

Enhancing the Implementation Experience by Encouraging Communication of Technical Issues to IT Support Staff

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Introduction

Clinicians adopting new technology need a quick and easy way to provide feedback to the implementation team or technical teams based on issues encountered in new system.

Method

STAT ticket is a unique infrastructure support tool that allows users to click a button while using the Electronic Health Record (EHR) to submit a ticket to the help desk to alert them of an issue. The user can describe the issue or concern in their language and the STAT ticket system captures a screenshot of the application or error in question, user information, logs from the computer and the backend computer information necessary for IT support staff to investigate the problem. STAT ticket was implemented in 2006 throughout the organization; however its presence during the ICU implementation of the EHR in 2011 was instrumental in enhancing the user experience. With any implementation there are often system glitches or errors that need immediate attention and with the critical nature of patients in the ICUs, clinicians do not have time to call the help desk and wait on hold to give the details necessary to troubleshoot a computer problem.

Staff was educated on how to use STAT ticket during EHR training class to ensure they knew how to efficiently report problems and to assure them that issues would be addressed.

Results

During the 5 week implementation period 283 tickets were logged from ICU machines. Tickets were logged by clinicians using the system when they encountered a problem. The implementation team took a first pass at the ticket to see if it was a design issue or a technical issue. If it was a design issue, the implementation team was brought together to address and fix in a timely fashion. If it was a technical issue, the ticket was routed to the help desk to get support staff involved. There was immediate feedback provided to the clinician that alerted them the ticket was being worked on. This immediate feedback mechanism provided confirmation that the ticket was received and in progress. This in turn helped the end user feel that their concerns were being recognized and investigated, which ultimately enhanced the user acceptance of change as they felt they were able to be a part of the solution.

Discussion

Asking for real time feedback from clinicians allows them to feel integrated in the change process and feel like they have a voice. When issues are identified and a fix is warranted, a broadcast message should be sent to alert staff of the status of the issue and to relay the message that IT staff have the information they need and clinicians don't need to spend more time logging tickets for same issue. Real time logging of tickets alerts staff to potential system degradation early.

References

www.STATTicket.com