



Government of **Western Australia**
Department of **Health**



ICT Commissioning at Fiona Stanley Hospital

A Review of Clinical Engagement

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The FSH ICT Project

The ICT Project Objective

Every service/department at FSH has the ICT tools (applications) and knowledge to commence operations by day 1 of phased opening.



The FSH ICT Project

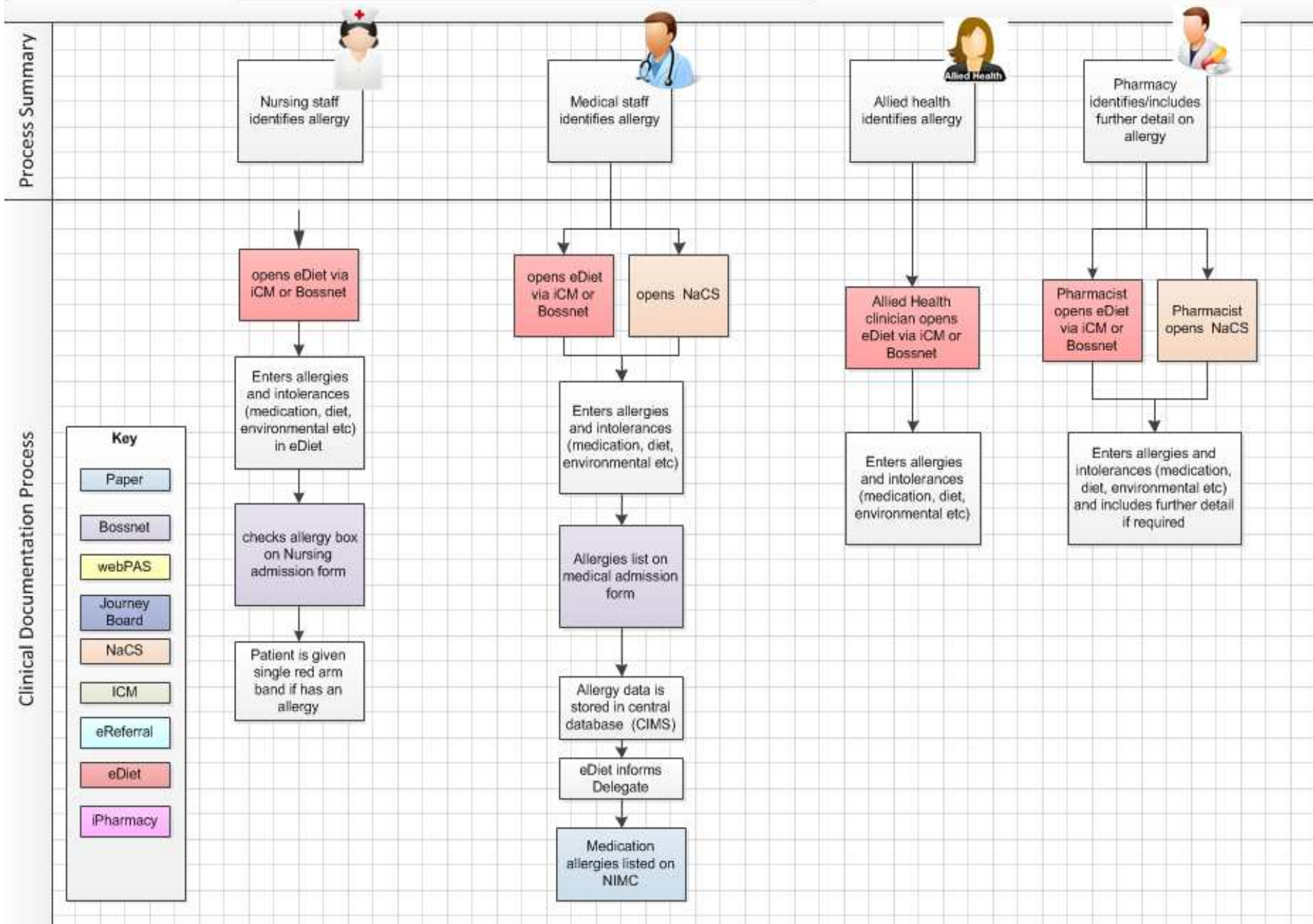
Our Success

- Early service lead (HoDs, NUMs, NDs) engagement
- Clinician first approach
- Co-operative decision making
- Committed ICT team with strong leadership and clearly defined purpose
- Current clinicians (Nursing, Allied Health and Medical) on the ICT commissioning team
- Regularly scheduled communication
- Mapping of clinical workflow



Allergies- DRAFT

Alerts and documentation of patient allergies, and the interface with the diet order system.



The FSH ICT Project

The Lessons Learnt

- Poor clinician buy-in at the commencement of the ICT commissioning process directly impacted the perception of the final ICT result
- Those services with no clearly defined leader proved the most difficult to engage
- Conflicting agendas and competing interests at any stage in the process causes delays to the final outcome
- ICT engagement at the service level was influenced by ownership of issues
- **The success of the ICT Program relied heavily on flexibility in approach and change through evidence**



Questions

