Canadian Nursing Informatics Association

The CNIA Newsblast delivers informatics news from Canada and around the world to our members and subscribers.
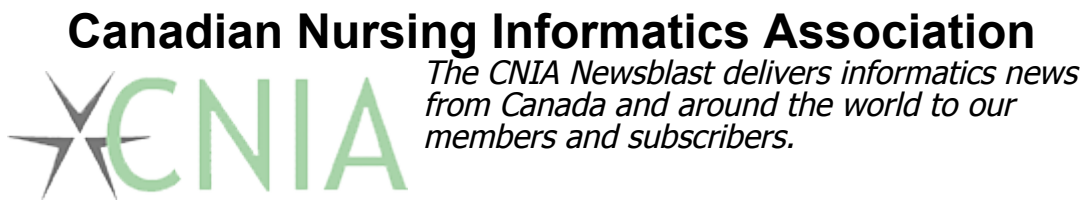
From the Desk of the Communications Director

It's **National Nursing Week** and the theme this year: "Our Nurses. Our Future." is very fitting for all nurses in informatics roles as they are contributing to, leading and in so many ways contributing to improving efficiencies for nurses and safe, quality care for patients and their families.

This year we want to profile nurses in informatics roles and learn about their responsibilities and what they enjoy about their roles. I know they will inspire you.

In this newsblast you will also have an opportunity to contribute to nursing research, learn of 4 recent articles highlighted by Elizabeth Borycki - CNIA Research Co-Director and read the IMIA-NI May newsletter.
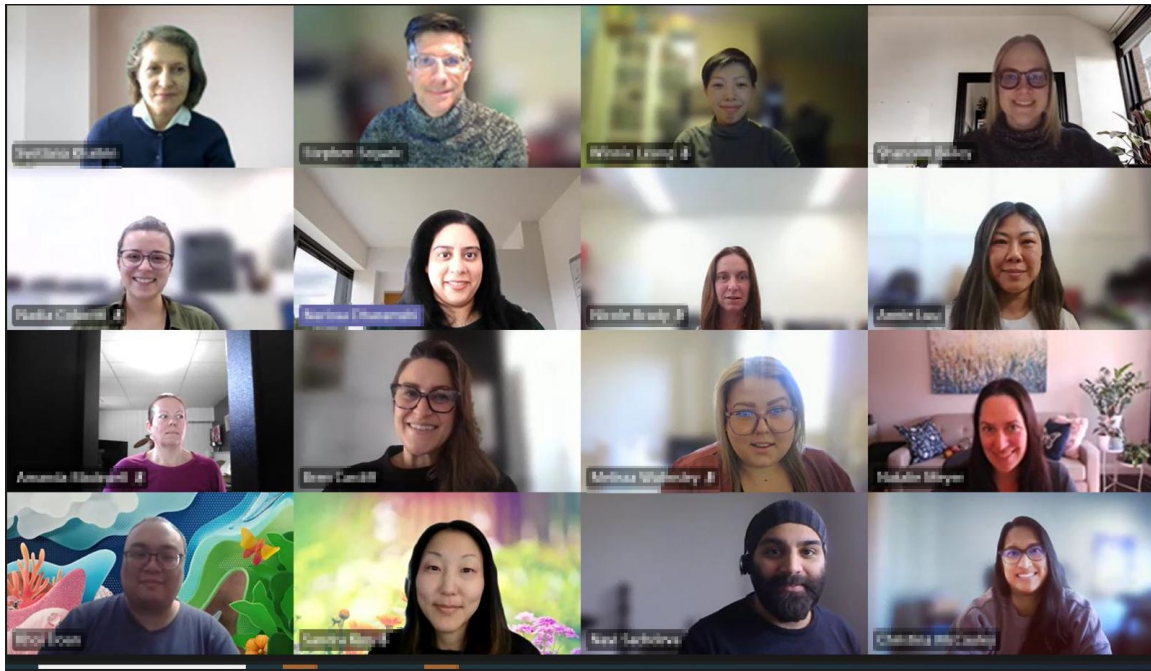
Happy Nursing Week to you all!

Helen Edwards
CNIA Communications Co-Director

Profiling Nurses in Informatics Roles

For Nurses Week we wanted to profile nurses who are working in informatics roles, or otherwise contributing to improving patient care through involvement from an informatics context.

At the Hospital for Sick Children in Toronto, a large group of nurses work within the Epic (EHR) Team. They function in the roles of Epic Application Specialist or Epic Training Specialist.

We asked them to answer a few questions so that we could get a glimpse into their daily work and what is clearly their passion:

Epic Application Specialist
The Application Specialist provides leadership support to optimize workflow processes through maintaining and enhancing the system, tailored to best meet the needs of The Hospital for Sick Children (SickKids) staff to provide care. The Application Specialist works closely with other team members/stakeholders to gather and analyze specifications regarding processes and workflows; configure the system based on decisions; test the system; participate in development of policies and procedures that will include use of the system; and act as a liaison between SickKids end users, Epic and third-party vendors to ensure clear communication and understanding of requirements.

What are your primary responsibilities?
1. Perform in-depth analysis of workflows, data collection, report details, and technical requirements associated with the Epic software.
2. Troubleshoot problems and questions from end users.
3. Prioritize and implement change requests to the system.

What do you find most enjoyable about your work?
"When you think about working in medicine, there are countless complexities and nuances that it takes years, often decades to be proficient. The very same can be said for the technical world. Trying to translate that complexity when working to solve a problem presents a dilemma, safe to say that these 2 worlds are quite different. As an informatician, I take my expertise in both realms and create a bridge that helps get to a solution more effectively. I know that my contributions make a difference to the patients we assist as well as the colleagues I work with."
Natalie Meyer
Epic Application Specialist

Epic Training Specialist
The Epic Training Specialist uses adult education methodology and skills to effectively develop, communicate and deliver Epic training curriculum. The Epic Training Specialists work closely with other team members, as well as clinical and non-clinical staff, to gain a thorough understanding of the system and the associated workflows to ensure a comprehensive training experience. The Epic Training Specialist will also provide leadership and direction to classroom-based instructors.

What are your primary Responsibilities
1. Developing, implementing and instructing a roles-based training program based on workflow analyses and Epic software configuration.
2. Helping SickKids staff to better understand the organization's operational workflow, needs and system configuration as they work with the training team.

What so you find most enjoyable about your role?
"Being able to work hands-on with clinician – nurses and doctors and show them our system and efficiencies to make their workflow easier"
Melissa Walmsley

Epic Training Specialist

"I started my clinical nursing career at SickKids in 1999. My love for teaching and supporting staff at the bedside translated nicely as a member of the hospital's Informatics Education Team where I had the opportunity to work on various project implementations, along with the development of comprehensive curriculum and blended training programs for various clinical systems used hospital-wide. It was a natural transition to the Epic Team as an Epic Training Specialist during the project launch. I continue to find myself here in the trenches, working closely with my Application Specialist colleagues as I advocate for a safe and efficient build while supporting staff through my comprehensive education program that meets the needs of clinical workflows. I love meeting new staff and supporting them through my teaching while providing the context of our specialized SickKids workflows!"

Shannon Bailey
Epic Training Specialist

The following 4 informatics nurses all work at **Island Health in British Columbia**. They share their insights into their roles and what they like about what they do.

Amy Williams RN BScN MSc
Director, Clinical Informatics

As the Director of Clinical Informatics, I am responsible for building clinical informatics capacity across sites and services to implement and promote adoption of the clinical information system and technology, and enablers to the full scope for each site and role.   I am also responsible for leading the designed clinical informatics team and developing, implementing and evaluating a strategy that ensure a seamless transition to a fully-enabled and sustainable digital care environment so that the EHR's intended value can be realized.

The 3 primary responsibilities of my role include developing the strategy and execution plan for:
1. The EHR's clinical and medical workflows and tools.
2. The overall adoption framework and its execution related to clinical staff, including but not limited to the organizations informatics education curriculum, tools and processes.
3. The organizations processes and support structures for issue management, service delivery, downtime and EHR Change Requests.

The most enjoyable aspects of my role are being involved in meaningful strategic decisions that are helping to reshape a more sustainable and efficient health care system for clinicians, by clinicians. My job allows me to collaborate and develop meaningful coalitions between Operational Leads, Executive team members, Provincial Peers, and our Corporate Support Service partners.
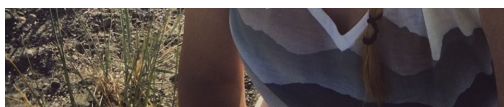
Melanie Gilbey RN BScN
Strategist, Clinical Informatics

As a senior specialist with the clinical informatics team, I work in collaboration with teams across our organization to improve care through the integration of the electronic health record. The role provides leadership to the informatics team, as well as operational teams to deploy technologies into their clinical workflows.

The primary responsibilities of a senior specialist with informatics includes growing and developing a team of informaticists, providing strategy and guidance for enhancements to the electronic health record and driving large scale projects for improving patient care through integration of technology.

The most enjoyable aspect of my role is seeing the work I do to improve communication between teams and standardized care through technology come to fruition and benefit our patients/clients. This role also allows me to mentor my team in informatics and the role of technology in health care. I enjoy being a champion for integrating technology in to healthcare and love being part of a growing and expanding area of nursing.

Sarah Mabbott RN BScN
Strategist, Clinical Informatics Education

The role of education strategist aims to work closely with stakeholders to design and provide education, training, and a resource support structure that will engage end users resulting in the successful adoption of EHR workflows.

The 3 main responsibilities of my role include:
1. Leads, mentors, and supports the Clinical Informatics, Education Teams, Organizational Departments, and clinical operations with implementation and evaluation of clinical practice transformation and education programs to meet the learning needs of electronic health information system users.
2. Observes and evaluates clinical practice to determine staff education needs related to the use of technology in practice and process redesign.
3. Provides oversight across multiple teams to support advances in clinical informatics education development and the adoption of EHRs into practice.

I enjoy working with a team of diverse individuals who share a passion for clinical work, patient care, and quality improvement. Creating learning materials that supports those that deliver healthcare at the front lines to provide high quality, safe patient care is the reason I love my role.
Change can be hard so reducing the impact of a large scale change on care delivery is an objective I aim to achieve.

Robyn Candell RN BScN
Nurse Informaticist

As a Nurse Informaticist, I lead and promote the integration of computer and communications technologies and clinical change initiatives that automate and/or enhance evidence-based clinical practices, access to patient/client information and clinical documentation via the Electronic Health Record (EHR) in collaboration with clinical operational leaders, services, programs, staff, and physicians

The 3 primary responsibilities of my role:
1. To be the change coordinator of EHR improvements based on the stakeholder decision making process.
2. To support the organizational and system changes needed using change management and adoption activities.
3. To be part of councils in order to facilitate improvements using the electronic tool to support risk management.

Most enjoyable aspects of the role:
- I love getting to know so many people in my organization and learning how we all fit and work together.
- I love investigating issues to figure out what happened, where something went wrong.
- I love working with my team to figure out how to make the electronic tool work for us - to facilitate communication that improves the care that our patients receive and makes our jobs easier.

Chantelle Recsky RN PhD

We caught up with Chantelle, winner of the 2019/2020 **Kathryn J. Hannah Nursing Informatics Award**, to find out what she has been up to.

1. Can you tell us a bit about your nursing journey?
 Well, my nursing journey has been quite the adventure! To be honest, I wasn't sure what I wanted to do when I first started university, but nursing caught my eye because of the diverse career paths it offered. I started off in medical-surgical areas as a clinical nurse, and even did some traveling nursing. It was fascinating to see the differences and similarities between various practice areas and healthcare systems. From there, I

moved into nursing education and focused on supporting new graduate nurses and clinical educators. Later, I made a leap into quality improvement and developed a systems thinking approach to healthcare. Along the way, I became interested in the ways technology could both help and harm quality care, and that became the focus of my research.

2. Where were you in your journey when you won the scholarship?

I was just starting my PhD research when I was lucky enough to receive the scholarship. Dr. Leanne Currie, my supervisor, encouraged me to apply, and it was such a wonderful surprise to be selected!

3. What did winning the award mean to you?

Receiving the scholarship was a huge honour for me. At the time, I wasn't far into my PhD program and I had a lot of uncertainty about my abilities and the direction I was going in. But winning the award gave me the encouragement I needed to keep pushing forward. Additionally, it allowed me to become more connected with the incredible community of nurse informaticists across Canada, and I've continued to benefit from those connections ever since.

4. What's new since then?

Since graduating, I've been amazed, once again, at the wide range of career options available to me as a nursing informaticist. I've been focusing on expanding my knowledge and gaining new experiences in this dynamic field. Currently, I'm working with Dr. Charlene Ronquillo and supporting her important work on equity. I'm also teaching a graduate Health Informatics course, which is a lot of fun and keeps me connected with the next generation of health leaders and informaticists.

WOULD YOU LIKE TO HELP SHAPE FUTURE CLINICAL NURSING PRACTICE IN CANADA?

Researchers want to explore community registered nurses' perspectives and attitudes on the emergence of artificial intelligence in clinical practice.

Who can take part?
- Canadian registered nurses who practice nursing in a

This study has been reviewed by the Research Ethics Board at the University of Northern British Columbia (UNBC)
Email: research@unbc.ca │ Phone: 250-960-6735

UNBC UNIVERSITY OF NORTHERN BRITISH COLUMBIA

Registered Nurses' perceptions of artificial intelligence's influence on their clinical practice

Mary Henderson Betkus, PhD student
University of Northern British Columbia

This research aims to provide a Canadian perspective of how community registered nurses should be involved and prepared to integrate artificial intelligence into clinical practice. Artificial intelligence describes technology that can mimic human-like behaviour (e.g., decision-making). While nurses gather much of the healthcare data, they are not involved with how the data is used in artificial intelligence to inform and improve clinical practice creating a risk that it may not be relevant to nurses who are expected to use the generated outcomes. The study will add insights to expand nurse involvement in artificial intelligence that influences clinical practice.

If you would like to take part in this research study, please take the survey. Once complete you can enter to win 1 of 5 - $50 Amazon e-gift cards.

If you have questions please contact Mary Henderson Betkus at betkusm@unbc.ca.

Reading Corner

In this second instalment of Reading Corner - we have 4 articles to share with you:

Garnett A, Connelly D, Yous M, Hung L, Snobelen N, Hay M, Furlan-Craievich C, Snelgrove S, Babcock M, Ripley J, Hamilton P, Sturdy-Smith C, O'Connell M Nurse-Led Virtual Delivery of PIECES in Canadian Long-Term Care Homes to Support the Care of Older Adults Experiencing Responsive Behaviors During COVID-19: Qualitative Descriptive Study JMIR Nursing 2022;5(1):e42731 doi:

10.2196/42731 PMID: 36446050 PMCID: 9762137

Leenen JPL, Rasing HJM, Kalkman CJ, Schoonhoven L, Patijn GA Process Evaluation of a Wireless Wearable Continuous Vital Signs Monitoring Intervention in 2 General Hospital Wards: Mixed Methods Study. JMIR Nursing 2023;6:e44061 doi: 10.2196/44061 PMID: 37140977

Quqandi, Ebtehal PhD; Joy, Mike PhD; Drumm, Ian PhD; Rushton, Melanie MA. Augmented Reality in Supporting Healthcare and Nursing Independent Learning: Narrative Review. CIN: Computers, Informatics, Nursing 41(5):p 281-291, May 2023. | DOI: 10.1097/CIN.0000000000000910

Vercell A, Taylor S, Yorke J, Dowding D. Assessing the Acceptability of Home Blood Monitoring for Patients With Cancer Who Are Receiving Systemic Anticancer Therapy From a Patient, Caregiver, and Clinician Perspective: Focus Group and Interview Study JMIR Nursing 2023;6:e39815 doi: 10.2196/39815 PMID: 36607709 PMCID: 9862331

IMIA-NI Newsletter

Here is a link to the IMIA-NI Newsletter May 2023.pdf

Have an informatics item of interest to our members or subscribers?
Send it along to: communications@cnia.ca