

# Providing Nursing a Voice

Nursing Informatics Representatives and Committees:  
A Formula for Engagement and Success



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#### Credit

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# Learning Objectives

Objective I: Identify the key concepts related to nursing informatics committees and representatives

Objective II: List success achieved, and strategies utilized



**1,615**

licensed hospital beds



**2.4 mm**

annual outpatient visits



**6** hospitals



world leader  
in heart transplantation



**32K** employees



**1K+**

residents & fellows

*our vision is to be the world leader  
in advancing personalized health*

VANDERBILT  UNIVERSITY  
MEDICAL CENTER

# Guiding Principles For Nursing Documentation

Reflects nursing process and evidence of nursing's contribution to outcomes

Data that someone will view or use

Avoid duplication documentation

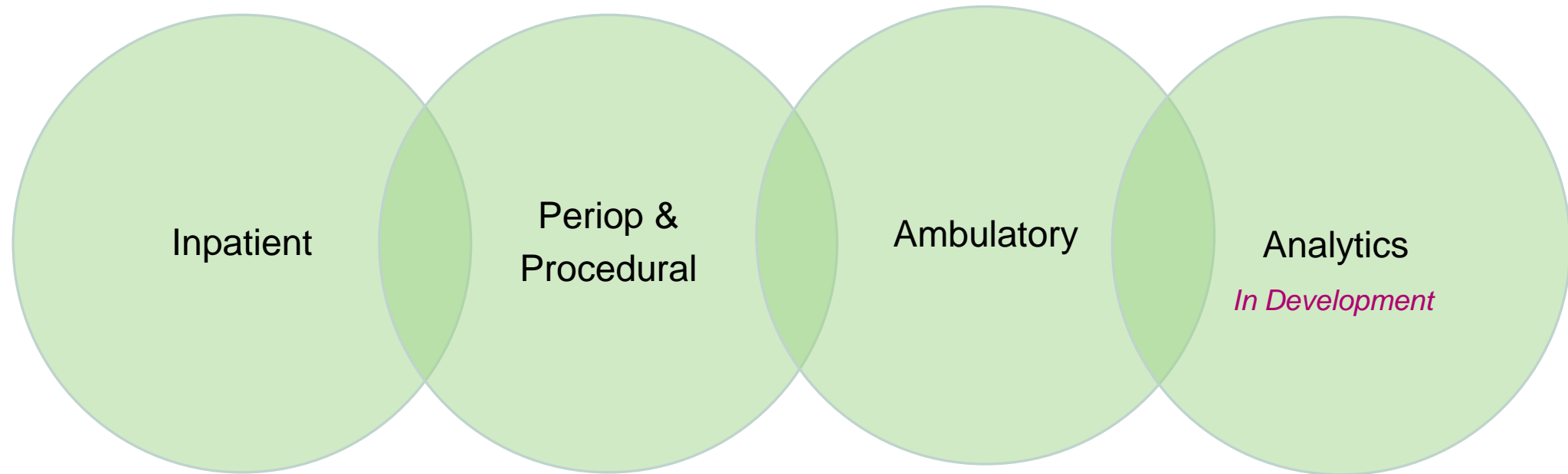
Minimize transcription of data by importing electronically from devices

Use national terminology standards

Change will add value and increase efficiency

Documentation will protect the nurse, patient, and organization

# Vanderbilt Nursing Informatics Committee (VNIC)



Provide strategic and operational leadership in the management and advancement of nursing's use of technology across the enterprise



### Nursing Staff

Will communicate eStar ideas and issues to their representative

### Nursing Informatics Specialist

Designated support team member attends relevant VNIC subgroup meeting



### Putting it All Together

The VNIC subgroups will be a place where representatives, NIS staff and Health IT can come together to collaborate and communicate

### Health IT Analyst

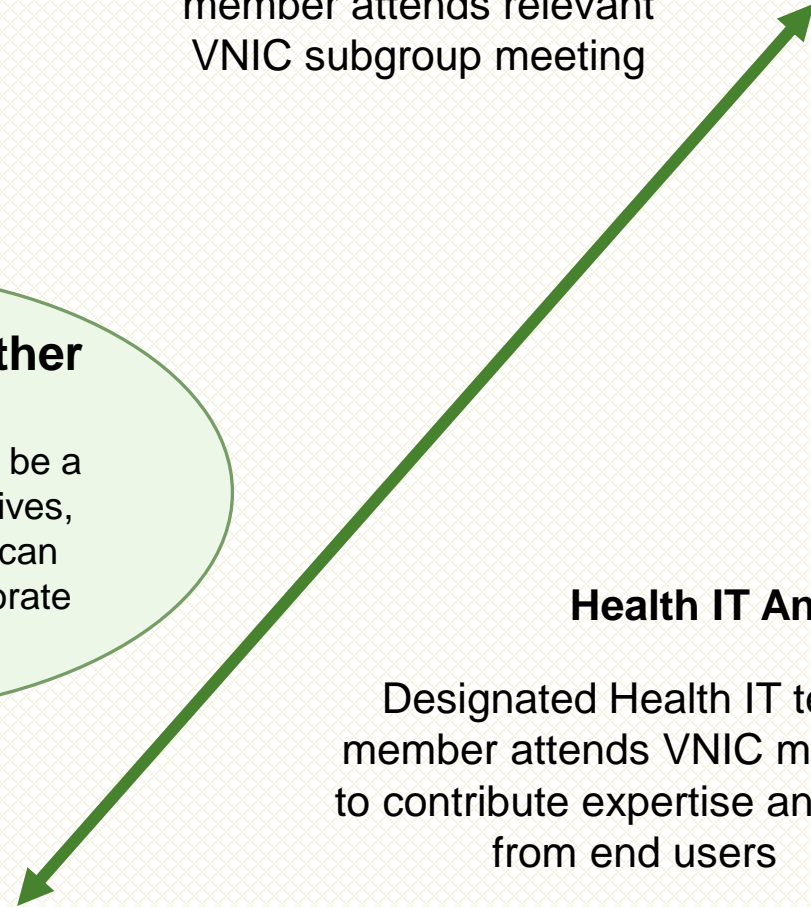
Designated Health IT team member attends VNIC meeting to contribute expertise and hear from end users

### EStar Representative

Attends relevant VNIC subgroup meeting



# VNIC Sub-Committee



# ▶ eStar Representative: Know Your Role



eStar Representative Team

- 1 Liaison between your clinical area, Health IT and Central Support
- 2 Attend monthly VNIC subgroup committee meetings
- 3 Contribute understanding of eStar issues
- 4 Receive communication and education from Central Support Teams
- 5 Assist in communication of eStar updates
- 6 Provide feedback



## What is my purpose as an eStar Representative?

eStar Representatives bridge the gap between people, process and technology to improve nursing care through innovation, education and communication.

## What are my responsibilities as an eStar Representative?

- Attend monthly meetings
- Escalate issues
- Review and prioritize enhancement requests
- Communicate back to your local leadership and areas key discussion points

## RedCap Survey

The RedCap Survey goal is to collect information in regards to the use of eStar, how comfortable end users are feeling using eStar and if their getting the support needed. The goal is to understand if end users:

- Feel knowledgeable in use of eStar
- Feel supported in their use of eStar
- Know the communication path for eStar ideas and issues

If you have not completed the RedCap survey, take it today! Use the QR Code go to



<https://redcap.vanderbilt.edu/surveys/?s=7THNHT8KFC>

## More Information

### Download the Skype for Business App

Attend monthly meetings from anywhere! Download the Skype for Business App on your respected devices. Review step-by-step instructions to download the app from the Mobile Skype Instructions document.

### Central Support Questions:

Email Gwen Holder at [gwendolyn.g.holder@vumc.org](mailto:gwendolyn.g.holder@vumc.org)

VNIC Kick Off Event: Ambulatory eStar Representatives



# Orientation of eStar Representatives



## Congratulations!

Congratulations on your new role as an eStar Representative. As an eStar Representative, your roll is to ensure nursing's voice is heard as VUMC continues to advance in its use of technology. We need input from nurses familiar with care delivery and how technology can impact and improve what we do. We also need to improve bi-directional communication between our nursing staff, central support team, education team and HealthIT. We believe that establishing structures and processes to make this happen will make a huge difference in our use of eStar and other technologies.

## Who is my Central Support?

Ambulatory Clinics	Central Support Representative
Surgery Orthopedics	Angela Swinger-Lockridge
Primary Care/Internal Medicine	Anna Kimbley
Medical Specialties	Peggy Cunningham
VICC Transplant	Millicent Johnson
Behavioral Health Radiology Nursing Dialysis	Jill Whitaker
Neuroscience, VHVI, Urology, PM&R	Kathy Rynczak
Women's Health	Blair Anderson
Clinical Ancillaries	<i>Actively recruiting</i>
Children's DOT and Offsite	Jessica Shook, Rachel Stacey, Christina Pollitt

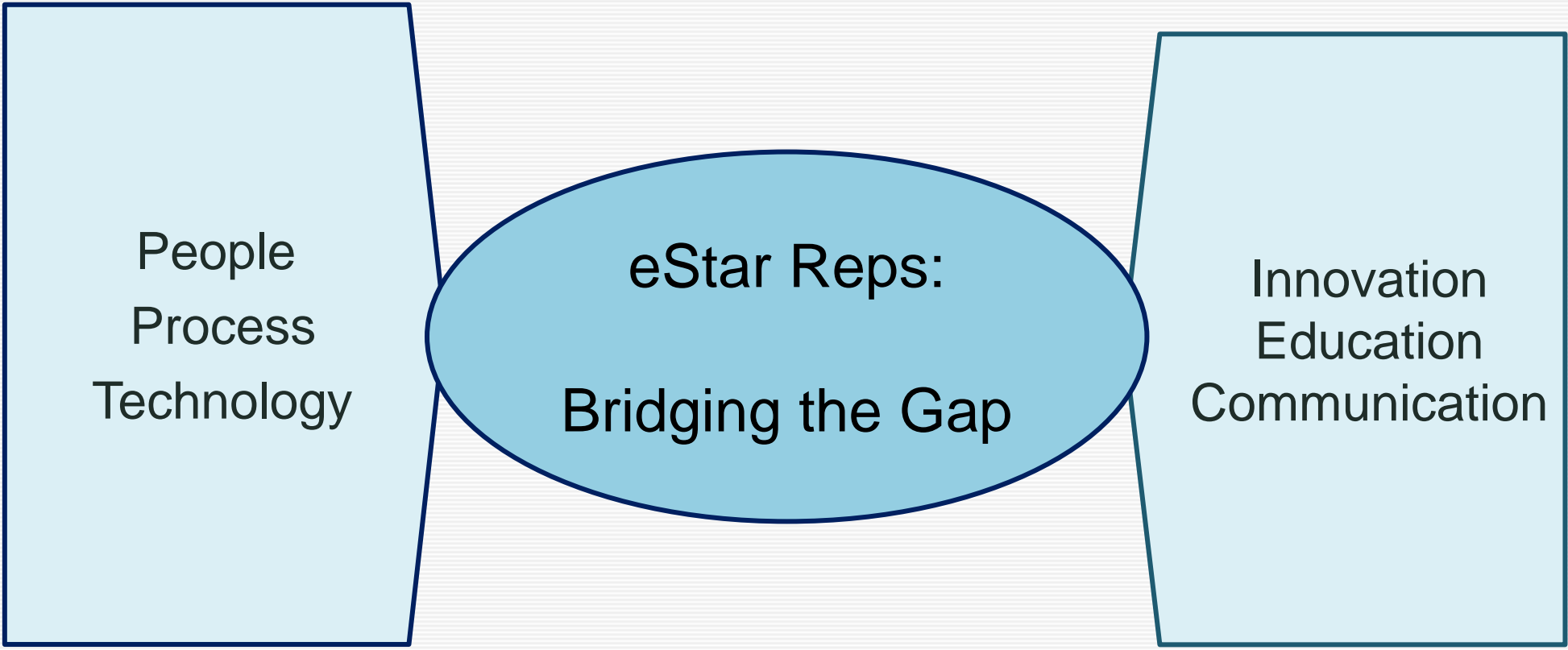
## What is the Clinician Champion support model?

Clinician Champions support clinicians in their local areas to identify eStar issues, communicate updates, educate and onboard new hires.



## Idea to Implementation: Example scenario of how a concept is executed

- Staff member has idea for eStar enhancement to address a clinical problem.
- Staff member discusses with Manager and eStar Representative to strategize on evidence to support.
- eStar Representative reaches out to Central Support Person for help with enhancement request.
- eStar Representative/Central Support completed Enhancement Request Form.
- Enhancement request comes to VNIC Sub-Committee for approval and prioritization.
- If approved, eStar analysts will build in system.



People  
Process  
Technology

eStar Reps:  
Bridging the Gap

Innovation  
Education  
Communication

# eStar Representative Selection



Strong knowledge of the area's workflow

Understanding of the challenges that the unit/area faces in using the EHR

Withholds strong leadership skills

Understands how to work smarter, not harder in using the EHR

# VNIC Enhancement Requests

## The NIS reviews Enhancement Requests for:

- Technical Feasibility
- Clear identification of the problem and potential resolutions
- Identification of total impact of potential Enhancement

**REQUEST SUBMISSION FORM**

What is the reason for your request?

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**Customer Information**

Select all Disciplines that may be affected by this enhancement

If Other for Disciplines is selected, elaborate here...

How many eStar users do you think this will impact?

Approver - This enhancement has been reviewed and agreed to by:

Is this only going to impact users in your area?

Details about Approver including Name of person or group

**Additional Information**

Which Health IT teams will need to be involved?

What is the problem you are attempting to solve?

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# VNIC Sub-Committee Successes

## **Ambulatory:**

- Column added to the Outpatient Whiteboard to show if new orders have been placed during the current encounter.
- Disclaimer within the patient portal highlighted and centered red that messages via the portal may not be responded to outside of normal business hours.
- Column added to added to alert staff if patients have questionnaires available for reconciliation

## **Periop & Procedural**

- "Length in cm" field added to LDA drain insertion documentation
- Heart icon added to Status Board for patients with implantable cardiac devices
- Nursing documentation fields added to new ante-duodenal motility procedure

## **Inpatient:**

- Redesign of mobility documentation
- Reshaping of trache/vent education points
- Five groups of documentation (consents, verify RX benefits, fall and skin risk, vital signs) removed from admission history since information captured in other areas of electronic medical record

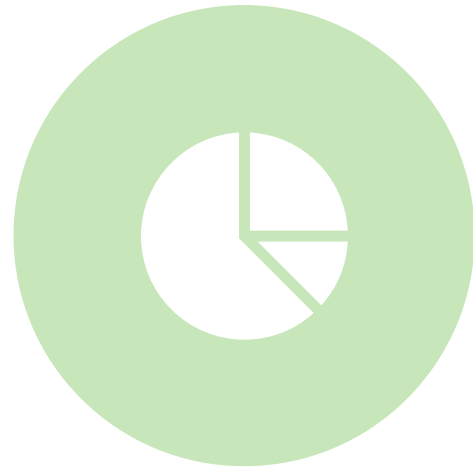
# Wins

- Established process for submitting Enhancement Requests and governance structure
- All areas of nursing have a nursing informaticist identified
- Identification of total impact of potential system enhancements
- Improved collaboration between nursing disciplines and IT

# Challenges

- Accurately tracking attendance
- Managing eStar Representative turnover
- Identifying eStar Representatives
- Ambulatory eStar Representatives have difficulty regularly attending meetings to do clinic obligations/duties

# Evaluation

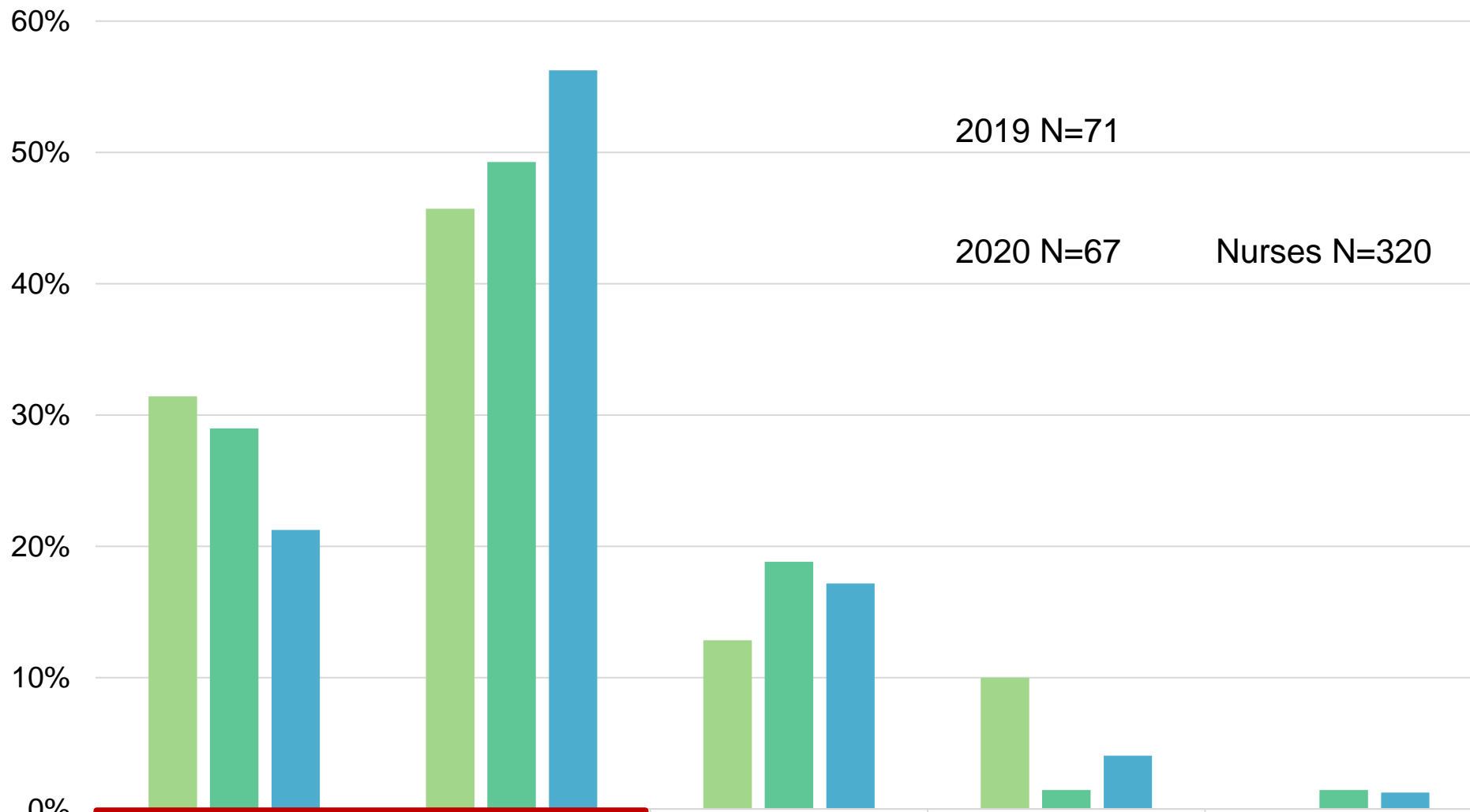


VNIC/VNIS Surveys  
2019 & 2020



VNIC Survey to End  
Users (New 2020)

# I feel supported in my use of eStar.



2019 N=71

2020 N=67

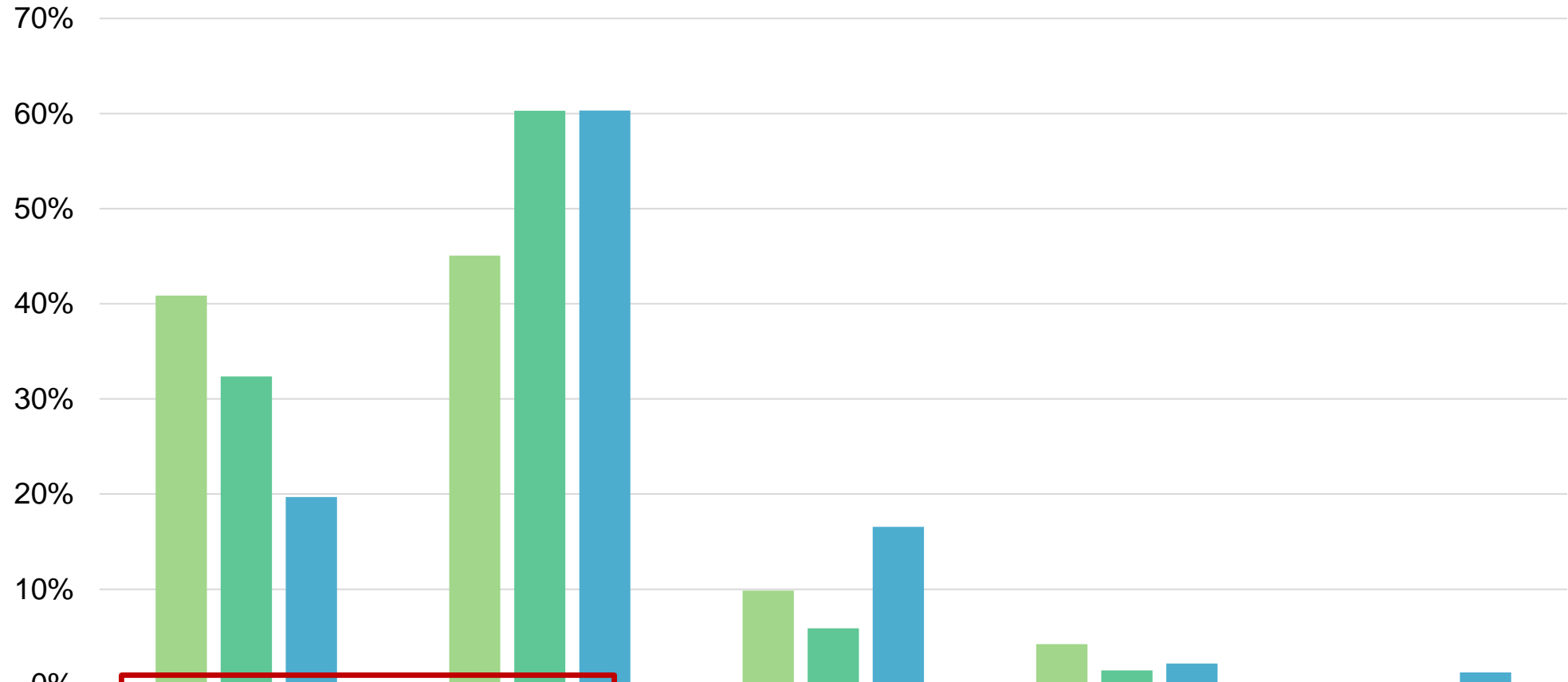
Nurses N=320

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
2019 VNIC	31%	46%	13%	10%	0%
2020 VNIC	29%	49%	19%	1%	1%
Staff nurses	21%	56%	17%	4%	1%

2019 VNIC 2020 VNIC Staff nurses



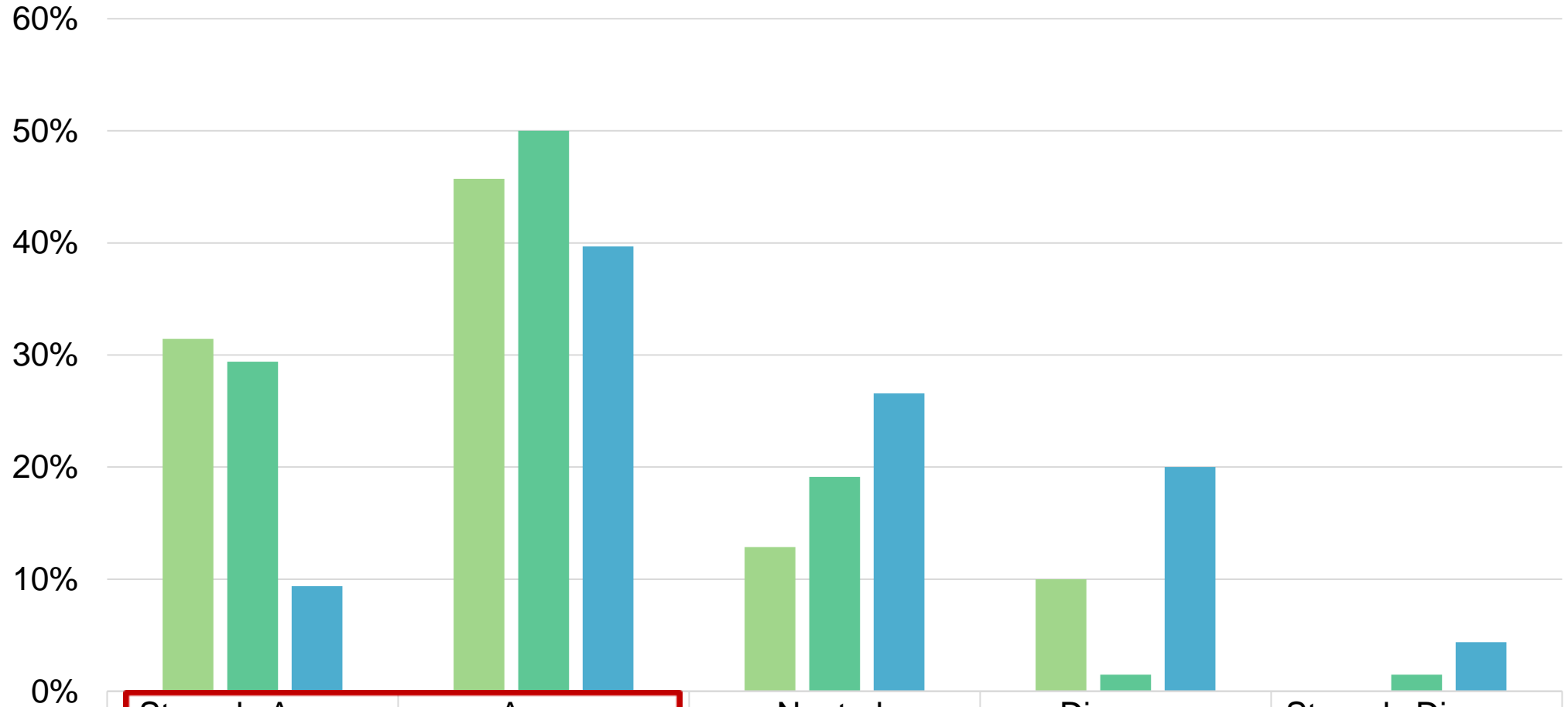
## I feel knowledgeable in the use of eStar



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
2019 VNIC	41%	45%	10%	4%	0%
2020 VNIC	32%	60%	6%	1%	0%
staff nurses	20%	60%	17%	2%	1%

2019 VNIC 2020 VNIC staff nurses

## I know the communication path for eStar ideas and issues

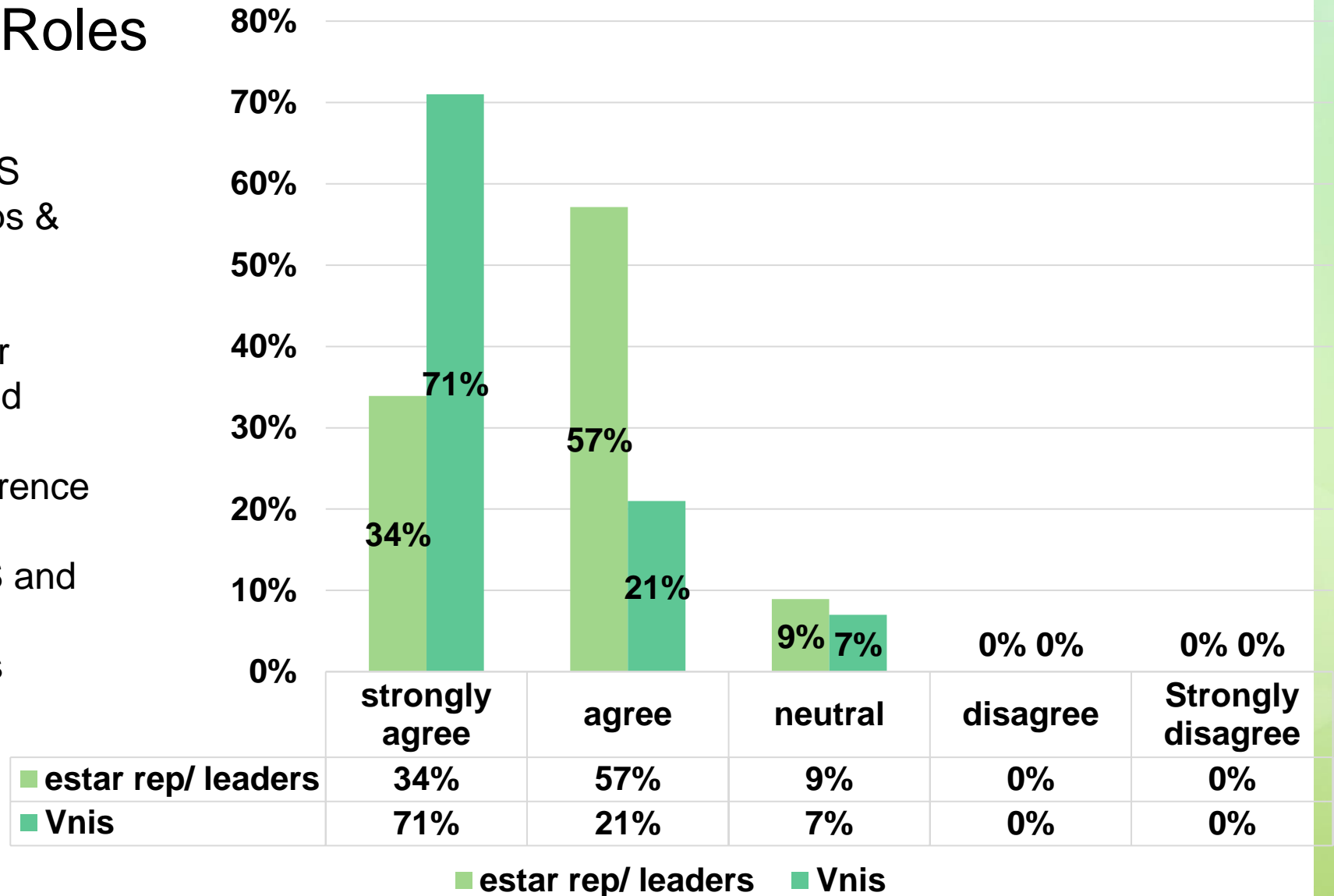


	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
2019 vnic	31%	46%	13%	10%	0%
2020 vnic	29%	50%	19%	1%	1%
staff nurses	9%	40%	27%	20%	4%

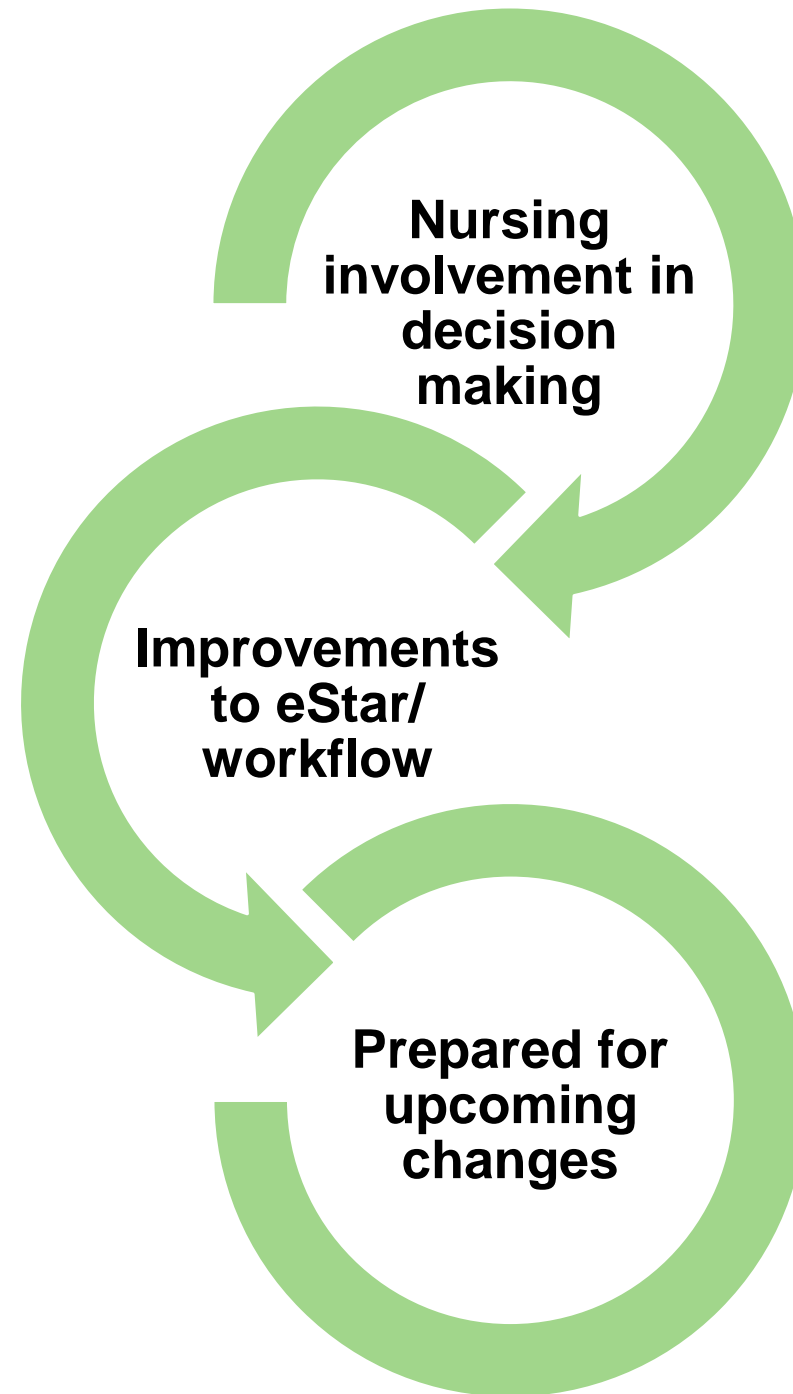
2019 vnic 2020 vnic staff nurses

# Effectiveness of Nursing Informatics Specialist in 13 Key Roles

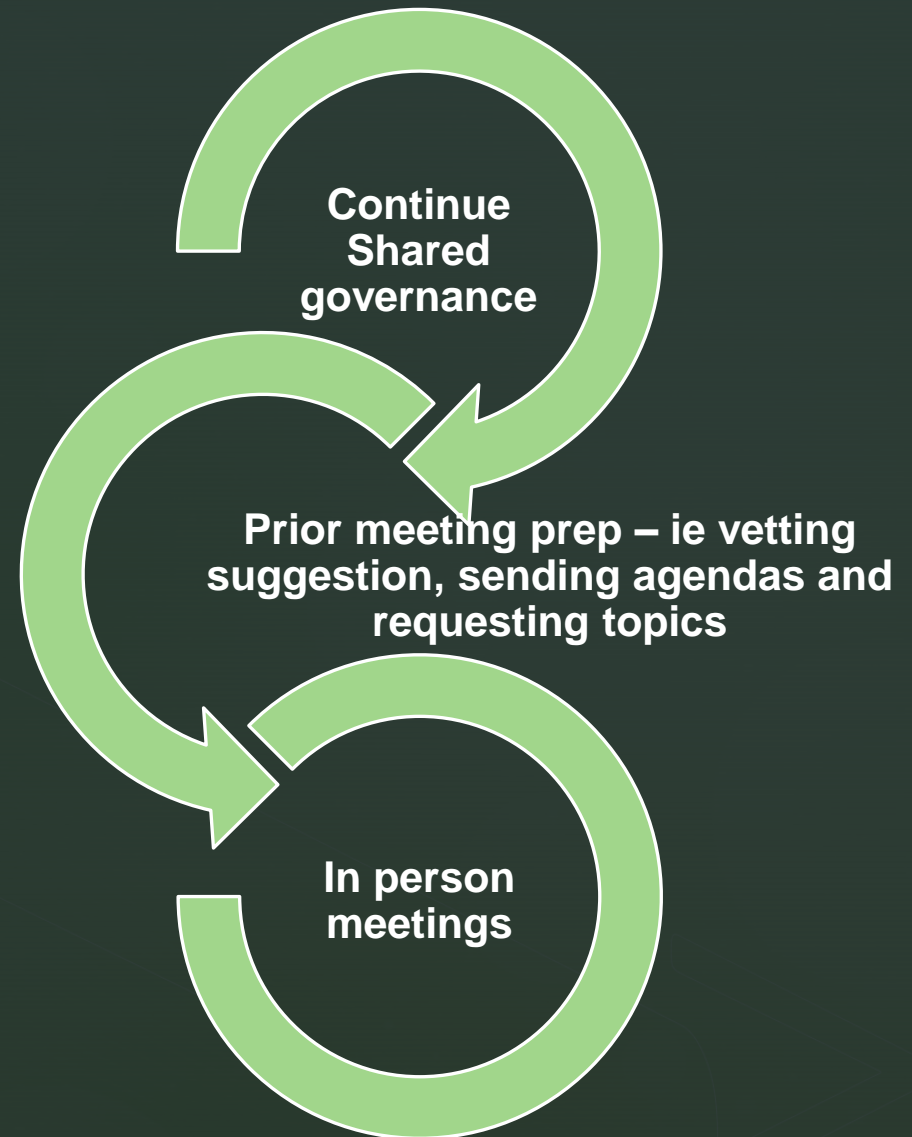
- Surveyed VNIS and eStar Reps & Leaders
- 80% agreed or strongly agreed
- Very little difference in perception between VNIS and eStar Rep & Leader ratings



**Leaders- What successes have you experienced since VNIC implementation in Sept. 2018?**



**Leaders- What suggestions do you have to strengthen VNIC?**



# Wrap-Up

## Contact Information:

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