

.Lay summary for **Ten key considerations for the successful implementation and adoption of large-scale health information technology.**

Cresswell KM, Bates DW, Sheikh A. (2013). Ten key considerations for the successful implementation and adoption of large-scale health information technology. *Journal of the American Medical Informatics Association*, 20(e1), e9-e13.

Healthcare environments are complex. Trying to integrate a new technology, such as an electronic prescribing (ePrescribing) system, is difficult and often comes with many frustrations. Healthcare workers and healthcare organisations need time to adapt to using a new technology. The benefits of having the new system may not be seen until after quite some time.

In this paper we offer important points for hospitals to consider before and during the process of setting up a new healthcare technology. We use our experiences of studying various health-related technologies to give ten pointers that should help healthcare professionals and organisations to set up these new technologies.

Before selecting a technology:

1. Agree on the goals for setting up the technology. In other words, what problems should the new technology fix and what improvements should the technology support;
2. Will the technology affect the whole organisation, or will it target a specific task? Agreement on this point needs input from management teams as well as from the people who will be using the technology on a day-to-day basis (such as doctors and nurses);
3. Consider all of the different options available. It is helpful to observe other healthcare organisations that have already set up new technologies. It is important to consider how well a system will work in your own setting and how much the new technology will cost.

Choosing a system:

4. Choose a system that works well for the organisation as a whole as well as for individual patients and healthcare workers. It is difficult to find a system that pleases everyone so, usually, compromises are needed.

Setting up the system:

5. Aim to prioritise getting benefits for patients and healthcare workers from the new technology as early as possible. The setting up process should support communication between those managing the setting up process and those using the technology;
6. Consider the hardware that supports the new technology. For example, the system will need a strong wireless connection in order to work properly;
7. Train staff just before the new technology is introduced. Training should be hands-on and simulate how the technology would actually work day-to-day. Some individuals will need more training than others, and different types of training modules should be available for different people.

Once the technology is in use:

8. Keep evaluating the technology and get feedback from the users. This feedback can help organisations use the technology in better ways in the future;
9. Allow for the technology to change as the organisation changes its goals;
10. Leave enough time for the organisation to see benefits from a new technology. Once these benefits are noticed, they should be assessed to make sure the technology is being used in the best way.

These ten pointers will, it is hoped help healthcare organisations to avoid common mistakes in the setting up of new technologies.