Title:
Nurses Perspectives on Implementing Cerner EHR System

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Session Title:
Integration of Electronic Health Record Systems
Slot:
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Keywords:
Cerner EHR use, Implementing new Cerner technology and Nurses Satisfaction Cerner

References:


**Abstract Summary:**

A University Hospital implemented Cerner EHR technology across the hospital to improve communication and patient outcomes. A new system is a challenge to hospital staff. This study reports on nurses perceptions and issues with the use of cerner EHR.

**Learning Activity:**

<table>
<thead>
<tr>
<th>LEARNING OBJECTIVES</th>
<th>EXPANDED CONTENT OUTLINE</th>
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<tbody>
<tr>
<td>Will learn about Cerner EHR technology and its impact on patient outcomes and staff satisfaction.</td>
<td>Review of the Cerner EHR technology. Literature available about the Cerner</td>
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</table>
Abstract Text:

The purpose of this study is to evaluate nurse’s perspectives on the use of a newly implemented Cerner system across a University hospital. With nationwide continuing reports of a high prevalence of care errors and healthcare associated infections, there is a critical need to identify outcomes associated with implementing Cerner Electronic Health Record (EHR) system including nurse’s perspectives on Cerner technology implementation. These findings are urgent priorities for hospital policy makers, clinical managers, and the University hospital organization. If healthcare services are to meet the patient needs, provide cost-effective patient-centered care, yield high quality outcomes, and retain expert nursing staff, effective communication and shared clinical patient information is paramount.

Cross sectional prospective design was used for this study. Data were collected after 6 to 8 months of the initial implementation of the Cerner system. Nurses on every unit in the hospital were recruited to complete the two pages survey on all shifts. Candy and pens were provided to nurses to help increase participation. The survey has 44 items and uses Likert scale questions. 358 nurse completed the survey, with a response rate of around 79%.

Of 358 respondents, the average worked hours per week was 36.8 (SD 8.7) hours. Most of the participating nurses worked full time (83.7%). Fifty five percent of the nurses worked day shift. In regard to computer use experience, the average score was 5.67 (SD .88) on a scale from 1 for “never used it” to 7 for “expert user”. Most of the answers were in the middle point on the Likert scales at score of 5. Nurses reported an average score of 3.75 (SD 1.64) for “Cerner improves my productivity” on a scale from 1 for “never” to 7 for “always”. And an average score of 4.56 (SD 1.36) for “Cerner reduces patient care errors”. The average score for “overall, I am satisfied with Cerner system” was 4.01 (SD 1.63).

Most nurses at the University hospital are not satisfied with the Cerner HER system in many aspects, this might be a result of the difficulty to operate the new Cerner system. Further research and surveys will be implemented after 1 year to assess multiple staff perspectives about the Cerner system.