

ABSTRACT:

STREAM: NURSES AND E-HEALTH

SPEAKERS: **Maureen M. Charlebois**, RN, BScN, MHSc, CHE
Cassie Frazer, RT
Canada Health Infoway

Supporting adoption of EHR solutions through effective change management

An overview of Canada Health Infoway's approach to supporting clinical adoption of electronic health record (EHR) solutions, with a focus on select success factors for effective change management. The presentation is intended to help implementation teams understand the change management, knowledge management, and benefits evaluation activities that should be in place to effectively integrate EHRs with clinical workflows.

Funded by the federal government, *Infoway* jointly invests in projects with every province and territory to accelerate the development and adoption of EHR systems. Across the country there are more than 280 *Infoway*-funded projects.

As more *Infoway* project implementations are completed, it has become evident that the most successful initiatives employed a common set of change-management practices to ensure that end products meet the needs and objectives of the user and are adopted for use by clinicians. The key areas of focus for change management activities are:

- o Stakeholder engagement and management;
- o Workflow analysis and process mapping;
- o Communication planning and delivery; and
- o Education and training.

These principals are being incorporated into an *Infoway*-wide clinical adoption process to ensure the systems being developed and implemented are not only of the highest quality, but also will be utilized and adopted by clinicians to their utmost capacity. Participants can expect to take away:

- o Key success factors for successful change management in EHR implementations
- o Understanding the link between change management activities, clinical/end-user adoption, and benefits realization

BIO:

Maureen M. Charlebois, RN, BScN, MHSc, CHE is the Chief Nursing Executive & Group Director, Clinical Adoption at Canada Health Infoway. She provides national and regional leadership to support *Infoway's* investment programs by accelerating the adoption of electronic health records (EHR) solutions for clinicians by facilitating clinical leadership, stakeholder engagement, change management, knowledge management, and advancing best practices and the measurement and realization of benefits achieved from *Infoway*-funded projects. Maureen is a Certified Health Executive and holds a Masters of Science in Health Administration from the University of Toronto.

Cassie Frazer, RT Bsc is the Benefits Realization and Quality Improvement Lead at Canada Health Infoway She received her education in Respiratory Therapy from Michener Institute of Applied Health Sciences and her BSc , Life Sciences from Queen's University