

Registered Nurses' Association of Ontario – Nursing Best Practice Guidelines Program
Adopting eHealth Solutions: Implementation Strategies

Research Question 1, 2, 3, 4 Grey Literature Bibliography (n=166)

American Association of Colleges of Nursing. (2016). American advancing healthcare transformation: A new era for academic nursing. Washington, DC: Author. Retrieved from <http://www.aacn.nche.edu/AACN-Manatt-Report.pdf>

American Medical Association. (2014). AMA calls for design overhaul of electronic health records to improve usability. Retrieved from <http://www.marketwired.com/press-release/ama-calls-for-design-overhaul-of-electronic-health-records-to-improve-usability-1947746.htm>

American Medical Association. (2014). Improving care: Priorities to improve electronic health record usability. Retrieved from <https://www.aace.com/files/ehr-priorities.pdf>

American Medical Association. (2014, September). AMA calls for design overhaul of electronic health records to improve usability. Retrieved from <http://www.openhealthnews.com/content/ama-calls-design-overhaul-electronic-health-records-improve-usability>

American Nurses Association. (2014). Nursing informatics: scope and standards of practice, (2nd ed.). Silver Spring, MD: Nursesbooks.org.

American Organization of Nurse Executives. (2015). AONE nurse executive competencies. Chicago, IL: Author. Retrieved from <http://www.aone.org/resources/nec.pdf>

Anderson, S., Cochrane, B., Gabor, N., McBean, T., & Tong, G. (2013). Governing the electronic health record crossing traditional boundaries of healthcare governance. Retrieved from https://www.coachorg.com/en/resourcecentre/resources/White_Paper_-_EHR_Governance/EHR_Governance_White_Paper-Final-Journal-Oct2013.pdf

Best, A., Greenhalgh, T., Lewis, S., Saul, J. E., Carroll, S., & Bitz, J. (2012). Large system transformation in health care: A realist review. *The Milbank Quarterly*, 90(3), 421–456.

Bias, R. G., & Mayhew, D. J. (2005). *Cost-justifying usability: An update for the internet age* (2nd ed.). San Francisco, CA: Morgan Kaufmann.

Bickford, C. (2016). Update: NI scope and standards of practice, competencies, and certification. *Studies in Health Technologies and Informatics*, 225, 746–747.

Black, A., Car, J., Pagliari, C., Anandan, C., Cresswell, K., Bokun, T., . . . Sheikh, A. (2011). The impact of eHealth on the quality and safety of health care: A systematic overview. *PLoS Med* 8(1), e1000387.

Borycki, E. M., & Kushniruk, A. W. (2010). Towards an integrative cognitive-socio-technical approach in health informatics: Analyzing technology-induced error involving health information systems to improve patient safety. *The Open Medical Informatics Journal*, 4(1), 181–187.

Brooks, R., & Grotz, C. (2010). Implementation of electronic medical records? How healthcare providers are managing the challenges of going digital. *Journal of Business & Economics Research*, 8(6), 73–84.

Brouwers, M., Kho, M. E., Browman, G. P., Burgers, J. S., Cluzeau, F., Feder, G., . . . Zitzelsberger, L., for the AGREE Next Steps Consortium. (2010). AGREE II: Advancing guideline development, reporting and evaluation in healthcare. *Canadian Medical Association Journal*, 182(18). doi:10.1503/cmaj.090449

BusinessDictionary.com. (2017). Champion. Retrieved from <http://www.businessdictionary.com/definition/champion.html>

Byrne, C., Sherry, D., Mercincavage, L., Johnston, D., Pan, E., & Schiff, G. (2013). Advancing clinical decision support: Key lessons in clinical decision support implementation. Retrieved from <https://www.healthit.gov/sites/default/files/acds-lessons-in-cds-implementation-deliverablev2.pdf>

Canada Health Infoway. (2012). Stakeholder analysis and segmentation template. Retrieved from <https://www.infoway-inforoute.ca/en/component/edocman/resources/toolkits/change-management/national-framework/stakeholder-engagement/resources-and-tools/800-stakeholder-analysis-and-segmentation-template>

Canada Health Infoway. (2007). Generic project governance structure and role alignment [PowerPoint slides]. Retrieved from <https://www.infoway-inforoute.ca/en/component/edocman/resources/toolkits/change-management/best-practices/resources-and-tools/1036-generic-project-governance-structure-and-role-alignment>

Canada Health Infoway. (2012). Communication plan: A companion document to stakeholder identification and analysis [PowerPoint slides]. Retrieved from <https://www.infoway-inforoute.ca/en/component/edocman/resources/toolkits/change-management/national-framework/communications/further-reading/850-communication-slide-deck?Itemid=101>

Canada Health Infoway. (2013). A framework and toolkit for managing eHealth change: People and processes. Retrieved from <https://www.infoway-inforoute.ca/en/component/edocman/1659-a-framework-and-toolkit-for-managing-ehealth-change-2/view-document>

Canada Health Infoway. (2015). National change management survey key findings [Webinar]. Retrieved from <https://www.infoway-inforoute.ca/en/what-we-do/news-events/webinars/2723-2015-national-change-management-survey-key-findings>

Canada Health Infoway. (2016). Privacy impact assessments. Retrieved from <https://www.infoway-inforoute.ca/en/solutions/privacy/privacy-impact-assessments>

Canadian Association of Schools of Nursing. (2012). Nursing informatics competencies entry-to-practice for registered nurses. Ottawa, ON: Author. Retrieved from http://www.casn.ca/wp-content/uploads/2014/12/Nursing-Informatics-Entry-to-Practice-Competencies-for-RNs_updated-June-4-2015.pdf

Canadian Institute for Health Information. (2016). Family doctors see improvements for patients, but Canada still lags peer countries on most measures. Retrieved from https://www.cihi.ca/en/cmwf/media_release_commonwealth_2015

Carvalho, C., Borycki, E., & Kushniruk, A. (2009). Ensuring the safety of health information systems: Using heuristics for patient safety, *Healthcare Quarterly*, 12, 49–54.

Centers for Disease Control and Prevention. (2013). Descriptive and analytic studies. Retrieved from https://www.cdc.gov/globalhealth/healthprotection/fetp/training_modules/19/desc-and-analytic-studies_ppt_final_09252013.pdf

Chaudry, Z., & Koehler, M. (2014). Gartner-Lessons learnt on electronic health record systems' implementation. [Advisory note]. Retrieved from https://www2.health.vic.gov.au/hospitals-and-health-services/planning-infrastructure/health-design-authority/~/_link.aspx?id=430B086C513948E7887587DE2AAC069A&z=z

Christiansen, J. (in press). Contract negotiations and software licensing. In R. Nelson & N. Stagers (Eds.), *Health informatics: An interdisciplinary approach* (pp. 298–316). St. Louis, MO: Elsevier.

COACH. (2012). Health informatics professional core competencies. Toronto, ON: Author. Retrieved from <https://www.coachorg.com/en/resourcecentre/resources/Health-Informatics-Core-Competencies.pdf>

COACH. (2013). eSafety guidelines: eSafety for eHealth. Toronto, ON: Author. Retrieved from <http://coachorgnew.com/practices/eSafety>

College of Dietitians of Ontario. (2014). Standards and ethics. Retrieved from <https://www.collegeofdietitians.org/Web/Employers/Responsabilites-des-employeurs/Standards-Ethics.aspx>

College of Nurses of Ontario. (2009). Practice standard: Documentation. Toronto, ON: Author. Retrieved from http://www.cno.org/globalassets/docs/prac/41001_documentation.pdf

College of Nurses of Ontario. (2013). Therapeutic nurse–client relationship, revised 2006. Toronto, ON: Author. Retrieved from http://www.cno.org/Global/docs/prac/41033_Therapeutic.pdf

College of Nurses of Ontario. (2013). Working with unregulated care providers. Toronto, ON: Author. Retrieved from http://www.cno.org/Global/docs/prac/41014_workingucp.pdf

College of Nurses of Ontario. (2014). RHPA: Scope of practice, controlled acts model. Toronto, ON: Author. Retrieved from http://www.cno.org/Global/docs/policy/41052_RHPAscope.pdf

College of Physicians and Surgeons of Ontario. (2012). CPSO policy statement: Medical records. [Policy Statement #4-12]. Retrieved from <http://www.cpso.on.ca/policies-publications/policy/medical-records>

College of Registered Nurses of Manitoba. (2013). Standards of practice for registered nurses: Nursing practice expectations. Retrieved from https://www.crnmb.ca/uploads/document/document_file_89.pdf?t=1442260471

Cresswell, K., & Sheikh, A. (2013). Organizational issues in the implementation and adoption of health information technology innovations: An interpretative review. *International Journal of Medical Informatics*, 82(5), e73– e86.

Delpha, D. (2014). Nurse leaders guide to a large-scale information technology implementation. *Nurse Leader Journal*, 12(6), 74–78.

Department of Health (DH)/Royal College of General Practitioners (RCGP)/British Medical Association (BMA). (2011) The good practice guidelines for GP electronic patient records (Version 4). Leeds, UK :Crown. Retrieved from: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/215680/dh_125350.pdf

DeSalvo, K. (2015). The US office of the national coordinator for health information technology: Progress and promise for the future at the 10-year mark. *Annals of Emergency Medicine*, 66(5), 507–510.

Dimensions Data. (2015). A guide to successful clinical information system implementation. Retrieved from <https://www.dimensiondata.com/en-US/Downloadable%20Documents/A%20guide%20to%20a%20successful%20clinical%20information%20system%20implementation%20Best%20Practice%20Guide.pdf>

Diop, A. D. (2012). Menu item: Governance and change management. Retrieved from <https://www.infoway-inforoute.ca/en/component/edocman/resources/toolkits/change-management/national-framework/governance-and-leadership/further-reading/1682-menu-item-governance-and-change-management-2>

eHealth Ontario. (2015). EHR connectivity requirements for point of service (POS) procurements. Toronto, ON: Author. Retrieved from <http://www.ehealthontario.on.ca/en/ehr-connectivity-strategy>

EU Integrated Health Information System. (2012). HIS implementation guide. Retrieved from <http://www.eu-ihis.rs/docs/Docs/HIS%20Implementation%20Guide.pdf>

Felt-Lisk, S., Ferry, G., Roper, R., Au, M., Walker, J., Jones, J. B., & Lerch, V. (2012). Sustainability, partnership and team work in health IT implementation: Essential findings from the Transforming Healthcare Quality through IT grants. [AHRQ Publication No. 12-0075-EF]. Rockville, MD: Agency for Healthcare Research and Quality. Retrieved from <https://healthit.ahrq.gov/sites/default/files/docs/page/sustainability-partnerships-and-teamwork-in-health-it-implementation.pdf>

Ferris, F. D., Balfour, H. M., Bowen, K., Farley, J., Hardwick, M., Lamontagne, C., ...West, P. (2002). A model to guide patient and family care: Based on nationally accepted principles and norms of practice. *Journal of Pain and Symptom Management*, 24(2), 106–123.

Field, M., & Lohr, K. N. (1990). *Guidelines for clinical practice: Directions for a new program*. Washington, DC: National Academy Press.

Fleiss, J., Levin, B., & Paik, M. C. (2003). *Statistical methods for rates and proportions* (3rd ed.). New York, NY: John Wiley and Sons.

Fleur, F., Binyam, T., & Martin, D. (2015). Success criteria for electronic medical record implementations in low-resource settings: A systematic review. *American Journal of Medical Informatics Association*, 22, 479–488.

Forman, B., & Discenza, R. (2012). Got stake? (Holder) management in your project. Paper presented at PMI Global Congress 2012 (North America), Vancouver, British Columbia. Retrieved from <http://www.pmi.org/learning/library/stakeholder-management-plan-6090>

Fragidis, L., & Chatzoglou, P. (2012, July). Challenges in implementing nationwide electronic health records: Lessons learned and how should be implemented in Greece. Paper presented at 10th International Conference on Information Communication Technologies in Health, Samos Island, Greece. Retrieved from https://www.researchgate.net/publication/232724795_Challenges_in_implementing_nationwide_electronic_health_records_lessons_learned_and_how_should_be_implemented_in_Greece

Franklin, S., & Sridaran, R. (2012). Making human–computer interaction usable: Thinking from healthcare perspective. *International Journal of Computer Applications*, 58(1), 34-40. Retrieved from <http://research.ijcaonline.org/volume58/number1/pxc3883413.pdf>

Greer, H. (2012). *Nursing informatics competencies: Implications for safe and effective practice*. [Honors Theses. 1775]. Western Michigan University. Retrieved from http://scholarworks.wmich.edu/honors_theses/1775/

Grevendonk, J., Brian Taliesin, B., & Brigden, D. (2013). *Planning an information systems project: A toolkit for public health managers*. Geneva, CH: World Health Organization. Retrieved from http://www.path.org/publications/files/TS_opt_ict_toolkit.pdf

Hanover, J. (2013). *Business strategy: The current state of ambulatory EHR buyer satisfaction*. Framingham, MA: IDC Health Insights. Retrieved from <https://www.meddatagroup.com/wp-content/uploads/Final-IDC-Report-Ambulatory-EHR.pdf>

Harris Decima. (2014). *National survey of Canadian nurses: Use of digital health technologies in practice*. Retrieved from <https://www.infoway-inforoute.ca/index.php/en/component/edocman/resources/reports/clinical-adoption/1913-national-survey-of-canadian-nurses-use-of-digital-health-technologies-in-practice?Itemid=101>

Hart, M. D. (2010). A delphi study to determine baseline informatics competencies for nurse managers. *Computers Informatics Nursing*, 28(6), 364–370.

Health Canada. (2010). Health care system: eHealth. Retrieved from <http://www.hc-sc.gc.ca/hcs-sss/ehealth-esante/index-eng.php>

Health Care Innovation Working Group. (2012). From innovation to action: the first report of the health care innovation working group. Retrieved from http://www.pmprovinceterritoires.ca/phocadownload/publications/health_innovation_report-e-web.pdf

Health Information Technology Research Center. (2013). Continuous quality improvement (CQI) strategies to optimize your practice. Retrieved from www.healthit.gov/sites/default/files/tools/nlc_continuousqualityimprovementprimer.pdf.

Health Level 7 International (HL7). (2016). Introduction to HL7 standards. Retrieved from <http://www.hl7.org/implement/standards/>

Healthcare Information and Management Systems Society. (2013). Clinical & business intelligence: Data management—a foundation for analytics. Data governance. Retrieved from: https://www.himss.org/sites/himssorg/files/HIMSSorg/Content/files/201304_DATA_GOVERNANCE_FINAL.pdf

Healthcare Information and Management Systems Society. (2010). *Selecting an EHR for Your Practice: Evaluating Usability*. Chicago, IL: Author. Retrieved from <http://www.himss.org/selecting-ehr-your-practice-evaluating-usability-himss>

Healthcare Information and Management Systems Society. (2015). A roadmap to effective data governance: How to navigate five common obstacles. Retrieved from <http://www.himss.org/roadmap-effective-data-governance-how-navigate-five-common-obstacles>

Hodges, J., & Gill. (2014) *Sustaining Change in Organizations*. Thousand Oaks, CA: Sage.

Healthcare Information and Management Systems Society. (2015). *HIMSS EMR usability evaluation guide for clinicians' practices*. Chicago, IL: Author. Retrieved from <http://www.himss.org/himss-emr-usability-evaluation-guide-clinicians-practices>

Hoffman, S., Rottingen, J. A., Bennett, S., Lavis, J. N., Edge, J. S., & Frenk, J. (2012). A review of conceptual barriers and opportunities facing health systems research to inform a strategy from the World Health Organization. Geneva, CH: World Health Organization. Retrieved from http://www.who.int/alliance-hpsr/alliancehpsr_backgroundpaperconceptualbarriersopportunities.pdf

Holden, R. J. (2010). Physicians' beliefs about using EMR and CPOE: In pursuit of a contextualized understanding of health IT use behavior. *International Journal of Medical Informatics*, 79(2), 71–80.

- Holzmacher, K. (2013). Selecting a healthcare information system. In T. Hebda & P. Czar (Eds.), *Handbook of informatics for nurses and healthcare professionals* (pp. 153–169). Boston, MA: Pearson.
- Hook, J., & Cusack, C. (2008). Ambulatory computerized provider order entry (CPOE): Findings from the AHRQ Health IT Portfolio. [AHRQ Publication No. 08-0063-EF]. Rockville, MD: Agency for Healthcare Research and Quality. Retrieved from https://healthit.ahrq.gov/sites/default/files/docs/page/AmbulCompProvidOrderEntry_091911.pdf
- Hsu, C. C., & Sandford, B. A. (2007). The Delphi technique: Making sense of consensus. *Practical Assessment, Research & Evaluation*, 12(10), 1-8. Retrieved from <http://members.shaw.ca/instruction3/UAProjMgmt/The%20Delphi%20Technique.pdf>
- Hunt, E. C., Sproat, S. B., & Kitzmiller, R. R. (2010). *The nursing informatics implementation guide*. New York, NY: Springer.
- IBM Corporation. (2012). *European healthcare transformation requires vision, commitment and eHealth technologies*. Somers, NY: Author. Retrieved from <https://public.dhe.ibm.com/common/ssi/ecm/hl/en/hlw03019usen/HLW03019USEN.PDF>
- Imison, C., Castle-Clarke, S., Watson, R., & Edwards, N. (2016). Delivering the benefits of digital health care. Retrieved from http://www.nuffieldtrust.org.uk/sites/files/nuffield/nutj4099_healthtechreport_22.2.16_web.pdf
- Institute of Medicine. (2012). *Health IT and patient safety: Building safer systems for better care*. Washington, DC: The National Academies Press. Retrieved from <https://www.nap.edu/catalog/13269/health-it-and-patient-safety-building-safer-systems-for-better>
- International Council of Nurses. (2015). ICNP benefits. Retrieved from <http://www.icn.ch/what-we-do/icnp-benefits/>
- International Labour Organization. (2015). *Development cooperation manual*. [Public Version]. Geneva, CH: Author. Retrieved from http://www.ilo.org/wcmsp5/groups/public/---dgreports/---exrel/documents/publication/wcms_452076.pdf
- International Organization for Standardization. ISO 9241-11.2 (en). (2016). *Ergonomics on human-system interaction—Part 11: Usability: Definitions and concepts*. ISO Online Browsing Platform. Retrieved from <https://www.iso.org/obp/ui/#iso:std:iso:9241:-11:dis:ed-2:v2:en:sec:A.7>
- Johnson, L., & DuSold, D. (2013). How nurses drive rapid electronic records implementation. *American Nurse Today Journal*, 8(11), SR7–SR16.
- Jones, J., Ashford, P., Asher, D., Barker, J., Lodge, L., Rowley, M., Staves, J., Coates, T. & White, J. (2014) Guidelines for the specification, implementation and management of information technology systems in hospital transfusion laboratories. *Transfusion Medicine*, 24, 341–371.

- Kaminski J. (2015). Why every nurse needs nursing informatics courses. *Canadian Journal of Nursing Informatics*, 10(3). Retrieved from <http://cjni.net/journal/?p=4254>
- Karwowski, W., Soares, M., & Stanton, N. (Eds.) (2011). *Human factors and ergonomics in consumer product design: Uses and applications*. Boca Raton, FL: Taylor and Francis.
- Kenyon, K., Ash, J., Singh, H., & Sittig, D. (2014). *Safety assurance factors for EHR resilience (SAFER) guides*. Washington, DC: The Office of the National Coordinator for Health Information Technology. Retrieved from <https://www.healthit.gov/safer/safer-guides>
- Keshavjee, K., Bosomworth, J., Copen, J., Lai, J., Kucukyazici, B., Lilani, R., & Holbrook, A. M. (2006). Best practices in EMR implementation: A systematic review. *AMIA Annual Symposium Proceedings*, 2006, 982.
- KPMG International. (2012). *Accelerating innovation: The power of the crowd (Global Lessons in eHealth Implementation)*. Zurich, CH: Author. Retrieved from <https://assets.kpmg.com/content/dam/kpmg/nz/pdf/Dec/AcceleratingInnovationGlobalLessonsineHealthImplementationReport-kpmg-nz.pdf>
- Kraatz, A. S., & Tomkinson L. C. M. (2010). Strategy and governance for successful implementation of an enterprise-wide ambulatory EMR. *Journal of Healthcare Information Management*, 24(2), 34–40.
- Lau, F., Price, M., & Keshavjee, K. (2011). From benefits evaluation to clinical adoption: Making sense of health information system success in Canada. *Healthcare Quarterly*, 14(1), 39–45.
- Laurie-Shaw, B., Taylor, W., & Roach, C. (2006). Focus on clinical best practice, patient safety and operational efficiency. *HealthCare Quarterly*, 10(57) 50–57.
- Lomas, J., Culyer, T., McCutcheon, C., McAuley, L., & Law, S. (2005). *Conceptualizing and combining evidence for health system guidance*. Ottawa, ON: Canadian Health Services Research Foundation. Retrieved from http://www.cfhi-fcass.ca/migrated/pdf/insightAction/evidence_e.pdf
- Lorenzi, N. I., Kouroubali, A., Detmer, D., & Bloomrosen, B. M. (2009). How to successfully select and implement electronic health records (EHR) in small ambulatory practice settings. *BMC Medical Informatics and Decision Making*, 9(15) 1–13.
- Mascara, C. M., & Debrow, M. (in press). Strategic planning and selecting an information system. In R. Nelson & N. Stagers (Eds.), *Health informatics: An interdisciplinary approach* (pp. 271–283). St. Louis, MO: Elsevier.
- Mason, M. K. (2017). *Grey literature: History, definition, acquisition, and cataloguing*. Retrieved from <http://www.moyak.com/papers/grey-technical-literature.html>
- Matambo, W. (2012, May). Taking a page from Denmark, New Zealand & UK: George Brown student delves into EMR lessons learned in winning essay. *Healthcare Information Management & Communication Canada*, 56–58.

McCarthy, C., & Eastman, D. (2010). Change management strategies for an effective EMR implementation. Healthcare Information and Management Systems Society: Chicago, IL.

McCarthy, C., Eastman, D., & Garets, D. (2014). Effective strategies for change. Chicago, IL: Healthcare Information Management Systems Society (HIMSS).

McGrath, K., Bennett, D., Ben-Tovim, D., Boyages, S., Lyons, N., & O'Connell, T. (2008). Implementing and sustaining transformational change in health care: Lessons learnt about clinical process redesign", *The Medical Journal of Australia*, 188 (7), S32-S35.

Mental Health Commission of Canada. (2009). *Toward recovery and well-being: A framework for a mental health strategy for Canada*. Calgary, AB: Author. Retrieved from http://www.mentalhealthcommission.ca/English/system/files/private/FNIM_Toward_Recovery_and_Well_Being_ENG_0.pdf

Michelsen, K., Brand, H., Achterberg, P. W., & Wilkinson J R. (2015). Promoting better integration of health information systems: Best practices and challenges. [Health Evidence Network Synthesis Report]. Copenhagen, DK: World Health Organization Regional Office for Europe. Retrieved from http://www.euro.who.int/_data/assets/pdf_file/0003/270813/Promoting-better-integration-of-HIS-best-practices-and-challenges.pdf

Middleton, B., Bloomrosen, M., Dente, M. A., Hashmat, B., Koppel R., Overhage, J. M., . . . Payne, T. H. (2013). Enhancing patient safety and quality of care by improving the usability of electronic health record systems: Recommendations from AMIA. *Journal of the American Medical Informatics Association*, 20(e1), e2–e8.

Middleton, B., Bloomrosen, M., Dente, M. A., Hashmat, B., Koppel, R., Overhage, J. M., . . . American Medical Informatics Association. (2013). Enhancing patient safety and quality of care by improving the usability of electronic health record systems: Recommendations from AMIA. *Journal of the American Medical Informatics Association*, 20, e2–e8.

Mills, M. (in press). Project management principles for health informatics. In R. Nelson & N. Stagers (Eds.), *Health informatics: An interdisciplinary approach* (pp. 284–297). St. Louis, MO: Elsevier.

Ministry of Medical Services & Ministry of Public Health and Sanitation. (2010). Standards and guidelines for electronic medical record systems in Kenya. Retrieved from http://www.eaphln-ecsahc.org/kenya/?wpfb_dl=36

Moher, D., Liberati, A., Tetzlaff, J., Altman, D. G., & The PRISMA Group. (2009). Preferred reporting items for systematic reviews and meta-analyses: The PRISMA statement. *BMJ*, 339, b2535.

National Health Service England & U.S. Department of Health and Human Services. (2016). Joint report on international success factors for adoption and use of digital health in the US and NHS England. Retrieved from https://www.healthit.gov/sites/default/files/adoptionreport_-_branded_final4.pdf

Nelson, R., & Stagers, N. (in press). Improving the user experience for health information technology. In R. Nelson & N. Stagers (Eds.), *Health informatics: An interdisciplinary approach* (pp. 10-37). St. Louis, MO: Elsevier.

Nykänen, P., & Kaipio, J. (2016). Quality of health IT evaluations. *Evidence-Based Health Informatics: Promoting Safety and Efficiency Through Scientific Methods and Ethical Policy*, 222, 291-303.

Office of the National Coordinator for Health Information Technology. (2013). How do I select a vendor? Retrieved from <https://www.healthit.gov/providers-professionals/faqs/how-do-i-select-vendor>

Office of the National Coordinator for Health Information Technology. (2016). EHR contracts untangled: Selecting wisely, negotiating terms, and understanding the fine print. Retrieved from https://www.healthit.gov/sites/default/files/EHR_Contracts_Untangled.pdf

OntarioMD. (2010). eHealth Ontario EMR connectivity guidelines. Retrieved from: https://www.ontariomd.ca/portal/server.pt/gateway/PTARGS_0_877_0_0_18/EMR_Connectivity_Guidelines.pdf

Osheroff, J.A. (Ed.). (2009). *Improving medication use and outcomes with clinical decision support: A step-by-step guide*. Chicago, IL: Healthcare Information and Management Systems Society. Retrieved from <https://www.himss.org/improving-medication-use-and-outcomes-clinical-decision-support-step-step-guide>

Pagliaroli, S., Theal J. (2015). Canadian CPOE toolkit implementation guide. Retrieved from <https://www.cpoe-toolkit.ca/>

Pantaleoni, J. L., Stevens, L. A., Goad, B. A., & Longhurst, C. A. (2015). Successful physician training program for large scale EMR implementation. *Applied Clinical Informatics*, 6(1), 80–95.

Pati, D. (2011). A framework for evaluating evidence in evidence-based design. *Health Environments Research & Design Journal*, 4(3), 50–71.

Pitcher, E. (2010). CNO role in the implementation of an electronic health record. *Nurse Leader Journal*, 8(3), 33–35.

Polit, D. F., Beck, C. T., & Hungler, B. P. (2001). *Essentials of nursing research: Methods, appraisal, and utilization* (5th ed.). Philadelphia, PA: Lippincott.

Porter, S. (2015). Physicians report declining satisfaction with EHRs: Is meaningful use a factor? Retrieved from <http://www.aafp.org/news/practice-professional-issues/20150825ehrsatisfaction.html>

Project Management Institute (PMI). (2016). Learn about PMI. Retrieved from <http://www.pmi.org/about/learn-about-pmi>

Project Management Institute (PMI). (2016). What is Project Management? Retrieved from <https://www.pmi.org/about/learn-about-pmi/what-is-project-management>

Prosci. (2014). Best practices in change management. Retrieved from [https://www.academia.edu/11966118/Best Practices in Change Management 2014 Edition Executive Overview](https://www.academia.edu/11966118/Best_Practices_in_Change_Management_2014_Edition_Executive_Overview)

Queensland State Archives. (2010). Guideline for the planning of an electronic document and records management system (eDRMS). Runcorn, QLD: The State of Queensland. Retrieved from <http://www.archives.qld.gov.au/recordkeeping/grkdownloads/documents/edrms.pdf>

Ratwani, R., Fairbanks, T., Savage, E., Adams, K., Wittie, M., Boone, E., . . . Hayden, A. (2016). A systematic review to identify usability and safety challenges and practices during electronic health record implementation. *Applied Clinical Informatics*, 7, 1069–1087. <http://dx.doi.org/10.4338/ACI-2016-06-R-0105>

Registered Nurses' Association of Ontario. (2012). Nurse educator eHealth resource: Integrating eHealth into the undergraduate nursing curriculum. Toronto, ON: Author. Retrieved from <http://rnao.ca/sites/rnao-ca/files/RNAO.NurseEducator.eHealth.April2013.pdf>

Registered Nurses' Association of Ontario. (2012). Toolkit: Implementation of best practice guidelines (2nd ed.) Toronto, ON: Author. Retrieved from <http://rnao.ca/bpg/resources/toolkit-implementation-best-practice-guidelines-second-edition>

Registered Nurses' Association of Ontario. (2013). Developing and sustaining interprofessional health care: Optimizing patients/clients, organizational, and system outcomes. Toronto, ON: Author. Retrieved from <http://rnao.ca/sites/rnao-ca/files/DevelopingAndSustainingBPG.pdf>

Remus, S., & Kennedy, M. A. (2012). Innovation in transformative nursing leadership: Nursing informatics competencies and roles nursing leadership. *Nursing Leadership*, 25(4), 14–26.

Rouleau, G., Gagnon, M. P., & Côté, J. (2015). Impacts of information and communication technologies on nursing care: An overview of systematic reviews (protocol). *Systematic Reviews*, 4,75. Retrieved from https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4449960/pdf/13643_2015_Article_62.pdf

Saitwal, H., Feng, X., Walji, M., Patel, V., & Zhang, J. (2010). Assessing performance of an Electronic Health Record (EHR) using cognitive task analysis. *International Journal of Medical Informatics*, 79(7), 501–506.

Salvendy, G. (2012). *Handbook of human factors and ergonomics* (4th ed.). Hoboken, NJ: Wiley.

Scottish Intercollegiate Guidelines Network. (2015). SIGN 50: A guideline developer's handbook. Edinburgh, SCT: Author. Retrieved from <http://www.sign.ac.uk/pdf/sign50.pdf>

Silow Carroll, S., Edwards, J. N., & Rodin, D. (2012). Using electronic health records to improve quality and efficiency: The experiences of leading hospitals. *Commonwealth Fund*, 17, 1-4.

Simpson, R. (2013). Chief nurse executives need contemporary informatics competencies. *Nursing Economics*, 31(6), 277–287.

- Sivasankari, R. (2010). Art of communication in project management. Retrieved from <http://www.pmi.org/learning/library/effective-communication-better-project-management-6480>
- SNOMED International. (2016). SNOMED CT: The global language of healthcare. Retrieved from <http://www.snomed.org/snomed-ct>
- Snyder, R. A., & Fields, W. L. (2006). Measuring hospital readiness for information technology (IT) innovation: A multisite study of the organizational information technology innovation readiness scale. *Journal of Nursing Measurement*, 14(1), 45-55.
- Speziale, H. J. S., & Carpenter, D. R. (2007). *Qualitative research in nursing: Advancing the humanistic imperative* (4th ed.). Philadelphia, PA: Lippincott Williams & Wilkins.
- Staggers, N. (in press). Improving the user experience for health information technology. In R. Nelson & N. Staggers (Eds.), *Health informatics: An interdisciplinary approach* (pp. 355-372). St. Louis, MO: Elsevier.
- Staggers, N., & Rodney, M. (2012). Promoting usability in organizations with a new health usability model: Implications for nursing informatics. *NI2012: Proceedings of the 11th International Congress on Nursing Informatics*, 2012, 396. Retrieved from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3799150/>
- Staggers, N., Elias, B. L., Hunt, J. R., Makar, E., & Alexander, G. L. (2015). Nursing-centric technology and usability: A call to action. *Computers, Informatics, Nursing (CIN)*, 33, 325–332.
- Staggers, N., Rodney, M., Alafaireet, P., Backman, C., Bochinski, J., Schumacher B., & Xiao Y. (2011). Promoting usability in health organizations: Initial steps and progress toward a healthcare usability maturity model. Chicago, IL: Healthcare Information Management Systems Society (HIMSS) North America. Retrieved from https://www.himss.org/sites/himssorg/files/HIMSSorg/Content/files/HIMSS_Promoting_Usability_in_Health_Org.pdf
- Staggers, N., Xiao, Y., & Chapman, L. (2013). Debunking health IT usability myths. *Applied Clinical Informatics*, 4, 241–250.
- Straus, S., Tetroe, J., Graham, I. D., Zwarenstein, M., & Bhattacharyya, O. (2009). Monitoring and evaluating knowledge. In: S. Straus, J. Tetroe, & I. D. Graham (Eds.), *Knowledge translation in health care* (pp. 151–159). Oxford, UK: Wiley-Blackwell.
- Tanika, K., Kesavan, S., Collins, R., Kyaw-Tun, J., Cox, B., Bello, F., . . . Sevdalis, N. (2013). Techniques to aid the implementation of novel clinical information systems. *International Journal of Surgery*, 11, 783–791.
- Technology Informatics Guiding Educational Reform. (TIGER). (2009). Informatics competencies for every practicing nurse: Recommendations from the TIGER collaborative. Retrieved from

<http://s3.amazonaws.com/rdcms-himss/files/production/public/FileDownloads/tiger-report-informatics-competencies.pdf>

The Association of Faculties of Medicine of Canada. (2014). Health competencies for undergraduate medical education. Ottawa, ON: Author. Retrieved from https://chec-cesc.afmc.ca/en/system/files/documents/ehealth-competencies-ume_en.pdf

The Association of Faculties of Pharmacy of Canada. (2013). Pharmacy informatics, entry-to-practice competencies for pharmacists. Ottawa, ON: Author. Retrieved from <https://www.afpc.info/system/files/public/AFPC%20ICT%20Informatics%20Brochure%20In%20house1%205B1%5D.pdf>

The Canadian CPOE Toolkit Implementation Guide. (2015). North York General Hospital, ISBN 978-0-9916952-1-8

The Cochrane Collaboration. (2005). Glossary of terms in The Cochrane Collaboration (Version 4.2.5). Baltimore, MD: Author. Retrieved from <http://community-archive.cochrane.org/sites/default/files/uploads/glossary.pdf>

The Data Governance Institute. (2017). Definitions of data governance.” Retrieved from http://www.datagovernance.com/adg_data_governance_definition/

The Joint Commission. (2015). Sentinel event alert: Safe use of health information technology. Retrieved from http://www.jointcommission.org/assets/1/18/SEA_54.pdf

The National Alliance for Health Information Technology. (2008). Defining key health information technology terms. Retrieved from <http://www.himss.org/defining-key-health-information-technology-terms-onc-nahit>

The National Alliance for Health Information Technology. (2009). Best practices for management and board collaboration in health IT adoption. Retrieved from http://www.hpoe.org/Case_Studies/EHRBestPracticesReportJuly2009_NAHIT.pdf

The National Alliance for Health Information Technology. (2009). Best practices for managing and board collaboration in health IT adoption. Retrieved from http://www.hpoe.org/Case_Studies/EHRBestPracticesReportJuly2009_NAHIT.pdf

Timm, H. A. (2016). Best practices in change management-Prosci 2014 edition. Retrieved from <https://www.linkedin.com/pulse/best-practices-change-management-prosci-2014-edition-timm>

U.S. Department of Health and Human Services. (2016). Usability evaluation basics. Retrieved from <https://www.usability.gov/what-and-why/usability-evaluation.html>

U.S. Department of Health and Human Services. (2016). Heuristic evaluations and expert reviews. Retrieved from <https://www.usability.gov/how-to-and-tools/methods/heuristic-evaluation.html>

Wachter, R. (2015). *The digital doctor: Hope, hype, and harm at the dawn of medicine's computer age*. Columbus, OH: McGraw-Hill Education.

Walker, J., Carayon, P., Leveson, N., Paulus, R. A., Tooker, J., Chin, H., . . . Stewart, W. F. (2008). EHR safety: The way forward to safe and effective systems. *Journal of American Medical Informatics Association*, 15, 272–277.

World Health Organization. (2009). *Conceptual Framework for the International Classification for Patient Safety (Version 1.1)*. [Final Technical Report]. Geneva, CH: Author.

World Health Organization. (2010). *Components of a strong health information system: A guide to the HMN framework*. Geneva, CH: Author. Retrieved from http://apps.who.int/healthmetrics/documents/Components_of_a_strong_HIS.pdf?ua=1

World Health Organization. (2011). *Atlas eHealth country profiles: Based on the findings of the second global survey on eHealth*. Geneva, CH: Author. Retrieved from http://apps.who.int/iris/bitstream/10665/44502/1/9789241564168_eng.pdf

World Health Organization. (2012). *Framework and standards for country health information systems (2nd ed.)*. Geneva, CH: Author. Retrieved from http://apps.who.int/iris/bitstream/10665/43872/1/9789241595940_eng.pdf

World Health Organization. (2012). *Health policy and systems research: A methodology reader*. Geneva, CH: Author. Retrieved from http://www.who.int/alliance-hpsr/alliancehpsr_reader.pdf

World Health Organization. (2015). *Support tool to assess health information systems and develop and strengthen health information strategies*. Copenhagen, DK: Author. Retrieved from http://www.euro.who.int/_data/assets/pdf_file/0011/278741/Support-tool-assess-HIS-en.pdf?ua=1

Wrike. (2017). *What is a roadmap in project management?* Retrieved from <https://www.wrike.com/project-management-guide/faq/what-is-a-roadmap-in-project-management/>

Yonek J., Hines S., & Joshi M. A. (2010). *A guide to achieving high performance in multi-hospital health systems*. Chicago, IL: Health Research and Educational Trust. Retrieved from <http://www.hpoe.org/Reports-HPOE/highperformance3.2010.pdf>