

Nursing Education Research Conference 2020

Love at First Tap: One Sign to Minimize Nurses' Time to Clinical Applications

Kerlene T. Richards, DNP, RN, CCRN

Michelle V. Osborne, DNP, RN, NE-BC, CNN

Department of Nursing, Long Island Jewish Valley Stream, Valley Stream, NY, USA

Purpose:

The 'One Sign' experience provides fast and convenient user authentication and also ensures that safety and security of patient health information (PHI) are maintained. In addition, it optimizes clinical and administrative workflow efficiencies. This process allows clinicians to spend more time with patients thus improving the patient experience as well as employee engagement. The purpose of this initiative was to reduce RNs time spent authenticating clinical applications and increasing time spent with patients.

Methods:

Implementation began with information session to the administrative team to engage site leadership and involve clinical champions. Weekly team meetings followed which included ongoing communication with all levels of staff. A simple device was installed on each shared computer workstation where the Registered Nurse (RN) would simply 'tap' the device using his/her ID badge to access clinical applications. Once every four hours the RNs would tap to re-authenticate, instead of every time they attempt to use a computer. Training materials developed by the vendor was provided to the unit followed by scheduled enrollment fairs: training and awareness guides. The information technology (IT) team provided Go-Live support around the clock for a full week once the program went live. Reference materials were posted on key areas on the unit so it was visible to all staff.

Results:

The 'One sign' experience has been a staff satisfier. For the RNs on the unit it's "love at first tap". Post implementation time and motion study remains in progress. To date, time authenticating the clinical application has been decreased to 50% allowing for RNs to spend time providing direct care to patients. Overall plan to spread to entire organization within the next three months.

Conclusion:

RNs now have a safe and secure means of authenticating the clinical application with more time to spend at the patient's bedside. The ultimate goal is improved patient outcome through education and experience during hospital stay.

Title:

Love at First Tap: One Sign to Minimize Nurses' Time to Clinical Applications

Keywords:

clinical application, device and nursing

Abstract Summary:

Time and motion study revealed that RNs spent excessive amount of time accessing various clinical applications. Advance in technology may be seen as impact to RNs time

spent at the bedside with patients. With 'One Sign' RNs can authenticate into the device and gain fast access to clinical applications.

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First Primary Presenting Author

Primary Presenting Author

Kerlene T. Richards, DNP, RN, CCRN
Long Island Jewish Valley Stream
Department of Nursing
Nurse Manager
Valley Stream NY
USA

Author Summary: Dr. Kerlene Richards is a Nurse Manager of a medical surgical unit. She has been a Registered Nurse for 19 years and held staff nurse positions in medical/surgical and cardiothoracic units. Dr. Richards currently serves on the Research/EBP, CAUTI, Policy & Procedure and Advanced Illness councils. Dr. Richards has been instrumental in collaborating with numerous stakeholders within interdisciplinary teams, such as nutrition, wellness, pharmacy and informatics teams to improve staff and patient experiences.

Second Secondary Presenting Author

Corresponding Secondary Presenting Author

Michelle V. Osborne, DNP, RN, NE-BC, CNN
Long Island Jewish Valley Stream
Department of Nursing

Director of Patient Care Services
Valley Stream NY
USA

Author Summary: Director of Patient Care services for Medical Surgical Division. Facilitates and coordinates all functioning of the probiotic pilot program as needed. Skills include knowledge of QI terminology and methods, especially small-scale testing. Ensures that changes are tested and implemented and oversee all data collection. Works closely with all members of the inter-professional team to guide the work of the improvement team.