

Title: Health Information Technology Implementation: Implications for the Nursing Home Workforce

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Objective: To examine the processes of HIT implementation in nursing home facilities, its impact on the workforce, and whether HIT translates into changes in productivity and quality of care in nursing homes.

Data/Setting: We conducted searches in the following databases: PubMed, CINAHL, PsychINFO, Google Scholar, and Web of Science. We used major subject headings provided by each database, which were either identical or similar to our pre-identified search terms.

Design/Methods: We used semi-structured interviews and small focus groups to gather information from key informants in nursing homes across the United States (n=15); and a systematic review of 46 research articles (31 US; 15 international).

Results: Nursing homes lacked systematic processes for HIT implementation and underinvested in training, leading to slow integration or frank resistance from staff, especially among those with longer tenure; new staff showed interest in acquiring HIT skills. Evidence is inconclusive with respect to productivity gains due to HIT, as well as whether there is a direct relationship between HIT impact on the workforce and patient health outcomes.

Conclusions: Nursing homes are unlikely to realize potential gains in productivity and quality of care without initial investment in implementation and training of their workforce. Future research should examine whether HIT, via impacts on nursing home workflows, lead to improved health and quality of life for residents.

Key Words: Health Information Technology (HIT), productivity, training

HWRC Website Link:

http://healthworkforce.ucsf.edu/sites/healthworkforce.ucsf.edu/files/ABSTRACT.HIT_Final.pdf