EHR Implementation Best Practices

Highlighting best practices, common pitfalls and managing critical success factors
EHR Implementation Best Practices

- Welcome
- Introductions
Today’s Agenda

- Identifying Common Pitfalls
- Recommendations to manage critical success factors
- Components to consider when designing an Implementation project and determining timelines
Common Pitfalls

- EHR Misconceptions
  - Flip of the switch
  - Time that it takes to successfully implement
  - Being paperless
  - Learning curve
  - Reduction in operating costs
  - Government Reimbursement
How can we manage these Pitfalls?

Recommendations for Success
- Organizational Commitment
- Implementation Team Selection
- Identifying current workflows/processes
- Defining your legal Health Record
- Internal communication
In preparation for successful implementation, a review of organizational readiness must consider interrelated factors.

- Organizational commitment & User participation
Organizational Commitment

- Project sponsorship/ownership – *Secure physician champion*
- Defining clear goals and objectives
- Organizational mandate/incentives for EHR utilization
Critical Success Factors: Implementation Team Selection

- Level of user interest/involvement
  - Personalities of chosen team members
- Internal project manager
- Willingness/ability to dedicate human resources to project
- Strong IT resources
Critical Success Factors: Identifying Current Workflow/Processes

- Review of current workflow/process
  - Redesign most likely required
- Identifying possible impact on patient care
  - Timing of new clinical workflow
- Documented processes, policies, and procedures
Critical Success Factors: Identifying your Legal Health Record

- As a practice define exactly your Legal Health Record

- The LHR contains sufficient information to identify the patient, support the diagnosis, justify the treatment and services, document the course and results of care, and promote the continuity of care among healthcare providers.

- Create a matrix to help identify the information and location of your LHR
Critical Success Factors: Internal Communication

- Change Management
  - Natural human resistance to change
- Overall comfort level with technology
- Consistent communication to staff will avoid misperceptions and negative attitudes
- It is essential to have communication with staff as well as patients
- Manage expectations
  - Prepare for initial slowdowns
- Focus on measurable results
Important Components when designing an Implementation Project and determining timelines

- Interfaces
- Conversions
- Chart Abstraction
- Training/Implementation
- Regulatory Considerations
Project Considerations: Interfaces

- What interfaces are required?
  - Lab
  - Practice Management system
  - Devices
  - Radiology

- Treat the interfaces as a separate project
  - Proper IT support needed to manage interface
  - Additional fees could be associated with the interface
  - Multiple Vendors may need to be involved

- What other healthcare organizations do you need to exchange information with?
  - Other health systems
  - Satellite clinics
  - Referring providers

- Local integration proven before you look beyond – make sure that your practice management and EHR systems are working together properly as well as your lab integration prior to adding outside factors
Project Considerations: Data Conversions

- Identify what “needs” to be in the system
  - How is the information getting into the system
    - Electronic
    - Manual
    - Clinical
    - Demographic

- Develop a thorough testing plan of converted data

- Factors to consider during a data conversion
  - Cost factors
  - Time that it may take to implement
  - Timing of go-live in conjunction with conversion
Project Considerations: Chart Abstraction

- Identify items to be abstracted and who will perform the chart abstraction
  - Utilize your staff to the highest level of education
- Develop plan for managing existing data and new outside documents
- Communicate timelines and workflow adjustments with the team
Project Considerations: Training / Implementation

- Train early and often
- Create a comprehensive and ongoing training program
- Create user guides/update frequently
- Manage expectations
  - Prepare for initial slowdowns
  - Allow for play time on the system to ensure user’s comfort level
- Encourage feedback as well as share solutions
- Focus on measurable results
Project Considerations: Regulatory Considerations

- HIPAA
- HITECH
  - Meaningful use
- PQRI/HQM
- STATE REQUIREMENTS
- PAY FOR PERFORMANCE
- PATIENT CENTERED MEDICAL HOME
Question and Answer
Thank you

Resources

- www.mmicgroup.com
- www.hipaa.org
- www.health.state.mn.us
- www.ahima.org