

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



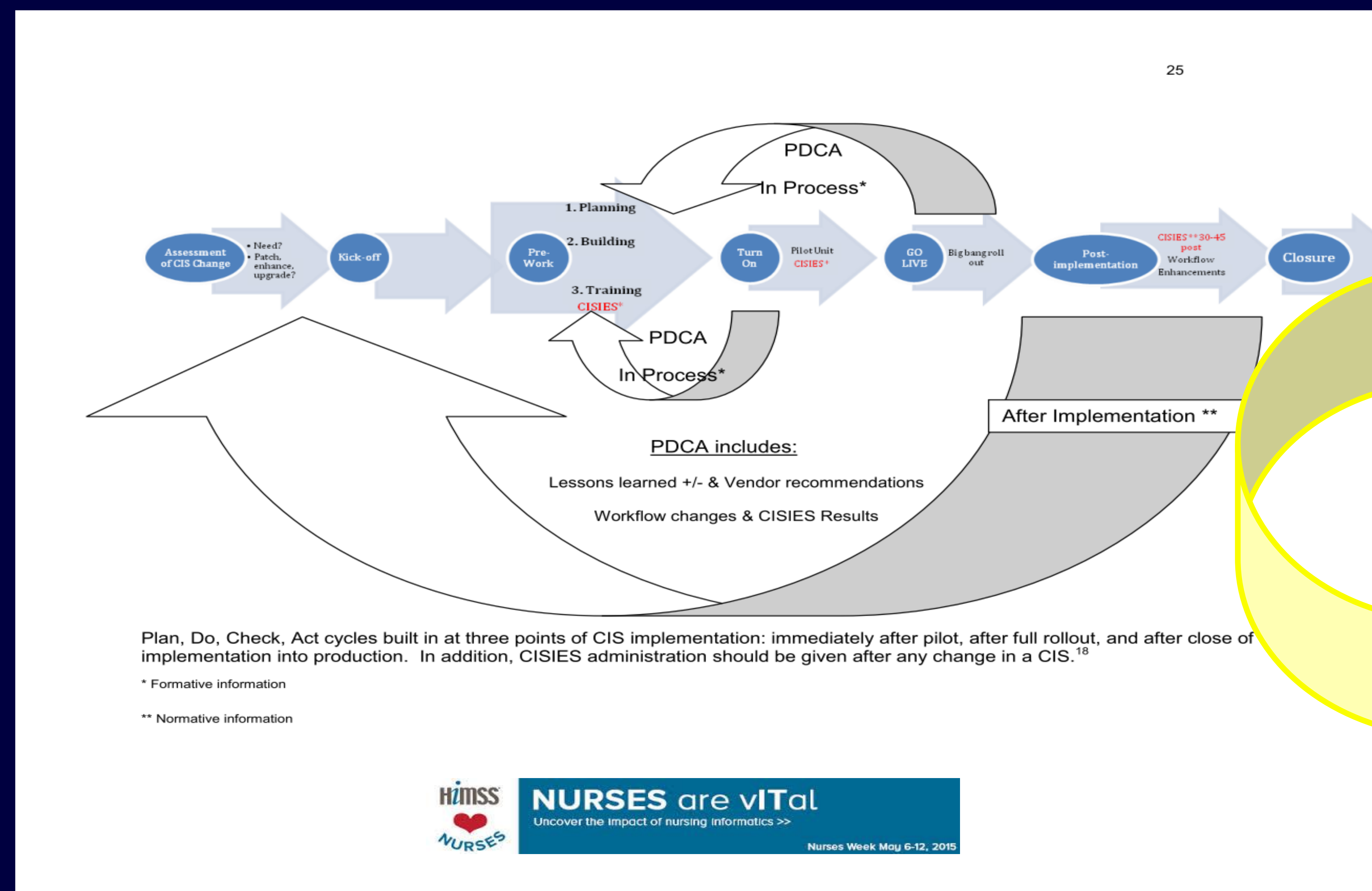
METHODOLOGY: CISIES³ validated scale

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

References:

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2. ANA Scope and Standards of Practice: Nursing Informatics, 2015. ANA
3. Gugerty, B., Maranda, M., & Rook, D. (2006). The clinical information system implementation evaluation scale. *Studies in Health Technology and Informatics*, 122,621-625.

