



Nurses taking a leadership role in the adoption of communication and information systems.



Nursing and eHealth

Presentation Overview

- **Background to the nurse peer leader strategy**
 - Nurse Peer Leader Strategy
 - About CHI and RNAO
 - The Peer Leaders
- **Background to the RNAO eHealth project**
 - Purpose
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 - Project Resources
- **The Peer Leader Strategy**
 - Components
 - Progress
 - Challenges and ideas as to how to overcome
 - Lessons learned
 - Your input

- **Questions and Discussion**



The Nurse Peer Leader Strategy

- The RNAO is leading the Nurse Peer Leader Strategy in Ontario with funding from Canada Health Infoway (*Infoway*).
- The Strategy utilizes a peer leader model to facilitate education and knowledge sharing about eHealth in the nursing community
- Goal is that nurses from all sectors better understand eHealth and its relationship to quality care and client outcomes, and become engaged in ehealth in their work.
- Success measured through #s of nurses in each LHIN who access the RNAO Nursing and eHealth online course
- Aiming for 20% of nurses in each LHIN access the course
- The Nurse Peer Leaders leverage existing eHealth resources to achieve their goals



About Canada Health Infoway

Canada Health Infoway (*Infoway*) is an independent, federally funded, not-for-profit organization whose Members are Canada's 14 Deputy Ministers of Health. *Infoway's* mission is to foster and accelerate the development and adoption of pan-Canadian electronic health information systems.

www.infoway-inforoute.ca



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Registered Nurses' Association of Ontario
L'Association des infirmières et infirmiers
autorisés de l'Ontario



Canada Health Infoway
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About RNAO

RNAO is the professional association representing registered nurses in Ontario. Since 1925, RNAO has lobbied for healthy public policy, promoted excellence in nursing practice, increased nurses' contribution to shaping the health-care system, and influenced decisions that affect nurses and the public they serve.

www.rnao.org



The Nurse Peer Leaders

LHIN	Nurse Peer Leader	Email Address
Erie St. Clair	Betty Oldershaw	bloldershaw@ckha.on.ca
South West	Susan Downs	sdowns@gbhs.on.ca
Waterloo Wellington	Wendy Lang	wendy.lang@grhosp.on.ca
Hamilton Niagara Haldimand Brant	Marzena Cran	cran@HHSC.CA
Central West	Josephine Purslow	purjos84@hotmail.com
Mississauga Halton	Sandra Dowers	sangela20002000@yahoo.com
Toronto Central	Kambria Ernst	Kambria.Ernst@uhn.on.ca
Central	Christa Gross	cgross@msh.on.ca
Central East	Alison MacDonald	macdonalda@ontarioshores.ca
South East	Carol Cooke	ccooke@qhc.on.ca
Champlain	Jay Lynch	jlynch@Ottawahospital.on.ca
North Simcoe Muskoka	Heather McLeod Soward	mcleodh@cgmh.on.ca
North East	Dorothy Klein	dot.klein@persona.ca
North West	Rhonda Usenik	Rhonda.Usenik@TBDHU.COM



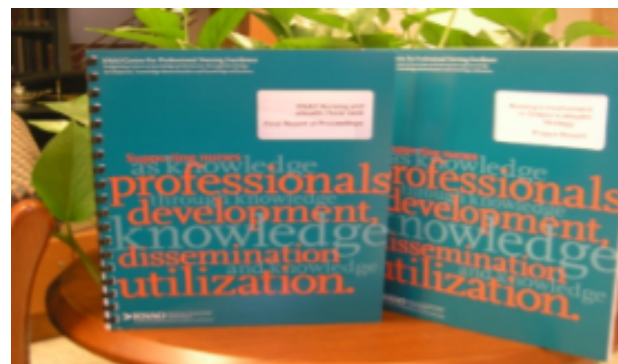
Our Common Definition of eHealth?

eHealth is about using information technology to modernize our health system, to provide better and safer health care.



Key set of Resources available through the RNAO Nursing and eHealth Project

The Nursing and eHealth Project is an RNAO initiative funded by the Ontario Ministry of Health and Long Term Care (MOHLTC).



RNAO eHealth Project Purpose

The purpose of the initiative is to facilitate the nursing profession's involvement in the Ontario eHealth agenda and support nurses to take a leadership role in the adoption of communication and information systems in all health-care settings.

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Project Goals

- Increase awareness of Ontario's eHealth agenda and the significant role for nurses in the strategy;
- Identify baseline information related to the level of ICT expertise within the nursing profession by age group, sector, and roles;
- Plan and deliver specific education initiatives to build nursing's expertise in ICTs and relevant health care applications
- Identify nursing's contribution to the MOH eHealth agenda; and
- Develop nursing specific eHealth initiatives related to the role of nursing across all health care sectors.



Getting Started with the eHealth Project

- Think Tank 2005
- Advisory committee, 22 members
- Focus groups, 2006
- Online eHealth Nursing Survey, 2006-2007



RNAO eHealth Project Components

- Nursing and eHealth Education Program
- eChampion Program
- RNAO eHealth Toolkit
- Nursing Leadership Engagement
- Communication

Nursing and eHealth Education Program

Curriculum Aim:

To provide a foundational program for nurses related to eHealth to support the nursing role and quality client care.

www.RNAO.ca/eHealth_course



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Nursing and eHealth Education Program

Curriculum Goals:

The eHealth and nursing course has been developed to:

- convey the importance of information and communication technology in society
- enhance understanding of the utility of eHealth for the nursing profession
- provide information about eHealth and what it can mean for their practice
- reinforce the relationship between eHealth and quality client care
- stimulate interest in eHealth innovations
- facilitate professional development



Curriculum Modules

- **Module 1:** Introduction
- **Module 2:** Nursing, quality healthcare, and eHealth
- **Module 3:** Computer technology and information processing
- **Module 4:** Information and communication technology to assist client care
- **Module 5:** Ontario e-Health Initiatives
- **Module 6:** Professional issues for nurses
- **Module 7:** eHealth and the nursing role
- **Module 8:** Consumer eHealth
- **Module 9:** Professional Development, Knowledge Management, and eHealth
- **Module 10:** Conclusion: Nursing and quality healthcare strengthened through eHealth

Additional modules – added June 2009

- *Nurses and nursing student in a digitally connected world*
- *Nursing and electronic health records (EHR)*



Nurses taking a leadership role in the adoption of communication and information systems.

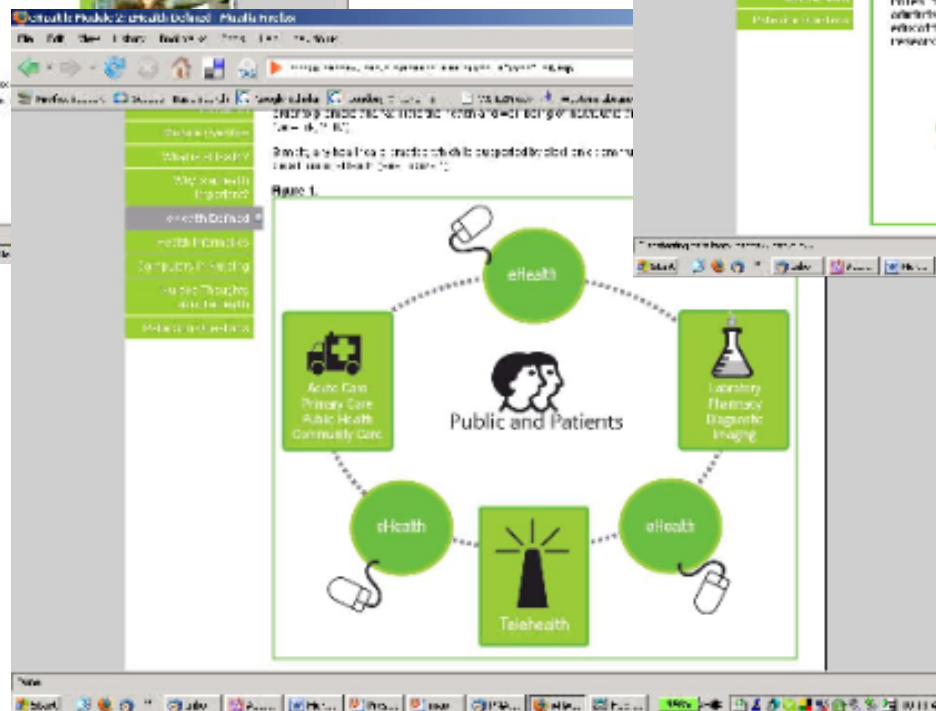



eHealth for every nurse

MODULE	MODULE	MODULE	MODULE	MODULE
ONLINE	ONLINE	ONLINE	ONLINE	ONLINE
ONLINE	ONLINE	ONLINE	ONLINE	ONLINE
ONLINE	ONLINE	ONLINE	ONLINE	ONLINE
ONLINE	ONLINE	ONLINE	ONLINE	ONLINE

Descriptions:
This website is designed to help nurses understand the role of eHealth in their practice and how it can be used to improve patient care.

- Understand the role of eHealth in their practice
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Computers in Nursing

With the rise of computers in nursing, the role of the nurse has changed. Nurses are now using computers to manage patient care, communicate with colleagues, and access medical information. This article explores the benefits and challenges of using computers in nursing.

Today

Today, eHealth technologies are changing the face of how nurses perform their roles. In all clinical, administrative, educational, and research settings, eHealth is becoming an essential part of the nursing profession.

The image shows a timeline from 1980 to 2010, with a green dot at 2010 labeled 'eHealth today'. A green arrow points from the 1980 to the 2010 dot, with the text 'eHealth today' written above it.



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User Details:

As of October 2009

- Total numbers of those who have taken the course: **4627**
- **Areas of Practice**
 - Acute Care - 1906
 - Mental Health - 318
 - Community Health Care - 448
 - Education – 548
 - Home Health Care - 80
 - Public Health - 286
 - Long-Term Care - 385
 - Research - 84
 - Other – 572



User Details:

As of October 2009

Numbers taking the course **by Province:**

- Ontario: 4055
- BC: 118
- Alberta: 66
- Quebec: 17
- New Brunswick: 12
- Nova Scotia: 11
- PEI: 10
- Manitoba: 10
- Saskatchewan: 10
- Yukon: 6
- Newfoundland and Labrador: 5
- NorthWest Territories: 1
- Nunavut: 3
- No Answer: 303

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User Details:

As of October 2009

User Expertise: (1 Novice, 5 Expert)

- 0 – 489
- 1 – 1147
- 2 – 630
- 3 – 1283
- 4 – 672
- 5 – 396
- Unknown – 10



User Details:

As of October 2009

By **LHIN**

- Unknown: 4603
- Central: 2
- Central East: 4
- Champlain: 2
- Erie St. Clair: 1
- Hamilton Niagara Haldimand Brant: 5
- North East: 1
- North Simcoe Muskoka: 1
- North West: 1
- South East: 1
- South West: 1
- Toronto Central: 4
- Waterloo Wellington: 1

eHealth Champion Network

- A team of nurses from throughout Ontario who have been sponsored by their workplace to become eHealth Champions through attendance at an RNAO eHealth Champion Workshop and who commit to assisting to raise awareness of ehealth among their peers.
- The network enables ongoing sharing and communication among Champions through shared email contacts and regular knowledge exchange teleconferences.
- Champions have the opportunity to update and refresh their skills through Stage 2 workshops scheduled throughout the province



eChampion Role

- The role of an eChampion is to support understanding, acceptance and adoption of informatics in point-of-care activities for nurses to help identify effective support and implementation strategies for colleagues in the workplace.

eChampions: Engage, Educate, Endorse, Evaluate, Explain, Enhance

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eChampion Program

- 19 1st Stage workshops across Ontario from 2006-2009
- Four 2nd Stage workshops across Ontario from 2008-2009
- Over 450 eChampions – (including **87 2nd Stage Champions**)
- Workshops consist of:
 - Presentation from experts in the field of eHealth
 - Activities that will clarify eHealth concepts
 - Strategies that will assist in supporting eHealth
 - Resources of current eHealth programs/ information



eChampions by Sector:

- Acute Care Hospital (125)
- Ambulatory Care (10)
- Cancer Centre (2)
- Consulting (3 person)
- Complex continuing care (2 person)
- Education (1)
- Home Health Care (8)
- Long Term Care (25)
- Psychiatric Hospitals/ Mental Health (5)
- Public Health (15)
- Other: combination of settings
- Workplace settings unmarked (45)



All eChampion Workshop Participants by LHIN:

- [Erie St. Clair](#) 9 eChampions
- [South West](#) 28 eChampions
- [Waterloo Wellington](#) 19 eChampions
- [Hamilton Niagara Haldimand Brant](#) 28 eChampions
- [Central West](#) 7 eChampions
- [Mississauga Halton](#) 9 eChampions
- [Toronto Central](#) 42 eChampions
- [Central 14](#) eChampions
- [Central East](#) 35 eChampions
- [South East](#) 61 eChampions
- [Champlain](#) 72 eChampions
- [North Simcoe Muskoka](#) 27 eChampions
- [North East](#) 18 eChampions
- [North West](#) 13 eChampions



2nd Stage eHealth Workshop Application Data: (87 Applicants)

- Majority attended the eChampion Network Teleconference
- Majority completed the Nursing and eHealth Education Course
- All raised awareness
- Great majority helped other health care professionals
- Majority involved in developing and selecting software

2nd Stage eHealth Workshop Application Data: (87 Applicants)

- Majority have taken a lead role in implementation activities
- Great majority have mentored others in their workplace to promote and support knowledge transfer
- Time spent per month ranged from less than a day to more than 5 days. Most indicated 1 – 2 days.



eChampion Program

Regular eChampion network teleconferences provide the opportunity to:

- Discuss successes and barriers to eHealth awareness, education and adoption;
- Learn about strategies to promote awareness and adoption of eHealth in the workplace;
- Update knowledge about eHealth and informatics in nursing and health care.



eHealth Toolkit

This eHealth toolkit provides a user friendly, evidence-based reference for nurses and other health professionals taking a leadership role in integrating eHealth technology into nursing and other health care practices within their organization.

The toolkit is **NOW** available



Toolkit Content

- The Toolkit contains 8 chapters related to planning and implementing eHealth innovation. Included throughout the Toolkit are case studies and exemplars, pictures, diagrams, quotes, and other resources designed to assist nurses and others with effective eHealth adoption strategies.
- Chapter 1: Introduction to the eHealth toolkit
- Chapter 2: Nursing and eHealth
- Chapter 3: People and the organization
- Chapter 4: Organizational building blocks for eHealth: project management
- Chapter 5: Organizational building blocks for eHealth: change management
- Chapter 6: Steps to selecting and buying eHealth systems
- Chapter 7: The people, the organization and the innovation
- Chapter 8: Evaluation strategies



Nursing Leadership Engagement Goals:

- Support senior Nursing leaders in their involvement in eHealth to enhance patient care, education and systems outcomes across all sectors.
- Think Tank 2007
- 2007 NLN Presentations
- 2008 NLN Nurse Café
- 2009 – eHealth Make it Your Priority, Senior Nursing Leader Event





eHealth
for every nurse

March 2007 January 2008

>RNAO
The National
Nurses' Association

Nurses taking a leadership role in the adoption of communication and information systems.



newsletter

The Message is – Integrational

**Imajean Hajack,
Director
RNAO Centre for
Professional Nursing
Practices**



As the Nursing Informatics Advisory Committee reflected on the results of the highly successful "Working Together" in the extended year, "Thank You, Tell Us Your Story," it became clear that one of the most prevailing messages was the message of integration. Integration of clinical competencies with informatics capabilities to sustain patient focused applications, integration of administration and point of care staff in planning and evaluating informatics applications and facilitating integration of the informatics agency and the patient safety agency, integration of clinicians and inter-professional communication would better advocate for patients. And finally, integration of resources such as Health Connectors for better information and Care eConnect, and use of the RNAO Best Practices Guidelines and eHealth.

Included in our listserve is the message of Shari Brown, Assistant Deputy Minister, and Lead of the Health Assets Team for Information Management at the MCHC/10, after bringing opening remarks in the first issue, we learned that integration is a key focus of Ontario's eHealth vision. We also

learned about the role to be taken from Gail French, Assistant Deputy Minister and Lead of eHealth Programs, eConnect, etc., at the upcoming advisory Committee meeting later in March. eHealth is charged with implementation and integration of the eHealth vision through Ontario's health care system. For more information visit www.health.gov.on.ca.

Integration is also integral to RNAPRO's Patient and eHealth Process as integration between the many clinical, nursing practice, agency of care, patient safety, and practice health outcomes are highlighted and reinforced. The Patient and eHealth Strategy needs are expected to inform about nursing roles as a member of informatics related to eHealth and eHealth's role in eHealth vision as a lead in integrating eHealth in all organizations.

The eHealth Strategic Network comprises of the changing and evolving. Practitioners need to provide over 20 services with many eHealth, online services in response to services of eHealth and to impact on quality care, and also a role in populating the integrative eHealth. The upcoming eHealth Centre, to be available for all nurses, will provide fundamental knowledge, skills to eHealth and will give nurses the tools to determine the eHealth vision in their department and integrate patient eHealth services.

If we integrate eHealth to be an integral eHealth as a separate component of health care is missing. It is important that we work in the domains of nursing and in every sector, eHealth be integrated into the core activities whether the focus is on practice, education, management, research or policy.

The message of integration is integral within the vision as all forms of a body connected system where data is used effectively across the system where we communicate effectively from one person, sector or specialty and where we use eHealth to foster innovation that enables excellence, quality care for all Canadians.



Gail French is the Assistant Deputy Minister and Lead of the eHealth Programs for the MCHC/10.

We will be speaking at the upcoming Advisory Committee meeting later in March.

www.rnao.org

http://www.rnao.org/subscribe/07

Communication

- 6 Editions have been released
 - November 2006
 - March 2007
 - December 2007
 - May 2008
 - December 2008
 - April 2009
 - Working on December 2009
- Stories include:
 - eHealth project updates
 - Out and about/ what's happening in all health care sectors
 - Hear directly from eChampions
- Published every 6 months and made available to all members of the nursing community.

RNAO eHealth Project Impact

- Greater understanding and awareness of the importance of nursing's full involvement in all aspects of eHealth by both nurses and other stakeholders
- Nurses are more involved in and vocal about how eHealth and nursing are best integrated.
- Less of a focus on eHealth as a challenge and more of a focus on making it work for better nursing care.
- More awareness of link between eHealth and quality care.
- Partnership with CHI to expand nursing ehealth awareness

The Peer Leader Strategy Components

- Peer support network
 - Orientation
 - Mid point check-in meeting
 - Monthly knowledge exchange teleconferences
- Resources
 - Orientation kit
 - eHealth course
 - Toolkit
 - LHIN information, contacts

The Peer Leader Strategy Components

- Linkages
 - CHI information and resources
 - RNAO Champions
 - RNAO Chapter Presidents
 - RNAO events
 - ONIG
 - LHINs
 - Ontario eHealth Strategy

The Peer Leader Strategy Components

- Promotion Material
 - Posters
 - Bookmarks
 - Memory Sticks
 - Brochures
 - Give away Toolkits
 - Contests



Progress

- 14 peers who are wonderfully enthusiastic
- Representing a variety of roles & domains
- Orientation and first follow up successful
- Terrific sharing at knowledge exchange
- Tremendous creative ideas and targeting all sectors, nurses from leadership to front line
- Linked with the LHINS in many ways!!
- Using networks
- CNIA other events a way to mobilize support



Challenges

- A huge goal!!!
- How success is measured
- Architecture of the program
- Balance between being on the ground and establishing networks to work for you
- Success is slow in coming
- Communicating WIFM
- Need to focus on all levels, front line, mid level and top level focus...peers need help



Ways to Overcome Challenges

- Ads in CNO, ONA, RNAO, and RPNAO newsletters/Journals
- Focus on “ehealth week” or “day” as part of Nursing Week, 2010
- Feature Peer Leader Project in eHealth for Every Nurse Newsletter
- Set up challenge among LHINs, sectors etc
- Include self-assessment in eHealth course then target specific modules based on results



More Creative Ideas

This Holiday Season

- Give yourself or your colleague an **eHoliday Gift!!!!**
- Log on to the RNAO eHealth and Nursing Course for Free and find out all there is to know about Nursing and eHealth



Lessons Learned

- More help re how to develop and use networks to spread
- More generic tools provided
- Greater system wide introduction, and promotion
- More facilitation of other resources such as Champions
- Build in more campaigns, competitions
- Course enhancements
- Process Indicators as well as outcomes



Your Input Needed!!

- Three suggestions from each of you as to how to achieve our goals of 20% of nurses in each LHIN access the eHealth course, using the Peers and the RNAO resources and other resources of the CNO, ONA, ONIG, NPAO, and RPNAO!
- Thank you!!!

Questions and Discussion

www.RNAO.org

www.RNAO.org/eHealth_course



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