UF Health demonstrated a decrease in the average turnaround time on Nursing Informatics projects from 155 days in 2015 to 64 days in 2018. Improvements were accomplished on the time of vetting changes between sites (81 days to 18 days) as well as working with IT teams at both sites once change requests were approved (74 days to 46 days).

Process improvements to ensure improved communication between Nursing Informatics and IT to promote timely vetting, approval, and subsequent build.

Conclusion

Collaboration within a complex organization will always be a challenge when separated by distance, different policies, and different executive leadership. By working extensively to overcome barriers to true collaboration across sites, Nursing Informatics has improved the efficiency and effectiveness of the EMR for patients in North Central Florida and South Georgia. Building relationships with the members of Nursing Informatics teams and IT allowed sites to be more efficient and standardized with documentation workflows.

Projects Accomplished

Results include standardization in the following areas:

- Physical assessments (Simple, Complex, Emergency, Obstetrical)
- Daily care documentation
- Care Plans & Patient Education
- Travel screening
- Required documentation
- Medication assessments
- ED discrete billing documentation

Adoption at one site then identified as best practice at other site:

- Nutrition documentation
- Trauma Center documentation
- Suicide Risk Screening
- Pain Scoring Systems
- New Workstation on Wheels vendor

Ability to stress need at both sites for nursing projects:

- Barcoding technologies: Medications, Labs, Blood products

Effects of Multi-Site Coordination on Nursing Informatics Efficiency

- Prioritize collaborative builds whenever possible to promote consistent documentation standards across departments and
  - Nursing Informatics-led collaboration with interdisciplinary leadership across both sites due to single EMR requirement
  - Adopt best practices and make better user experience
- Organize quarterly in-person team building meetings at a mutually agreed upon independent site, (half-way point) starting December 8, 2015 to promote inter-site departmental collaboration
  - Innovative team building exercises
  - Get to know one another
  - Focused review of detailed &/or concerning build requests
- Develop processes with IT teams at both sites to expedite priority build requests
  - Monthly meetings to discuss top 10 priorities for next month with both Inpatient and procedure area build teams starting March of 2015
  - Ensure 1 team member from each site is on all projects
  - Shared respect of both organizations’ goals while embracing our system goal of “Stronger Together”