

The medical environment is changing rapidly in recent years. Nursing, facing impacts internally and externally, implemented several measures to breakthrough and innovate. I recently attended a seminar called "Simplifying Hospital Nursing Document Processing Plan", coordinated by the Medical Policy Association. It was an explanatory introduction by professionals at various levels of the hospitals to support the Department of Health's Nursing Reform Policy. Everyone is feeling unease about the change because of new audit of evaluation committee, the potentiality of over-simplification and medical disputes.

Nursing informatization is one of the main policies for simplifying clinical operations. So, how do the clinical nurses and management cope with the changes? Is it a step forward, or a step backward?

Nearly everyone owns a computer, a cell phone, surfing the Internet and engage in social networking nowadays, digitizing work flow processes should not be difficult. So, why is it so hard? How do our colleagues adapt to the changes?

Let us hear the thoughts of our ward head nurse, who was the first to adopt the mobile e-nursing cart in Hualien Tzu Chi Hospital, and how she led her staff to reform the ward into the hospital's benchmark of informatization, as well as the voices of other staff on the reform. We hope to instill confidence in our colleagues' mind, transform information into our most reliable weapons in saving time and effort.

To Shoulder on Challenge for Change

Hui-Lan Chen, Head Nurse of Cardiology Ward, Hualien Tzu Chi Hospital

If you have the chance, will you take the challenge?

If you have the courage, will you take the responsibility?

Willing to take on challenges and responsibilities, you have already changed!

Volunteer to Pioneer

While dealing with various diseases, our staff discovered that physicians might have inconsistent thoughts when it comes to prescribing medications, which, as result, exhausted time and energy of the new and old staff to identify and verify the correct medication. Vague prescriptions

or ambiguous instructions are constantly testing the coping ability of new staff as well as the communication and counseling skills of the supervisors. Upon further studies, it was revealed that the entire world faces similar predicament and endeavors to compensate, particularly in an era where technology evolves so rapidly. I, at the time, thought of implementing barcode to improve the accuracy of

drug administration among staff, which coincided with the nursing department's project to promote the implementation of e-nursing cart hospital-wide, and instead I volunteered to pioneer the new project in our cardiology ward.

I was highly interested in the issue of nursing informatization. In addition to receiving related training, I actively participated in hospital observations, particularly their practices in promoting nursing informatics. Hence, various systems began to take practice runs in our ward, from the assessments of nursing order system to the polysystem online; we are the witness of the history of Tzu Chi nursing informatization.



Photo depicts a nurse uses e-Nursing barcode to double-check the medicine for an in-patient.

Step Out the Comfort Zone

At the time, I was often asked the following questions, "The unit is so busy, won't there be any complain and rejection testing the new system?" or, "Dispensing medication is the most frequent task in nursing, why would your colleagues be willing to face the changes in medication dispensing service with you?"

My colleague, who is now a clinical instructor, remembered his feeling when the changes were first implemented. "It is difficult to promote new things, because everyone is used to the old routine and it is hard to accept the change. I think management is one of the key reasons for success, because you must have the strength to demolish the old before the staff can be convinced."

I remember asking, "If there is a way to improve the abnormally frequented systematic administration in our unit, will you accept my suggestion, and give the unit and yourself a chance to change? The Nursing Department's management values our comments. If the cardiology ward, which has the highest turnover rate and high severity of illness, can successfully implement the new system, I believe the entire hospital can do it as well!" I firmly believe change will happen as long as we act on it, and that is how I encouraged my colleagues to work together and accept the idea that changes equals opportunities.



Head Nurse Hui-Lan Chen pioneered to shoulder the task on trying e-Nursing Cart with the hope to enhance the unit's medication delivery accuracy.

An Honor to Lead

Maybe the speech inspired my partners. The staffs enjoy the fact that the unit is totally operating on the Internet (wireless) platform, becoming a pioneer in information technology.

During the process, we visited hospitals and medical conferences, actively sharing knowledge among colleagues; when facing challenges we meet them with joyfulness. When the first Mobile e-nursing Cart was implemented for testing, only our team leader had access. One day the cart disappeared. It turned out that a younger nurse envied the use of this "battle tank", so she took a chance to test drive.

Besides participating in testing the hardware of the Mobile e-nursing Cart, we also participated in the design and installation of the software system. Our staffs brought comments and notes from

their working experience and directly communicated with the system engineers, explaining their issues encountered in the front line. The system engineers even stationed at our unit to better understand the challenges encountered in dispensing medication, and made changes to meet our clinical operation.

The following are the feedback from many of our colleagues:

"So we can actually communicate with the system engineers directly...Our comments and thoughts are being treated seriously"; "being a tester is important, we have to be serious about it, otherwise it would affect others."

Triumph Through Risks and Falls

Over the past three years, from preparation, execution, to the continual promotion of informatization, my heart went

up and down according to the progress. The stress was high for clinical staff, particularly during the transition phase where both manual and computer process proceeded in parallel, and the pressure on every one of us is beyond imagination.

If you asked me how I managed to keep my cool and relief stress during the transition, my answer would be “to test the systems in person with my coworkers, commend their effort publically, and providing timely relieve and support.” Only when the staff have the courage to face

change, can the management continue marching forward. As certain members of my team resigned, there were times when I was lost and afraid to fail the projects, but others comforted me, “We are so eager to change, I believe the result will be satisfactory. Jing Si Aphorism said ‘Intentions beget blessings, vows beget strength’.” How could I give up while everyone around me being so optimistic and supportive?

Finally, we successfully overcame every obstacle. After a yearlong trail run and



The mobile e-nursing carts are now smart helpers for all clinical nurses in Tzu Chi Hospitals.