Teamwork & Technology: Utilizing Core Informatics Resource Nurses Prior to an Electronic Health Record Implementation

Background Information

The implementation of an electronic health record (EHR) can be quite a challenge in a large healthcare facility with more than 4,000 nurses. In nursing informatics, individuals review data, assess workflow, and track trends. During our institution’s electronic health record (EHR) implementation (OneConnect), an informatics resource nurse (IRN) program was launched. A core group of IRNs was established as a frontline team to assist their peers through the EHR adoption by disseminating EHR updates, providing feedback to EHR project developers, and serving as an additional resource to staff.

Objectives of the Project

The core group of IRNs was identified, EHR objectives were shared, and project goals were defined. To meet all institutional expectations, EHR objectives were evaluated weekly by the IRN, and project goals were evaluated monthly by the IRN. During the previous EHR experience across the nursing community in the institution, the core IRN group met weekly to discuss staff feedback, identify barriers to the implementation process, and evaluate staff progress prior to the EHR go-live date.

Results

Since May 2015, the core IRNs facilitated the monthly IRN meetings and activities. Feedback from nurses was taken into consideration to improve schedules, meeting location, equipment, and teaching strategies. The monthly attendance increased by 50% from May to September 2015.

Implications for Advancing the Practice

The core group of IRNs attempts to continuously provide up-to-date information and resources to nursing staff so they are ready for the institutional EHR implementation. A technology and evidence-based communication strategy is needed to disseminate the information and resources to nurses and nursing leaders across the community.

Statement of Successful Practice

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