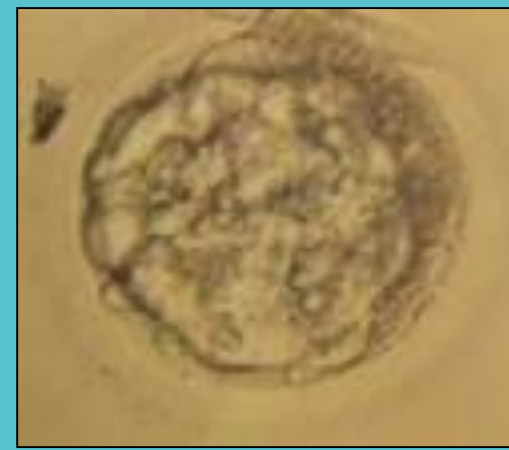# Roles and Responsibilities of an Informatics Nurse in a Non-Hospital Setting
Shady Grove Fertility – Rockville, MD

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Introduction

Beginning in 1991, Shady Grove Fertility (SGF) has quickly grown to the largest fertility practice in the United States. With over 600 employees across 19 regional offices in Maryland, Pennsylvania, Virginia, and Washington, D.C., this significant growth has redefined the roles and responsibilities of the nurse informaticist in a non-hospital setting.

Our Goal

As informatics nurses in a specialty field, our goal is to focus on the relationship between the end user and the patient. The CAS department provides direct patient care to ensure that all clinical updates are relevant to the end user. In the ever-changing field of infertility the CAS team recognizes the importance of integrating applications that improves patient care and satisfaction.

Roles and Responsibilities

SGF utilizes a Clinical Application Specialist (CAS), which functions very similar to a nursing informaticist. The CAS provides on-site and remote training to all clinical employees, executes quarterly audits, presents webinars, assists with state inspections, and implements new interfaces within the Electronic Medical Record (EMR).

Clinical Applications and the Future

As SGF continues to grow, the CAS department anticipates additional tasks and responsibilities. In order to complete these additional tasks, our goal is to expand the CAS team. In 2017, we started utilizing a ticketing system to capture workload metrics. The data collected will identify the need for additional team members which will result in faster end user support and a better patient experience.

Evolution of Nursing Informatics at SGF

1991-2007 — 1-on-1 Full day training

2007 — Addition of Baltimore Metro Region to SGF

2012 — Addition of Pennsylvania Metro Region to SGF

2013 — Site visits and Champion Users identified at practice level

2014 — Recorded videos using Webinars/GoToMeetings

2015 — Virtual Network Computing (VNC) off site training

2016 — 2 and 6 week focus meeting; management of interface; nursing informatics department created

For more information please visit our website at
www.shadygrovefertility.com