The Use of a Standardized Clinical Information System Evaluation Tool to Guide Planning and Implementation of an Ambulatory EMR
A qualitative study using a validated nurse end-user satisfaction tool
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SIGNIFICANCE:
EMR’s are standard technology used by nurses in multiple healthcare settings. Evaluation of satisfaction rarely occurs post-implementation and especially rarer in formative evaluation.

PURPOSE:
To improve nurse end-user satisfaction using formative assessment

REFERENCES:
2. ANA Scope and Standards of Practice: Nursing Informatics, 2015. ANA

METHODOLOGY: CISIES³ validated scale
Sub-scales -
Overall Implementation & System Effectiveness
Dependability/Reliability
Impact on Practice
Problem Resolution
Added stress
Time & Efficiency
Impact on Team
Training & Support
User/Representative Involvement

RESULTS:
✓ Useful in formative and normative assessments
✓ Pinpoints emerging project issues for management/Project Team
✓ Useful for PDCA cycles in EMR implementation

IMPLICATIONS:
1. EMR’s need QI cycles – PDCA’s
2. Encourage adoption of standardized tool for EMR implementations and version upgrades
3. Useful in FORMATIVE and SUMMATIVE evaluations
4. Preferentially select vendors who use a standardized formative and summative evaluation tool
5. Identify generic dissatisfiers and utilize for changes in EMR functionality and to mitigate known functionality issues