

Reducing Workplace Stress Through Health Information Technology



AT A GLANCE

Public health departments in Coos, Crook, and Jefferson counties implemented digital tools to ease paperwork stress and improve workflow. The project reduced stress, improved efficiency, and showed that strong training and gradual change are essential to prevent new stressors.

Key Outcomes

Nurses found that collaborative learning, gradual adaptation, and celebrating small successes were critical to sustaining well-being during system transitions.



65%

Decrease in documentation stress.



20%

Reduction in stress from workload expectations.



A known stressor is better than an unknown stressor

Administrative Process & Professional Practice

CHALLENGES

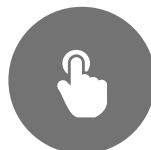
Public health nurses in rural Oregon were managing heavy administrative burdens alongside complex patient care, with much of their documentation still paper-based. Manual processes slowed workflows, increased after-hours work, and created stress around meeting documentation and workload expectations.

SOLUTIONS

This project introduced tablets and digital documentation tools to streamline workflows, improve access to patient records while working in the community, and allow real-time data entry. The intervention included:



Information Technology



Effective Training



Ensuring Connectivity



Digitizing Forms

RESULTS

1

Improved Workflow Efficiency

The use of digital tools reduced documentation time by an average of 15 minutes per client, improving overall workflow efficiency.

2

Stronger Cross-County Collaboration

The project enhanced collaboration between public health departments and IT teams, improving service delivery and long-term technological support.

3

Higher Staff Engagement

Nurses were actively involved in shaping workflow adaptations, leading to a more responsive, supportive environment and contributing to higher employee engagement.