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THEME: The IT – EHR Challenge

Telehomecare: Integrating Telehomecare into Home Care Service Delivery Model

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Abstract

Ample evidence supports the fact that patients are sicker, resulting in higher acuity patients requiring more complex care across the healthcare continuum. Consequently, nursing practice becomes challenging. And, in a city such as Toronto, the most culturally diverse city in the world, practice is especially challenging as nurses care for patients of many cultures. Patients move through the healthcare system at alarming speed allowing for minimal time for nurses to get to know cursory information about their patients and families much less develop individualized plans of care. While there is limited evidence identifying the benefits of electronic documentation systems, these systems are becoming a reality in many healthcare settings with the rapid advancement of the Canadian eHealth transformation agenda and a national mandate to move forward with an Electronic Health Record. Implementing an electronic documentation system amidst competing projects and priorities in stressed clinical environments is challenging. However, when these systems are built and driven by clinicians, some of these challenges become minimized.

Like all practice changes, nurses are required to adopt the application of these systems into their practices. This presentation will describe one staff nurse's experience on an electronic clinical design team. The significance of a Registered Nurse's role on a team to translate the hospital's aspirations and strategic vision to nurses and other healthcare professionals through the process of building a clinician driven electronic documentation system will be highlighted. Change management strategies, user engagement and adoption strategies in a culturally diverse environment will be explored.

ABOUT THE AUTHORS

Tiffany Niles, RN, BScN

Tiffany Niles graduated from Centennial College School of Nursing in 2004. Thereafter she attended Ryerson University completing her BScN in 2006. During this time, she worked in the specialty of Palliative Care as a staff nurse. Currently, Tiffany is working in the field of Nursing Informatics as an Implementation Specialist on the electronic documentation initiative at Bridgepoint Health in Toronto, Ontario. Her aim is to facilitate a smooth transition for staff into the world of clinical informatics and technology.

Linda Yetman, RN, ACNP, PhD

Linda Yetman graduated from the General Hospital School of Nursing in St. John's, Newfoundland & Labrador in 1976. Since that time, she has completed a number of academic nursing programs, the most recent her doctorate in nursing from the University of Calgary in 2005. Linda's nursing experience is primarily in neuroscience nursing and she has held a variety of nursing positions including staff nurse, advanced practice nurse and manager in a variety of clinical settings from critical care to the community in four Canadian provinces. She has been working directly in the area of health informatics for the past two years. Linda is currently the Director, Clinical Practice Consulting for HealthTech, a healthcare consulting firm based in Toronto, Ontario.