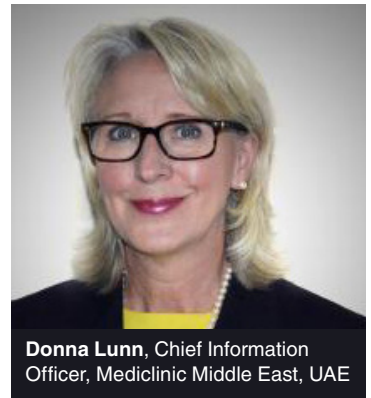


Women in Health IT: The Donna Lunn Perspective on Engaging Clinicians and Being a Woman Leader



Donna Lunn, Chief Information Officer, Mediclinic Middle East, UAE

How has engaging clinicians in the EHR selection process helped Mediclinic?

DL: The need to engage clinicians in every aspect of the EHR selection and implementation has been well documented. Mediclinic had over 100 clinical staff participants in the EHR selection process and we are committed to ensuring the same throughout the development and deployment of our selected vendors applications.

Having clinical staff involved in the selection process at Mediclinic:

- 1 Provides assurance to our leadership that the vendors clinical applications will meet the clinician's workflow requirements.
- 2 Generates a sense of ownership and excitement amongst the clinical staff
- 3 Shows the clinical staff that the leadership of the organization is committed to ensuring their voice is heard, which is of paramount importance in the adoption of any new system

What is the most important must-do when it comes to clinical engagement?

DL: There are quite a few "must-do's" regarding clinical engagement. From my experience, some of the most important include:

- 1 **Clinical involvement** in all aspects of the Request for Proposal (RFP) process
- 2 Clinical involvement in Vendor Evaluations, Scoring, Site Visits, etc.
- 3 Clinical participation/leadership on an EHR Steering Committee
- 4 Appointment of a Physician Informatics Lead – this is a vital position and it is important that the right person is appointed. Not necessarily a "techie" doc but one that is a good listener, is well respected amongst his/her colleagues, and has a passion for the role
- 5 Clinicians lead, design and champion new workflows
- 6 Senior Medical Leadership, accountable for success, are visible and present to demonstrate solid commitment

Having clinical staff involved in the selection process at Mediclinic shows the clinical staff that the leadership of the organization is committed to ensuring their voice is heard, which is of paramount importance in the adoption of any new system.

This year, the UAE eHealth Week will feature a Women in Health IT event. As a woman healthcare leader yourself, what are three action items to encourage more women to go into Health IT and then progress their career within that same field?

DL: Throughout my 40 years in healthcare, 30 of which are in healthcare IT, I have had the privilege of working with several excellent leaders, many of them women. Although IT in general is dominated by men, a strong, confident woman can hold her own any day, especially in healthcare, where there are many women in leadership positions.

For a woman to progress in this field I would suggest the following:

- 1 Challenge yourself by accepting positions within diverse organizations and with increasing responsibility. After working 10 years as a medical technologist I accepted a position as a laboratory information systems manager (2 years), followed by a healthcare software company (6 years), then a healthcare IT consulting firm (5 years), and then a large academic healthcare system (9 years) before coming to the Middle East in 2009. Each of these positions afforded me the opportunity to steadily progress upwards while learning many aspects of the healthcare IT role.
- 2 Seek out successful women to act as role models and/or mentors
- 3 Have confidence in yourself, learn from your mistakes, and never accept there is a limit to what you can achieve

Although IT in general is dominated by men, a strong, confident woman can hold her own any day, especially in healthcare, where there are many women in leadership positions.

About Donna Lunn: Donna is a highly accomplished executive with a dedicated 30-year career in healthcare Information Technology and a further 10 years working in the Clinical Laboratory. Donna is currently the Chief Information Officer (CIO) for Mediclinic Middle East and was the CIO for Al Noor Hospitals Group before the combination with Mediclinic. Prior to working for Al Noor Donna was employed by the Abu Dhabi Health Services Company "SEHA" as the Group Clinical Applications Director where she was responsible for implementation and support of all clinical applications in the public hospitals and clinics of the Emirate of Abu Dhabi.

Donna is speaking at the UAE eHealth Week. View the full program [here](#) now.

