

Clinical Readiness - Unique Strategies to Empower Clinical Transformation for EHMR Implementation

Marjorie Lavin RN, MS, CNRN
Lehigh Valley Health Network, Marjorie.Lavin@lvhn.org

Follow this and additional works at: <http://scholarlyworks.lvhn.org/patient-care-services-nursing>



Part of the [Nursing Commons](#)

Published In/Presented At

Lavin, M. (2016, April 21). Clinical Readiness - *Unique Strategies to Empower Clinical Transformation for EHMR Implementation*. Poster presented at: ANIA, San Fransico, CA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.

Clinical Readiness - Unique Strategies to Empower Clinical Transformation for EHR Implementation

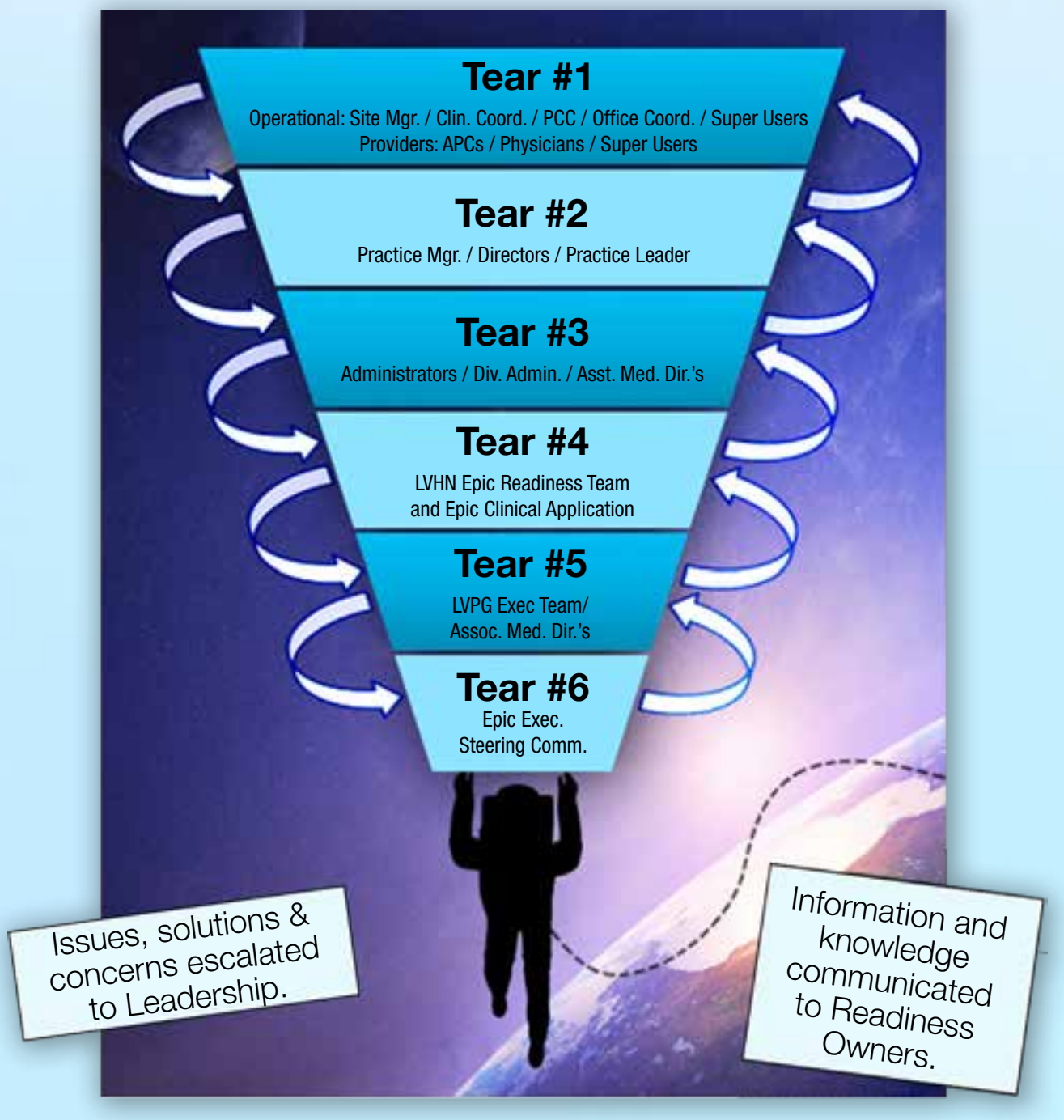
Marjorie Lavin, MS, RN, CNRN
Lehigh Valley Health Network, Allentown, PA

Overview: Clinical Readiness Program - A proactive approach to anticipate and address clinical implications of a major EHR implementation. This presentation highlights unique strategies which engage and empower operational leadership to ensure input by clinical users and leaders.

Successful Strategy #1

Communication

- Communicate, Communicate, Communicate
- Secure operational sponsorship
- Align with communication team
- Transparency
- Utilize tiered communication concept
- Embed organizational development
- Utilize "Rounders"



Successful Strategy #2

Gap Tracker Utilization/Customization

- Qualify the gaps
- Prioritize the gaps
- Develop education to address gaps
- Identify Readiness and Operational Ownership
- Link to education and resource materials
- Maintain transparency of gaps

Successful Strategy #3

Rounders on the Move

- "Rounders on the Move" provided scheduled rounding to all nursing units, utilizing knowledgeable trainers for post-classroom training, reinforcing workflow and closing the gap between classroom training with workflow.
- Equipped with mobile workstations, workflow focused educational tools, and unit schedules.
- Rounding times were scheduled and published, allowing unit leadership to schedule staff to attend.

Rounders Responsibilities PRE-Implementation

- Communication
- Education; focused on workflows and gaps
- Super User and Unit Educator liaison
- Introduce and/or reinforce workflow tools and tip sheets
- Timely management of resource materials
- **Round on all units, across shifts, including weekends**
- Cutover activities

Rounders Responsibilities POST-Implementation

- All Pre-Implementation Responsibilities *plus*
- Encourage use of Super User reports and surveys
 - Attend Super User Conference Calls; pulse on themes

Measuring Success

Staff Perspective:

- Positive Readiness Survey Results
- Timely; utilized cadence approach
- Clinical Departments noted the relevancy of the rounders, embraced the strategy to compliment classroom training
- Two rounders reached over 1000 colleagues across all inpatient locations

Trainers' Perspective:

- Advanced planning was successful
- Impressed with staff commitment to success of implementation
- Time to practice was great benefit to end users

Lessons Learned

- Silos persisted
- Enterprise Operational Epic Program Governance Plan
- Small Group had a big impact on Operation Readiness!

© 2016 Lehigh Valley Health Network

A PASSION FOR BETTER MEDICINE.™

610-402-CARE LVHN.org

