



Nursing Informatics Bulletin

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Foreword from Dr. Wasmiya Dalhem



Dr. Wasmiya Dalhem

The Nursing Informatics Department is pleased to take this opportunity to wish all Nursing staff a Happy New Year. In the third edition, we look back to different milestone achievements our department has accomplished which have brought recognition to the Nursing Informatics team. In addition, we highlight the innovations that Nursing Informatics has made to improve the learning experience of our nurses. In this respect, we highlight the department for achieving a Star of Excellence in the Category of Education "Innovating The CIS Training Experiences of Nurses". Also, as we are determined to maintain and enhance nursing knowledge, skills and information technology (IT) practice, the NI CIS E-library – which is considered a unique learning innovation to support nurses across the Hamad Medical Corporation (HMC) – was recently launched.

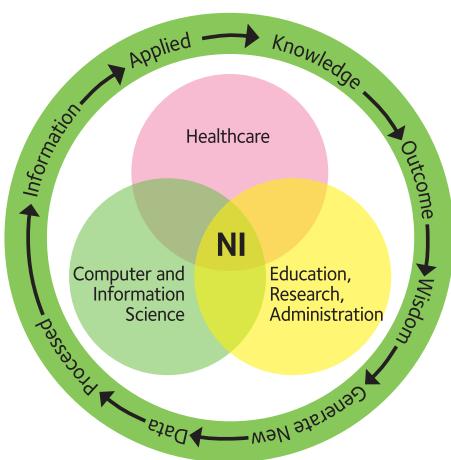
The Nursing Informatics team believes that the key to success depends on the equal partnership we have with nursing staff. Looking forward, there are a lot of challenges ahead as we prepare the biggest facilities in HMC. We will be sharing the preparation efforts of Nursing Informatics for Hamad General Hospital (HGH) CIS go-live this coming May 2016.

Finally, we look forward to you sharing your thoughts, ideas or any suggestions on topics you would like us to write about in future editions, or enhancements you would like to be reflected in our publications via nursinginformatics@hamad.qa

Dr. Wasmiya Dalhem

Executive Director of Nursing Informatics

Nursing Informatics Model



The HMC NI Model is designed to be centered on Nursing Informatics which encompasses three spheres at its intersection; Healthcare, Education, Research and Administration, Computer and Information Science. The model describes how to utilize health care to provide clinical practice, sharing the education, research and administration science to advance the nurses knowledge, skills and expertise aided by computer and information science to provide the required technical knowledge. All the three components overlap and collaborate to provide a superior patient care service.

The core is circled by four elements which represent as an outer ring of Data, Information, Knowledge and Wisdom to form a comprehensive model of practice in Nursing Informatics.

HMC Nursing Informatics with its interdisciplinary nature applying the three fields of Computer and Information Science, Education, Research and Administration Science and Healthcare Science in Nursing Informatics practice which influence the informatics solution and strategies for promoting health and safe environment. The model guides HMC NI practice, through setting standard and guideline for a safe and quality of health care delivery, defining the scope of service, enhancing NI staff professional development and ensuring better outcomes.

Nursing Informatics 2015 Highlights...

Stars of Excellence Recognition



This year Nursing Informatics has supported several facilities. These include:

Heart Hospital and NCCCR go-live support February 2015



Al Wakrah Hospital go-live support June 2015



Cuban Hospital go- live August 2015



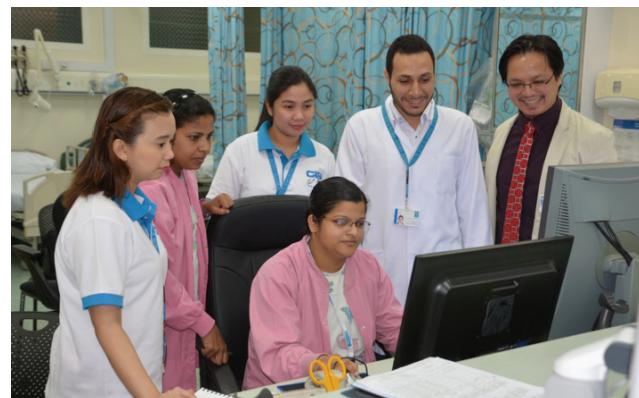
Rumailah Hospital go-live November 2015



Cerner Clairvia go-live training



PEC Airport go-Live Support



HGH training meeting



Time Management: Strategies for Cutting Your To-Do List in Half

Presented by: Noha Saleh, Nursing Informatics Coordinator



People usually procrastinate over tasks that are not actually difficult to do — they have the talent and skills to accomplish them — but it seems it is only human nature to avoid and not want to start for one reason

or another. Lack of motivation is a common cause. It is either we do not want to do it or we do not want to do it with that person.

To successfully manage our time, we can use the 2-Minute Rule. It revolves around the fact that most of the things that we need to do can be accomplished or started in two minutes. The goal of this is to make things easier for us to get started. The 2-Minute Rule works for both big and small goals. Once you start doing something, it's easier to continue doing it. The 2-Minute Rule makes sense because it embraces the idea that all sorts of good things

happen once you get started. It is not about the results you achieve, but rather about the process of actually doing the work. The rule focuses on two things: taking an action and making it happen. The most important part of any new habit is to get started -- not just the first time, but each time you want result. It's not about performance; it's about consistently taking action. This is especially true in the beginning because there will be plenty of time to improve your performance later on. The 2-Minute Rule outlines four strategies for cutting your to-do list in half.

Understand the five basic decisions. With any given input (email message, physical inbox item, etc.), there are only five actions you can take:

- You can **DO** it by taking action now yourself.
- You can **DELEGATE** it to someone else who is better qualified or has the bandwidth.
- You can **DEFER** (or schedule) it to do later.
- You can **FILE** it for later reference.
- You can **DELETE** it and forget about it.

Make a decision and then act. This is the most important part—make a decision. It is better to make a decision and move on than waste precious time trying to get it right.

Don't second-guess yourself. This is unproductive. You can spend an inordinate amount of time questioning your decisions. What is past is past. Learn to move on and live with it. Don't get bogged down in "the paralysis of analysis." Learn what you can and keep moving.

Set a time-limit. Parkinson's Law states: "work expands to the time allotted for it." For example, I may go online right before lunch, say 11:00

a.m. I then give myself 30 minutes to process the emails that have accumulated since I checked earlier that morning.

References:

- <http://michaelhyatt.com/cut-your-to-do-list-in-half.html>
- <http://lifehacker.com/use-the-two-minute-rule-to-stop-procrastinating-and-get-1521792128>
- <http://www.educatedrooster.com/content/the-two-minute-rule-of-time-management-in-two-minutes>
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Nursing Informatics ICDL Preparatory Course

Presented by: Senthil Sabapathy, Nursing Informatics Specialist

IT in healthcare is the driving force of today's health sector. There is a wide variety of electronic health systems available; Cerner Millennium is one, which is currently being implemented across HMC. To understand IT issues and to achieve greater benefits the technology has to offer, clinicians and nursing staff need to be trained in basic IT skills. To this end, the Nursing Informatics Department has introduced a modified version of the International Computer Driving License (ICDL).

This course is designed specifically for computer users in the healthcare sector. The customized ICDL course sets the standard for ICDL training and Nursing Informatics has a specialized training center in HMC. The center caters to all nurses that required basic IT skills with certification. The ICDL Preparatory

Course is similar to ICDL Course covering all the seven modules with the same syllabus. Course participants who pass the exam will get certification and 27 CNE points.

The ICDL Preparatory Course is divided into two Phases:

Phase – 1

- Basic Concepts of I.T.
- Windows 7
- Word Processing
- Spread Sheet

Phase – 2

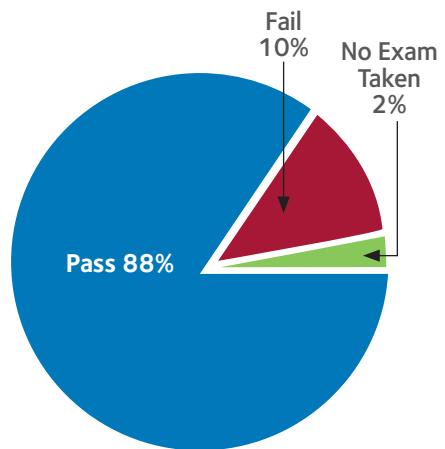
- Presentation
- Database
- Information and Communication

The NI ICDL Preparatory Course conducted this year attracted a total of 86 nurses from Women's Hospital and Hamad General Hospital, 88% of

the staff pass the ICDL certification.

To learn more about this course, interested staff can coordinate with their facility's NI support for classes and training schedules. Or you can email us at: nursinginformatics@hamad.qa

Percentage of Staff who Received ICDL Certification



7 Quick Tips for Taking Photos using your Phone's Camera



Pay attention to Lighting – too little light will lead to a bad photo. But, avoid direct sunlight. Try to find the brightest area without a glare.



Get close to your subject – Getting close to your subject will allow for the best possible quality when using a camera phone, and also eliminate distracting backgrounds.

Avoid Zooming – Again, getting physically close to your subject is the best way to get a quality photo from your phone camera. If you cannot get close enough to your subject to get the photo you would like, consider cropping the photo afterwards.

Try a camera App – Camera apps (many are free) will give you more options and freedom than the software that comes with your phone (especially true with iPhones).



Avoid using your Flash – Many phone camera flashes are not actual “flashes” like what you would find in a standalone camera and will not always produce the best picture quality.

Keep your lens clean – Clean with a micro fiber cloth and non-abrasive cleaner if available.

Stabilize your phone/camera – The best technique is usually to hold the phone with both hands and stabilize the phone up against your body or a wall. Of course a tripod is always a top choice.

www.photophotography.nationalgeographic.com

Transforming Nursing Practice through Technology & Informatics – NI Launches CIS E-Library

Presented by Sonny Dela Rosa, Nursing Informatics Coordinator

Nurses are the “ground troops” in the effort to transform our healthcare system into one that is safer, higher quality and characterized by evidence-based practice and patient-centered care. In order to meet their potential to be key contributors in these efforts, nurses need to be fully empowered to effectively and efficiently use health information technology which is now evolving across all areas of nursing practice.

Informatics is already part of all

The screenshot shows the HICT GATE CIS E-Library interface. At the top, it displays the Hamad Medical Corporation logo, the title "HICT GATE", and user information: "Welcome Sonny Aloner Dela Rosa", "IP Address : 10.212.3.93", "Computer Name : 018240dhs400033", and "Logon as a different user". A "HELP" link and a "MAKE HIS GATE YOUR HOME PAGE" button are also present.

The interface is divided into three main sections:

- Groups:** A list of departments including Laboratory Department, Pharmacy Department, Medical Applications, Nursing Department, Finance Department, Emergency Department, HICT Department, HICT Request Forms, Medical Record Department, Radiology Department, Materials Management, Overseas Medical Department, Human Resource Department, and Outpatients Department. The "Outpatients Department" item is highlighted with a red oval.
- Applications:** A list of various applications such as Nursing Informatics CIS-E library, Introduction, CIS Awareness, Video Tutorials, Brochures, Interactive E- Learning, CIS Workflow Animation Videos, CIS Go Live Calendar, Training Material, Web Base Training (WBT) -Ulearn, Frequently Asked Question, Provider Support, News & Updates, Contact us, and Feedback.
- My Applications:** A list of personal applications including HMC Intranet, Payroll Slip, E-mail, Internet Explorer, Oracle E-Business Suite, SOGHA- Staff Discount Program, Medicom - Medical Services, Pharmacy Management System, File Tracking System, VNC Viewer 4, MICROMEDEX Healthcare Series, eMR Viewer, CTRIX, RL6 (RL Solution-OVA Reporting), Zynx Health, MethodM Online, uLearn, and Cerner Apps.

At the bottom of the interface, there is a footer bar with icons for Home, Help, Log Off, and a search bar labeled "Search".

clinician decision making that affects patient care. There is a large amount of information, and clinicians require patient record resources that can be verifiable and considered a thorough patient history. Nursing Informatics can play a vital role in this aspect, making sure that nurses are competent in the use of information technology in order to capture patient records as accurately as possible. Timely recording of

verifiable patient records is most important. However, NI practices should not be defined solely by the use of technology.

In order to educate nurses on informatics, The Nursing Informatics Department has utilized a number of methods to make the learning journey of all nurses fruitful and meaningful. These include: online

video tutorials, brochures and interactive E-learning modules. These resources are accessible through the HICT gate under the Nursing Informatics Department.

Use of this platform will increase the educational support for all nurses working in HMC. The NI department will also continue to innovate and improve the learning experience of staff.

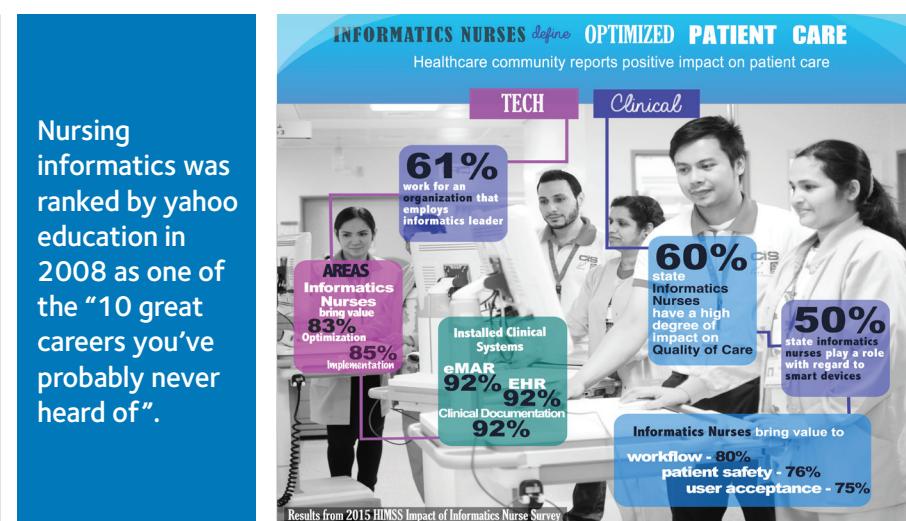
Impact of Nursing Informatics in a Clinical Setting: Research Review

Presented by: Rocky San Pedro, Informatics Nurse

Much like other healthcare professions, Nursing Informatics has career roles in the areas of clinical information, education, research and administrative management. The ultimate goal of this specialty is to use information technology to increase its efficiency and make healthcare safer and more effective. To achieve this, much effort is needed to educate end-users in informatics competencies so that technology can be embraced as a tool in everyday clinical practice.

A recent study conducted by Healthcare Information and Management Systems Society (HIMSS) a non-profit organization focusing on improvement of health through information technology, examined the value and impacts that informatics nurses bring to different organizations. This study follows up on research HIMSS conducted in 2009 to evaluate the impact that informatics nurses have on the healthcare information technology (IT) environment. This research aims to understand the role and responsibilities of informatics nurse professionals. This year's study

Nursing informatics was ranked by yahoo education in 2008 as one of the "10 great careers you've probably never heard of".



addressed a wide array of topics, including the impact that informatics nurses bring to the clinical systems process, their impact on quality of care and their role with respect to emerging technologies.

The analysis of results indicates that informatics nurses' role has grown significantly and is having a valuable impact on patient safety, total care, clinical workflow and productivity.

Significant Survey Findings:

- **Quality of Patient Care:** 60% of the respondents claimed

that informatics nurses have a high degree of impact on the quality of patient care.

- **Direct Impact on Clinical Systems:** Respondents indicated that informatics nurses have a high degree of impact on workflow, patient safety and user acceptance.
- **Impact on Clinical Systems Process:** Respondents indicated that informatics nurses bring the greatest value to the implementation phase (85%) and optimization phase (83%) and analysis phase (75%) of the clinical systems process.

- Importance on Key Areas: Respondents believe that informatics nurses bring a high degree of value on: workflow (80%), patient safety (76%) and user acceptance (75%)
- Hiring Informatics Professionals: 61% of the respondents work for an organization that employs an informatics professional in a leadership position.
- Longevity Matters: the study suggests that the longer a healthcare organization has employed informatics professionals, the greater impact and value they have on the different aspects of the clinical systems process and the quality of patient care they delivered.

- Role in Technology: the study states that informatics nurses have a significant role in emerging technologies on medical device integration (70%) and half of the respondents believe that informatics nurses would play a role with regards to smart devices.

A number of healthcare facilities are currently implementing information systems that can positively impact patient care delivery. Through this nursing informatics in HMC has opened up a huge window of opportunity to lead this impact on healthcare across Qatar.

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2015 Impact of the Informatics

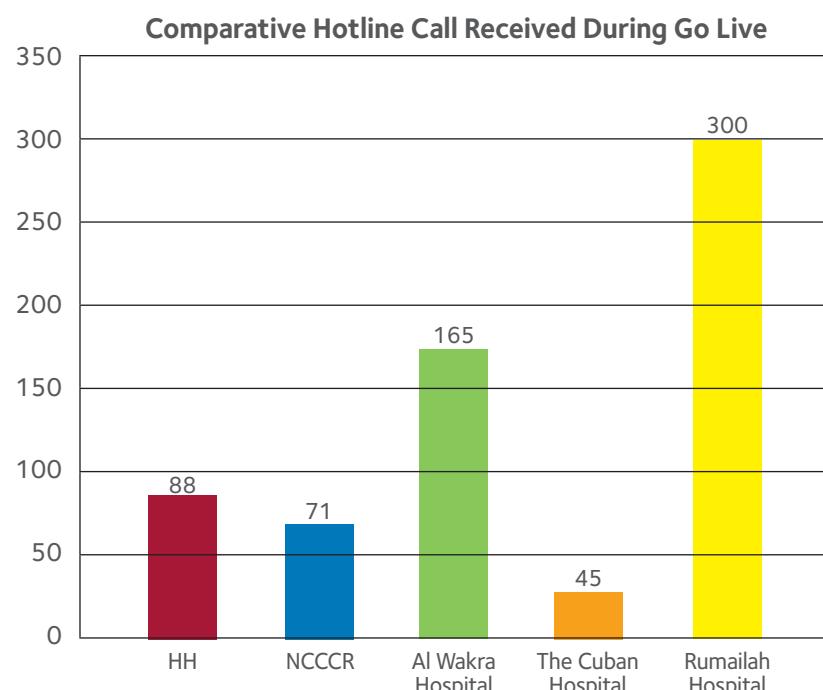
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Nursing Informatics Hotline – Responding to Nursing Needs at Go-Live...

Presented by Sonny Dela Rosa, Nursing Informatics Coordinator

Clinical Information System (CIS) implementation in any organization needs vital support to make go-live a successful experience. The Nursing Informatics Department is aware that nurses need support to boost their morale and to relieve their anxiety during CIS go-live activity. To this end, a nursing informatics hotline was created to support all nurses across different specialties. The hotline provides on-the-spot support to nurses facing difficulties resolving issues related to the CIS Cerner application. The NI hotline was established during Heart Hospital and NCCCR go-live and is provided to all nurses involved CIS implementation, including Al Wakrah Hospital, The Cuban Hospital and Rumailah Hospital.

Rumailah Hospital proved most



challenging during go-live as it involved supporting eight satellite facilities of the hospital. The

hotline received more than 300 calls during the Rumailah go-live, mostly related to training and access

issues. Most issues were resolved on the spot through remote access and coordinated effort of all the team relaying all issues on time and providing adequate support as needed.

The effectiveness of the NI hotline support is due to the fact that the staff had shown credibility, knowledge and team work.

The NI hotline team covers most support needs, meeting the limited number of NI staff to cover all facilities does not impact effective nursing support.

Call for Contributions to Nursing Informatics Bulletin (NIB)

The Nursing Informatics Bulletin (NIB) publishes articles written by nurses to support readers in their clinical areas. The topic should be related to Nursing Informatics and its application. These guidelines offer advice on writing and explain our submission and review process.

1. All articles submitted should adhere to the NI department mission and vision.
2. The editorial team reserves the right to accept or reject any article submitted.
3. Articles should be no more than 450 words in length. The editorial team reserves the right to edit articles for length, clarity and compliance with NIB standards.
4. The article should have a title and list the full name and job position or title of the author(s).
5. A photo and a brief biography should be submitted with the article.
6. Write short sentences and provide one idea per paragraph.
7. Articles should be submitted in Word format and emailed to: nursinginformatics@hamad.qa stating 'NIB Contribution' in the subject field.
8. Approval for articles to be included in the bulletin will be given by the Executive Director of the Nursing Informatics Department

Nursing Informatics Quiz

Win A Prize!!!!!! Send your answer to nursinginformatics@hamad.qa before Jan 31, 2016

Q. What is the title of the longest video in the Nursing Informatics CIS E-library?

A.....

Nursing Informatics Bulletin Editors

- Noha Sale Othman Saleh Ahmed, Nursing Informatics Coordinator
- Eyad Mohd Ahmad Tubishat, Nursing Informatics Coordinator
- Sonny Aloner Dela Rosa, Nursing Informatics Coordinator
- Mohammed Elmoghazi Abdelwahed Elmoghazi, Informatics Nurse
- Doaa Abdelaal Aly Abdelaal, Nursing Informatics Nurse
- Alexis Ivory Llamas, Nursing Informatics Nurse
- Nestor Janeo Memarion, Nursing Informatics
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