Rose Giannini

Abstract

Background: Introducing technology to support patient care delivery in today's complex healthcare organizations can be innovative yet challenging. Managers are often not included when technology affects their units, and less often is manager insight into the project taken into consideration. Studies that describe the C-Suite role and information technology are useful but not specific to the manager's perspective (Szydlowski & Smith, 2009; Petersen & Bertelsen, 2012).

Objective: The purpose of this project was to identify the factors related to the managers' perceptions about the use of mobile technology at the bedside. Mobile technology includes using smartphones for communication and documentation of patient care.

Methods: Inpatient nurse managers participated in focus groups; semi-structured interview questions were administered.   Results were analyzed using NVivo12 (2019), within the context of the Socio-Technical Model (STM) by Sittig and Singh (2010).

Results: The majority of responses were related to two ST dimensions, workflow/communication, and people. Nurse managers fell into each of the eight dimensions but most commonly the workflow and communication dimension.

Conclusion: These findings provide insight into ways to enhance the success of the mobile technology project.

Implications for Nursing: This approach to reviewing HIT may be useful to organizations as they pursue future health information technology initiatives.