



Information Technology Advancement in Nursing: Challenges and Reality

Gladys Ho Pui Cheung RN, BScN, MSN

Unit Manager of Pediatrics Unit, Integrated Unit and
Haemodialysis Center

in Hong Kong Adventist Hospital

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Things to share:

1. Challenges encountered during the initial planning—infrastructure of HKAH
2. Difficulties encountered with interdisciplinary groups—E-Well, IT department, Pharmacy
3. Difficulties encountered with the front line staffs—Nursing Department

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Infrastructure of HKAH:

- The hospital building is about 40 years old
 - No cable/ internet installed
- The layout of the hospital is round shape
 - WiFi reception is poor
- The whole nursing floor need to be renovated completely in order to adopt the new technology
 - Hazards to patients, staffs, etc
 - noisy, dirty environment

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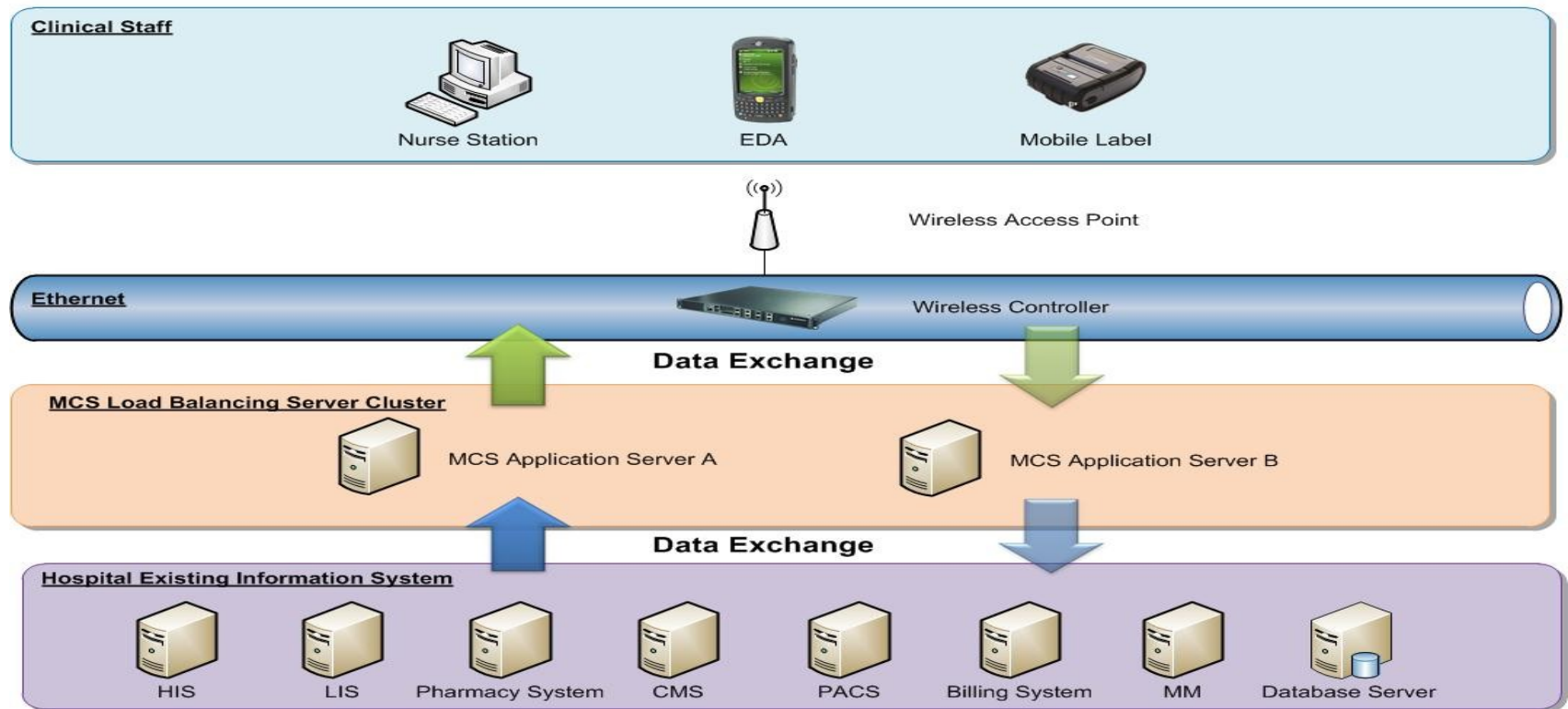
Interdisciplinary Groups Information Technology: E-Well

- Introduction of E-Well from Union Hospital
- Visit to both Union Hospital and E-Well Head Office
- About 10 meetings with all the E-Well Engineers and Programmers
 - On the location of the hardware installation
 - On the logistic of the nursing care —Medication administration
 - On the choice of hardwares: printers, labels, layouts, etc.



Hardware from E-Well

Ewell Mobile Clinical Solution (MCS) System Schematic



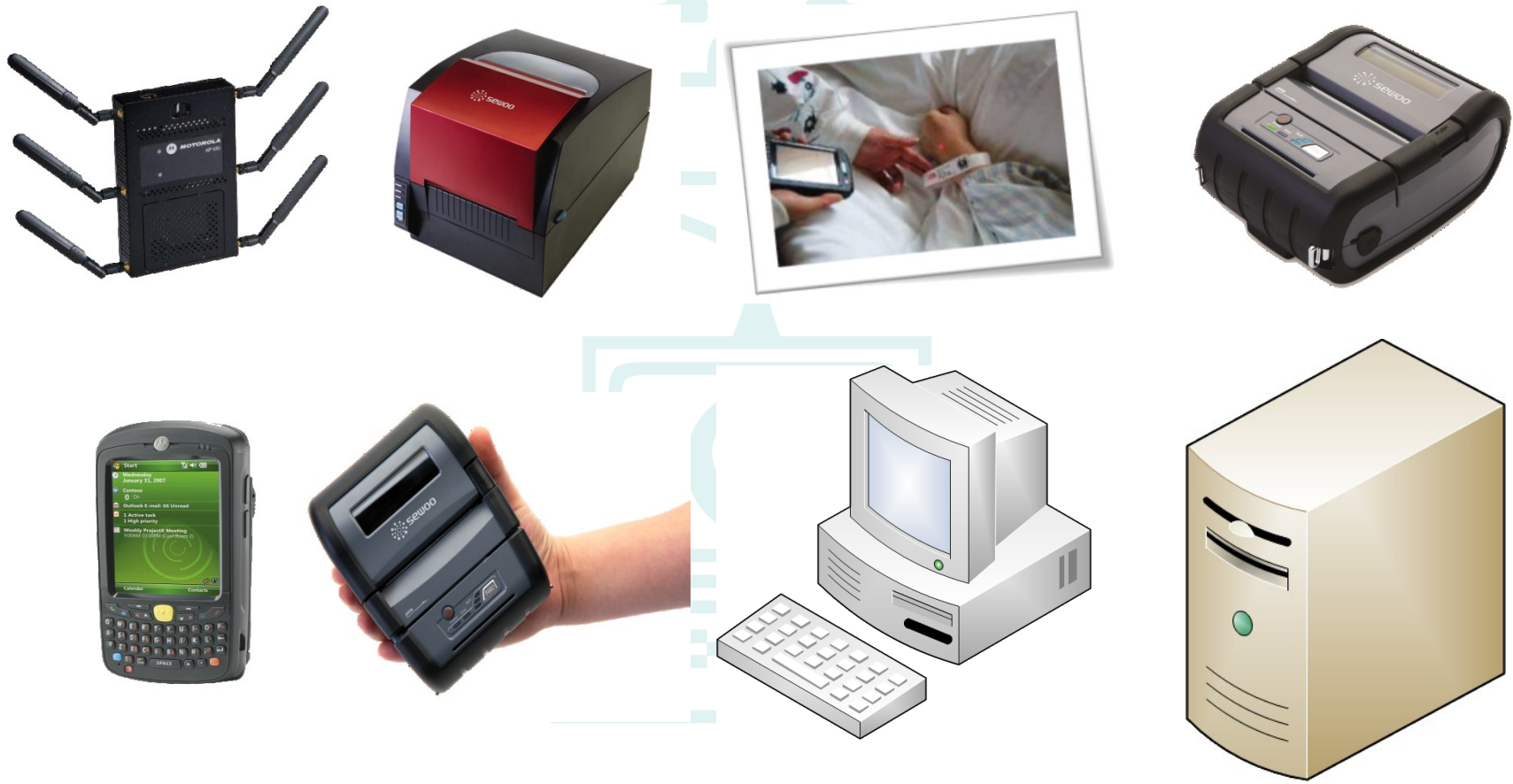
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Hardware from E-Well



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Interdisciplinary Groups

Information Technology:

IT department of the Hospital

- Minimal understanding of the nursing logistic, e.g. Medication administration and fine details of each steps
- Installation of all hardware and programs in the hospital
- Update or change existing clinical programs in order to facilitate the smooth operation of the new clinical system

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Interdisciplinary Groups

Pharmacy:

- How to integrate the existing Unit Dose Drug Dispensing System (Unique in HKAH/TWAH) with the new Clinical System
- Redesign all the hardwares, e.g. MAR, Drug labels, etc
- Assign additional manpower to nursing unit for new electronical MAR
- Re-educate all the Pharmacist and dispensers about the new logistic of medication of administration on the ward.

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Frontline Nursing Staffs

- Change in the traditional nursing care, e.g. use of hand held devices and scanners
- Computer literacy becomes crucial
- "Additional workload" for all nursing staffs apart from basic patient care
- Everything is computerized, not flexible.

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Problems encountered during system trial:

- The system is pending to implement on Integrated Unit and Peds by the end of May, 2011
 - Having lots of hiccups on electronic MARs
 - Just finalized all the MAR designs
 - Will provide training for staff and trial
- OB unit has used the system on Patient-Baby Identification since beginning of May 2011
 - Having difficulty to scan the ID wrist band on the small babies
 - Have to change to another type of wrist band for newborn

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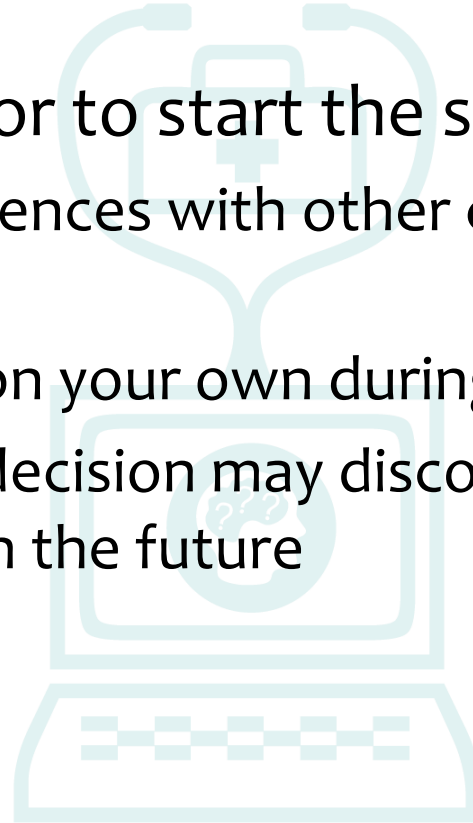
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Problems encountered during system trial:

- Being the Pilot Floor to start the system
 - No share of experiences with other colleagues in the hospital
 - Feels like you are on your own during decision making
 - Worry the wrong decision may discourage the staff from using the system in the future



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Support from Hospital:

- Provide sufficient and intensive training to all staffs before implementation
- Allow time for frontline staff to try and practice on the new clinical system
- Anticipate to iron out most of the problem before the actual implementation
- Very understanding and patience

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Conclusion:

- Its very encouraging to see nursing service can march towards the computerized era
- With the help of the mobile clinical solution system we can allow healthcare professionals to get access to patient information, medical records and resources immediately.
- With the Information Technology advancement for Healthcare providers can offer optimum patient care, while reducing the risk of human errors at the same time.
- Although there are a lot of problems we have encountered, I still believe the system can help us to enhance our care to patients

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