

IT and Clinical Staff Relationships: Building Bridges to Excellence

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Team

- A team comprises many groups of people linked to a common purpose.
- A group in itself does not necessarily constitute a team.
- Teams normally have members with complementary skills and generate synergy through a coordinated effort.

Situation

- Deployment of information technology requires changes in clinical staff processes.
- Often times these changes impact clinician efficiency and present a problematic disruption in usual clinician workflow
- Introduction of new technology requires a strong, collaborative working relationship among information technology and clinical leadership

Overview

- Explain how to build effective multidisciplinary teams
- Identify some of the issues these teams must address
- Review the benefits of building strong teams

Explain how to build effective multidisciplinary teams

- If each member has these qualities, the outcome of the team will likely be successful:
 - Working knowledge and experience
 - Problem solving ability/Action Oriented
 - Openness/Supportiveness
 - Personal style
- Specific to healthcare IT multidisciplinary teams:
 - Understand the patient is the customer
 - Be a system thinker in regards to workflow
 - Be visible and have enthusiasm towards the project
 - Communicate regularly to staff and patients
 - Have resolve and readiness to implement and manage change

Identify some of the issues these teams must address

- Knowing and sharing the vision of functional software is to improve patient care and strengthen our organization
- Anticipating and managing demand
- Managing the impact of IT-related change
- Allocation of roles within the team
- Harmonizing personality types
- Making effective use of resources
- Communication between team members and leaders
- Many teams go through a life-cycle of stages; forming, storming, norming, performing and adjourning.

Review the Benefits of Building Strong Teams

- Less unidirectional decision making
- Greater depth/scope of information gained
- A strong multidisciplinary team will search for revolutionary solutions and require information systems to feature increased interactivity and more flexibility
- Successful project implementations
- May avoid unnecessary complications in complex projects

Principles of Good Clinical Computing

- There must be an accurate master patient index
- Response time to the computer must be very rapid.
- The computer must be reliable and accurate.
- Confidentiality must be protected.
- Information should be captured directly at computer terminals at the point of each encounter, not on paper.
- Information captured at terminals or automated devices should be immediately available at all other terminals, providing the most up to date information.
- Computer programs must be friendly to the user and reinforce the user's behavior (useful and usable).



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**If Clinicians Won't Use It,
Nothing Else Matters**