Preparing Nurses for Electronic Health Record Adoption

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Implementation of change is, in most cases, an idea that faces a lot of rejection from those who are used to a certain way of doing things. Making the adopters appreciate the improvements that the new strategies will bring about forms the basis for easier adoption of the said new technique. It is crucial to understand that different people respond differently to new ideas. Some willingly agree to the new technique, while others get attached to the old ways. Using the layout provided by Rogers in his theory of innovation adoption, taking care of all five key elements determines the success of the adoption process. The key elements include innovation, the adopters, the communication channels, time, and the social system in the given organization (Palabindala, 2016).

Innovations

Presenting a new electronic health record system is bound to receive rebellion and criticism from the adopters. It is crucial to understand that the concerns of the adopters are mostly due to a deficiency in their knowledge of the perceived benefits of the new system. The more a person has been in practice, the more they are likely to reject new ideas. Sticking to the already-known practices becomes the order of the day. Explain the changes introduced by the new innovation are likely to convince the early adopters first. The facilitator has to establish a rapport with the whole group and base explanations on the proven benefits of the new system while encouraging more consideration from the target group, which forms a good way of winning more support (Kruse, 2015).

It is important for the facilitator to enable a discussion on the possible concerns in moving from the current tools to a new system. Understanding the fears of the adopters and addressing them ensures that they view the new system differently. Explaining the benefits of the new system and its compatibility with the current system forms the foundation of the preparation process.

Adopters

Understanding the characteristics of the targeted adopters makes it easier for the facilitator to win their trust in the new system. In the case scenario, the adopters have already shown resistance to the proposed innovation. Readjusting the value vested upon the innovation can help ease the process of adoption. Making sure that the new system is viewed as a marker of improvement can ease its adoption. Avoiding any unfavourable symbolism in the new system should be avoided through the incorporation of the target adopter’s own ideas in the development of the system (Zeng, 2016).

Exposing the adopters to the innovation and inspiring them to adopt it in the current practice has to be done systematically. Targeting the interest of the individual in the new system is a marker of success in most organizations. Enabling optional and collective decision-making in favour of the innovation shows better results when compared to the authoritative innovation marked by the imposition of the new system on the adopters by those in the position of influence.

Communication Channels

Laying down the innovation to the target adopters forms the next target in the implementation of a new system. It is important to make sure that all the adopters understand the new system from the management's point of view. Enabling an inclusive environment where the concerns of all the stakeholders can be addressed ensures success in the adoption process. Taking note of opinion leaders and taking advantage of their existence is another efficient communication procedure. Careful isolation of the opinion shapers of the organization and winning their support has a positive effect on the behaviour of the late adopters. Late adopters, in most cases, are unsure of how well the innovation will suit their needs; persuading them by winning over the support of the opinion leaders yields favourable results (Holliday, 2016).

Time

In the adoption of new systems, it is crucial to understand that it takes time for the whole population to absorb the new idea. Giving every stakeholder time to adopt the innovation is a marker of success. The ideas have to be put across in a way meant to intrigue the interest of the early adopters and the early majority. The late majority and laggards have to be given space to first notice the positive change associated with the new system while at the same time building on the opinions of the early adopters. When the innovators understand that implementation takes time, the pursuit becomes more bearable even when the adopters show resistance to the innovation (Muriithi, 2016).

Social System

The social influences include the internal and external influences on the adoption of the innovation. External systems include social media and other markers of success of a similar system in other organizations. Demonstration of organizations whose output has been positively impacted by the adoption of a similar innovation helps encourage adoption in the current organization.

The interplay of the different aspects of the adoption process determines the overall success of the adoption of the innovation. Taking advantage of all the markers of success and encouraging a communicative environment helps in the recruitment of the slow adopters. Understanding that the adoption process takes time helps eliminate the stress associated with this process (Esmaeilzadeh, 2011).

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