Urgent Care Nurse Data Capture: Impact on Diabetes Outcomes
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PURPOSE
To examine reciprocal relationships between personal, behavioral & environmental factors related to Urgent Care (UC) nurse documentation of diabetes Pay for Performance (P4P) in the Electronic Health Record (EHR).

BACKGROUND & SIGNIFICANCE
Diabetes mellitus (DM) affects 347M worldwide (WHO, 2012) DM: one of top 20 reasons for outpatient care (CDC, 2009) 67% type two diabetics have elevated BPs (Suh et al., 2009) UC visits slated to increase exponentially (UC Assoc., 2012) Nurses most important in documenting care (Langowski, 2005) Positive attitudes facilitate innovation (Larney, 1993)

PROCEDURE
What is the relationship between:
1) Attitudes towards the EHR & data capture compliance
2) Supervisory feedback & data capture compliance
3) Attitudes towards the EHR & supervisory feedback

SAMPLE PROFILE

<table>
<thead>
<tr>
<th>VARIABLE</th>
<th>RANGE (years)</th>
<th>MEAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGE</td>
<td>27 - 63</td>
<td>42</td>
</tr>
<tr>
<td>UC EXPERIENCE</td>
<td>-19 - 28</td>
<td>2.9</td>
</tr>
<tr>
<td>COMPUTER EXP</td>
<td>4 - 31</td>
<td>17.6</td>
</tr>
<tr>
<td>ANY EHR EXP</td>
<td>1 - 23</td>
<td>9.3</td>
</tr>
<tr>
<td>UC EHR EXP</td>
<td>1 - 23</td>
<td>4.2</td>
</tr>
</tbody>
</table>

MEANS

3 LIMITATIONS
• Slightly underpowered
• Goal = 64; n = 62
• Conducted during flu / holidays
• Only UC RNs examined
• Single EHR used

QUALITATIVE QUESTION #1
“ADDITIONAL COMMENTS”

NEGATIVE
• Computer inefficiency
• System complexity

NEUTRAL
• User’s technical variability
• Software comments

POSITIVE
• User benefits
• Enhances communication
• Improves patient care

QUALITATIVE QUESTION #2
“What factors affect your ability to enter patient data into the EHR”

TECHNICAL FACTORS
• Computer downtime
• Slow computers
• System glitches
• Data entry
• Switching users
• Accessibility of computers

USER FACTORS
• Technical knowledge & skills
• Time management
• Patient care
• Employment status

ADV. STATISTICAL MEASURES
• Could be more sensitive to reciprocity

THEMATIC ANALYSIS
• Very subjective
• Confirmatory analysis may be helpful

LIMITED GENERALIZABILITY
• Slightly underpowered
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CERTIFICATION

SURVEYS
• Self-administered, structured
41 questions total
Researcher developed demographics (10)
Nurse’s Attitudes Towards Computerization (NATC) (20)
Formative Feedback Scale: Supervisory Relationship Questionnaire (SRQ) (11)

CHART AUDITS
• Seen in UC within the year
Dr, diabetes & hypertension
Exclude diagnosis codes: - Polycytic ovary disease - Sterilized induced DM - Gestational DM
Trigated by nurse participants - BP documented?
- Notified BP > 140/90 - Repeat manual BP documented?

IMPlications
NURSING EDUCATION
• Start at pre-licensure
• Minimum proficiency requirements
• HIT as electives

NURSING PRACTICE
• Measure IT proficiency annually
• Organizations offer more IT CEUs
• Inform EHR team of feedback
• Reassure staff
• Stress benefits, “every time”

NURSING LEADERSHIP
• Provide positive nurturing environment
• Plan to improve chart audit scores
• Investigate lower nurse attitude scores
• Assess computer competence & attitude prior to hire

NURSING RESEARCH
• Qualitative: assess chart audit KSAs
• Confirmatory analysis of responses
• Compare: EHR staff & outpatient nurses
• How to improve current EHR?

CONCLUSION

ADDRESSED GAP:
• Perceptions of UC RNs towards an EHR
• Factors that affected their documentation

INVERSE RELATIONSHIP
• Supervisory feedback & Nurse’s Attitudes Towards Computers

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