

# Provider Needs Assessment Summary

This summary provides an overview of the findings and feedback from the Provider Needs Assessment which ran between December 2014 and March 2015. Thank you to those that took part – your feedback and suggestions are invaluable.

## Background

Providers play a key part in the success of the CST project and the need to involve them to a greater degree has been widely acknowledged. To ensure the project meets the needs of providers when it comes to connecting with them, CST launched a needs assessment across VCH, PHSA and PHC. The assessment consisted of an online survey, followed by 30-minute interviews.

The respondents' demographic was as follows:

- **Online survey** – The survey was sent to over 7,000 providers, with 423 responses received from across 72% of sites (PHSA: 39%, VCH: 35%, PHC: 26%). Providers in urban centres made up 97% of responses, 2% came from rural sites and 1% indicated they worked in both urban and rural sites.
- **Interviews** – 162 providers were invited to be interviewed and 32 accepted (Urban: 78%, Rural: 22%).
- In both the survey and interviews, physicians made up the largest population of respondents, followed respectively by pharmacists, midwives and nurse practitioners.

## Findings

The assessment produced the following findings:

### **Awareness of CST and Involvement**

- 90% of respondents have heard about CST
- The majority of respondents feel project accountability is not transparent
- More than 60% of respondents indicated a need for consultation before key decisions are made.
- Over 40% of respondents are not sure who is on the Provider Decision Group (PDG) and another 20% are not sure what the PDG is. As a result, they are not sure if PDG can effectively represent their interests. When asked why not, responses included:
  - “Insufficient representation, especially from some of the specialties, and a lack of engagement mechanisms to those not represented.”
  - “False consultative practices where clinical input is overruled, ignored or driven by system functionality.”

### **Benefits of CST**

- When asked what providers saw as key benefits, the following is a sample of responses:
  - “Provide us much richer information to make better clinical decisions.”
  - “Provider access to the information in real time.”
  - “It’s ultimately about patient safety.”
  - “Better continuity of care.”

### ***Contributing Factors for Success of CST***

- There was no single solution for increasing provider confidence in their organization's ability to successfully execute the technology portion of this transformation. However, the following are important:
  - Delivery of devices to do the work
  - Enabled in-house WIFI
  - Improved help desk responsiveness
  - Availability of single sign-on
- In addition to the above points, rural providers expressed specific concerns about:
  - Stable electricity sources
  - Robust contingency planning for go-live and beyond
  - Resource plans that account for their high numbers of locums

### ***Challenges to the Successful Adoption of CST***

In conclusion, respondents reported the challenges as: delivering a CST solution that meets providers' current expectations and implementing it in a way that does not impact workflow and builds provider engagement through communications, change management, learning and sufficient resourcing.

### ***Learning***

- Overall, there was a lack of awareness about what the learning plans included and, when interviewed, 95% expressed that they were unclear if any training would be provided.
- 100% of respondents agreed that system demonstrations and just-in-time training is required for go-live. Many stated that learning must be geared to current levels of knowledge and computer literacy, with self-paced options available to help people get the basics before going to class.
- 28 out of 32 providers interviewed said access to a "sandbox" or simulation lab, with real-world scenarios to work through, was required.
- 66% suggested that refresher and optimization training should be required after go-live.

### ***Communication***

- Current communications are not meeting the needs of providers.
- The general desire from respondents is to hear information specific to their practice in department meetings or short emails. This information should be delivered by peers, department heads or Chief Medical Information Officers (CMIOs) from CST.

### ***Support Model***

- Providers continually expressed the need for on-site support during go-live and beyond, as well as access to a responsive help desk, in both patient and non-patient areas.
- Providers mentioned that on-site support resources should be familiar faces.

### ***Next Steps***

This high-level summary will be used to inform the development of the engagement and adoption strategy in ongoing consultation with providers.

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