Innovating the Training Experience:
Nursing Informatics Department and the Clinical Information System Journey

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Introduction:

In alignment to the Nursing Informatics Department's Vision to advance the best use of technological system for the improvement of health care system and patient care delivery, Nursing Informatics Department strategized a Nursing Informatics training plan to innovate the training experience of the nurses.

Objectives:

- Enable nurses to utilize the Clinical Information System as a keytool for best practice.
- Standardize the training process that nurses undergo prior to CIS implementation.
- Enhance nurses' knowledge of the Cerner Millennium Solutions.
- Develop the nurse's computer skills.
- Empower the nurses to interact with the system efficiently.

Accomplishments:

- Attained corporate-wide awareness of the CIS Implementation.
- Developed skills assessment which acted as a tool for identifying Super Users.
- Reinforced general computer knowledge through Basic Computer Orientation Course.
- Established an online library of workflow-based training videos and brochures.
- Contributed in the training of the nurses which helped in the successful implementation of the CIS accross HMC, and of the Oncology Solution which was the first to be established outside America, and in the Middle East.

Conclusion:

Nursing Informatics Department demonstrated professionalism and dedication by being a positive and innovative training force in the evolution of the nursing profession and transforming health care system.

Clinical Information System Nursing Training Journey

I. CIS Awareness

Increase nurses' awareness on corporate level through:

- Brochures
- Departmental Emails
- Information Boards
- Videos
- Nursing Informatics Website Announcement

II. Windows Skills Assessment

Developed a set of Microsoft Windows 7 and Office Application questions which was used to assess the nurses' computer skills.

- A total of 3488 nurses were assessed till date.

III. Basic Computer Orientation Course

- Formulated a course outline based on various Microsoft Office Applications.
- Post-course evaluation revealed that most of the participants improved their computer skills.
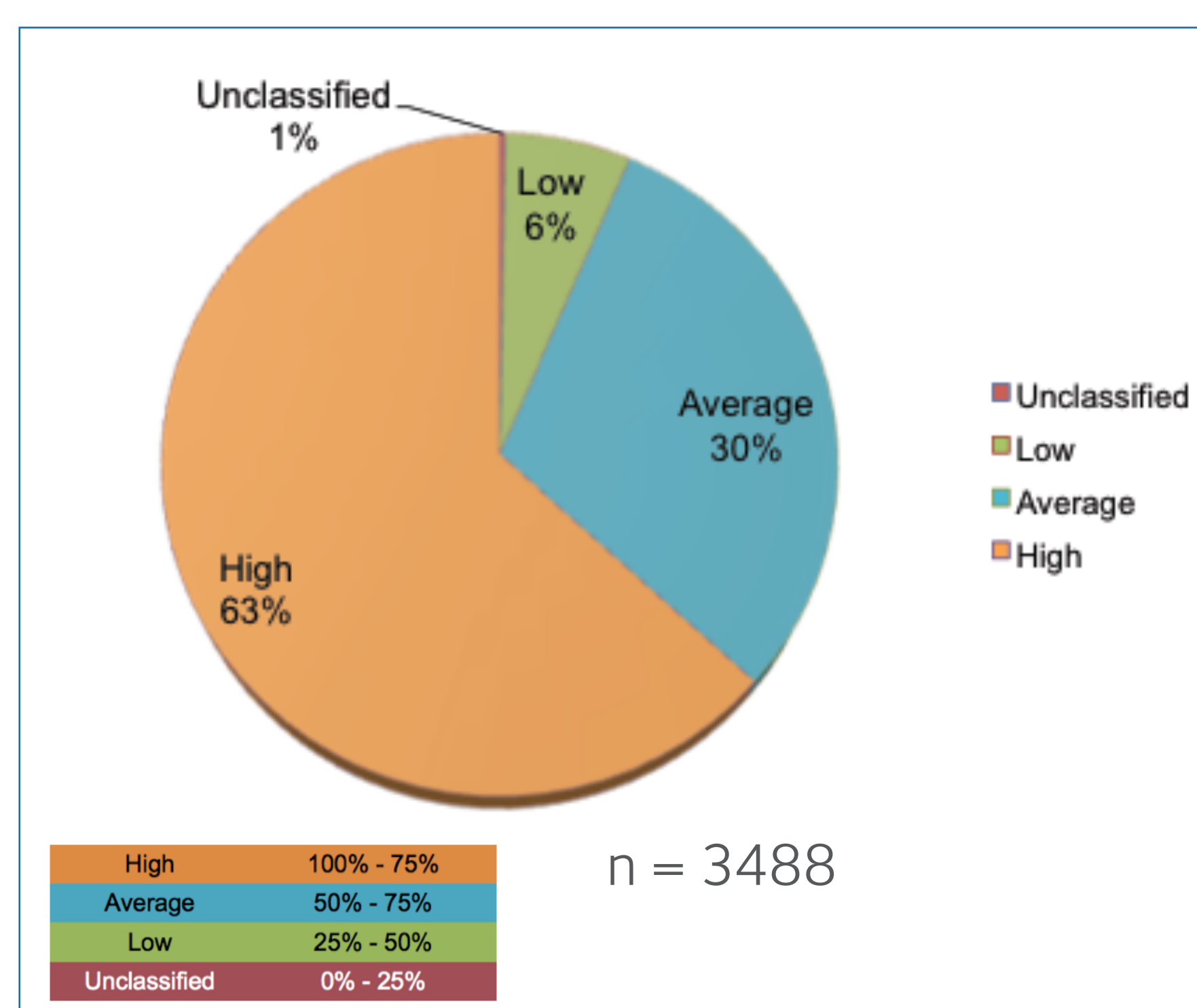

High	100% - 75%
Average	50% - 75%
Low	25% - 50%
Unclassified	0% - 25%

n = 3488

Figure 1. Skill Distribution of Assessed HMC Nurses as per Windows Skills Assessment

IV. CIS Training Support

- Assesses the nurses' ability and learning through competency evaluations.
- Assists instructors during the Instructor-Led Training.
- Delivers workflow orientation to the end users.
- Facilitates Web-Based Training completion.

V. NI Skills Laboratory

- Lead entirely by Nursing Informatics Department.
- Role-based intensive training.
- Workflow-based scenarios were prepared for training.

VI. Videos and Brochures

- Developed 30 workflow-based brochures, distributed within facilities, and posted in the official Nursing Informatics website.
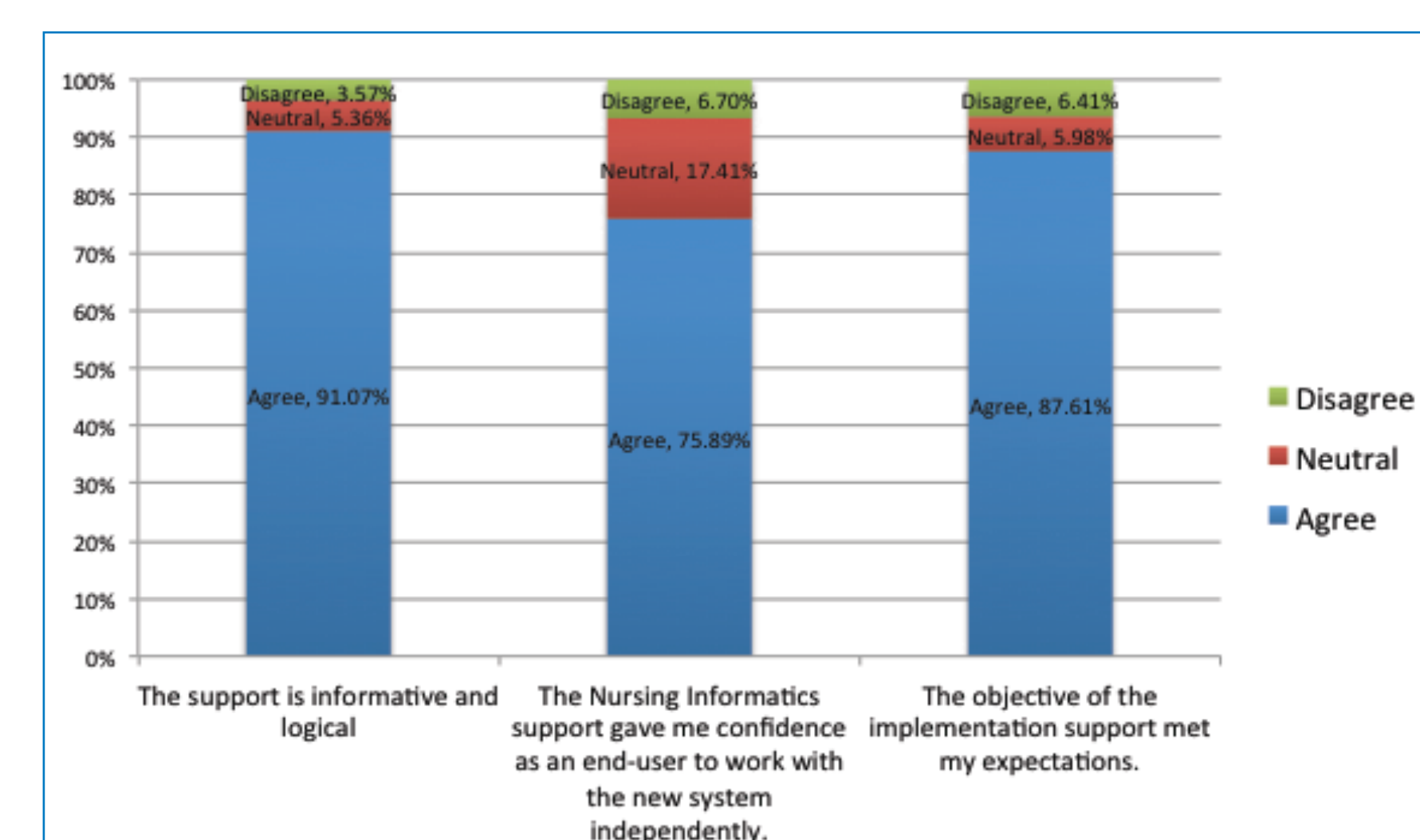- Established an online library of 120 videos.

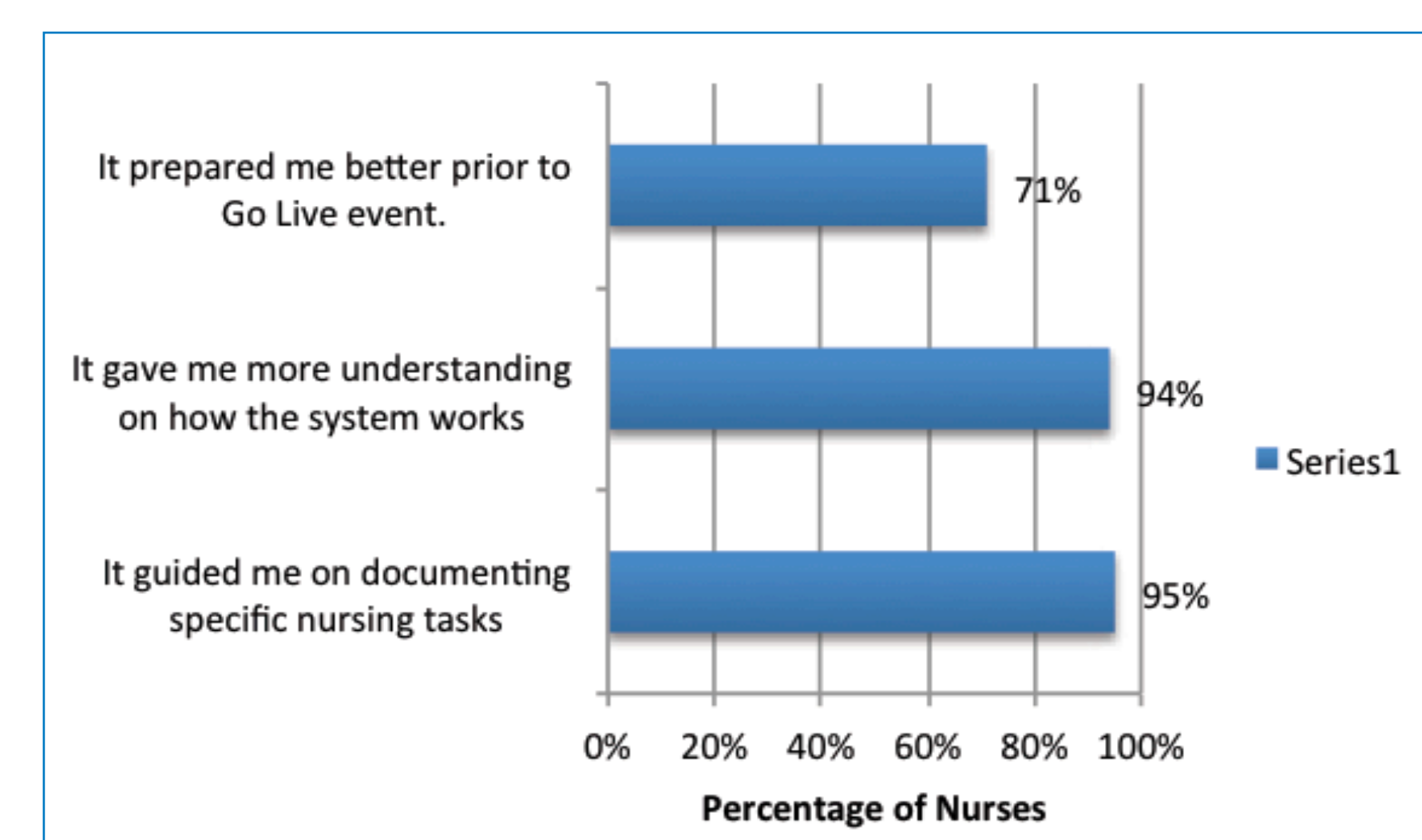*Figure 2. Support Implementation Feedback from National Center for Cancer Care and Research, February 2015*
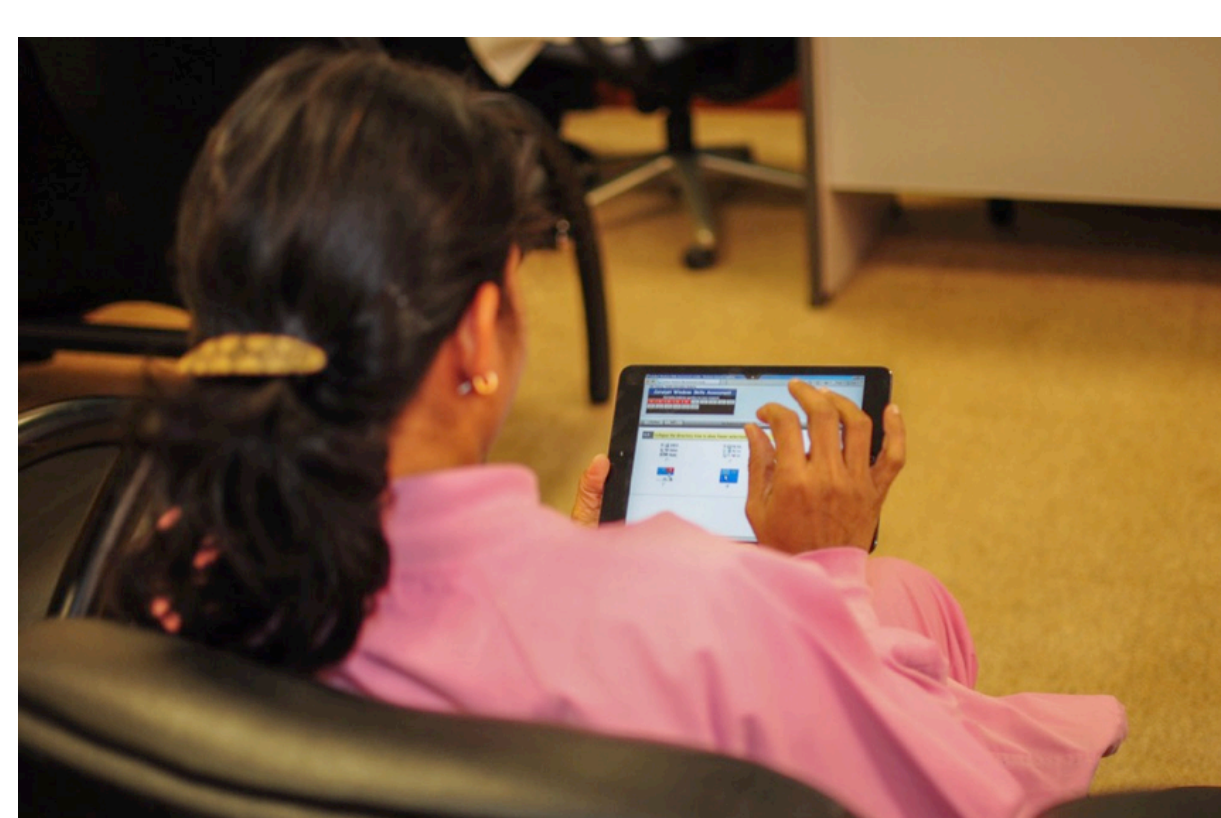

Figure 3. Video Library Feedback from National Center for Cancer Care and Research, February 2015

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...nurses agreed that the Nursing Informatics Department systematically prepared them for the Clinical Information System Implementation."

-National Center for Cancer Care and Research, February 2015