

TDH Adaptive Challenge: Engaging Senior Leadership in Informatics

Tennessee's Surveillance Systems & Informatics Program

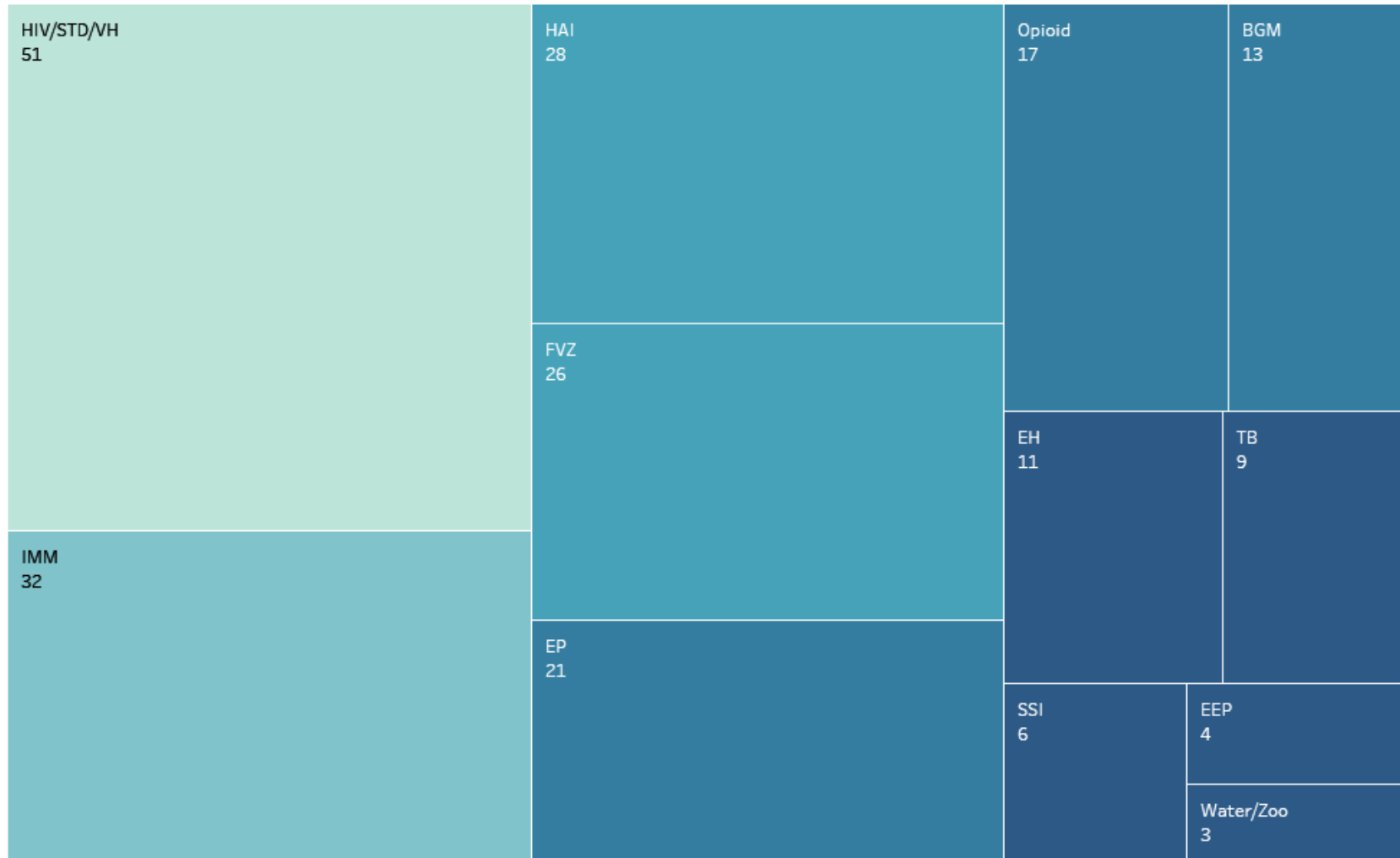
CSTE AITT Peer-to-Peer – May 22, 2019



Challenge

- **Challenge / Problem we face:** Our challenge is to sustain and expand informatics capacity at the Tennessee Department of Health (TDH).
- How do we effectively engage senior leadership to communicate the value of and understand the need for informatics within the communicable diseases division?

Challenge



Number of Program Staff



Major Players & Interests

- **Major Players:**

- Senior leadership, communicable diseases directors, and epidemiologists from Central Office (subject matter experts).

- **Proposed Actions:**

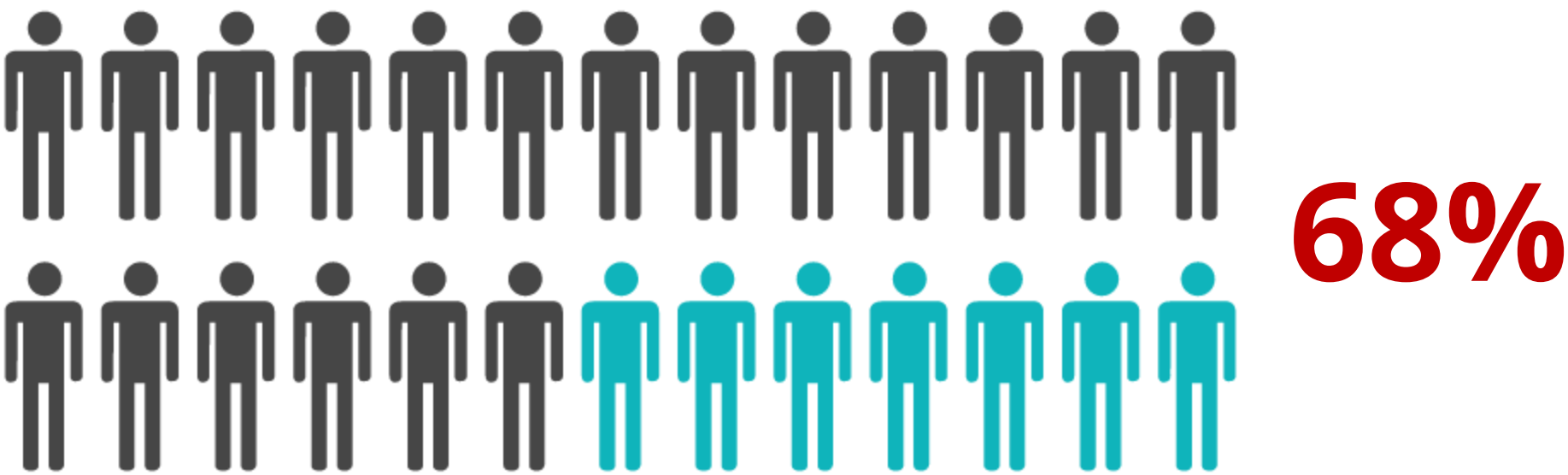
- Develop and deliver informatics training on general informatics concepts, data management and visualization, and HL7 messaging.

Actions Taken

- Divisional Informatics Needs Assessment
 - What do you need from Informatics?
 - How could we do better?
- Created general informatics trainings
 - Overview of what informatics is & what team does
 - Spaced out over 3 sessions to reduce burnout (~30 min each)
- Pre and Post Test via REDCap Survey
 - Better define those needs and how to address
 - Sessions and survey mentioned at every supervisors meeting
 - Those who completed pre-test were “pinged” 4x to complete post test

Actions Taken

Pre-Test



Post-Test



Stakes & Interests

Stakes/Interests:

- Supporting the TDH communicable outbreak jugglers.
- Meeting grant deliverables impacted by informatics capacity and information systems projects.



Hidden Issues:

- Navigating the widespread organizational changes within state, department, and programs.
- Maintaining distributed communication and closed-loop feedback with major players.
- Ineffective talent management strategy among our departments has contributed to delays and confusion.

Group Discussion

- How do we gain buy-in from senior leadership on the importance of informatics to their work using innovative strategies?
 - Tried focus groups, surveys, trainings, etc.
- How to get that information to flow from leadership to the teams they support?
- Have you evaluated informatics knowledge at your jurisdiction?
- Advice on bridging the gap between our informatics program and the programs we support.



Thank you!

- **Informatics Team Members:**

- Angelique Harding, *Informatics Epidemiologist*
 - Angelique.Harding@tn.gov
- Caitlin Law, *Informatics Epidemiologist*
 - Caitlin.Law@tn.gov
- Corinne Davis, *Informatics Epidemiologist*
 - Corinne.Davis@tn.gov
- Jessica Vakili, *Informatics Epidemiologist*
 - Jessica.Vakili@tn.gov
- Maddie Stewart, *Informatics Epidemiologist*
 - Maddie.Stewart@tn.gov
- Mandy Hoffer, *Informatics Coordinator*
 - Amanda.Hoffer@tn.gov
- Randi Rosack, *Informatics Epidemiologist*
 - Randi.Rosack@tn.gov