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Nurses' Perceptions of the Use of HIT Tools for Patient and Family Engagement

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NewYork-Presbyterian Hospital

- Hospital system of Cornell and Columbia Universities
- 6 campuses, 2400 beds, 5600 physicians, 6000 nurses
- Annual revenue ~\$5B
- Information Systems Infrastructure
 - Allscripts Sunrise EHR
 - Get Real Health PHR (untethered), mynyp.org

Research Questions

- How does engagement of patients and families with HIT tools map to current patient care workflows?
- Do clinicians feel prepared to engage patients and families with HIT tools?

Methods

- 10 question survey tool was designed
 - Based off the Patient Activation Measure by Hibbard et al.
- NI experts were identified and construct validity of the survey tool was conducted
- A web-based version of the survey was created using Tonic
- Notification was sent via email to nurses at all NYP locations and to members of ANI organizations.
- Study was approved by the Columbia University and Weill Cornell Medical College Institutional Review Boards

Survey Questions

1. One goal of this hospital's PHR is to assist patients and families in becoming more involved their healthcare.
2. I assess patient and family readiness to use a PHR on admission.
3. I encourage patients and families to view their health information electronically.
4. I encourage patients and families to use health IT tools such as mobile applications or online support forums.
5. I use this hospital's PHR to engage patients and families in their healthcare.
6. Using the hospital's PHR to interact with patients and families fits into my current workflow.
7. I provide information to patients and families on how to access the PHR on admission.
8. I provide information to patients and families on how to access the PHR as part of the discharge process.
9. I am confident that I can answer patient and family questions regarding the use of specific health IT tools such as PHRs.
10. In general, it is easy to engage patients and families in their healthcare using health IT tools.

Results – Cohort 1

- 231 staff responded to the survey between 7/14/15 – 8/11/15
- Average score for the 10 survey questions is 2.9, SD .47

Highest: One goal of this hospital's PHR is to assist patients and families in becoming more involved in their healthcare.
4.06(1.01)

Lowest: I provide information to patients and families on how to access the PHR on admission. 2.41(1.29)

Results – Cohort 2

- 118 constituents of ANI member organizations responded to the survey between 1/11/16 – 3/31/16
- Average score for the 10 survey questions is 4.32, SD 1.61

Highest: I encourage patients and families to view their health information electronically. 4.61(1.37)

Lowest: In general, it is easy to engage patients and families in their healthcare using health IT tools. 3.66(1.7)

Demographics

	Cohort 1, n=227		Cohort 2, n=118	
Age	31-40	25%	50-59	47%
Current Position	Patient Care	77%	Informatics	65%
Degree	BA/BS/BSN	63%	MA/MS/MSN	46%

PHR	Cohort 2, n=118
Tethered PHR	85 (72%)
Untethered PHR	8 (6.8%)
Don't Know	8 (6.8%)
None	13 (11%)

HIT Tools	Cohort 2, n=118
Yes	58 (49%)
No	44 (37%)
Not Sure	14 (12%)

Themes

- Demonstrates an understanding of the goals using PHRs and HIT tools especially nurses with informatics as a current position.
- Disagreement with admission and discharge workflows.
- Possible lack of confidence in answering patient and family questions.
 - Explore patient and family perceptions

Implications

- Nurses are aware of initiatives, but need to understand training/support concerns.
- May benefit from observational, time-motion studies to understand workflow implications.
- Explore patient generated data as it relates to clinical workflows.
- Potential to impact on care coordination and shared decision making.

Next Steps

- Recommendations to NYP:
 - Examine in detail with focus groups
 - Evaluate training methods and tailor to nursing workflows
- Psychometric Evaluation of the survey tool
- Publish survey tool and findings

Questions?

Thank you!

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