ADVANCES IN TECHNOLOGY FROM THERE TO HERE AND BEYOND

5/8/2019

Introductions

Marie DiFrancesco – Director Applications, Piedmont Healthcare

- Epic Inpatient Implementation and Support

Missi Clark – Business Partner, Piedmont Rockdale

- Integration and Technology Adoption

Marsha Kellum – Manager Application Training, Piedmont Healthcare

- Training, Education and Learning

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Objectives

- Share experiences from our roles in IT and evolving trends
- Identify important aspects for successful adoption and usability of technology
- Discuss challenges and opportunities within healthcare IT

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THIS, THAT, OR THE OTHER

APPLE

OTHER

ANDRIOD

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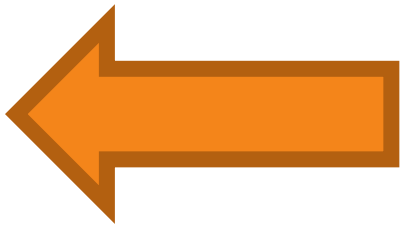
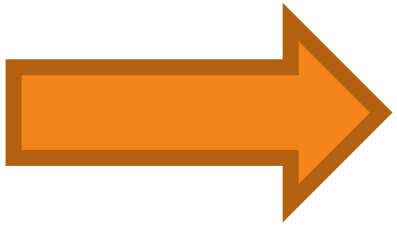
Cerner

OTHER

Epic





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Trapped in an elevator with someone you don't like for 5 hours

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24 hours without internet, phone & TV

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UGA

OTHER

Georgia Tech

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LESSONS FROM THE FIELD

EVOLUTION OF TRAINING

Marsha Kellum

Classroom Instructor Led

OTHER

eLearning

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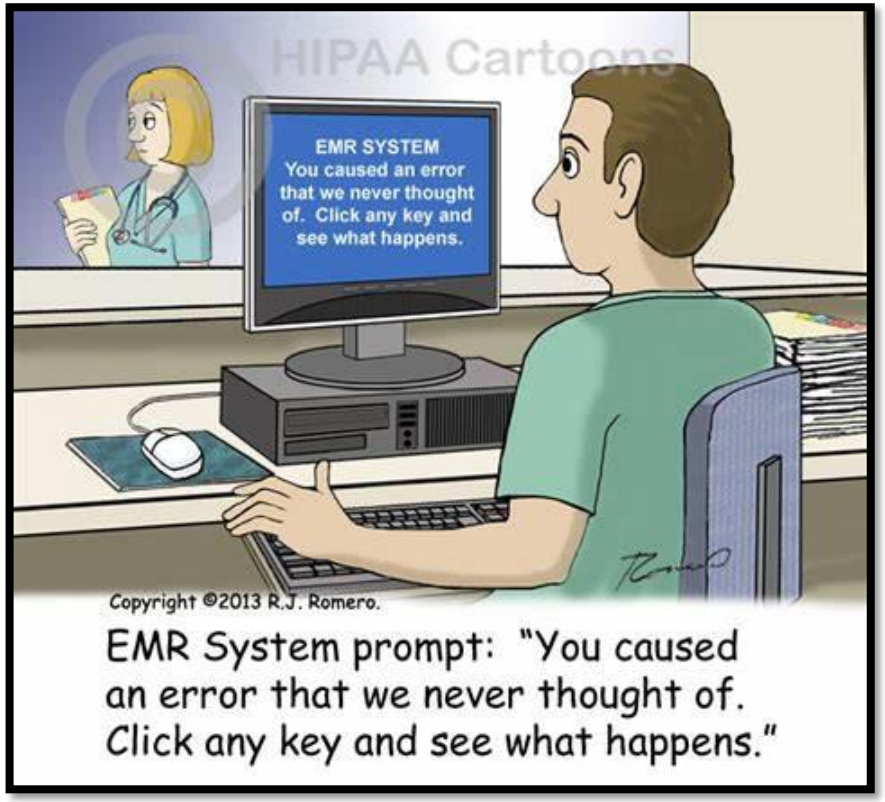
Improving Care Through Training

- Training plays a big role in EHR (Electronic Health Record) adoption and usability
  - Instructor Led Classes
  - eLearnings
  - Written Materials
  - Course Curriculum



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Reasons for Evolution – Feedback

- Desire for less time spent in instructor led classes
- Access to tools and information is enhanced with technology and support models
- Curriculum relevancy to user role

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Reasons for Evolution – Trends

- Increased number of users with prior Epic experience overall computer proficiency
- Enhanced independent learning via eLearning modules
- Technology advances allow for redesign of training methods

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Prediction of Things to Come

- Integration of EHR in training simulation
  - Opportunities for Nursing
    - –Training System Design and Data Input
- Usability Programs Provide Basis for Ongoing Training
- Technology advances allow for redesign of training methods

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LESSONS FROM THE FIELD

EVOLUTION OF TECHNICAL TOOLS

Missi Clark

Sticky Note

OTHER

Secure Text

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PHONE CALL

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TEXT MESSAGE

Improving Care Through Technology

Technologies can create better work environments for our clinicians:

- Improve efficiency, communication, safety and quality
- Add value to the way clinicians coordinate and provide care
  - Documentation
  - Medication administration
  - Biomedical device integration
  - Secure Chat

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Reasons for Evolution – Feedback

- Desire by providers to use personal mobile devices/smart phones for patient care and communication
- Efficiency of provider to provider communication for patient consultations
- Decrease nurse to provider phone calls for non-urgent communication

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Reasons for Evolution – Trends

- 2015, 64% of US adults owned a smartphone with texting as the most widely used feature. That number increased to 77% in 2018*

- 2016 CMS and TJC allowed the use of texting within secure and encrypted network**

- 2018 – CMS banned texting of orders and clarified that CPOE is the preferred method to utilize the EMR's clinical decision support features***

Source: *pewresearch.org (2019); **American College of Surgeons (2018) ***CMS.gov (2018)

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Prediction of Things to Come

- Healthcare designed apps for mobile devices in the hands of every clinician for enhanced communication and patient care
  - Haiku/Canto with Epic Secure Chat

- Increased communication with other systems for patient care
  - Nurse call system messaging/alerts from patient room
  - Increasing CPOE via mobile connectivity to the EMR

- Enhancements in technology for clinical decisions to be made from mobile devices
  - ECG, Tele, & Laboring strips read from mobile devices

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LESSONS FROM THE FIELD

EVOLUTION OF IMPLEMENTATIONS

Marie DiFrancesco

Long Upgrade Times

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Quarterly Releases

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Improving Care Through Implementations

- Implementations play a big role in EHR adoption and usability
- Historically upgrades would occur every year or two
- New features come with each new upgrade
- Technology platform advancements are a key part of implementation upgrades

For application design pay attention to what users do

Users know what they do and why they do it!

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Reasons for Evolution – Feedback

- Desire for enhanced functionality in a quicker timeframe
- Usability, too often IT and vendors assume what users want
- Organizations struggle with keeping up with upgrades and new feature implementations

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Reasons for Evolution – Trends

- Quarterly new releases
- New functionality and workflows ‘All On’ (Opt Out, Not In)
- Focus on intuitive seamless navigations and workflows

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Prediction of Things to Come

- Collaboration and partnership with vendor, IT and end users like never before
- More frequent releases will require mindset and readiness for adoption
- Patient engagement and experiences with health technology to continuously increase

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Nurses Impact Care With Technology

- Nurses are not passive consumers of technology
- Nurses want devices that are integrated, voice activated, handheld, use biometrics, provide translation, are portable, are wireless, auto populate and are “smart”
- Greater nurse satisfaction leads to greater patient satisfaction

Source: Cipriano, P., Nurse Scholar in Residence, IOM 2011

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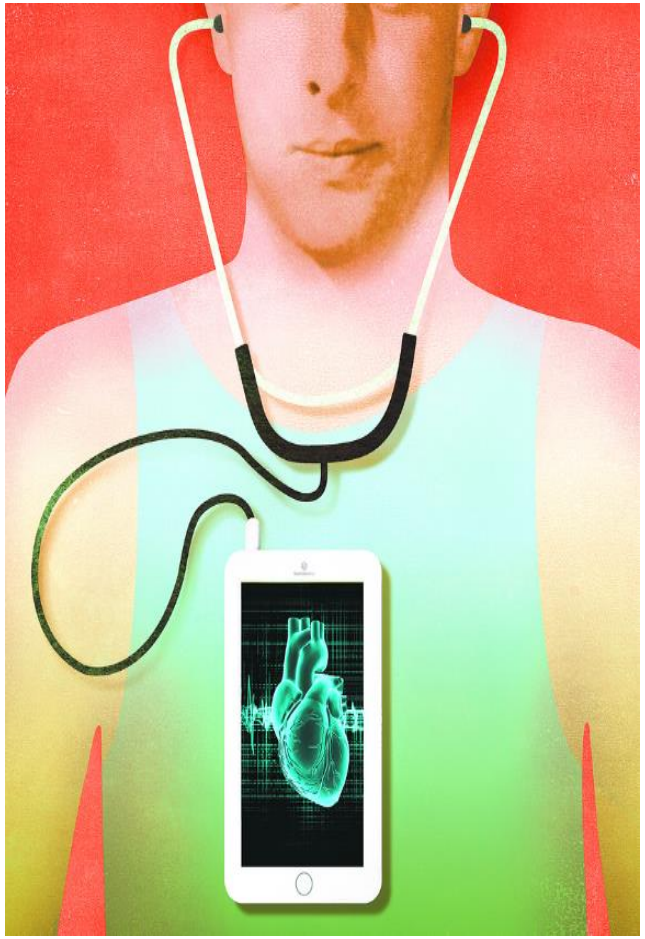
Prediction of Things to Come

- Patient Centric and Consumer Driven
  - Portals
- Transparency of documented outcomes
  - Dashboards, Data driven
- Advances in technology, improved capabilities
  - Continued Device Integration
- Innovative solutions and usability
  - Mobile Apps
- Mature integrated applications
  - Single Sign On



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Questions?

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