



ST STEPHEN'S
HOSPITAL

St Stephen's Hospital: Clinical engagement and leadership

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CMIO/CCIO

Clinical Engagement and Leadership



Clinical Ownership



KEEP
CALM
the
CMIO
IS HERE

Partnership Model with VMPs

Pre implementation

Implementation (Go LIVE)

Post Implementation

Early clinical input

Clinical champions early and continuous involvement in work redesign team.

Targeted learning approach

VMP specific training
Learning by doing
Performance based learning

VMP Support Services

1:1 support
Real time learning
On the floor support
Rounding with VMPs

VMP input into evaluation teams

Ongoing performance support
VMP Coaches development

Tailored VMP support during each stage



ST STEPHEN'S
HOSPITAL

Clinical Engagement – Pre Implementation



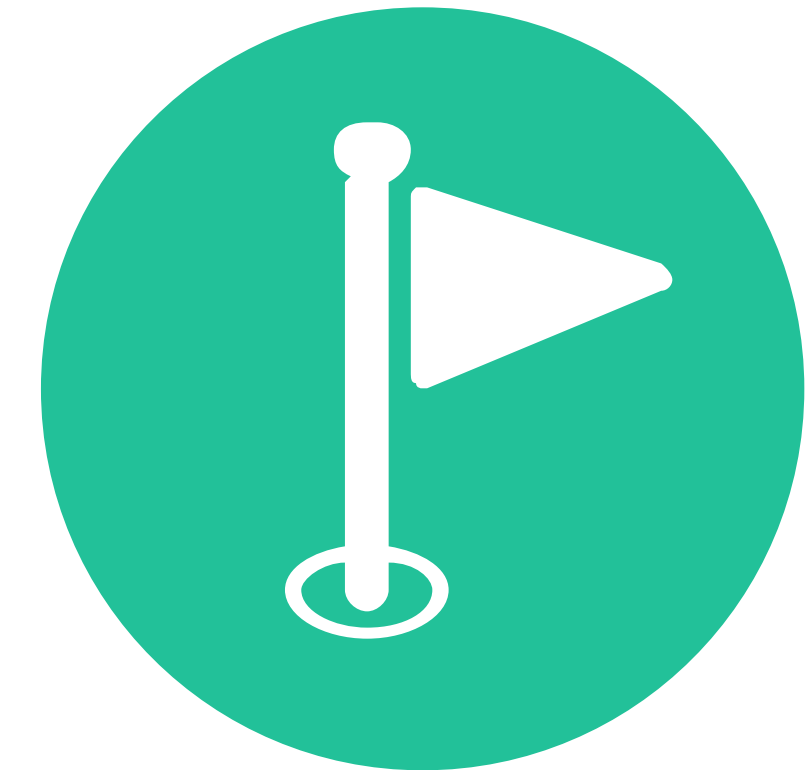
Early clinical input

Clinical champions early and continuous involvement in work redesign team



Targeted learning Approach

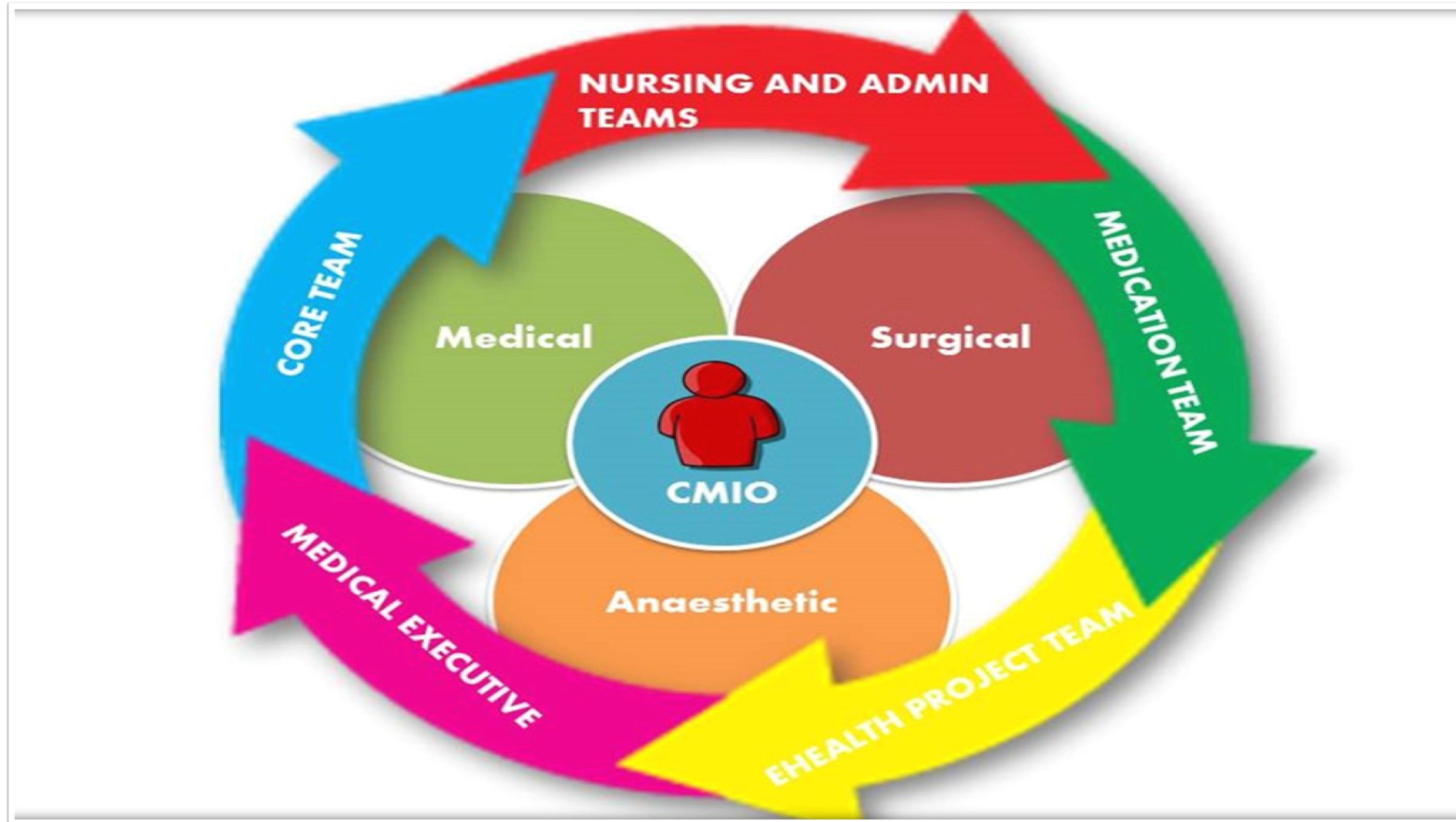
Agreed Learning Agreements
VMP specific training
Learning by doing



Plan Go-Live

Patient-Centred
Clinician Friendly
Non-elective non essential

Clinical Engagement – Pre Implementation



Clinical Engagement – Pre Implementation

Doctor Participation

Geographic coverage

4 simultaneous video
conference centres

31 LiveMeeting and
conference calls (Core
and WRTs)

2 x Road shows

43 clinical plans approved

60 bottles of wine

40 cheese platters

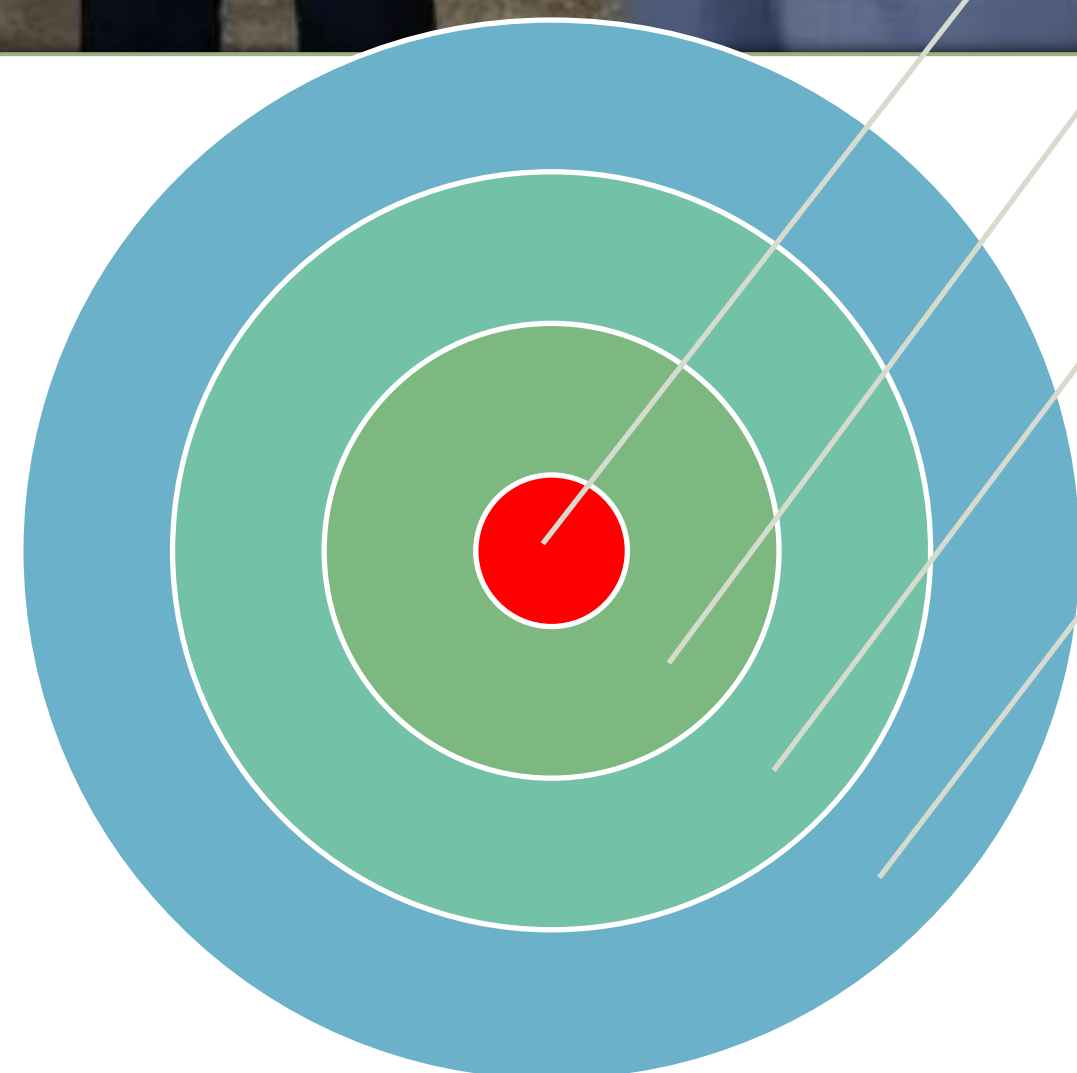
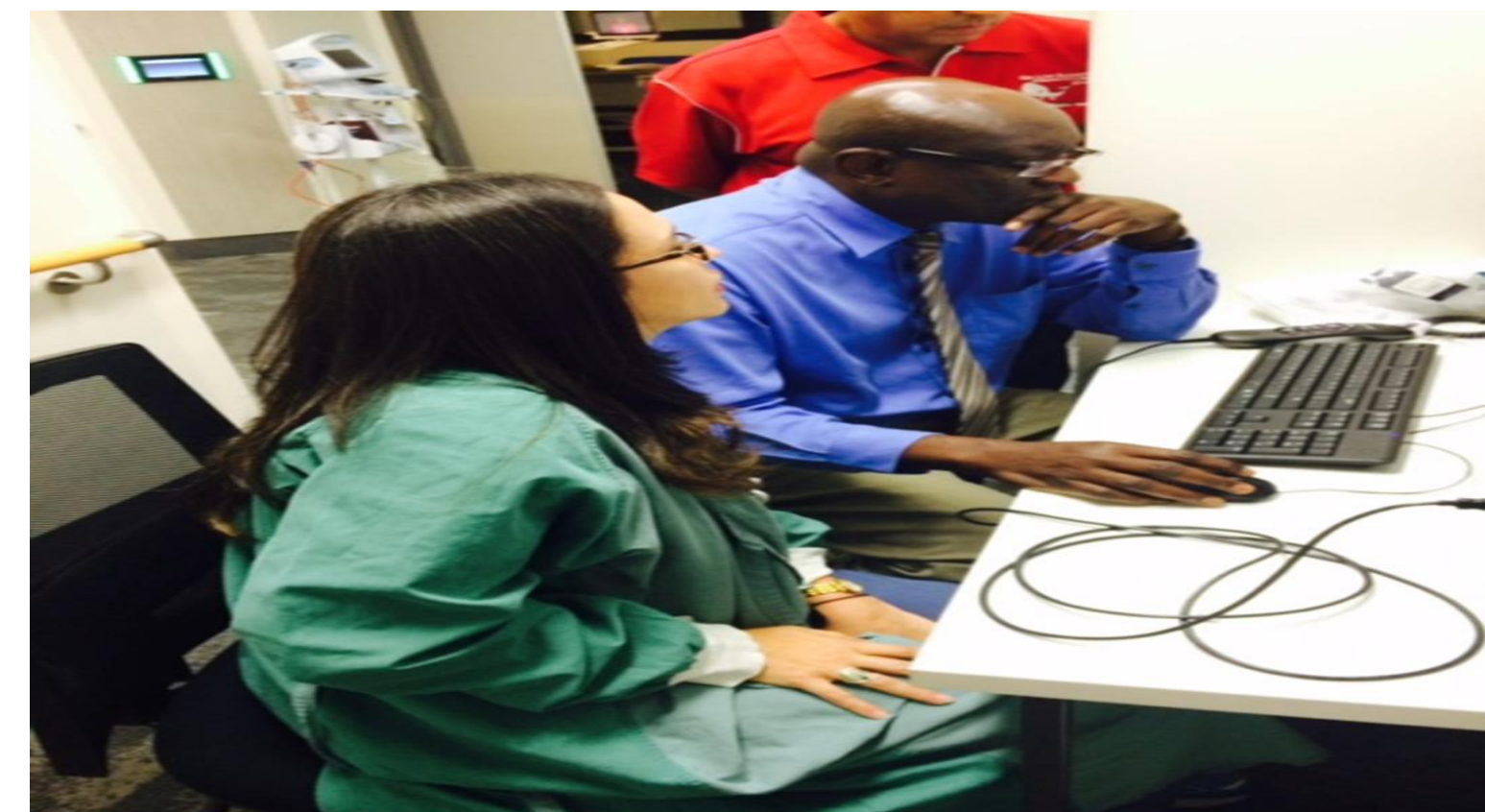
- 2 Introductory sessions (Kick off & WRT Leads)
- 8 Core doctor sessions
- 10 Medical & Surgical work redesign team (WRT) sessions
- 3 Anaesthetics WRT sessions
- Combined WRT session
- System Validation sessions
- eHealth Doctors' Conference, 1-2 February 2014
- User Acceptance Testing

Total doctor hours in design and testing = 871 hours

Clinical Engagement – Pre Implementation



Clinical Engagement – GO LIVE



VMP Support Services

1:1 support

Real time learning

On the floor support – Rounding with Drs

Clinical Engagement – Post Implementation

Week 1

Average adoption score: 87%

% Electronic documentation: 100%

% Order Entry: 74%

Average time per patient: 45.38 Minutes

Total number of patients: 156 patients

Week 2

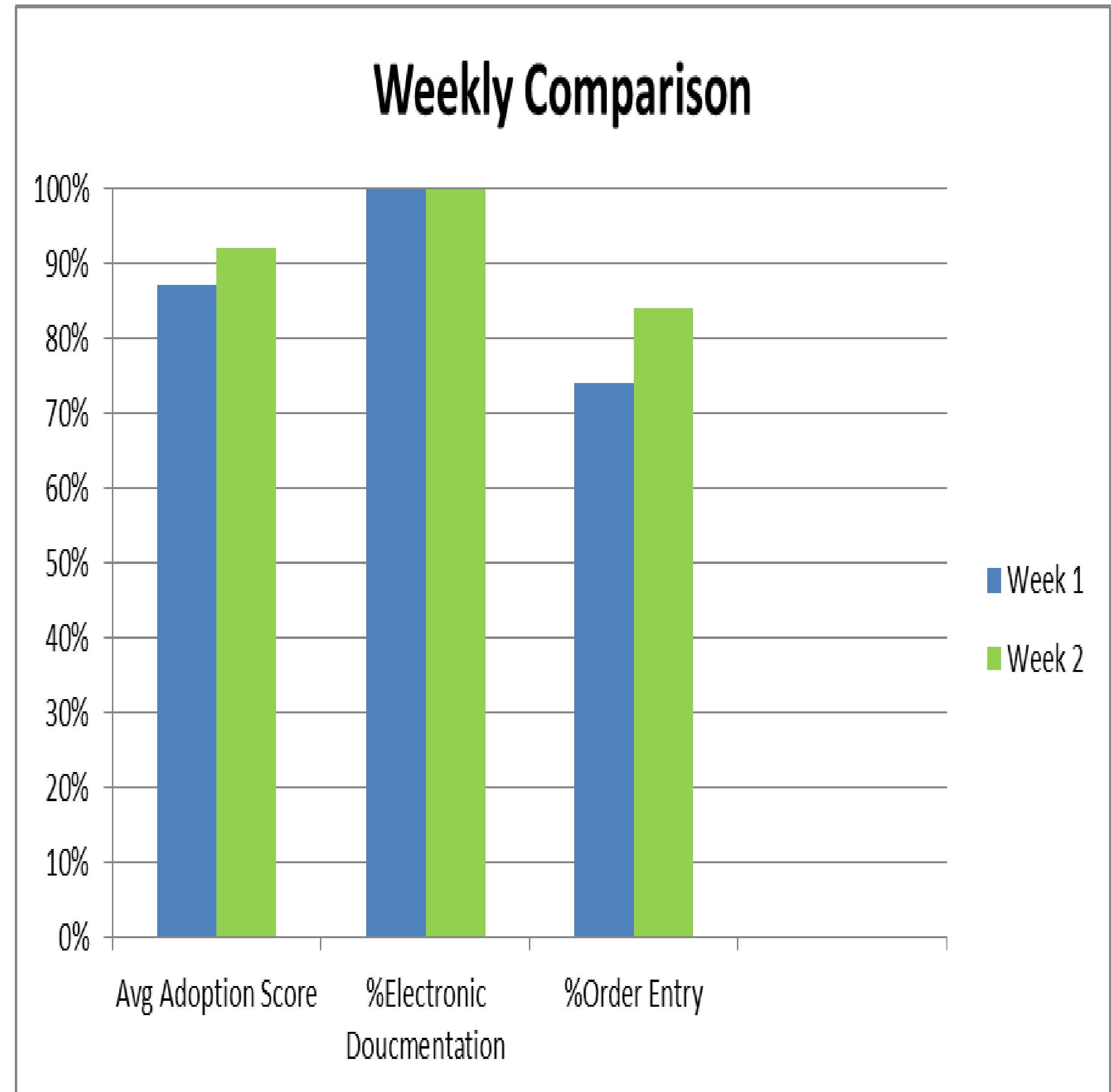
Average adoption score: 92%

% Electronic documentation: 100%

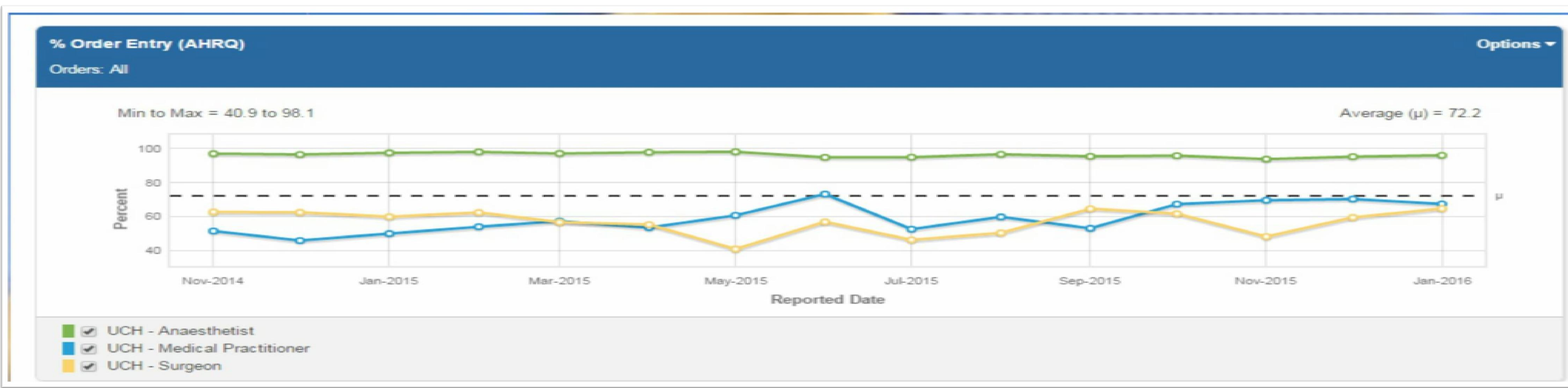
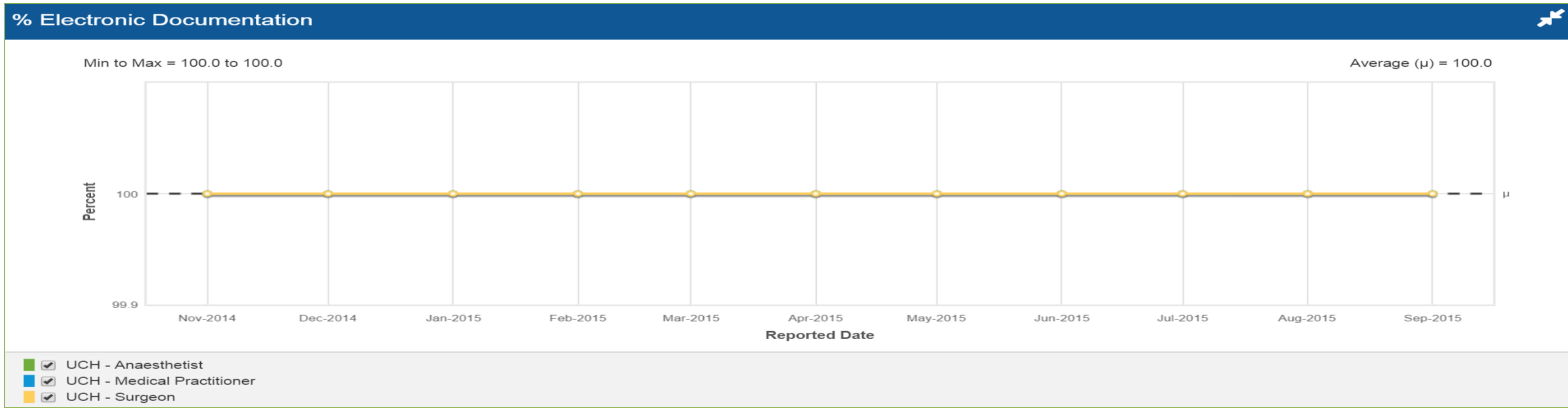
% Order Entry: 84%

Average time per patient: 38.19 Minutes

Total number of patients: 214 patients



Clinical Engagement – Post Implementation



Clinical Engagement – Post Implementation

- Medical Survey: Can you rate the quality of information technology available for you to provide care to your patients?

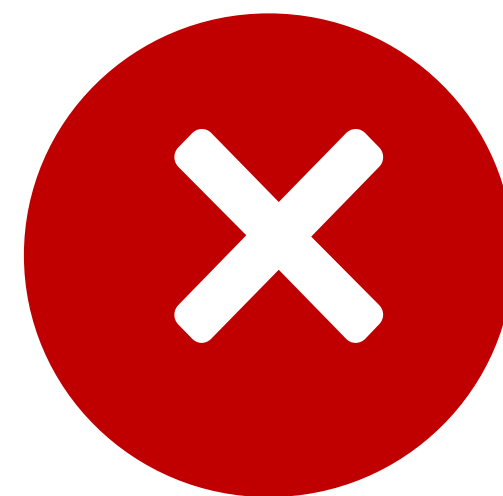
- **More than 90% respondents selected Good and Excellent**

- **Main Positives**

- Ease of Use
 - Remote Access
 - Standardised templates
 - Dragon Dictation
 - Tap On Tap Off
 - Pharmacist input

- **Main Negatives**

- Password Lock Out
 - Citrix issues and downtime



LESSONS LEARNT

- Leadership and team determination to succeed and deliver with robust risk management and governance is KEY.
- Vendor flexibility to go beyond the boundaries of their technology offering – “you don’t ask you don’t get”.
- Reach to the USA/World to leverage from Integrations/Certifications in place.
- Underestimated work required on network infrastructure upgrades for the group

“

There are no secrets to success. It is the result of preparation, hard work, and learning from failure.

Colin Powell

”

LESSONS LEARNT

- Doctor engagement has been a positive success
- Required close connection between all parts of group IT services as upgrades, repairs, fixes in one part can have negative impacts on EMR applications
- Train as many Superusers as you can
- Some staff will be fundamentally challenged with the change but those who embrace it adapt quickly



Get in Touch



Our Location

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