

## Development of a Clinical Informatics rotation during a foundation Residency Program

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### Background

Clinical informatics is the application of information technology in healthcare. With increasing numbers of Australian health services implementing electronic medication management (eMM) systems and electronic medical records (eMRs), pharmacists with clinical informatics expertise can make an important contribution.

The SHPA Residency program, established in 2017, contains four 6-month rotations, including one elective rotation, presenting an ideal opportunity for Pharmacy Residents to train and practice in a field which may not have traditionally been considered a pharmacist's role or domain, such as business analysis or clinical informatics.

### Aim

To describe the development and implementation of a clinical informatics rotation for Residents to develop skills and support an organisation through a comprehensive eMR implementation.

### Methods

In 2018, Alfred Health, a large multi-site health network with three hospitals and numerous community clinics, implemented a comprehensive eMR. This was supported by a large Pharmacy Clinical Informatics team, with pharmacists involved in the initial building and testing of the medication management system, as well as the training of over 5,500 pharmacy, nursing, allied health and medical staff.

Residents undergoing elective rotations were offered the opportunity to participate as trainers and support staff. Assessment tools were developed and adjusted to assist in the evaluation of the Residents during this elective.

### Results

Three Residents participated in the first Clinical Informatics rotation, training to become eMR Trainers and Support Staff.



#### Training:

Residents underwent a two-week "train-the-trainer" program and helped design materials to teach both Superusers and End Users. They facilitated an average of 30 hours of staff training a week for 12 weeks to ensure all staff across the organisation were prepared for eMR Go-Live. Residents were also involved in the development of quick reference guides, staff proficiency assessments, system testing and review of hospital policies.

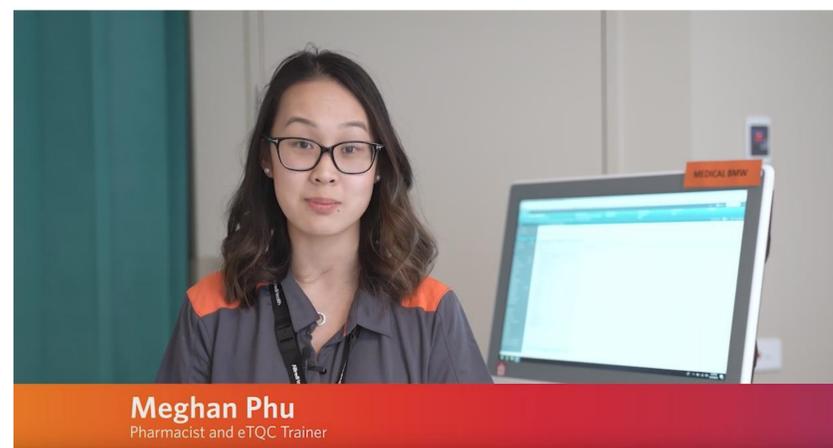
### Results

#### eMR Go-Live:

In October 2018, Alfred Health went 'live' with the eMR system; converting all inpatient areas across three campuses in under five days. Residents provided roaming support on the wards, as well as answering queries by phone and online using *Yammer*<sup>R</sup>, a private inter-organisation communication tool, from the Go-Live Command Centre, assisting conversion teams and medical, nursing and pharmacy staff to ensure that optimal patient care was delivered at all times.

The Pharmacy department provided a 24-hour on-site service during this time and Residents were offered the opportunity to participate in overnight shifts to support clinicians.

Residents assisted with the creation and dissemination of resources including videos to educate staff and deal with unexpected complications as they appeared over the Go-Live period.



Feedback from the three participating Residents was obtained via monthly reflections. The overall impression was positive, with select quotes listed below:

*"It has been a unique and fulfilling experience with its own set of challenges"*

*"Training has been a great experience, allowing me to develop my communication and presenting skills. I have been exposed to difficult situations and questions in an open classroom setting and have learned how to better manage these"*

*"What I've gained most out of this time being in eTQC is teamwork, problem solving, understanding the work involved behind the scenes of launching a product."*

Assessment of this rotation was completed through feedback forms at training sessions and peer assessment using the mini-PAT tool. Activities from the rotation will also be mapped to standards and built into each Resident's Advanced Practice Portfolio. Additional formal feedback tools could be developed for future rotations.

### Conclusion

Clinical informatics is becoming a core function of hospital pharmacy departments. The Clinical Informatics rotation formed a valuable part of a foundation Residency Program, and should be considered as a potential core rotation for future Residency Programs.