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**Supporting workflow in the healthcare system**

**Professor: Dr Ami Bhatt**

**Discussion: WK11**

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**Change management is relevant to the role of the nurse informaticist.**

**Post an analysis of how change management is relevant to the role of the nurse informaticist. Explain at least two change-management strategies that can be used to promote end-user adoption and justify their effectiveness in mitigating resistance. Identify at least two skills or competencies necessary for nurse informaticists in serving as change agents, and describe how you plan to cultivate those skills or competencies.**

Nurse informaticists constantly face the challenge of addressing frequent changes to existing technological systems within an organization, therefore it is important to standardize the change management process that has predefined steps and support documents that provide clarity for all staff involved in the change process and assist in managing stakeholder expectations. According to ania.org, having a structured, standardized approach to managing change will optimize resource utilization, increase efficiency, and communicate mission and values leading to the seamless integration of the change within the work environment.

Nurse informaticists are responsible for integrating new technologies into healthcare systems, such as electronic health records (EHRs), clinical decision support systems, and telehealth platforms. Effective change management helps ensure that these technologies are adopted smoothly by end-users. Nurse informaticists use change management principles to plan the rollout of new technologies, communicate benefits and changes, and prepare users for the transition. This includes developing clear communication plans and providing resources to address concerns. Resistance to change is common in healthcare settings due to concerns about workflow disruptions, increased workload, or lack of familiarity with new technologies. NI uses change management principles to address these concerns to ensure successful adoption and minimize disruptions.

**Explain at least two change-management strategies that can be used to promote end-user adoption and justify their effectiveness in mitigating resistance.**

There is a rise in the use of technology, and there is plenty of opportunity for digitalization, but the end-user technology experience is often left behind. Ironically, people who will need to use the system are the ones who end up experiencing the most anxiety if they can’t understand why, it matters or how to do it.

The success of any technology implementation hinges on users having the required skills and confidence to adopt a new behavior therefore according to Teksystem.com, one change management strategy to promote end-user adoption is to focus on equipping end users with the practical skills they need to perform better on the job, given a new or different system or tool. Providing comprehensive training helps users feel more competent and comfortable with the new system alleviating anxiety and reducing resistance to change. Proper training and support help identify and resolve problems early, ensuring a smoother transition and reducing the likelihood of disruptions or resistance.

 Another strategy is stakeholder engagement and participation, engaging stakeholders involves actively involving end-users in the planning, development, and implementation phases of the change process. This strategy includes involving clinicians, nurses, and other relevant staff early on to gather input, address concerns, and build buy-in. Including end-users in meetings and decision-making processes and their feedback can help tailor solutions to their needs and preferences.

When end-users are involved in the change process, they are more likely to feel a sense of ownership and commitment to the new system, reducing resistance By involving users early, we can identify and address potential issues or concerns before the full-scale implementation, which can reduce pushback and increase acceptance.

By incorporating stakeholder engagement and providing comprehensive training and support, nurse informaticists and healthcare leaders can effectively mitigate resistance, enhance user acceptance, and promote the successful adoption of new technologies and processes.

**Skills or competencies necessary for nurse informaticists with plans to cultivate those skills or competencies.**

Nurse informaticists bridge the gap between healthcare and technology, their ability to serve as change agents is important for improving patient care and streamlining processes. Below are the two skills necessary for nurse informaticists to be effective change agents, along with strategies to cultivate these competencies.

**Change Management Skills**

This includes an understanding of how to effectively implement and manage changes in an organization. For nurse informaticists, this means guiding healthcare teams through transitions related to new technologies or workflows. This involves communicating the benefits of change, addressing resistance, and ensuring the smooth adoption of new systems. To cultivate this skill NI should enroll in courses or workshops on change management. Gaining practical experience by participating in projects that involve implementing new technologies or processes.  Mentorship from experienced change managers or nurse informaticists who have successfully led change initiatives can provide valuable guidance. Enhancing leadership skills through leadership training programs is important for successful change management.

**Communication Skills**

Effective communication skills, both verbal and written skills is critical for nurse informaticists to articulate the benefits of technological changes, train staff, and address concerns. To cultivate this skill NI should attend training and workshops that focus on areas such as public speaking, persuasive communication, and conflict resolution.  Regularly practicing writing clear and concise reports, emails, and presentations along with seeking feedback from peers or mentors can be done to refine these skills. Engaging in conversations with diverse groups and focusing on understanding their perspectives and concerns will improve the ability to respond effectively and address issues. Focusing on developing strong change management and communication skills, nurse informaticists can more effectively serve as change agents, facilitating successful transitions and driving improvements within healthcare settings.

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**Response1:**

**Hello Brooke,**

Two skills needed for nurse informatics to be an efficient change agent are Communication and leadership, I agree with you because Nurse informaticists should be able to communicate complex information about healthcare technologies and systems to diverse audiences, including nurses, doctors, and administrative staff. Effective communication makes sure that everyone understands how to use new tools and systems properly. When we are Implementing new technologies then there is a significant change. Nurse informaticists use their leadership skills to guide teams through these transitions, addressing resistance and encouraging adoption.

 leaders in health care must be prepared to select, adopt, and implement EHRs as well as other health information technologies.  We don’t see informatics competencies included in Nursing education thus, current managers, administrators, or nurse executives may not be adequately prepared to use or lead change in the use of HITs. Healthcare organizations are beginning to emphasize the need for informatics competencies appropriate for leadership roles. (Westra & Delaney, 2008)

**Reference:**

Westra, B. L., & Delaney, C. W. (2008, November 6). Informatics competencies for Nursing and healthcare leaders. AMIA ... Annual Symposium proceedings. AMIA Symposium.

[https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2655955/Links to an external site.](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2655955/)

**Response2:**

**Hi Mary,**

Nurse informaticists are constantly evaluating the present system for improvements. I agree with you that change management strategy gives clear direction as it provides employees with clear communication about the reasons for change, what to expect, and how it will impact their roles that will alleviate uncertainty and anxiety allowing employees to feel supported throughout the change process. (Gallemard, 2024). Change management is important for providing clear direction during transition by**establishing a Vision and Strategy,**developing a Detailed Plan, communicating Effectively and engaging Stakeholders. By implementing these practices, change management provides a structured approach that helps clarify the direction and support the organization through the transition.

**References:**

Gallemard, J. (2024, May 13). What is change management process? benefits, principles, steps. What is Change Management Process? Benefits, Principles, Steps. https://blog.smart-tribune.com/en/change-management-process#:~:text=Clear%20communication%20and%20support%3A%20Change,supported%20throughout%20the%20change%20process.