

A Case Study on the Impact of Technology Readiness in a Department of Clinical Nurses

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Abstract : To thrive in today's digital climate, it is vital that organisations adopt new technology and prepare for rising digital trends. This proves more difficult in government where, traditionally, people lack change readiness. While individuals may have a desire to work smarter, this does not necessarily mean embracing technology. This paper discusses the rollout of an application into a small department of highly experienced nurses. The goal was to both streamline the department's workflow and provide a platform for gathering essential business metrics. The biggest challenges were adoption and motivating the nurses to change their routines and learn new computer skills. Two-thirds struggled with the change, and as a result, some jeopardised the validity of the business metrics. In conclusion, there are lessons learned and recommendations for similar projects.

Keywords : change ready, information technology, end-user, iterative method, rollout plan, data analytics

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