Beyond Training: Sustaining Healthcare Technology Adoption

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- Adult Learning Theory
  - Four Principles of Andragogy
    - Involvement in the planning and evaluation of instruction
    - Experience → Basis for learning
    - Interest in Learning → Impact to Job
    - Problem-centered learning → Content-oriented learning
  - Adopter Categories
    - Innovators
    - Early Adopters
    - Early Majority
    - Late Majority
    - Laggards

- Planning & Implementation
  - Clinical Technology Governance Committee
  - Information management
    - Shared governance between IT and clinical stakeholders
    - Organizational policies and procedures
    - Department-level policies and procedures
    - Maintenance of vendor relationships
    - Review of vendor-generated reports
    - Continuous feedback loop with end users
    - Clinical champions
    - Physician champions

- Assessment & Planning
  - Change Management
  - Structure-Process-Outcome
  - Technology Acceptance Model
  - Diffusion of Innovations

- Evaluation & Maintenance
  - Adoption Sustainability Model
    - Human infrastructure
    - Continuous feedback loop between IT and clinical stakeholders
    - Access to technical support
    - Access to intranet resources
    - New Hire orientation
    - Unit-level preceptor skills checklists
    - Computer-based training
    - Annual skills competencies
    - Vendor fairs
    - Proactive recruitment and replacement of super users
    - Regular review and revision of policies and procedures
    - Project “pulse checks”