Defining the Value Add of Dedicated Nursing Informatics Resources
To Your Organization - You Can’t Afford Not To!

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Introduction

Demonstrating value is crucial to current healthcare operations. This poster describes a method of defining organizational return for dedicated Nursing Informatics resources to both Nursing and Information Technology within a large enterprise organization.

Our Mission

To support evidence-based nursing practice and enhance patient outcomes using state of the art technology solutions that improve safety, communication, information management, security, clinical efficiency, and experience.

Our Vision

Advancing Nursing Practice with Technology

About Cleveland Clinic Office of Nursing Informatics

Cleveland Clinic is a leading global healthcare organization with an endowed Nursing Institute serving over 28,000 nursing caregivers across 20 hospitals in 3 states and 4 countries. The Office of Nursing Informatics supports all technologies used in nursing practice. This team together with IT colleagues uses an agile work approach dividing time between clinical and business operations focused solutions. The team is comprised of a flexible workforce of multi-specialized nurses with advanced skills in technical, analytical and clinical topics.

4 Step Value Definition Approach

1) Direct alignment of Nursing Informatics work to organizational strategy, objectives and key results. 2) Identify unique services delivered by Nursing Informatics. 3) Outline benefits for providing these services to stakeholders that would otherwise require Nursing or IT resources to support. 4) Provide tangible cost savings examples of leveraging these resources over alternative groups with less skill & expertise.

3. Benefits of an Enterprise Nursing Informatics Team To IT

IT experts for impact outcomes, experience & compliance
Clinical Expertise Clinical experts for safety, quality, practice & adoption
Translate clinical need into technical requirements IT Professionals Translate technical specs to clinical application & use case
Advanced training to aid in understanding dependencies, clinical validation, system build, testing, training & maintenance Facility based resource for real time system remediation, support & advocacy. Focus on system uptime, interoperability & emergency response.
Frontline Champions Fosters innovation, shared decision making & enterprise standards while being on-site expert, trainer & communications champion.
Collaborate on IT strategy to provide voice of caregiver.
Culture Ensures seamless practice between care & technology.
Strategic partner to align IT, clinical, and organizational key objectives & priorities. Leadership Experts in enterprise change control, standardization & driving impactful transformation

4. Service Value (ROI Comparison Example)

Service Scope Resources Options Cost *
Enterprise Go-Live Support One week 24/7 access to all hospitals Nurse Informatics (28) $67,744
Nurse Informatics (28) $180,400
Nurse Champions (400) $307,816

*Resource costs calculated for average hourly salary of role performing duty & total hours required based on their skills by efficiency and expertise

The Value Equation

Dedicated Nursing Informatics teams can add value to any organization. Leveraging the expertise of these technically prepared nurses should give patient care time back to their nurse colleagues. Use of technologies should seamlessly support clinical practice to enhance the caregiver and patient experience, adherence to standards, efficiency and outcomes.

Every organization must weigh each of the services they provide against the overall outcomes and gains to their patients, caregivers and bottom line. The greatest opportunity to manage a successful Nursing Informatics program reside in your ability to add unique, dedicated, clinically-focused, incremental value to existing technology support structures.

The Nursing Informatics Value Equation

Close alignment to nursing and IT operations to deliver comprehensive, collaboratively prioritized services.

Strong, relevant, current knowledge expertise and understanding of clinical workflow and barriers that exist.

Highly skilled cross trained technical nurse expert team.

Ensuring your nursing informatics team is placed within the organizational structure where they can culturally be most impactful.

Offer a diverse portfolio of services to your stakeholders beyond IT support. From high tech to high touch.

Ability to complete requests and inquiries with agility, speed, high reliability and quality.

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