

Aim

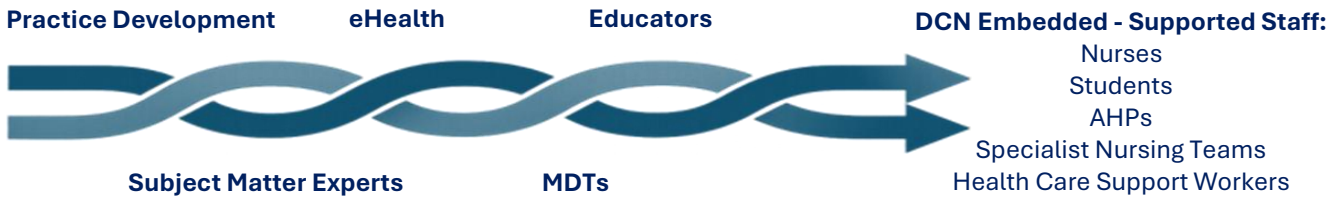
The implementation of Digital Clinical Notes (DCN) represents a significant step in NHS Greater Glasgow and Clyde's progression towards a paperless healthcare system. To support safe and sustainable digital adoption, it is essential that the multidisciplinary team is equipped with the knowledge, skills, and confidence required to use DCN effectively.



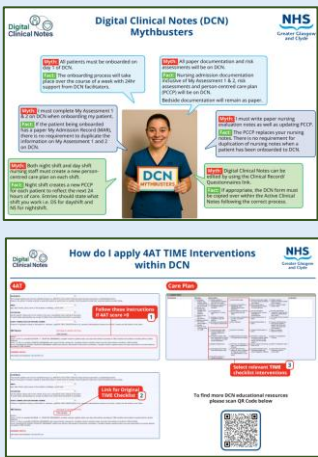
Methods

A collaborative, multi-modal education strategy

Multi-modal education strategy supported nursing staff, student nurses, AHPs, and specialist nursing teams in preparing for DCN. Training was achieved through partnership working between Practice Development Nurses, eHealth teams, clinical educators, subject matter experts, and MDT colleagues.



Educational Guidance



Educational Resource Development

Educational support for the introduction of DCN, included e-learning modules, one-to-one teaching, 24-hour support, YouTube demonstration videos, user guides, cheat sheets and QR coded visual resources. Ward-based assistance during go-live supported real time learning and building confidence.

Resources were adapted in response to emerging learning needs, with tailored, role specific guidance supporting implementation across clinical areas.

Ongoing feedback, and timely troubleshooting enabled a safe and responsive rollout.

eLearning Resources



Digital Clinical Notes

DCN was implemented through a phased rollout supported by stage-specific e-learning resources. Early engagement with ward staff focused on preparation and awareness, supported by local educator train-the-trainer sessions that were key to the success of education during go-live. The go-live week provided facilitated support and ongoing learning, helping staff embed DCN into routine clinical practice.



Results

Feedback showed increased competence and reduced apprehension, with DCN embedded into practice by the end of go-live. In person support and educational resources were key to building confidence. Early compliance data demonstrated improvements in person-centred documentation and consistent care plan completion.

- Over **3000** staff trained
- 10** NHSGGC acute sites live
- Improved **person-centred documentation**
- 90%** learnPro completion
- Over **37.6k** views

Conclusions and key learning

- Collaboration is essential for sustainable large-scale digital transformation.
- Multi-modal education approach meets diverse learning needs.
- Educational resources support safe and confident practice
- Visible, accessible support reduces anxiety during digital change.
- AHPs supported to develop their own bespoke e-learning resources using the nursing e-learning format

The DCN project is entering its final phase as it progresses to the Queen Elizabeth University Hospital. As the programme expands, multi-modal educational strategies will continue to evolve to promote safe, effective, and sustainable digital practice.