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**CONCURRENT SESSIONS THEME 1: Informatics Innovations in Nursing Practice**

**Training Lessons Learned: Improving Adoption**

*by Lisa Anne Bove, MSN, RN BC*

**ABSTRACT**

Often, training for new hospital computer systems is done late in the implementation process. Little time is taken to focus on using training to help improve adoption of the new system. Literature abounds discussing “lessons learned” after training and system implementation has occurred. Some examples of training lessons learned include involving end-users in the design process, using training methods that address individual learning needs and using experts to deliver training. Many of these lessons are not adopted when planning and delivering training and may lead to required re-training. These problems are compounded when the implementation involves training a variety of clinicians and ancillary staff on multiple application modules.

User adoption is often slow initially because users do not know how to use the new system during their day-to-day practice and process, and/or must modify their practice to meet the new computer system’s needs. Training can be used to help users address these new or modified processes and can speed the use of adoption of the new system.

Using lessons learned, this session will focus on showing how to design an approach that provides an efficient and effective way to deliver training that will optimize learning and system adoption once the system is live and apply clinical informatics in practice. Logistics in setting up a massive training program and the teaching strategies and methods used to deliver training to a diverse population of users will also be discussed.

**ABOUT THE AUTHOR**

**Lisa Anne Bove, MSN, RN BC**

I have been working with clinical computer systems for over 12 years. My focus has been on both training and project management of physician order entry, nursing clinical documentation and reporting. I have spoken on computer-related topics at numerous conferences including the American Association of Critical-Care Nurses National Teaching Institute, Rutgers University’s annual International Computer and Technology Conference, The Medical Record Institute’s Towards and Electronic Health Record annual conference and The American Nursing Informatics Association annual conference and the SePA chapter of AACN’s TRENDS in Critical Care and TRENDS in CV/Trauma.