Leading the Royal College of Nursing of the UK eHealth Programme

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Presenter biographies

Jackie Cheeseborough

Jackie Cheeseborough is Learning & Development Manager for Information & Knowledge Management at the Royal College of Nursing (RCN).

Jackie is an Executive team member of the database British Nursing Index (BNI), and Chair of Health Information Network UK (HINUK) which is a federation of content providers for UK health databases including MIDIRS, HMIC and AMED.

She is a Fellow of Chartered Institute of Library and Information Professionals in the UK (CILIP) and past Chair of CILIP's Health Libraries Group.

She is currently chair of PHI (Partnerships in Health Information which fosters collaboration between UK Library and Information Services and those in developing countries), and she is also a Steering Group Member of HIFA 2015 (Health Information for All) which is part of GHI-net, Global Health Care Information Network.

She is currently leading on the RCN eHealth Programme and the RCN Library space review project. She has previously led on the RCN Information Strategy and RCN Communications transformation project. She was awarded the Sheelagh Brewer Lifetime Achievement Award at the RCN Staff Awards for Excellence ceremony in November 2009.

Angela Perrett:

Angela's first degree is in psychology; she has a Professional Diploma in Librarianship and Information Management, a Masters Degree in Health Information Management from the University of Aberystwyth and is qualified as a PRINCE2 Practitioner.

Angela has worked in the NHS or Higher Education for many years and has a broad range of experience in knowledge management, information skills training, web developments and strategic development of information services.

Angela has in previous years been seconded to the NHS Wales Department of the Welsh Assembly Government to work on the EDICT (Education and Development in Information and Communication Technology) project.   Her main role was project manager for ECDL for NHS Wales staff.

Angela is a Committee member of Health Libraries Group Wales and is currently the Events Organiser.

Royal College of Nursing

www.rcn.org.uk

The Royal College of Nursing of The United Kingdom (RCN) is the world's largest professional union of nurses with a membership in excess of 400,000. The RCN is a Royal College set up by Royal Charter and a Special Register Trade Union.

The RCN represents nurses and nursing, promotes excellence in practice and shapes health policies. The RCN is a membership organisation and has a range of volunteer and activist roles e.g. learning representatives, stewards, health and safety representatives and forum members (who specialise in different areas of nursing e.g. child health).

Information and Knowledge Management Services

Jackie has lead management responsibility for RCN Library and Information Services, Archives, Knowledge Management and eHealth.

Angela's substantive post is as Library and Information Services Manager for RCN Wales.

The RCN's UK library, based in London, is one of the largest nursing libraries in Europe and offers a range of remote and face to face services including:

- Loan of books in person or by post.
- Document delivery in person or by post.
- Literature searches
- Help and advice in finding information.
- Access to electronic databases, electronic journals and e-books, and a range of e-services including a virtual enquiry service.
- Information literacy competencies for members and information literacy training sessions, including webinars.

http://www.rcn.org.uk/development/library

The RCN's extensive e-library includes remote access for over 400,000 members to:

- 700 full-text electronic journals

- 300 electronic books
- Literature Searching online including fast, automatic searches
- A wide range of databases, including British Nursing Index & CINAHL
- Library catalogue online

RCN Information and Knowledge Management services reflect the fact that health services in the UK are devolved. There are Libraries serving Northern Ireland in Belfast, Scotland in Edinburgh and Wales in Cardiff.

RCN Wales Library provides a range of physical services, promotes use of the e-library and has remote access to the UK Library. In addition, also being a trade union, we offer employment relations services and resources and work closely with activists e.g. developing programmes and providing training in information literacy skills for stewards.

The restructuring of UK Library and Information Services in 2008 led to its broader role as Information and Knowledge Management and gave the service a wider remit for information management, which led to its staff taking the lead for eHealth. The purpose of the Information and Knowledge Management team is:

- Enabling RCN members, activists and staff to find, interpret, evaluate and use relevant information in policy and practice
- Influencing and ensuring effective systems for management and use of information and to support nursing practice and improve patient care
- Mobilising RCN knowledge.

The eHealth Programme

The RCN's eHealth Programme was established after a very successful two day workshop in January 2008, involving staff from a very wide range of departments e.g. Policy, Media, Parliamentary, Web, and Information in Nursing Forum members.

Many eHealth activities and projects had been taking place across the UK, led by both members and staff for many years, but there was no strategic lead or co-ordination. The establishment of the Programme and the recruitment of 2 members of the Information and Knowledge Management team as Strategic Lead and Project Manager enabled the Programme to progress in a more cohesive and structured way and fostered collaborative working, both with members and across department and country boundaries.

Other specialised eHealth staff are:
- eHealth Adviser (which is a new role and part of the Information and Knowledge Management team. The current postholder is a nurse with a PhD in Computer Science.)
- Information Standards Adviser
- eHealth Leads in Northern Ireland, Scotland and Wales (health is devolved in the UK)

Nurses who are members of the RCN are entitled to join forums for free in their specialist area, and for nursing staff interested in eHealth this is the Information in Nursing Forum:
http://www.rcn.org.uk/development/communities/rcn_forum_communities/information_in_nursing_group
The Forum acts as a focal point at the RCN to support members' eHealth activities and ensure that eHealth is seen as a core element of nursing care which impacts on every aspect of the care delivery process. The Forum also provides expert advice in supporting the development of innovative RCN eHealth policy to support the future needs of nurses in the UK and beyond. Forum steering group members are on the eHealth Programme Board to ensure that there is an integrated eHealth strategy.

Dr Peter Carter, the Chief Executive and General Secretary of the RCN said in his speech at the RCN's Annual Congress in Bournemouth in 2008 that 'nurses need to be at the forefront of embracing IT' and that the work of the RCN 'is beginning to propel us into the new era of eHealth.'

The RCN's strategic priorities for 2008-2013 include that the RCN will be an acknowledged leader in eHealth.

Definition of eHealth

eHealth is not just about using technology, it is about communicating more effectively, collaboration and better decision making. It includes managing information, to make sure it is accurate and secure and increases patient safety.

The term eHealth includes all applications of information management and information and communications technology (ICT) in health care delivery:
- Telehealth (e.g. remote consultation and diagnosis)
- Telecare (e.g. home monitoring)
- Biometrics (electronic systems for measuring, recording, or monitoring physiological status)
- Electronic health-related knowledge sources (for health professionals, patients and public)
- Computerised information systems, including electronic patient records and electronic prescribing.
- Computerised decision support systems (e.g. NHS Direct algorithms)
- ICT applications developed in other fields and now used in healthcare delivery (e.g. email, mobile phones)
- Other applications included in the four UK government programmes, England, Northern Ireland, Scotland and Wales (e.g. e-prescribing)

The eHealth Programme structures

A Programme Board was established in March 2008, membership includes RCN Council members (RCN Council is made up of elected members and is the governing body of the RCN), members of the Information in Nursing Group and RCN staff. The aim of the Programme Board is to provide a UK integrated strategy for eHealth. A staff group was set up, with staff from a wide range of departments and from all 4 countries. In addition to the Information and Knowledge Management team, this

includes staff from the Parliamentary team, Media team, Learning and Development team, and Communications team. The Programme is led by the Learning and Development Manager for Information and Knowledge Management, and the Project Manager is the RCN Wales Library and Information Services Manager.

The Programme has established structures and ways of working to enable more integrated working between staff and members. The RCN's eHealth profile was raised internally and externally by members and staff working together.

The eHealth Programme has a vision that all RCN members are appropriately engaged in eHealth, supported by an organisation that is recognised as a leader in the field and activity is aimed to achieve the following strategic objectives:
- Become an acknowledged leader in eHealth
- Preparing members for the electronic health record, telehealth, telecare and other eHealth applications
- Embedding eHealth into all aspects of nursing education
- Design and content of electronic health record that reflects nursing practice.
- Structured documentation and standardised terminology

The Programme also established collaborative and innovative ways of working e.g. setting up wikis and collaborative work spaces which were particularly useful as the wider eHealth team is dispersed across all 4 countries of the UK.

Products

Over the last 2 years we have:
- produced a set of online and print guidance:
  - Putting information at the heart of nursing care (how IT is revolutionising health care)
  - Making IT SAFER (guidance for nursing staff on ensuring that IT systems introduced in their clinical areas are safe to use)
  - Nursing content of electronic health records
  - Consent to create, amend, access and share eHealth records (guidance on confidentiality issues)
  - Abbreviations and other short forms in patient/client records
  - Legal advice for RCN members using the internet
- launched eHealth web pages:
  http://www.rcn.org.uk/development/practice/e-health
- produced digital stories on telecare which are narrated by nursing staff working in eHealth or by patients who have benefited from the use of IT in their care
- developed learning opportunities on the RCN online Learning Zone including one on basic IT skills, Do IT Now!
- ran eHealth events and workshops
- produced action plans and communication and media strategies
- answered member and media enquiries
- responded to official government and other organisations' consultations on eHealth.

The RCN has been successful in achieving sponsorship from the IT company, Intel, which has funded the series of online digital stories and events across the UK, all on the theme of telecare. Workshops included information sessions on RCN products and services, speakers from all 4 National Health IT Programmes across the UK, a wide range of nurses talking about local initiatives and Question and Answer panel sessions. All activities are aimed at raising nursing staffs' awareness of telehealth and engaging them more in developments.

How our roles have changed

As part of internal restructuring in 2008 the role of the Learning and Development Manager for Information and Knowledge Management (previously Head of Library and Information Services) expanded to include eHealth and also knowledge management, in addition to her existing remit for Library and Information Services and Archives. The RCN Wales Library and Information Services Manager was seconded from her post into the role of eHealth Project Manager, part-time for 2 years.

Specific changes to the role of the Learning and Development Manager for Information and Knowledge Management included:
- strategic responsibility for information management and use of IT in clinical practice
- leading cross departmental teams
- more involvement in external, high profile political activities including dealing with government representatives including the Chief Executive of the Nursing and Midwifery Council UK and the nursing leads for the 4 UK Health IT programmes
- managing the eHealth Adviser who had a nursing background rather than an information science background
- contact with the media
- managing projects funded by external sponsors

The role of the eHealth Project Manager included:
- project management lead for the RCN eHealth Programme, across the UK
- close working with the Information in Nursing Forum members
- greatly expanded knowledge of the organisation, through contact with staff across a wide range of departments including Media, Parliamentary, Web, International and Sponsorship.
- using new technologies for collaborative working.

The roles of RCN information specialists continue to evolve to meet changing organisational needs. Clinical decision making requires the ability to find, interpret and use information, and our roles as specialists have been recognised as being key to this area. Leading on the eHealth Programme has achieved an integrated RCN approach to information and knowledge management, and has placed RCN Information and Knowledge Services at the heart of the RCN. Over the last 2 years, the RCN eHealth Programme has been successful in raising the profile of nursing involvement in the use of information and IT in health care. Ros Moore, Chief Nursing Officer for Scotland says:

Professional associations such as the Royal College of Nursing have encouraged members to embrace the opportunities presented by eHealth in all its forms, through discussion groups, research information and professional guidance. (Moore R and Stonham G, Examining the impact of electronic care records on confidentiality and nursing practice. Nursing Times Vol. 106(17) May 4 2010 pp.9-19.

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