

ABSTRACT:

STREAM: NURSES AND E-HEALTH

SPEAKERS: **Kate Burns, RN**, Director of Nursing Informatics, RHA B
Terri LeFort, Vice President, Healthtech Consultants

Planning for Success – Successful Implementation of Clinical Documentation, EDM and eMAR

In Nov 2007, River Valley Health located in New Brunswick, Canada, opened a new facility and simultaneously went LIVE with NUR, EDM and c-MAR for nursing and therapeutic staff.

Specifically this included:

- Implementation of documentation module for inpatient and outpatient services including:
 - Inpatient units
 - Ambulatory care and therapeutic outpatient clinics
 - Hemodialysis
- Implementation of the Emergency Department Management System (EDM) in the emergency department
- Automation of nursing and therapeutic workload for nursing as a byproduct of documentation
- Implementation of computerized medication administration record (c-MAR)

The extensive planning and research in terms of industry and documentation trends as well as time spent on project planning proved vital as the project progressed. The project structure put in place supported the challenges presented. The change management process began with senior management's commitment to the project and incorporated the regional involvement of staff. Involvement of staff from the beginning as well as early successes with implementations of pieces of the project i.e. methodology, status board and c-MAR, enabled the transformation of ownership to the staff to begin. This was evident during training when staff who had been involved in clinical content groups, actually fielded questions during sessions with their colleagues related to content and build decisions. This same ownership has been seen since the initial implementation.

This session will focus on the uniqueness of this implementation and the critical success factors which enabled the organization to transform the clinical practice environment through electronic clinical documentation to support clinical decision making.

BIO:

Kate Burns, Director of Nursing Informatics

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Kate graduated from the University of New Brunswick Nursing Program. She began her nursing career working on a medical and then Intensive care units at the Halifax Infirmary, Halifax N.S. From there she moved to the Ottawa Civic Hospital where she worked as both a staff nurse in CCU and then Nurse Manager of a medical unit. She moved back home to Fredericton NB in 1987 as Nurse Manager of the Intensive Care Unit at the Dr. Everett Chalmers Regional Hospital. Kate became interested in informatics when she was seconded as part of a team to automate nursing workload and care planning in 1999. In 2000, she accepted the position of Regional Documentation Coordinator. Currently Kate is Director of Nursing Informatics for RHA B in New Brunswick.

Terri LeFort, Vice President

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Terri LeFort is Vice President, Healthtech Inc. in Toronto, Ontario. Terri is a registered nurse with a Bachelor of Nursing and has over 20 years in clinical practice. She has held a number of management positions in acute care and community health.

Terri and her staff have significant experience in the assessment, planning and implementation of the clinical elements of the EHR such as clinical documentation, computerized provider order entry (CPOE) and medication management. In addition to enterprise EHR initiatives, Terri and her team have provided strategic leadership to initiatives involving Emergency Department systems, OR systems and clinical viewing systems.