Introduction

Proven and technology workarounds exact a cost to the healthcare system and the nurse leader in terms of testing patient safety, managing workflow and staff retention during redesign, monitoring and evaluating safety, and high-volume technology and system-wide program implementations that fall under varying approval traditions and sometimes requires a budget. This poster will provide clear guidance for the nurse leader to practically address and resolve these issues.

Objectives

At the conclusion of this presentation you will be able to:

1. Apply evidence-based error and change theory principles in practically approaching and resolving the workaround issue.
2. Describe authentic communication strategies, including correct phrasing of probing questions to determine workaround causes, that will engage the nursing team and support effective management of group process as well as the individual informal and formal leader.
3. Integrate human factor planning in managing nurse performance variability from a system perspective in order to prevent future workarounds.

Abstract

The bombshell question of new processes in addition to decreased adoption and potentially hundreds of thousands, if not millions, of HIT dollars, when workarounds are created for BCMA, the high reliability organizations, healthcare organizations can no longer afford.

Methodology

1. The application of error and change theory principles in resolving these issues.
2. Establishing the need for a system (i.e. present approach) at the beginning of each program.
3. Authentic communication techniques, including correct phrasing of probing questions to engage the nursing team and manage group process as well as the individual informal and formal leader.
4. Human factor planning in managing human variability from a system perspective.
5. Workarounds prevention in a culture that is both safe and just.

Questions for the nurse leader

Workaround prevention in a culture that is both safe and just

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Practical Application

Communicating Authentically - and Effectively - as the Nurse Leader


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