

Volume 11, 27 June 2011

Publisher: Igitur publishing

URL: <http://www.ijic.org>

URN:NBN:NL:UI:10-1-101472 / ijic2011-35

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Conference abstract

## **ICT project empowering (nursing) staff: how nurses become ICT innovators and change agents for quality in healthcare practice**

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### **Abstract**

**Introduction:** ICT in nursing is seen as a dreamt solution by managers for expected problems with labour market and increasing patient needs. Implementation by professionals is not living up to expectations.

**Aims:** This project aims to review success and fail factors of nurses involved in all fields of ICT-care. It contributes by clarifying their motives and empowering them to become successful innovators.

**Methods:** Twelve practices were identified by network sampling. The selected candidates were interviewed and participated in three sessions. They mapped their practice in nursing terms, identified success and fail factors and identified appropriate actions. They practiced their empowered role with a group of nurses selected on basis of interest.

**Results:** Results showed that nurses were delivering new forms of care, there was role confusion at the workplace and organisations were not actively supporting innovators. Results were described and underpinned with notable examples from the practices.

**Conclusion:** Nurses often have different motives to implement ICT-care than managers. Nurses experienced in ICT-care emphasize it increases the quality of care. They describe encountering resistance among colleagues. These topics, derived from the findings, need to be addressed from the perspective of manager and nurse. The nurses participating in this project feel empowered as changemakers in ICT-care.

### **Keywords**

**empowerment, nursing staff, telehealth, implementation**

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