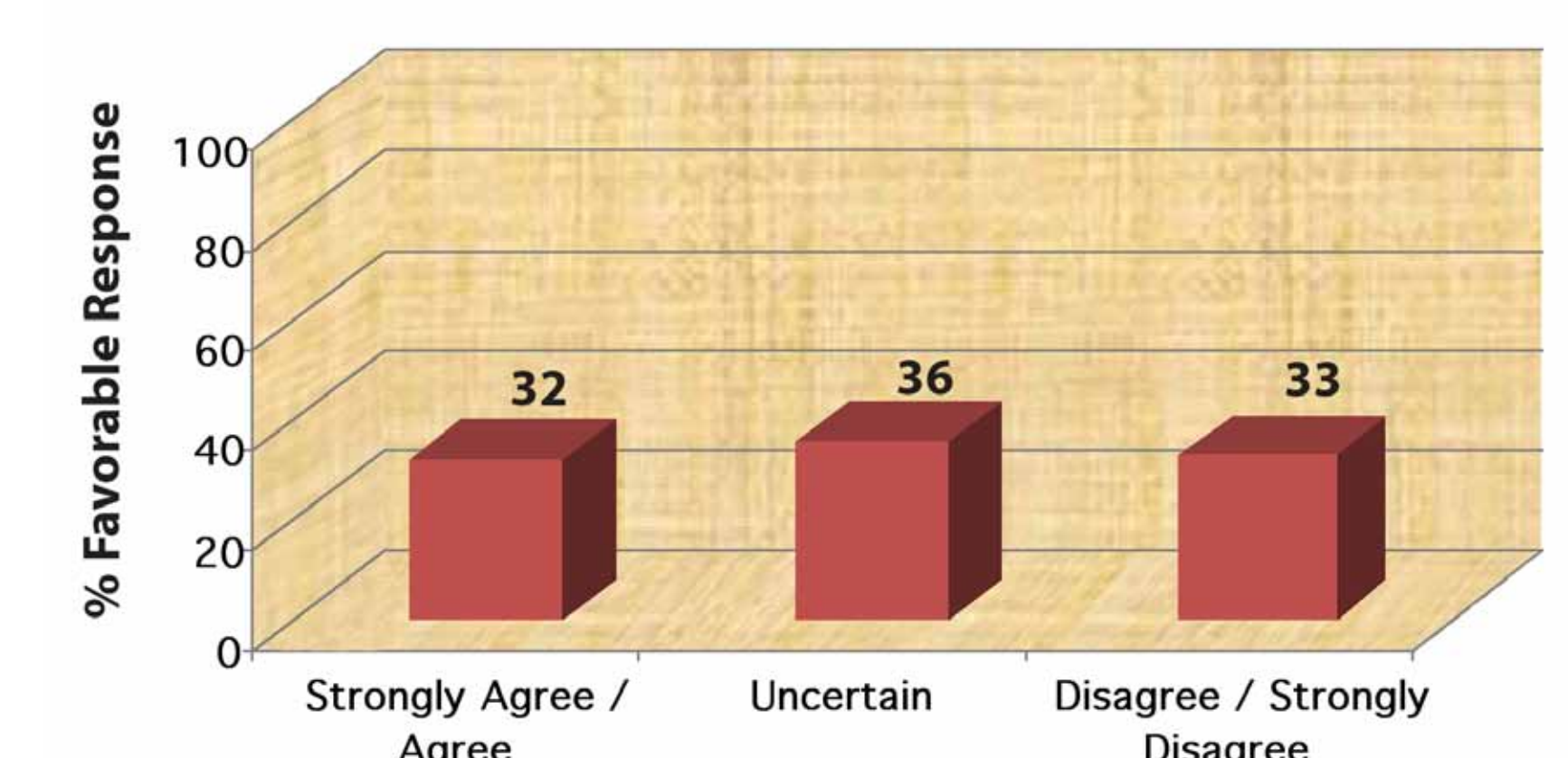
Recommendations:

- Include nurse end-users early and often throughout the system life cycle process.
- Involve nurse end-users in developing and delivering classroom training, as well as providing go-live support. The skill sets and sense of ownership they develop are integral to satisfaction with the electronic documentation system.
- Nurse end-users must be involved in their work flow analysis. Successful changes to their processes will directly impact their ability to encourage peer buy-in.
- Consistent sharing of NDNQI clinical indicator results are a must at the unit level.
- Nursing leadership must consistently respond to feedback from nurse end-users when they have identified an opportunity to improve both practice and policy.

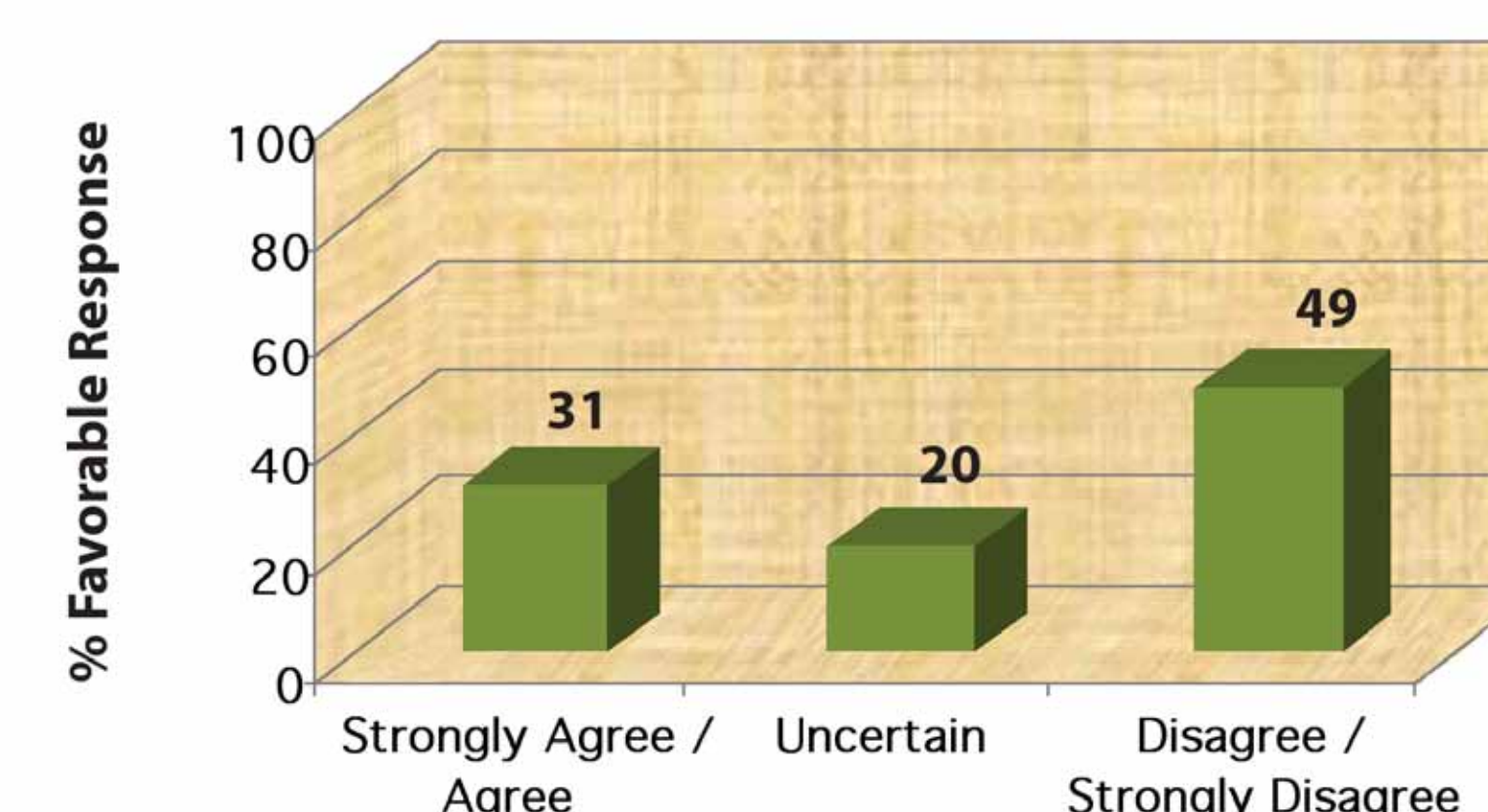
Nurses' Perception of Effect on JOB SATISFACTION & SECURITY



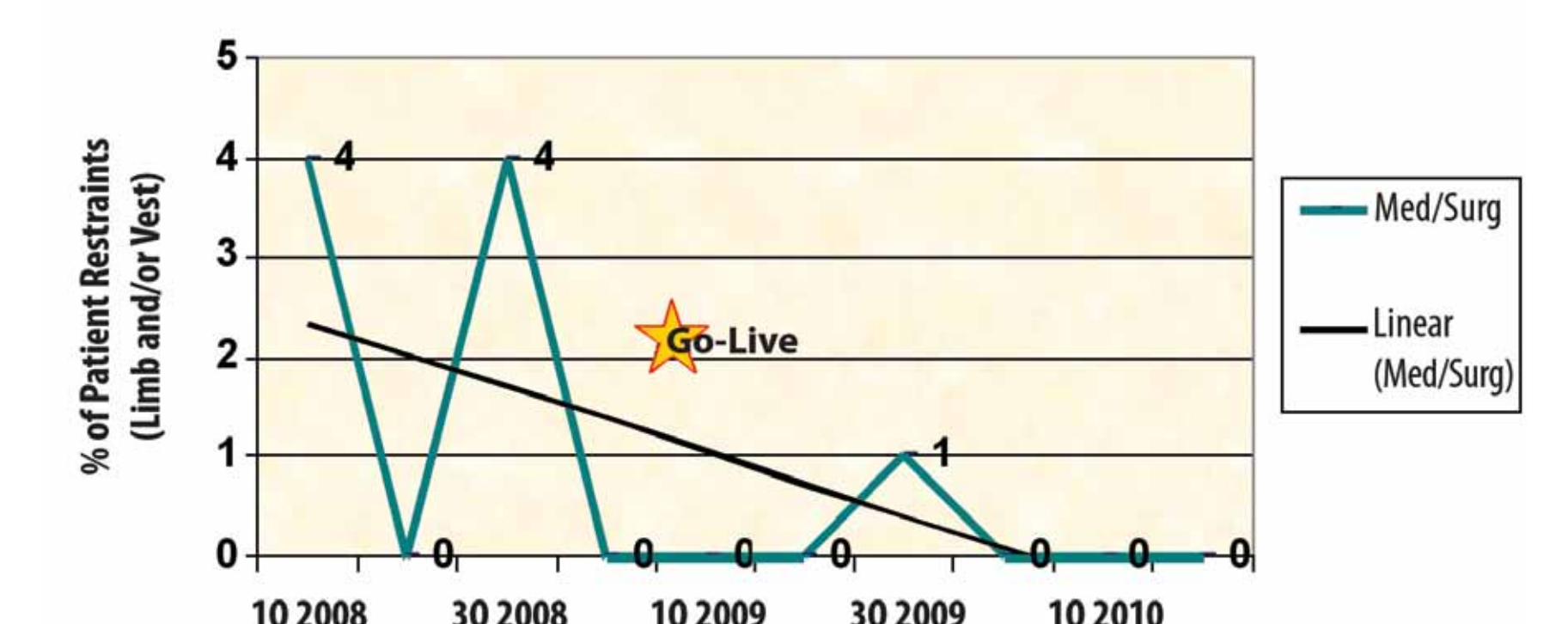
Nurses' Perception of Effect on QUALITY OF CARE



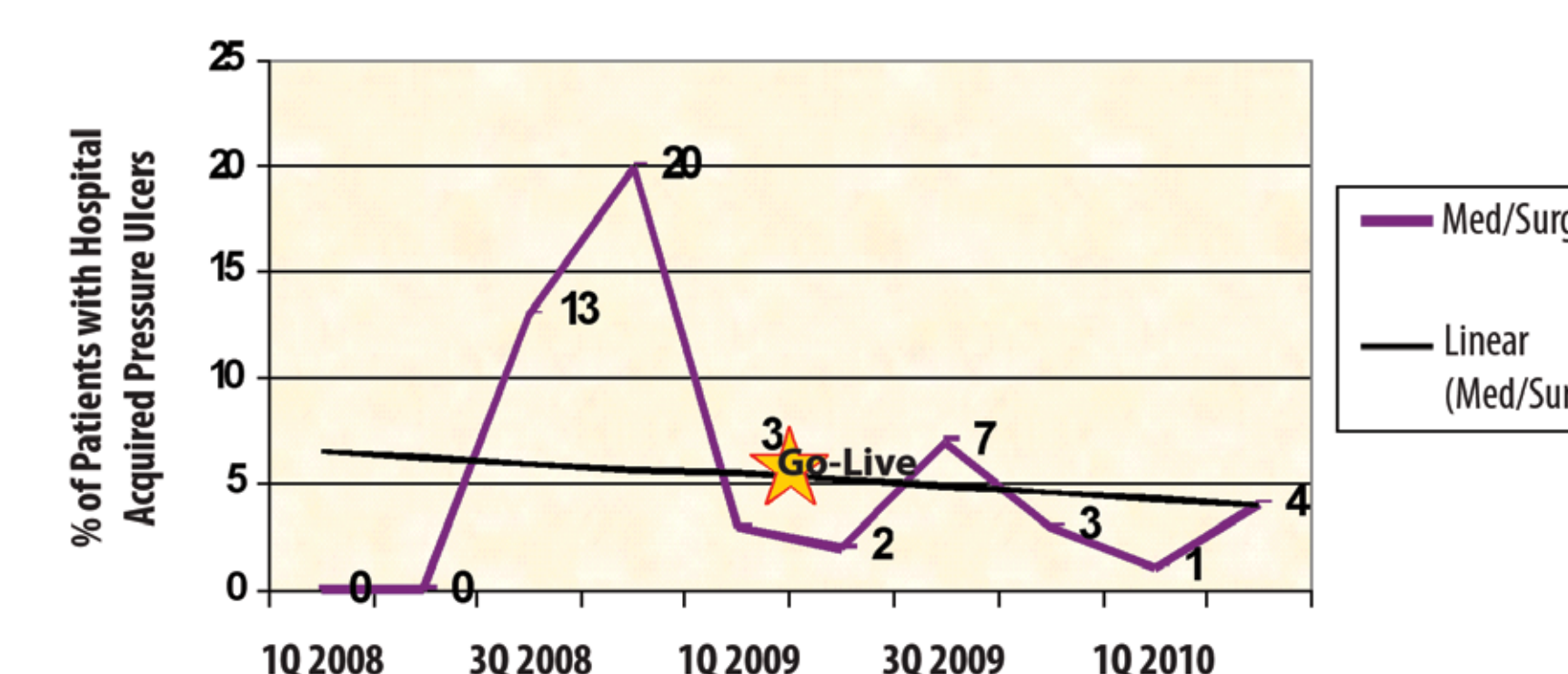
Nurses' Perception of Effect on WORKFLOW



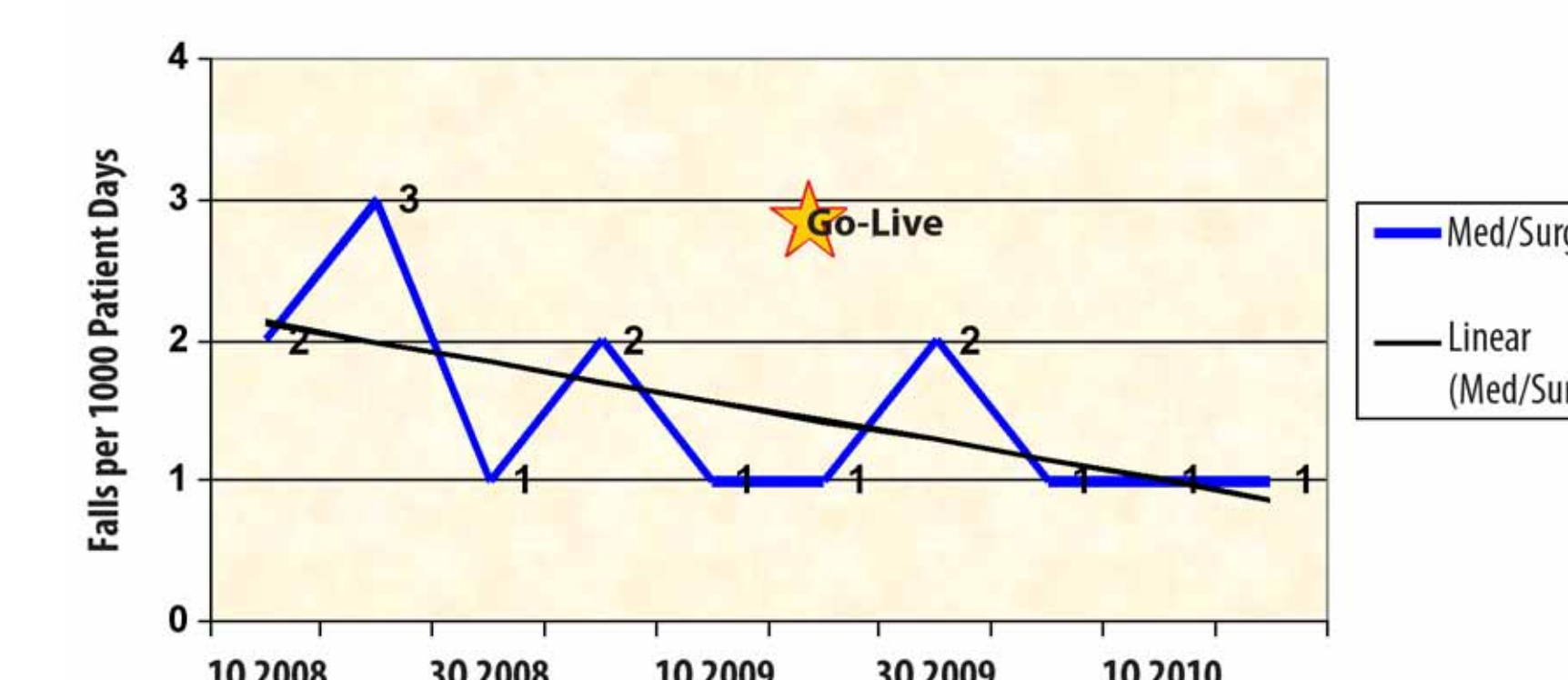
Restraint Use in Med/Surg Units



Hospital Acquired Pressure Ulcers in Med/Surg Units



Falls with Injury in Med/Surg Units per 1,000 Patients Days



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