

IT'S NOT WHAT YOU CLICK BUT WHY

Naomi Monaster
RN, MSN, CCHN(C)
Regional Clinical Education Lead
Naomi.Monaster@vch.ca

Vancouver Coastal Health
Promoting wellness. Enriching care.

PARIS is the new e-documentation system

2002
PARIS introduces to VCH Community Home Health by Project Team

1 day basic training all functional

Documentation 10% electronic
Approx 10% of staff use PARIS produced the doc and handed to 90%

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Panic among staff lost in translation

- Staff did not know how to use the system
- Forms looked different [digital]
- Old workflow changed as a result of the new implementation
- New professional practice questions with no answer

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2008/2009 action response

Project Team + Home Health Team called for a meeting


 negotiate solution

What did staff need to know FUNCTIONAL?
What did staff need to know CLINICAL?
What works?
What does not work?



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| <p> 1:1/ Decentralized Education & Distribution</p> <ul style="list-style-type: none"> • Expensive • Different Educators teach different practice • Time consuming <p>✗</p> | <p> Centralized Education & Distribution</p> <ul style="list-style-type: none"> • Cost efficient • Consistent & Standardized • Time saving <p>✓</p> |
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2009 new solution

Project Team teaches the "what"
Home Health Educators teach the "why"


 Curriculum development & tools

2 days basic training
+
2.5 days clinical training ("day in a life") taught by: Home Health Educators

- Continuous improvement
- Teach to learn

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RESULTS:

1. Defined Competency
2. Confident Educators
3. Content that can Grow
4. Confident, Competent Staff

lessons learned


 looking back/going forward

Trust
We have each other's back

Team
All hands on deck

Vision
You need to know where you're going

lessons learned



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Thank you to the PARIS Project Team and the Home Health Educators

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