

# Hard to reach participant perceptions of accessing clinical nursing procedures within an e- environment

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# Kia ora!

Hello



# NEW ZEALAND





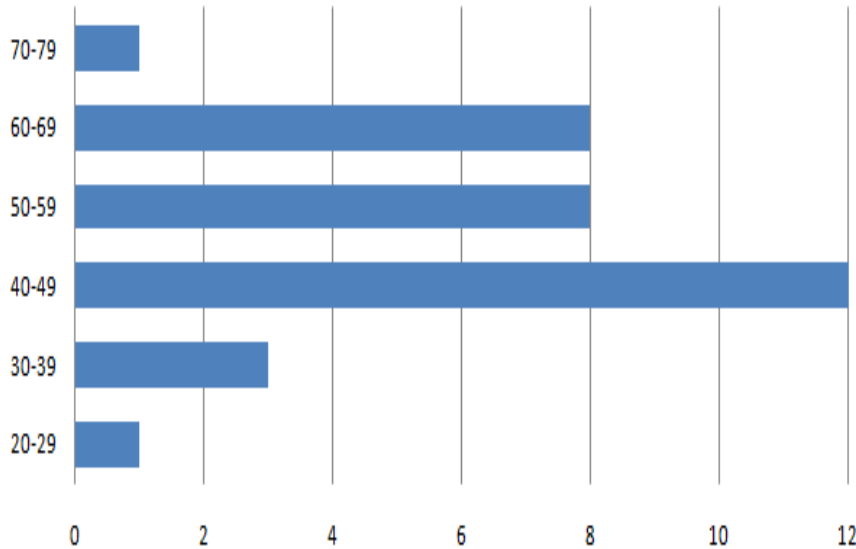


# Hard to Reach

*Hard-to-reach population is described as those participants not located in a base/satellite hospital and includes those involved in care for the aged and general practice.*

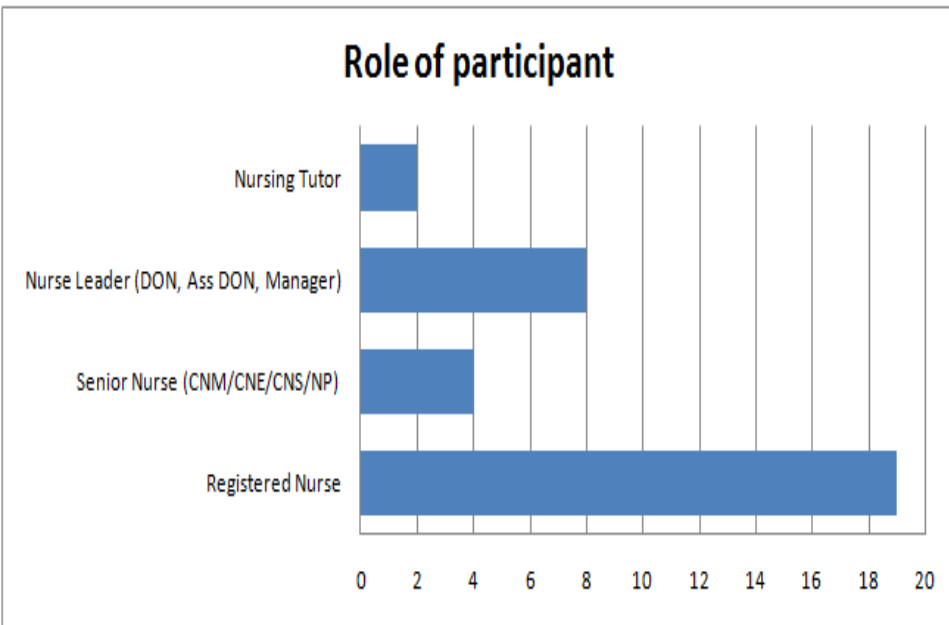
# Sample

Age Range of Sample



The age range of the sample was diverse with a spread from 20 years to 80 years. The significant majority (28) of respondents being in the 40-70 age ranges.

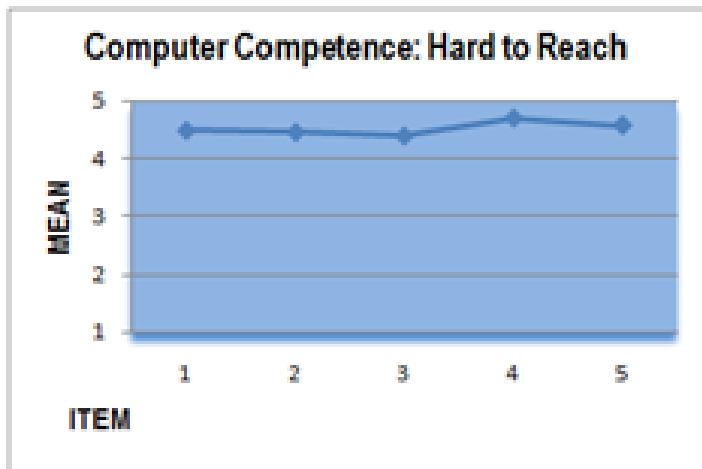
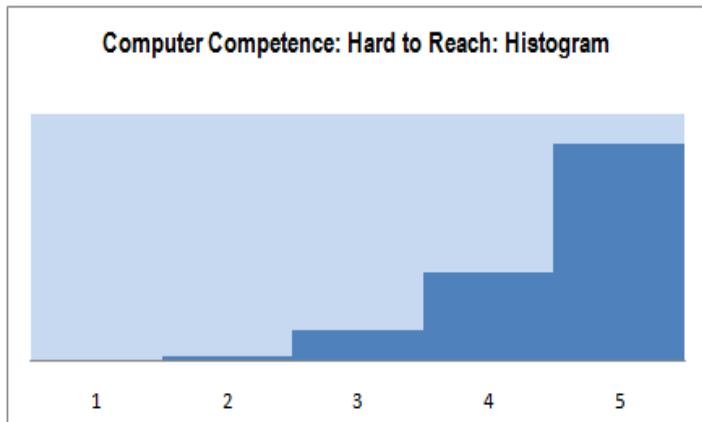
# Role of Participant



The largest number of respondents were registered nurses (19), followed by nurse leaders (8), senior nurses (4) and nursing tutors (2)



# Computer Competence

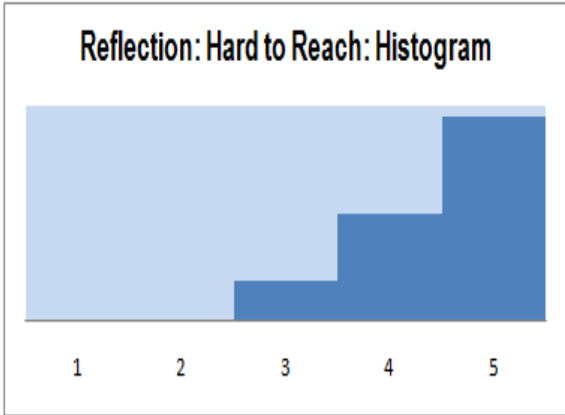


The responses indicate a significant majority of the participants felt they were technologically capable of participating fully in the procedure evaluation exercise. They indicated they were confident and competent using their computers and searching, retrieving, storing and manipulating information from the Internet..

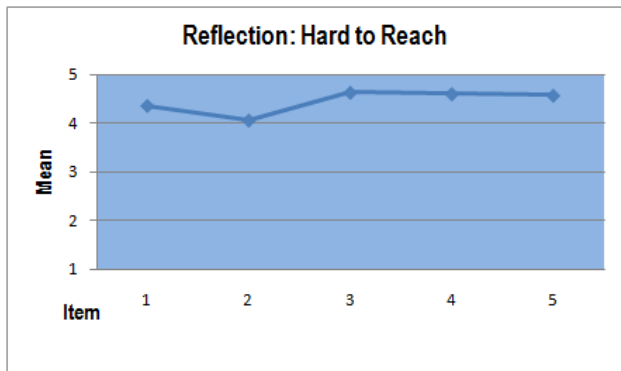
# Ease of Use

- *very comfortable and confident to engage with this programme (R48)*
- *easy to use system (R15)*
- *did not experience any major issues or problems (R16)*
- *confidently say that this has been a very positive experience (R6).*

# Reflection



The responses indicate the significant majority of the participants were competent and confident in using web-based technologies to access point of care procedures.

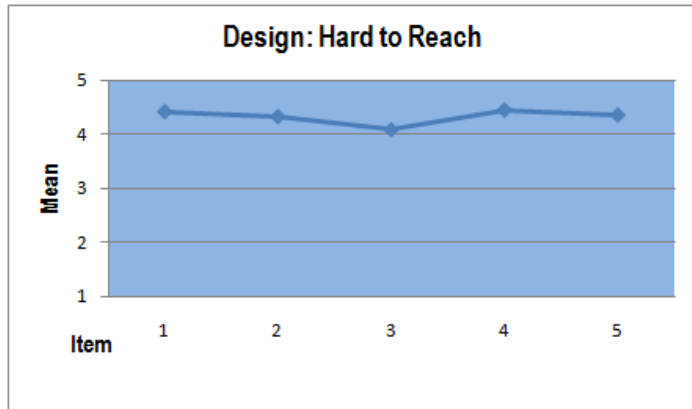
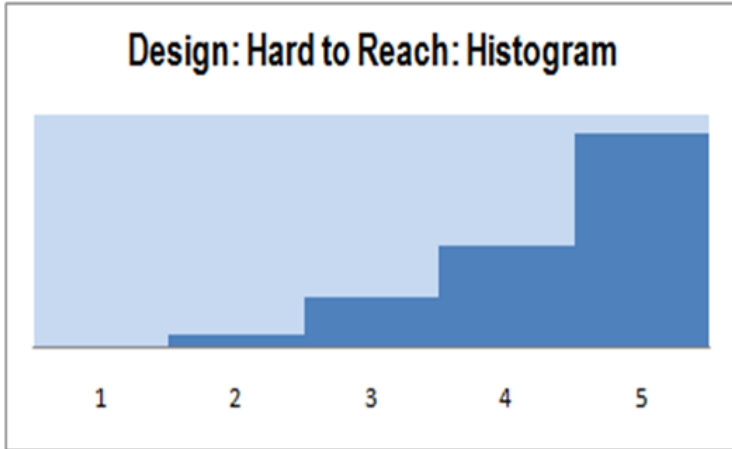


However, it is notable (*Item 2*) a minority has reservations around replacing normally accepted practice (i.e. paper copies) with web-based approach

# Benefits

- *a big time saver for local DHB's trying to provide their own protocols and procedures (R114).*
- *very positive way of interacting with Policy (R12)*
- *would be useful to be able to continue to use this site (R8)*
- *site provides at current and up to date information (R15).*
- *help with consistency across the country and would be beneficial in maintaining a consistency of practice (R29).*

# Design



The responses indicate a significant majority of the participants found the web-space created visually appealing. They were able to clearly read all materials and the media used was appropriate to the information presented.

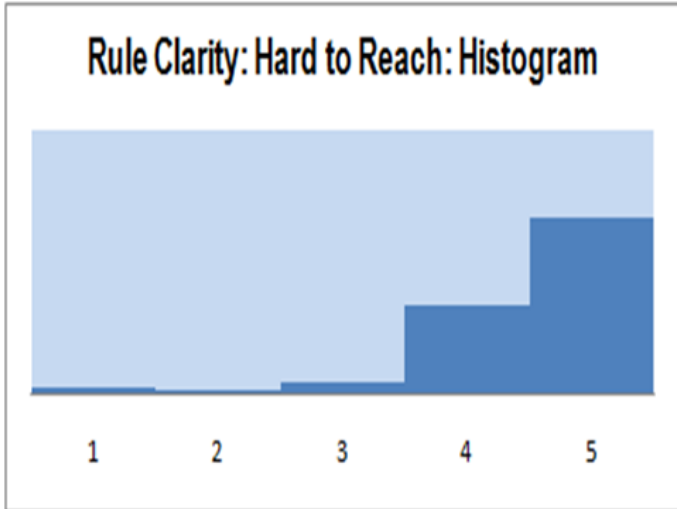
However, a minority indicated the space was not particularly creative or original (*Item 3*).



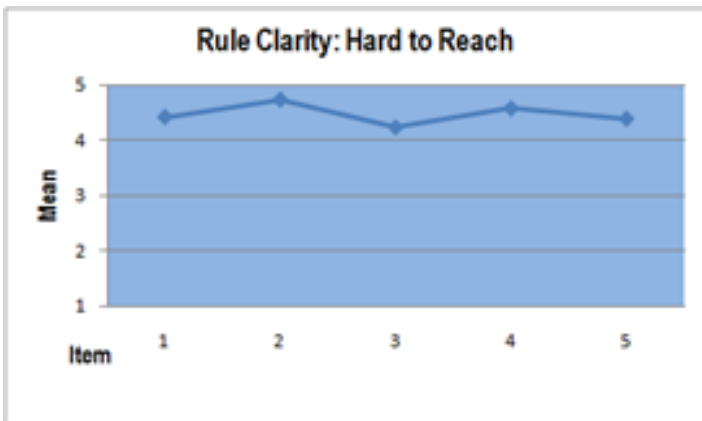
# Points to ponder

- *the photos were very out of date particularly the hand hygiene (R131)*
- *perhaps video would be more visually appealing (R120).*

# Rule Clarity



The responses indicate the majority of the respondents could access the appropriate software applications to complete activities assigned.

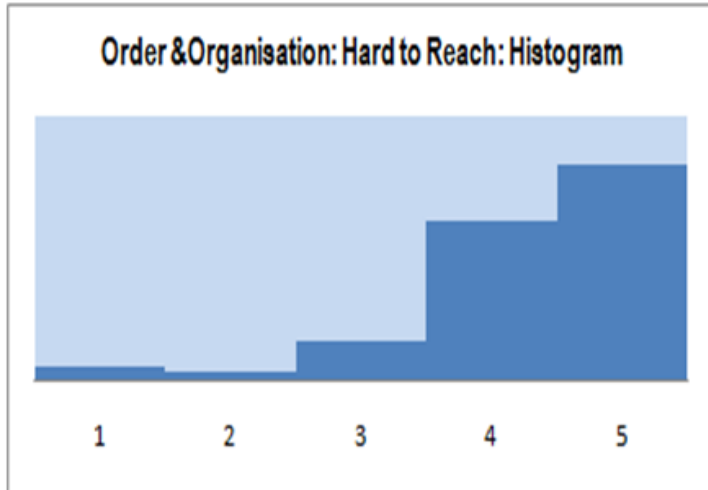


While the responses also indicate the majority of sites had robust and reliable connections it is notable some respondents did have issues with opening applications and this could be related to poor connectivity (*Item 5*).

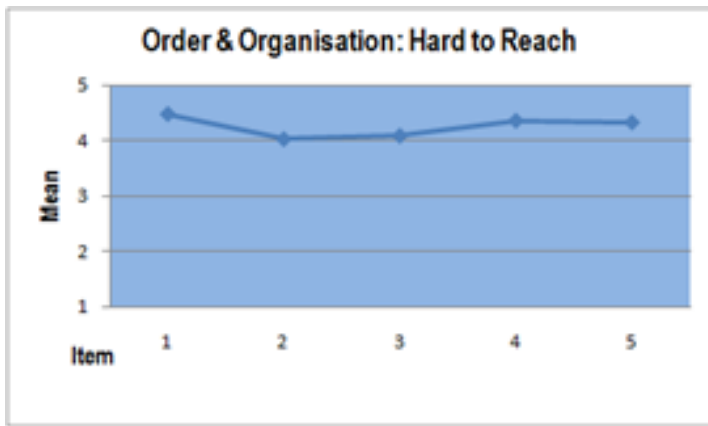
# Engagement

- *I do not have to leave my work environment, no cumbersome text books to carry around, accessible (R97).*
- *most RNs on the wards could only access through a shared computer in a busy communal office which may limit their access to the resource (R19).*
- *still believe there is a place for a hard copy of procedures on the ward, as not everyone is computer-savvy (R148).*

# Order and Organisation



The responses indicate the procedures reviewed were presented in a logical manner, were current and were appropriate to the respondents' current level of skill.



However, it is notable a minority had some concerns on the scope and depth of the procedures they reviewed (*Item 3*) and the currency of the information (*Item 2*).

# *Order and Organisation*

- *the site was logically organised (R8)*
- *easy process to follow and instructions were clear (R95)*
- *font size easy to read, pages easy to navigate, good photos and diagrams (R143).*
- *this site to be very clear concise and very easy to use (R66)*
- *it was an easy to complete evaluation tool (R111).*



# Potential Issues

## A small minority of respondents indicated they

- had reservations around replacing normally accepted practice (i.e. paper copies) with web-based approaches
- felt the web-space created was not particularly creative or original
- had issues with opening some applications and this was related to poor connectivity

# Positives

**A significant majority of respondents indicated they**

- are confident and competent using their computers and searching, retrieving, storing and manipulating information from the Internet
- were competent and confident in using web-based technologies to access point of care procedures
- found the web-space created visually appealing
- were able to clearly read all materials and the media used was appropriate to the information presented
- felt the procedures reviewed were presented in a logical manner
- could access the appropriate software applications to complete activities assigned
- had robust and reliable connections

# Summary

- **Connection:** Infrastructure must be reliable, robust and supported
- **Content:** Identify skills required to access content and create user files
- **Capability:** Provide the required support to use the connection and access the content