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Title	Participant Perceptions of Accessing Clinical Nursing Procedures within an e-Environment
Presenter(s)	John Clayton
Organisation	Waikato Institute of Technology
Author(s)	John Clayton
Abstract	<p>The sophistication and ease of use of web browsers to display media-rich content and the advancing computer skills of health professionals mean health organisations are purposefully exploring the potential of connected computers to supplement and enhance healthcare provision. In 2010 the New Zealand Ministry of Health funded an e-project, Improving Nursing Utilisation of Evidence to Inform Clinical Practice. This project was multi-phased, focused on the development of registered nurses' capability to access internationally recognised electronic resources to directly impact on their ongoing practice. Additionally, the initiative supported wider interaction between the Midland regions DHBs within an e-learning environment, supported by the learning management system Moodle.</p> <p>During the pilot phase of the project, selected registered nurses across the five DHBs were provided access to Moodle and the procedures manual. As well as reviewing identified procedures, they were also asked to complete an evaluation form on the e-environment created for the project. The evaluation instrument used contained nine questions which included a mixture of rating scales, drop-down responses and text-box responses. The survey was opened on the 21st March 2011 and was closed after the 6th April 2011. During that period 155 participants completed the instrument with no reported problems.</p> <p>This presentation will discuss the initial findings of this evaluation. It will highlight respondents' confidence and competence in accessing the e-environment created; it will explore participant perceptions of the layout, design and organisation of the site; and it will discuss respondents' thoughts on the benefits/barriers of using the internet to access policy and procedures to inform their practice.</p> <p>(This precedes a presentation submitted by Michael Bland)</p>
Presenter(s) Biography	<p>Dr John Clayton is a leading New Zealand educator with extensive knowledge of deploying, using and evaluating learning technologies in educational settings. From 2005-2010 he was a member of the Ministry of Education of New Zealand tertiary e-learning reference group. He is currently:</p> <ul style="list-style-type: none"> • A member of the Technologies in Education special interest group of the British Educational Research Association (BERA). • A member of the Digital Industry Leadership Group (DIG), Hamilton City Council • Campus representative, Australasian Society for Computers in Learning in Tertiary Education (ascilite) • A member of the Kiwi Advanced Research and Education Network (KAREN) services working group.
Programme Stream	Health Policy- influences & implications
Session Times	Thursday 24 November 2011 at 02:15pm



Participant perceptions of accessing clinical nursing procedures within an e-environment

Dr John Clayton
Waikato Institute of Technology

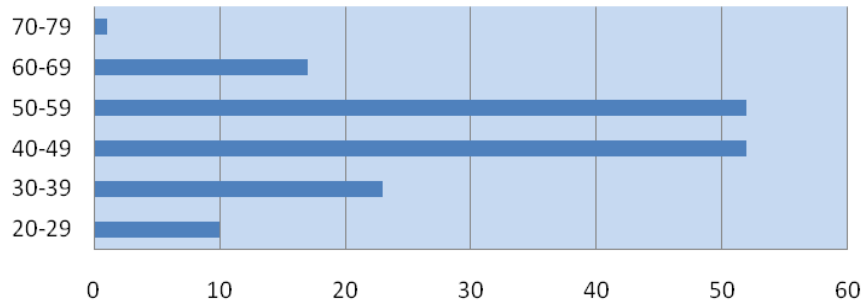


Acknowledgements

- This report presents the findings of the evaluation undertaken to review participants perceptions of the e-learning environment created for the *Improving nursing utilisation of evidence to inform clinical practice* project funded by the New Zealand Ministry of Health.
- Team led by Michael Bland included Sue Hayward, Lynda Pryor, Angela Broring and Jeremy Fitzpatrick

Sample

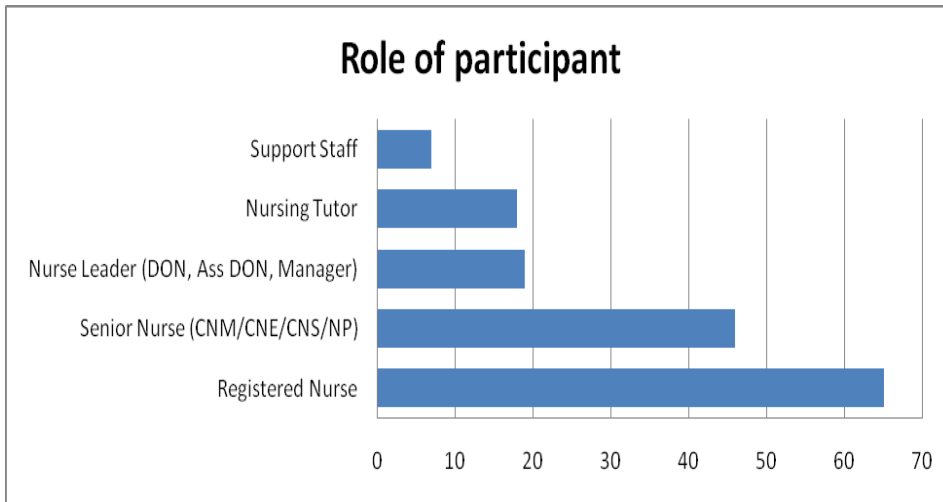
Age range of sample



	20-29	30-39	40-49	50-59	60-69	70-79
Series1	10	23	52	52	17	1

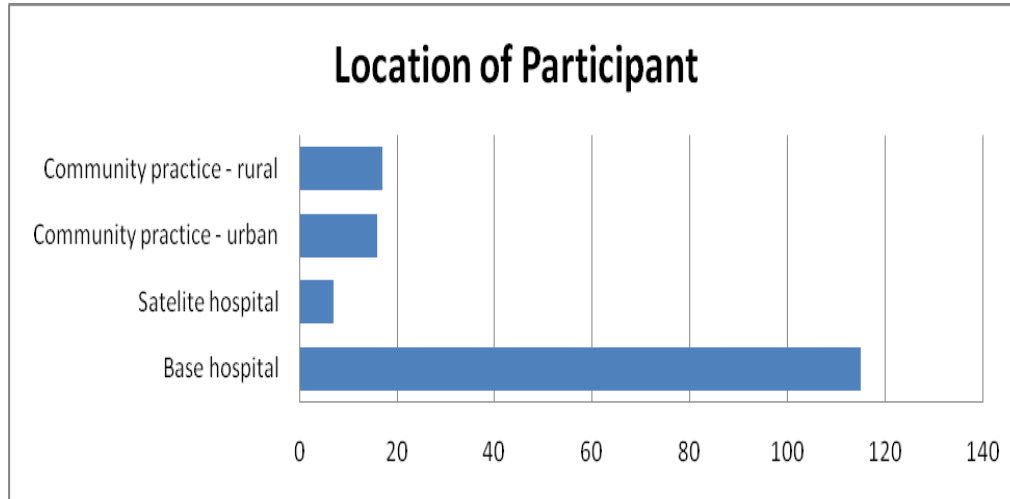
The age range of the sample was reasonably spread from 20 years to 80 years with the majority (104) of respondents being in the 40-60 age ranges.

Role of Participant



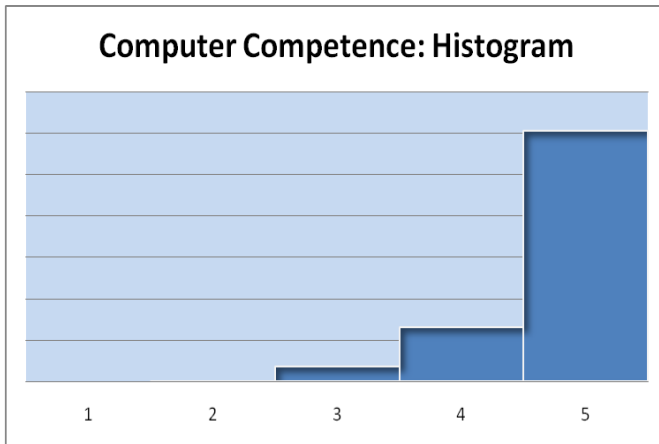
The largest number of respondents were registered nurses (65), followed by senior nurses (46) and nurse leaders (19). Nursing tutors (18) and support staff (7)

Location

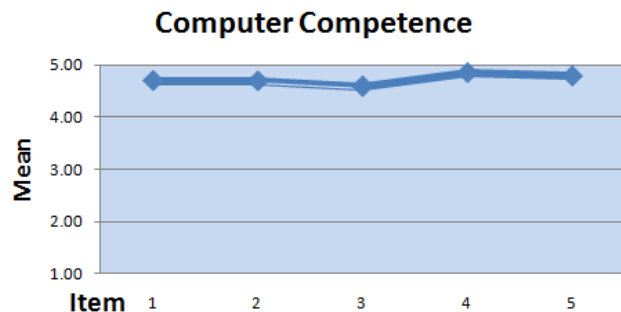


The majority of respondents were located at a base hospital (115) but there were a significant minority from satellite hospitals (7) and community practices (urban and rural 33).

Computer Competence



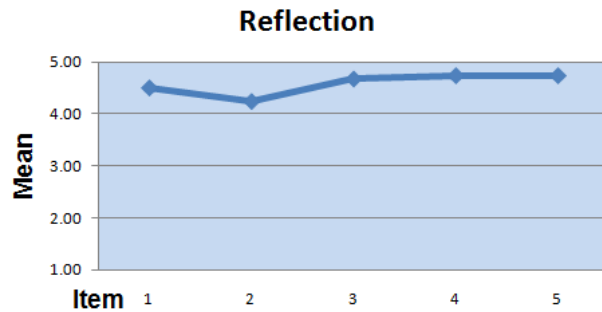
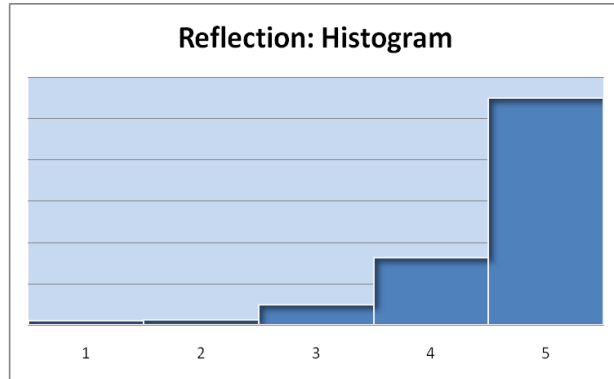
The responses indicate a significant majority of the participants felt they were technologically capable of participating fully in the procedure evaluation exercise. They indicated they were confident and competent using their computers and searching, retrieving, storing and manipulating information from the Internet.



Ease of Use

- *very comfortable and confident to engage with this programme (R48)*
- *easy to use system (R15)*
- *did not experience any major issues or problems (R16)*
- *confidently say that this has been a very positive experience (R6).*

Reflection



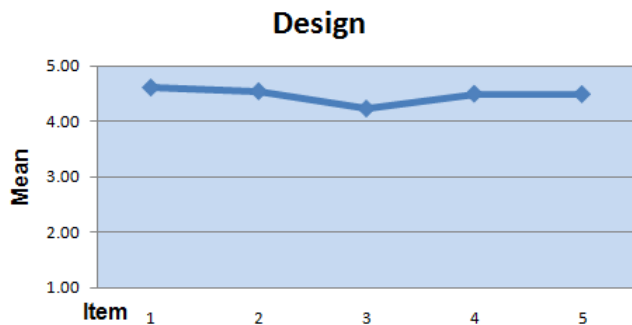
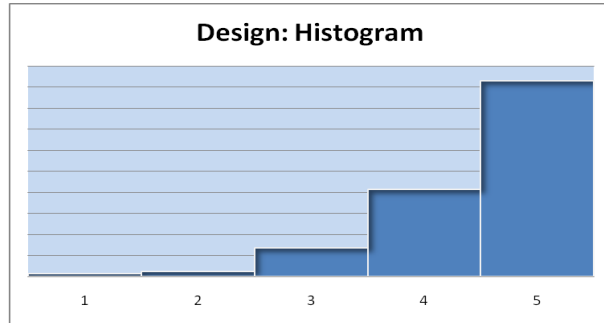
The responses indicate the significant majority of the participants were competent and confident in using web-based technologies to access point of care procedures.

However, it is notable a minority has reservations around replacing normally accepted practice (i.e. paper copies) with web-based approaches.

Benefits

- *a big time saver for local DHB's trying to provide their own protocols and procedures (R114).*
- *very positive way of interacting with Policy (R12)*
- *would be useful to be able to continue to use this site (R8)*
- *site provides at current and up to date information (R15).*
- *help with consistency across the country and would be beneficial in maintaining a consistency of practice (R29).*

Design



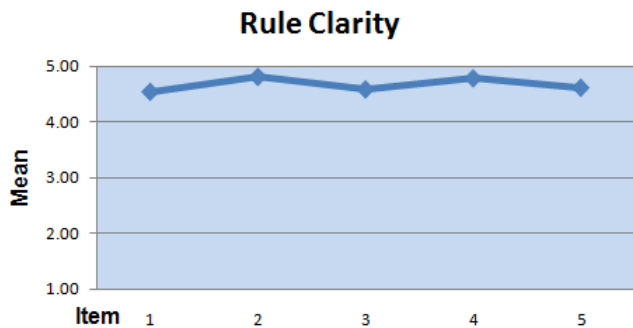
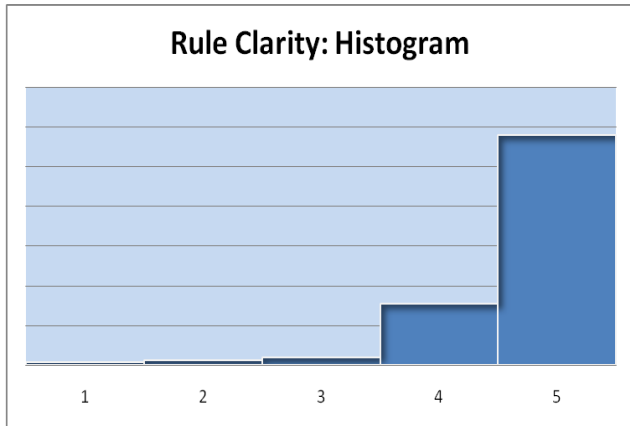
The responses indicate a significant majority of the participants found the web-space created visually appealing. They were able to clearly read all materials and the media used was appropriate to the information presented.

However, a minority indicated the space was not particularly creative or original

Points to ponder

- *the photos were very out of date particularly the hand hygiene (R131)*
- *perhaps video would be more visually appealing (R120).*

Rule Clarity



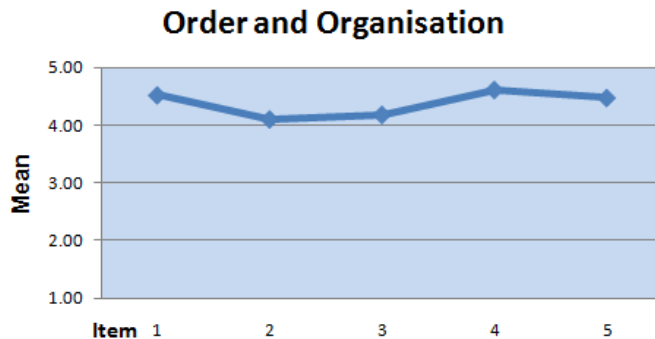
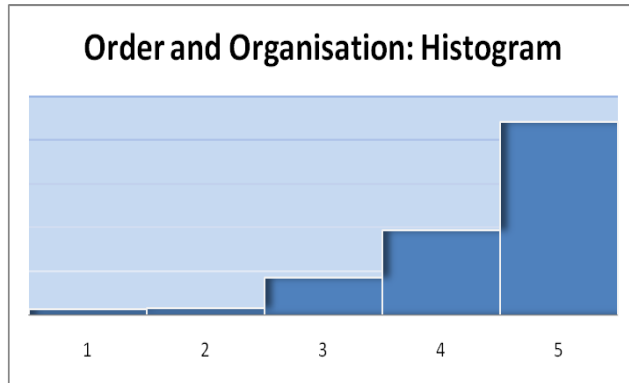
The responses indicate respondents could access the appropriate software applications to complete activities assigned.

While the responses also indicate the majority of sites had robust and reliable connections it is notable some respondents did have issues with opening applications and this could be related to poor connectivity.

Engagement

- *I do not have to leave my work environment, no cumbersome text books to carry around, accessible (R97).*
- *most RNs on the wards could only access through a shared computer in a busy communal office which may limit their access to the resource (R19).*
- *still believe there is a place for a hard copy of procedures on the ward, as not everyone is computer-savvy (R148).*

Order and Organisation



The responses indicate the procedures reviewed were presented in a logical manner, were current and were appropriate to the respondents' current level of skill.

However, it is notable a minority had some concerns on the scope and depth of the procedures they reviewed (*Item 3*) and the currency of the information (*Item 2*).

Order and Organisation

- *the site was logically organised (R8)*
- *easy process to follow and instructions were clear (R95)*
- *font size easy to read, pages easy to navigate, good photos and diagrams (R143).*
- *this site to be very clear concise and very easy to use (R66)*
- *it was an easy to complete evaluation tool (R111).*

Potential Issues

A small minority of respondents indicated they

- had reservations around replacing normally accepted practice (i.e. paper copies) with web-based approaches
- felt the web-space created was not particularly creative or original
- had issues with opening some applications and this was related to poor connectivity

Positives

A significant majority of respondents indicated they

- are confident and competent using their computers and searching, retrieving, storing and manipulating information from the Internet
- were competent and confident in using web-based technologies to access point of care procedures
- found the web-space created visually appealing
- were able to clearly read all materials and the media used was appropriate to the information presented
- felt the procedures reviewed were presented in a logical manner
- could access the appropriate software applications to complete activities assigned
- had robust and reliable connections

Summary

- **Connection:** Infrastructure must be reliable, robust and supported
- **Content:** Identify skills required to access content and create user files
- **Capability:** Provide the required support to use the connection and access the content