

## **ABSTRACT:**

**STREAM:** NURSES AND E-HEALTH

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### **‘Technology Drill Down’ days at The Ottawa Hospital: An end-user Engagement Strategy**

The Technology Drill Down (TD2) process, which was developed by the [American Academy of Nursing](#), engages front line staff in the discussion of appropriate technologies that could increase efficiency in the delivery of care and safety at the bedside. The TD2 exercise asks participants to identify their current state processes, brainstorm their future desired state processes and identify technologies that could help to close the gap between the two. Technology Drill Down is based on lean organizational thinking which encourages all employees in an organization to think about ways to reduce waste and enhance efficiency within the system. Within the next 5 years, the Information Systems at The Ottawa Hospital (TOH) will focus significant planning and resource allocation on the provision of point-of-care technologies aimed at improving caregiver workflow. Adopting a proactive approach, the IS Leadership team members were keen to involve direct care clinicians in the early strategic planning stages and therefore strongly endorsed the TD2 process.

After familiarizing the clinical leaders with the process and its prospective benefits, we solicited support and engagement from the managers of the inpatients units. Two units were selected to each take part in their own one-day Technology Drill Down process: one medical and one surgical (from two different campuses). While the greatest numbers of participants were from Nursing, we also had representation from many different clinical areas.

This presentation will focus on our experience with this process, our findings and how we plan to use the results of the two sessions.

## BIO:

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