



**2nd National Nursing Informatics Conference 2007 Proceedings**

Informatics Everywhere: Celebrating the Diversity of Informatics Practice

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**THEME: The IT – EHR Challenge**

**Infoway's User Engagement Strategy**

*by Lynn Nagle, RN PhD & Catarina Versaevel*

**Abstract**

Acceptance of electronic health record solutions requires change in the work practice by nurses who work in fourteen jurisdictions and hundreds of care facilities across the country. Providing nurses with the tools and information they need to deliver high quality care is not sufficient – they also need support to help integrate the technology into their regular activities. Infoway's End User Strategy work began in 2005 and was refreshed the Fall of 2006 to accelerate the impact on end user adoption of electronic health record solutions within practice settings. The End User Strategy consists of four key projects:

- Collaborative Engagement of Jurisdictions Clinician Organizations and Industry to Address Key Issues and Opportunities
- Establish strong Supported Network of Clinical Peer Support across Canada
- Document and Demonstrate Knowledge Regarding Best Practices
- Influence Electronic Health Record Education and Training for Clinicians

The presentation will include a progress update on the establishment of the Peer-to-Peer Networks across the country. These Networks provide hands-on support by nurse peer leaders to their colleagues and create front line readiness for the use of technology within the practice setting. There will be a specific focus on the findings of the academic/learning initiative based on Infoway's environmental scan of Faculties of Nursing and recently graduated nurses and on the work underway to support the curricula design to integrate expectations of technology within the nursing practice to support continual learning for nurses in practice. This presentation will focus on the significance of the End User Strategy projects to nurses and engage the participants in discussion on the nursing engagement challenges and opportunities.

## **ABOUT THE AUTHORS**

### **Lynn Nagle, RN PhD**

Lynn Nagle is currently the Senior Nursing Advisor to Canada Health Infoway. She has spent more than 20 years of her nursing career involved in Health Informatics. In addition to her work at CHI, she has her own consulting business with a focus on strategic planning, engagement, implementation and evaluation strategies, and education. She is also an Assistant Professor with the University of Toronto and University of Rochester.

### **Catarina Versaevel**

Catarina Versaevel is currently the Group Director responsible for the End User Engagement strategy at Canada Health Infoway. She has healthcare experience from several jurisdictions in the areas of health policy and systems change.