

PLANNING AND IMPLEMENTATION  
OF A COMPUTER PROJECT  
IN THE NURSING DEPARTMENT  
OF A COMMUNITY HOSPITAL

AN ABSTRACT OF  
A THESIS  
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by  
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### ABSTRACT

Recent federal legislation and policies established by third party payors require accurate, timely, and detailed documentation for reimbursement of health care services. Computers are necessary to store and retrieve data that were accessed manually in the past. A computerized Order Communication System was the method Putnam Hospital chose to address these documentation needs.

The introduction of computers into the Nursing Department required great detail in planning and utilized the collaborative efforts of nursing management, ancillary departments, data processing, and the Baxter-Travenol Company.

The comprehensive training of the users was one of the most important aspects of the computer installation and involved extensive hours of lesson planning, scheduling classes and meetings, designing an educational setting and the necessary materials. This training was of great importance because it determined the successful implementation of the computerized Order Communication System at Putnam Hospital Center.

Over a 10 week period 36 training classes were held with a total student population of 199. Each class had a maximum of six students to one instructor and these classes were conducted on all three shifts by nurse trainers.

Open lines of communication were maintained throughout the project via newsletters, committee meetings, computer socialization, on-the-unit discussion groups, and 24-hour support throughout the first week of implementation as well as available resource staff thereafter.

As a result of this project lesson plans were developed for training classes, newsletters were composed weekly, three manuals were written, and four committees were established to assist with various aspects of computer policy writing and decision making.

Four methods were used to evaluate the training and implementation of the computerized Order Communications project at Putnam Hospital Center, including a student questionnaire and training exercise, a problem log from the first through the eighth week of implementation, and the feedback obtained from the User and Trainers'

Committee two months after implementation. The computerization of Order Communications was deemed a successful project as a result of these evaluation tools.