How to Successfully Evolve into a
Perioperative Nursing Informatics Super User

Sharon Bouyer-Ferullo BS, MHA, RN, CNOR[1],
Theresa M. Jasset MSM, RN, CNOR[2], Denise Goldsmith MPH, MSN, RN[2]
[1]*Partners Healthcare System, Boston, MA,* [2]*Brigham and Women's Hospital, Boston, MA*

Introduction

The Perioperative Super-User Role at Brigham and Women's Hospital evolved from staff RNs participation in the conversion process of the operating room (OR) record from ½ electronic and ½ paper, to entirely being computerized. Subject matter experts (SME) from the OR staff were either asked, and/or volunteered, to assist with the content, flow, and design of the new fully electronic perioperative nursing OR record.

Methods

Meetings were held every two weeks with Partners IS analysts, perioperative leadership, perioperative nursing informatics, quality program manager and nurse educators to review and update content for necessary clinical documentation. As the system evolved, SMEs were given the opportunity to have practice sessions prior to going "live" offering valuable constructive criticism. A four-hour session to train the trainer for Super-Users combined with the opportunity to participate in staff's training classes allowed the super users to mature their own skills in using the new system. On the go "live" day, resources were distributed to the Super-Users in the form of a quick tip handout, a central phone number and beeper for questions that required quick action or answer, a form to fill out information on the problem, how it was handled, the OR nurse, room, and if it was resolved.

Results

Excellent communication among team members and staff ensured a successful roll-out of the new system. The success of the project was helped from the efforts of the perioperative Super-Users. Being perioperative nurses themselves, they were already familiar with the fast-pace of the OR, workflow needs, felt comfortable in all surgical services, and with the staff and environment. This approach speaks volumes to the benefits of "growing super users" from within the project's targeted users whenever possible.