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.2 S Technology selection within the health care setting critically impacts nursing workflow and safe patient care and can have many downstream effects.

The procurement of a wireless printer device for bedside nursing lab specimen collection prior to a nursing informatics technology assessment resulted in a decision that proved to become detrimental to work efficiency, employee satisfaction, compliance with best practices, confidence in leadership, and confidence in technology.

2011—IT-driven device selection

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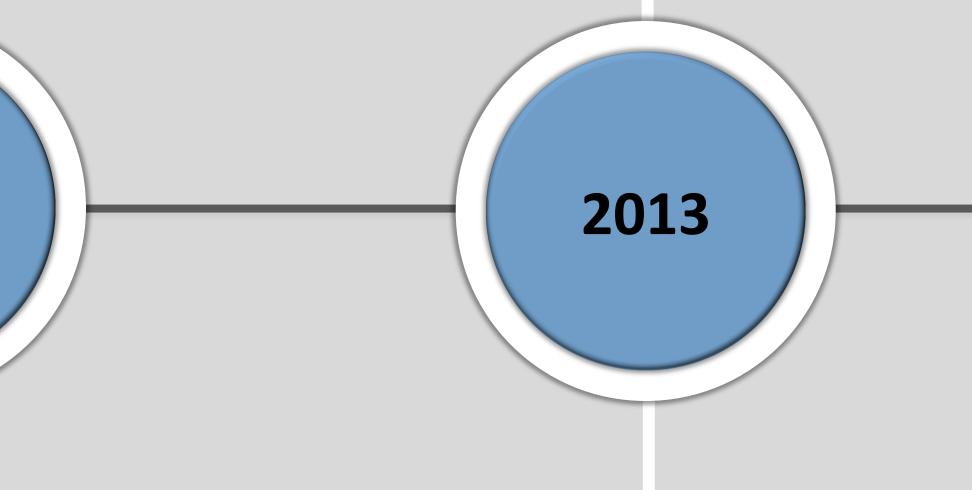
Project team did not include nurse informaticist Nursing technology and workflow impact assessment not done to evaluate printers

Repurposed surplus of printers from prior failed pilot

> **IT assumed** that wireless printer would work for nursing workflows, since it worked for Phlebotomy

Goal 90%

bedside lab collections labeled by bedside printer





2011



June 2013–IT Driven pilot in Acute Care Nursing > Implemented wireless phlebotomy workflow using a shared device model, deploying wireless printers to be brought to bedside for specimen labeling

September 2013—Nursing informatics assessment

► Additional device for nurses to manage led to **low compliance** >Intermittent reliability of printer resulted in low adoption ► Nurses defaulted to using wired computer to print paper lab requisition at station rather than use wireless printer due to **inefficiency of shared device model**

November 2013

> Based on NI assessment, Nursing wanted to connect printers to each bedside computer, but wireless printer was not compatible > Vendor suggested a "plug 'n' play" model, by adding USB cable to bedside computer to plug in wireless printer

>NI advised "plug 'n' play" model would not work on high volume nurse-collect units (i.e. ICUs and Heme/BMT)

Nursing Informatics Assessment: A critical component to improving specimen collection compliance

