

# Re-invigorating Nurses' Knowledge and Skills with the Cerner Oncology Solution

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## Introduction

The implementation of the Cerner CIS within HMC is one of the greatest innovations in healthcare delivery in Qatar. Transitioning to electronic medical records revolutionized the way healthcare providers record, retrieve and update patient records. It has paved the way for more opportunities for healthcare advances such as medical devices that can transmit real-time data into the system.

The implementation of CIS across HMC was a big challenge. This high-end technological investment could not achieve its full potential unless end-users knew how to use it. The facilities were well equipped with devices required but their staff needed to be equipped with the necessary knowledge and skills to operate the system efficiently.

The Nursing Informatics (NI) Department therefore carried out web based and instructor led training to fully prepare nurses for the upcoming implementation. Obstacles were however encountered along the way.

As key players in the change, nurses met with the most issues: adjustment to the new environment, familiarizing themselves with the new workflow and further training were requirements raised by these front liners. The situation called for change management as key to managing an increasingly resilient workforce. To meet this need, the Nursing Informatics Department, in collaboration with the National Center for Cancer Care Research Nursing Education, organized NI Cerner Refresher Days.

NI Cerner Refresher Days are a team initiative to enhance the training experience for nurses working in clinical areas in using CIS solution. They are aligned to HMC's Strategic Plan 2013–2018 to 'Inform, Integrate, and Improve' and are aimed at training nurses on a regular basis to enable them to master the new clinical information system.

Adaptation to a new system is always a steep learning curve. However, with continuous reinforcement of knowledge and skills, the Nursing Informatics Department aims to develop techno-intelligent nurses who will adapt, and hopefully, improve the system they are working with.

## Objectives

- Identify areas for improvement and develop agendas to target those areas.
- Customize training according to the needs and preference of learners.
- Promote education by providing 20% of the nursing staff in HMC each month with educational sessions in utilizing Cerner Millennium Solutions.
- Develop educational materials and promoting the use of the CIS e-Library.
- Enhance future training sessions with the feedback gathered.
- Improve accuracy and completeness of documentation to reduce potential errors by promoting staff confidence in navigating and operating Cerner Solution.
- Transform nursing practice by providing staff with regular updates about new clinical alerts and reminders that support vital clinical decisions.

## Methodology

A series of interactive events were conducted by the Nursing Informatics and Nursing Education Departments in National Center for Cancer Care and Research (NCCCR). In these sessions, the nurses were re-trained and supported in their use of the Cerner Oncology Solution. The strategy 'Inform, Integrate, Improve' was taken on board to achieve the objectives of this program.

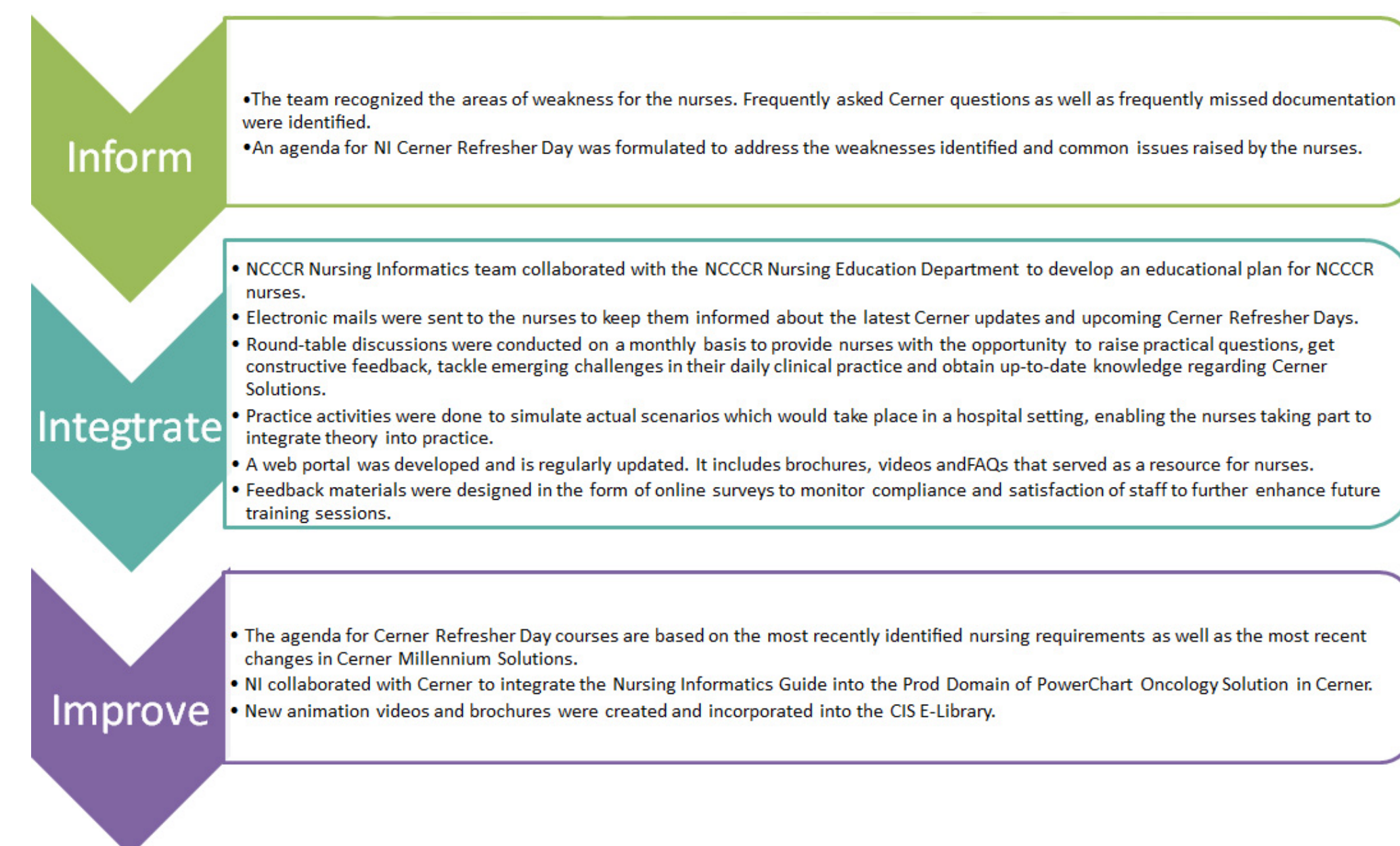
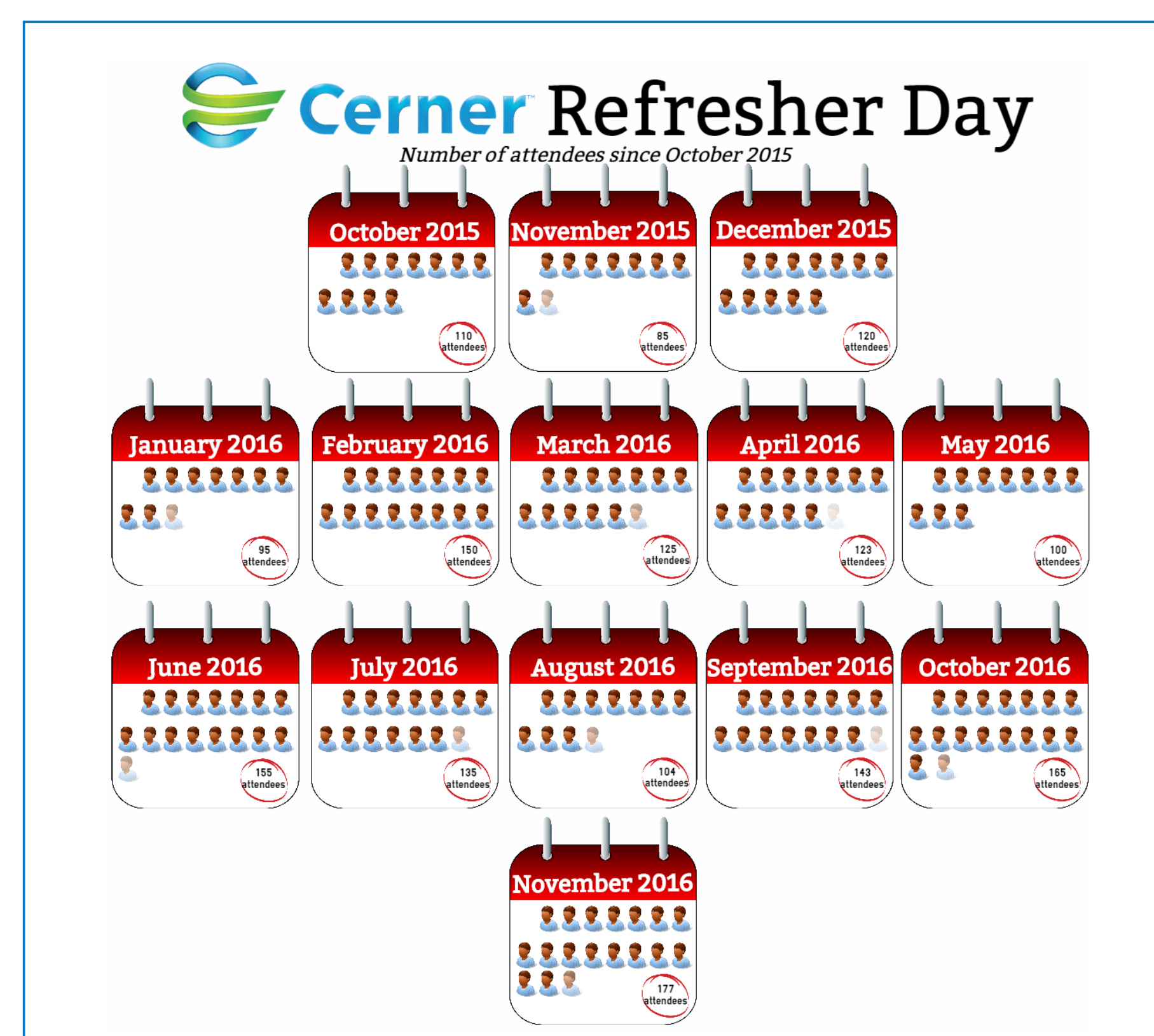


Figure 1  
Cerner Refresher Day Number of Attendees



## Findings

- Online library with rich resources including workflow-based training videos and brochures (Figure 2).
- The quality of documentation has been improved (Figure 3).
- A Nursing Informatics Guide has been introduced into the Cerner Millennium to improve support available to nurses.
- Nursing Informatics Competencies has been integrated in the mandatory in-service education plan for newly joined nurses.

Figure 2  
Cerner Refresher Day Webpage Views

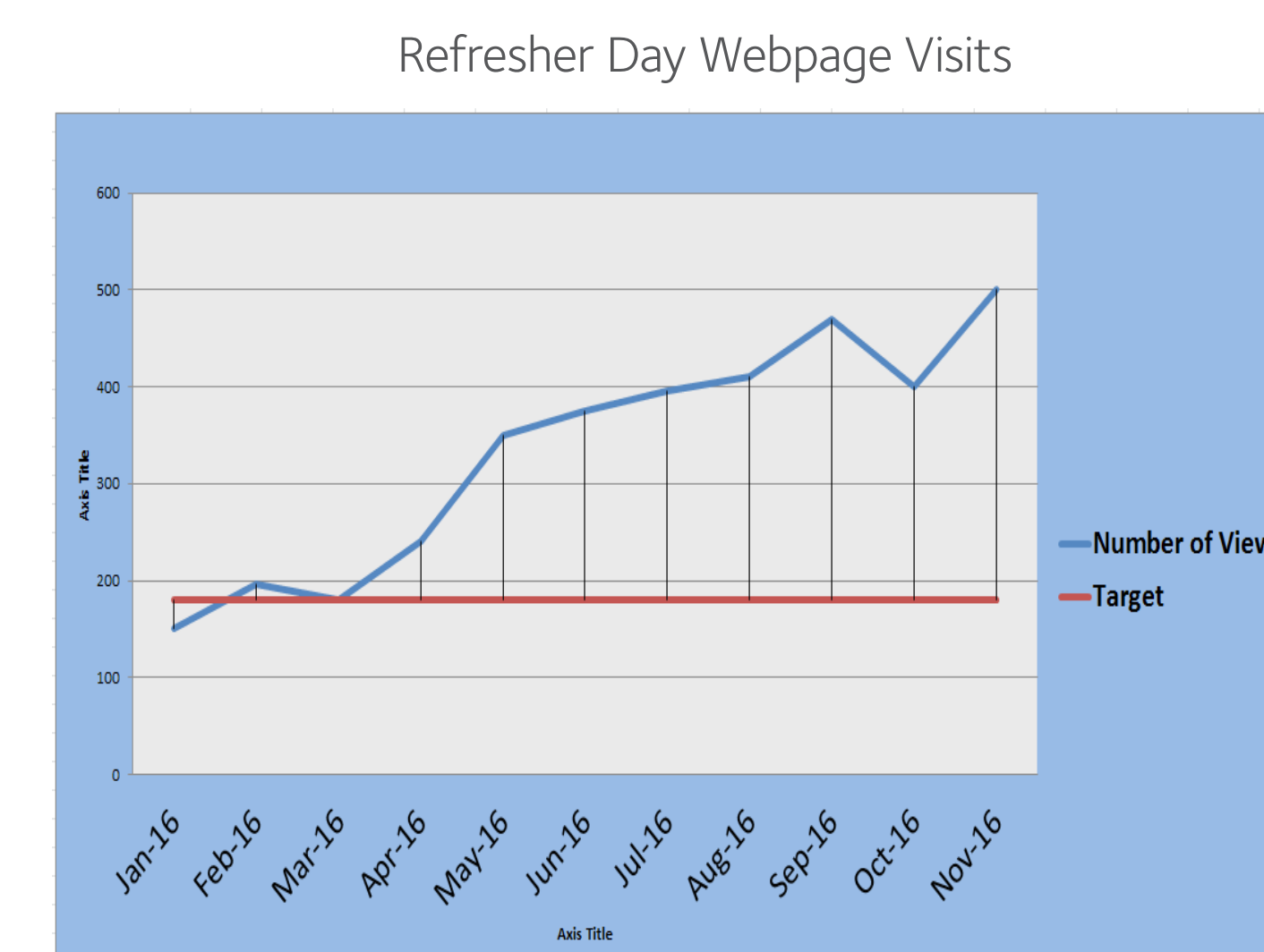
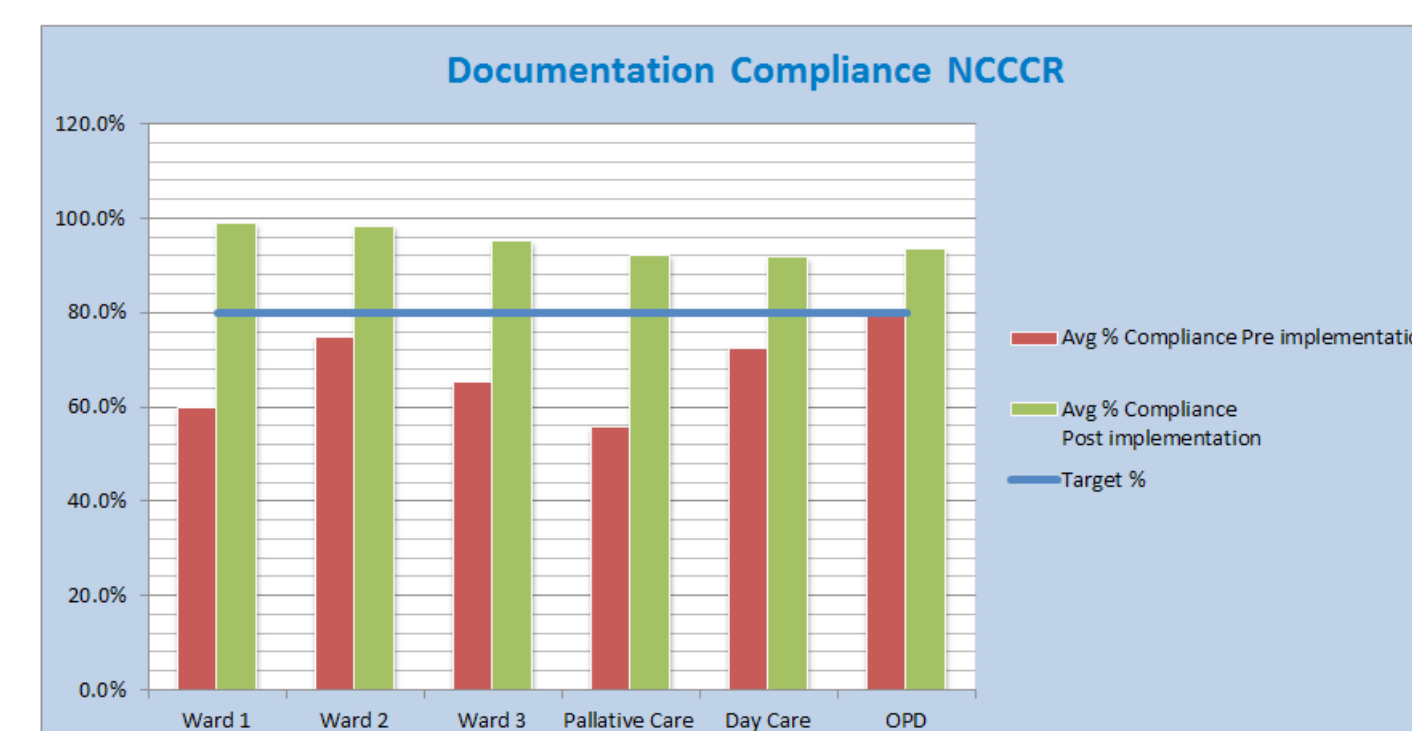


Figure 3  
Percentage of Documentation Compliance in NCCCR



## Evaluation

Approximately 93% of 200 nurses stated that they were satisfied with the Cerner Refresher Day (Figure 4). 94% of surveyed nurses indicated that they were very satisfied with those presenting as well as with content itself. In addition, 85% of nurses were satisfied with the time and venue (Figure 5). The organizers have also identified positive comments from the nurses who have attended these events; nurses stated that the Cerner Refresher Day was very useful and urged the NI team to continue with the initiative to tackle any issues with Cerner that could arise. On the other hand, after Cerner Refresher Day, the staff nurses' compliance with documentation increased above threshold of 90% (Figure 2).

Figure 4  
Staff Nurses' Satisfaction with Cerner Refresher Day

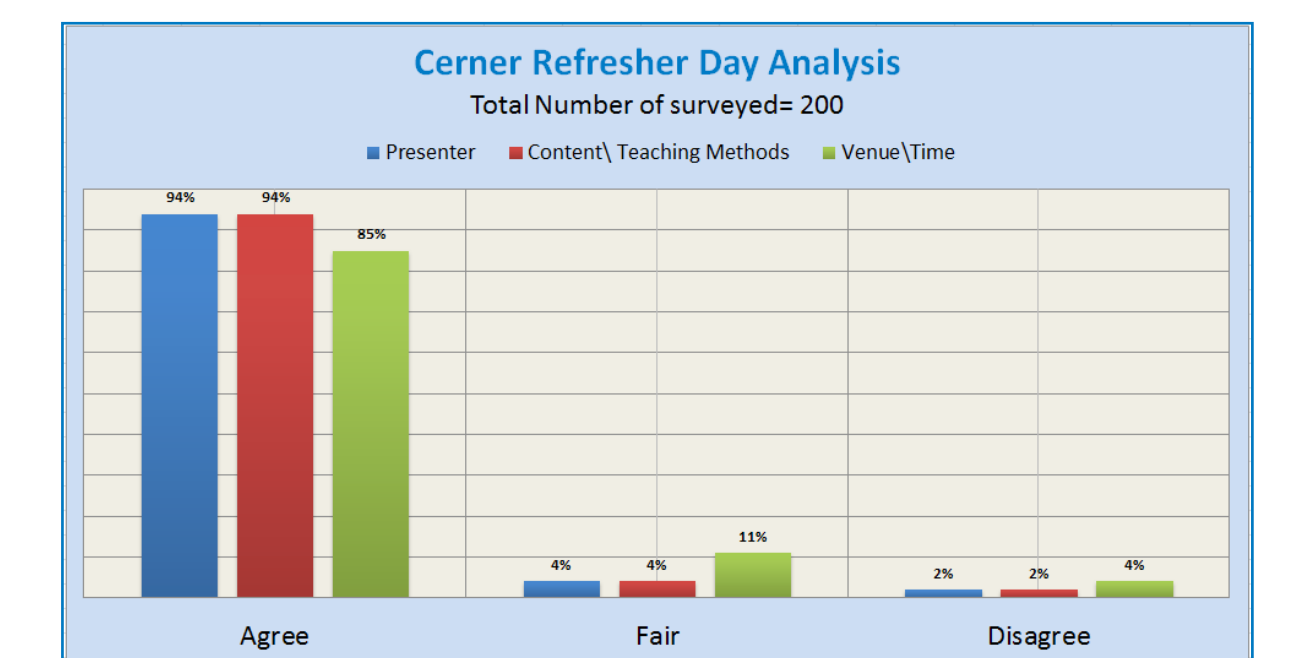
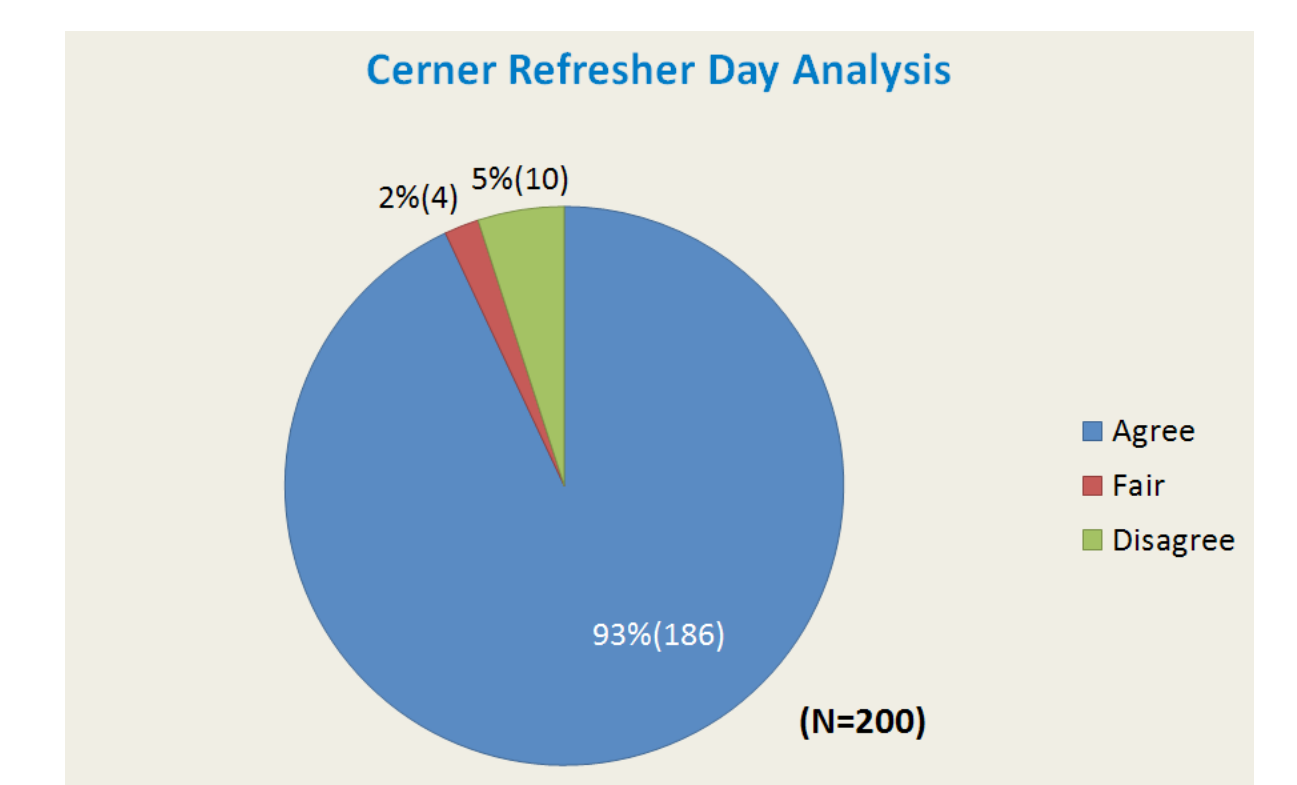


Figure 5  
Staff Nurses' Feedback with Cerner Refresher Day



## Conclusion

A series of interactive events were conducted by the Nursing Informatics and Nursing Education Departments in National Center for Cancer Care and Research (NCCCR). In these sessions, the nurses were re-trained and supported in their use of the Cerner Oncology Solution. The strategy 'Inform, Integrate, Improve' was taken on board to achieve the objectives of this program. Vast majority of nurses stated that they were satisfied with the Cerner Refresher Day and the compliance with documentation has been significantly improved compared with the period before the refresher days. Many nurses have recommended continuing these activities to improve their knowledge and skills about Cerner various solutions.

