Indicators of Success for Clinical Engagement in Scotland's National eHealth Programme

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Abstract

A survey of Nursing, Midwifery and Allied Health Professions (NMAHP) capability and capacity was undertaken to assess clinical engagement in Scotland's National eHealth Programme. The survey explored four themes; leadership and engagement; eHealth tools; eHealth skills; and knowledge management. The results were shared via a Clinical eHealth Toolkit in the form of" indicators of success" and linked with working examples of good practice to support engagement of all clinicians in eHealth.

Keyword:

Nurses, Midwives, Allied health professionals, Clinical engagement, eHealth

Methods

An NMAHP eHealth capability and capacity survey was undertaken across Scotland to: provide a high level assessment of NMAHP eHealth capability and capacity to inform the national eHealth programme development and implementation; and to support Health Boards to develop tailored action plans to progress their local eHealth agenda. The survey involved 13 territorial and one special Health Board in Scotland. There are currently 14 territorial and 6 special Health Boards. Participants of the survey were members of the NMAHP eHealth Leads Network, of which there are 82 in total from all areas of healthcare. Colleagues from eHealth and knowledge management services were also involved. The survey data was gathered at 4-hour workshops in each Board, by a facilitator and scribe. The workshop was structured into four sections, covering four strategic aims of the NMAHP eHealth Action Plan including:

- Improve NMAHP leadership and engagement in eHealth.
- Deliver a fit for purpose infrastructure and workable solutions that support NMAHPs to contribute to multidisciplinary, multiagency, patient focused care.
- Build NMAHP eHealth capabilities through training, education and development.
- Utilise eHealth systems to advance knowledge management for NMAHPs.

Each section addressed an over-all question relating to the aim. Subsequent question were designed to: draw out good practices that could be shared and built upon; identify barriers that can be alleviated; and identify key actions that would drive progress. The findings were recorded 'live' onto the survey form during the event and reviewed by the participants following the event to check for gaps or additional information.

Results

The results from the workshops were used by the Health Boards themselves to create local action plans that would help progress local issues. The collective results were summarised in the form of "indicators of success" with examples of experience to build on. These were:

- *Leadership and Engagement*: get together as clinical champions; clarify roles; be known and build influence; promote the benefits of eHealth.
- *eHealth Tools*: know what you've got; learn from the experience of others; design for clinical benefits; create easy wins.
- *eHealth Skills*: know what skills are needed; get eHealth on the education agenda; make the most of what is there; use champions for support:
- *Knowledge Management:* identify what questions need answers and what information is needed; know what tools and resources exist; maximise the use of knowledge; exploit electronic information.

Conclusions

These results are relevant to all clinicians involved in eHealth therefore a "Clinical eHealth Toolkit" was developed and publicised in a summary leaflet and electronically via the NMAHP eHealth Managed Knowledge Network (MKN). http://www.nmahp.scot.nhs.uk/clinical-ehealth-toolkit.asp The MKN allows links to further information; it is a dynamic tool and continues to be updated with new resources. Involvement in the survey itself led many Boards to focus on better engagement of NMAHPs in eHealth locally. Nationally the results were used to support Scotland's eHealth Strategy aims, to ensure it is patient focused, clinically led and benefits driven and ultimately supports high quality patient care.