## Slide 1

SINI 2016
26th Summer Institute in Nursing Informatics

Informatics at the Crossroads of Care Coordination

July 20-22, 2016
University of Maryland School of Nursing, Baltimore, Maryland

UNIVERSITY of MARYLAND SCHOOL OF NURSING

### Informatics Leadership in a Dynamic Healthcare Environment

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## Slide 2

# Objectives

- Discuss key traits of Nursing Informatics leaders
- Discuss the Informatics Specialists role in the current dynamic healthcare environment re: Triple Aim including internal and external forces that impact the role of Nursing Informaticist.
- Explore how Informatics Nurses can lead the changing healthcare system and demonstrate its' impact on patient outcomes
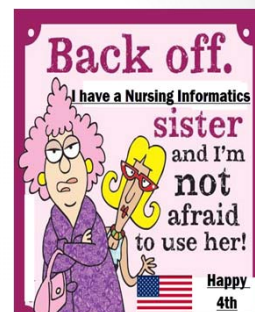
## Slide 3

# Own the Role

- New field (relatively) We are still defining the NI roles.
- Imposter Syndrome
- Lola's Story
  - New to NI
  - Not really sure what to do
  - Struggled trying to understand how to be a Nursing informatacist
  - Started working with device integration
  - Became the clinical lead on our Alaris IV Pump Interoperability project
  - Presented to the THR Board

Clance, Pauline Rose; Imes, Suzanne A. (1978). "The imposter phenomenon in high achieving women: Dynamics and therapeutic intervention." (PDF). Psychotherapy: Theory, Research & Practice 15 (3): 241–247. doi:10.1037/h0086006. Retrieved 19 February 2015.

## Slide 4

# Be Authentic

- See yourself as others see you
- Do a reality check occasionally
- We're a small community- we interact virtually.
- We talk to people we can't see and don't know.
- Need to think about the impression we make, and how we come across

Back off.
I have a Nursing Informatics sister and I'm not afraid to use her!
Happy 4th

## Take Risks

- Put yourself "out there."
- Take a chance
- Tanna's Story
  - ICU Nurse
  - Epic builder- analyst
  - Well respected- built all the core measures, predictive tools.
  - Wants to be a CNIO
  - Moved into NI
  - Completed Masters
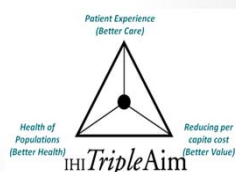  - Created a NI Role around analytics and outcomes

## Embrace Change- Step Up

- Dr. Velasco, the THR CHIO. says to his Directors- How can you impact HCAPPS Scores
- Cathy's Story- Emmi and Patient Engagement
- HIMSS NI Committee has adopted 3 goals for the next 2 years- Patient Engagement, Value, and Population Health
- Triple Aim impact on NI- should be the focus of everything we do.

## How NI Can "Step Up"

- Need to broaden experience from a single venue or focus to a patient-centered focus across encounters.
- Focus on the patient- it's often easy to focus on technology- but technology is an enabler to support the patient experience.
- Ensure NI's are involved in Committees and strategies where these initiatives are discussed.
- Can help align workflows and patient response, and how technology can support

Patient Experience
(Better Care)

Health of Populations
(Better Health)

Reducing per capita cost
(Better Value)

IHI *TripleAim*

http://www.ihi.org/engage/initiatives/TripleAim/Pages/default.aspx

## Change Examples

- Meaningful Use
  - eCQM's- support proper documentation to align with eMeasures
  - eCase Review
  - Educate Nurses on MU
- Bundled Care
  - Help design workflows
  - Nursing Advocate- this is often a physician driven process.
- Population Health
  - Provide mobile devices and support mobile technology for patients
  - Train nurses to use mobile tools
  - Ochsner Health and use of Apple Watch
  - Giving Patients tablets for education
  - Predictive tools to identify patients at risk of Readmission

## Take Action- Be Decisive

- Righteous indignation
- Patient Safety First
- Managerial Courage
- Downtime Decision-
  Dec. 12, 2010
- SAFER Guides
- Unintended
  Consequences

| Foundational Guides | |
| --- | --- |
| High Priority Practices | |
| Organizational Responsibilities | |

| Infrastructure Guides | Clinical Process Guides |
| --- | --- |
| Contingency Planning | Patient Identification |
| System Configuration | Computerized Provider Order Entry with Decision Support |
| System Interfaces | Test Results Reporting and Follow-Up |
| | Clinician Communication |

https://www.healthit.gov/safer/safer-guides

## Be Bold- Be Relentless

- Joni's Story
- Ebola Screening Tool-
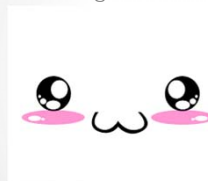  October 2014

## Be Tenacious

- Chris's Story
- "Won't let go"
- Clinical Workgroups
  o Med Rec
  o Discharge Instructions
  o NI Security Access
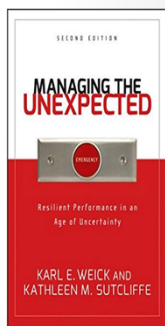
## Obsession with Outcomes

- Reliable Care Blueprinting
- Making Data Userful

"Before I write my name on the board, I'll need to know how you're planning to use that data."

Managing the Unexpected: Resilient Performance in an Age of Uncertainty. Karl E. Weick , Kathleen M. Sutcliffe.
August 31, 2007

## High Reliability

- High Reliability- Managing the Unexpected
  - Preoccupation with failure
  - Reluctance to simplify
  - Sensitive to operations
  - Commitment to resilience
  - Defernce to expertise

Weick and Sutcliffe, 2007, Managing the Unexpected: Resilient Performance in an Age of Uncertainity. 2nd Edition
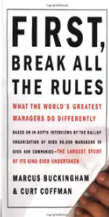
## Innovate

- Innovation- defined simply as a new idea, device, or method. Relies on peoples, processes, and technology.
- Imagine the possibilities- "what would this look like if?"
- Centralized Telemetry Monitoring Project
- Give yourself permission to fail.

https://en.wikipedia.org/wiki/Innovation

## Get Involved

- Do SOMETHING!!
- First Break all the Rules
- Hire for Talent- not experience or education
- All my staff are NI Certified
- 3 have MSN's, 1 DNP
- No NI Experience or education when I hired them.
- Continue education and certifications

First Break All The Rules: What the World's Greatest Managers do Differently. (1999) Marcus Buckingham and Curt Coffman. Simon and Schuster: New York, New York

## Network

- Put yourself out there
- Blogs
- Newsletters

- HIMSS- http://www.himss.org/library/nursing-informatics/
- ANIA - https://www.ania.org/
- AMIA- https://www.amia.org/
- Pioneers of Nursing Informatics- https://www.amia.org/working-groups/nursing-informatics/history-project/video-library-1

4

## Mentor and be Mentored

- Take on students, mentor your staff
- Find mentors
- It's a small community- don't burn bridges



## Share your Wok

- Alaris Integration
- Publish, Present- my entire staff presents nationally
- HIMSS, Vendor User Groups, ANIA

## Have Fun

- Have Passion for what you do
- iFly- retreat



## Be A NURSE