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CONCURRENT SESSIONS THEME 1: Informatics Innovations in Nursing Practice

**Investing in the People Side of Informatics:
A Recipe for Successful Change Management**

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ABSTRACT

Innovations in health care informatics continue to evolve, providing more and more opportunities to expand evidence-based practice, improve patient safety and improve care delivery. Despite such promising outcomes there still remain many barriers to change. All too often the largest obstacle is a change management process that does not include a concentrated investment in the people side of change, involving and educating clinicians and teaching them about the benefits of change.

Courtyard-Group has worked closely with front-line nurses and nursing informatics professionals from across Canada and the US to implement cutting-edge solutions. The following presentation will detail three examples of informatics integration and highlight the change management strategies that facilitated success.

1. Implementation of a medication order entry and medication administration record system in a multi-site acute care teaching hospital with benefits including reduced medication transcription errors, improved medication ordering and administration, and online alerts and clinical decision support.
2. Shared design and implementation of a wireless medication administration system enabling nurses to document medication administration at the point of care at one of the largest health service providers in the United States.
3. Upgrade and Implementation of Computerized Patient Record (CPR) software across 11 acute care hospitals and several diagnostic and treatment centers.

Discussion will explore common barriers to change, how to overcome fear and inspire action, and the role of rewards and incentives. The purpose is to provide candid examples of what worked, what didn't work, and what we have learned.

ABOUT THE AUTHORS

Linda Blair

Linda Blair is an adaptive, resourceful leader with over 12 years' experience including executive positions, consulting and clinical practice as a Registered Nurse. A strategic thinker with a focus on improving operating efficiency and performance metrics, Linda has a proven ability developing, leading and motivating individuals and teams. As a Principal with Courtyard Group, Linda has led large scale clinical implementations and has expertise in process reengineering, change management, and organizational effectiveness. Linda holds a Bachelor of Science in Nursing from the University of Western Ontario and a Master of Business Administration from the Rotman School of Management, University of Toronto.

Natalie Burkitt

Natalie Burkitt has extensive clinical and professional experience. As a consultant with Courtyard Group, she is a strategic analyst focused on quality and performance measurement, clinical and business process design and knowledge management. As a registered nurse, in both the acute and community settings, Natalie managed healthcare teams, helped to bring innovative informatics solutions into the practice area, and held leadership roles in organizational development and change management initiatives that supported the roll out of informatics solutions. She recently graduated from the University of Toronto with a Master of Nursing and Master of Business Administration.