

Do We Have to Teach Clinicians to Utilize Technology?

MN eHealth Summit
June, 2008

Agenda

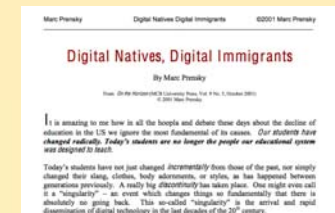
- Potential training audiences
- Natives and immigrants
- Why are immigrants so resistant?
- Transforming an immigrant
- Immigrant training opportunities

Training Audiences

- “Senior” members of the medical staff
 - Digital immigrants
- Gen X and Y members of the medical staff
 - Digital immigrants
- Current and future trainees
 - Digital natives

Digital Natives

- Grown up with technology
- 5,000 hours reading
- 10,000 hours of screen time exclusive of television
- Text communication
- Multitaskers



Native Expectations

- Seek training programs with advanced information technology already in place
- Remote access to EHR and organizational communications tools
- Online educational reference material
- Online training programs for software
- Typing isn't perceived as a burden

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Native Skills

- Typing
- Texting
- Digital communication
- Self directed learners
- Multitasking



www.insurancetechguru.com/multitasking.bmp

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Native Setbacks

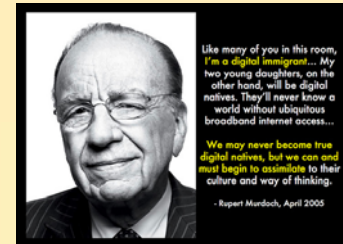
- Don't necessarily understand the value of real time, face to face communication
 - “I put it in my note”
 - “I sent them a text message”
 - “I'm waiting for xxx to text me back”
 - Value of conversation with nursing staff
- Potentially focus on the data out of context to the clinical situation
 - Easy access to data remote from the patient

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Digital Immigrants

- Print emails
- Call to make sure others receive our email
- Invite others to view a web site on our computer
- Single threaded



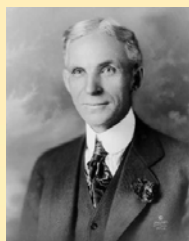
www.flickr.com/photos/lynetter/322112273/

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Immigrant Resistance

- Dramatic differences in the way they were taught
- No added value to their practice
- Focus on the inefficiencies
- Transition paralysis



If I'd asked people what they wanted, they would have asked for a better horse.

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Immigrant Transformation

- Demonstrate **VALUE** to their daily work
 - Tracking patients by disease category
 - Mn community measurement project
- Appeal to a **PERSONAL** interest
 - Support for registry documentation
 - Templates for common workflows

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Immigrant Transformation (2)

Manageable training EXPECTATIONS

- “multiple small feedings of the mind”
- Alternative training methodologies
- Emphasize **CONVENIENCES**
 - Eliminate trips to radiology and medical records
 - Ubiquitous access

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Training Opportunities

- Development of informaticians
- AMIA 10x10 program
- “Immigrant training”
- “...virtually every hospital, clinic, physician office, or other health care provider organization will in some way utilize information technology solutions in the coming years and will need health care professionals versed in informatics to assist with the implementation, use, and success of these systems.”

Don E. Detmer, MD, MA
AMIA President & CEO

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references

- www.marcprensky.com/writing/
- <http://www.amia.org/10x10/>