

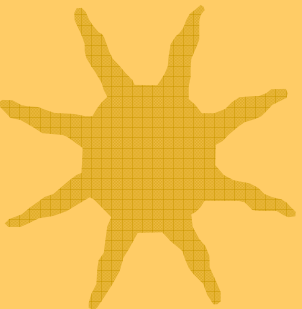
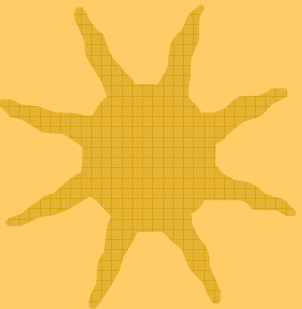
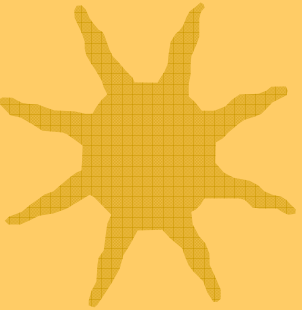
Electronic Health Record Implementation:

Factors for Success



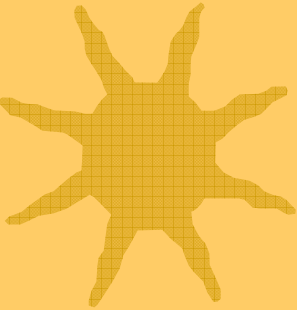
Gateway Clinic

- ★ 18 Physicians
- ★ 4 Midlevels (PA/NP)
- ★ 90 Employees
- ★ 4 Clinics-3 certified as RHCs
- ★ Inpatient care-2 hospitals
- ★ Family Practice, Internal Medicine, Pediatrics, Emergency Medicine
- ★ Consulting Specialists



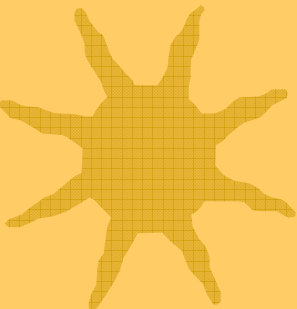


Practice Management System



- ★ IDX Practice Management System-1988

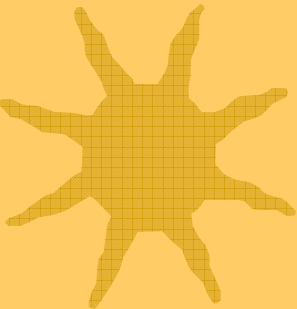
- ★ Many Upgrades, Most Recent-2004



- ★ Scheduling

- ★ Registration

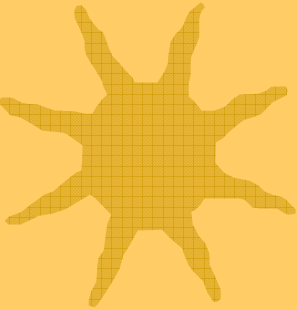
- ★ Charge Entry



- ★ AR Management



EMR



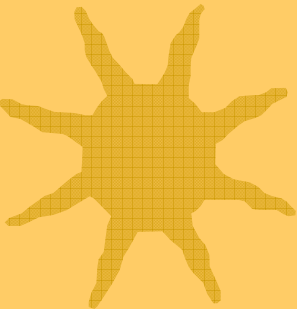
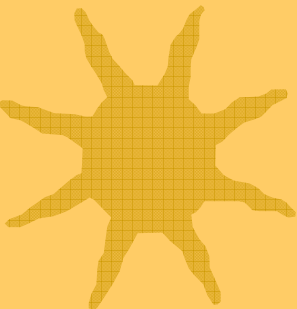
★ Interest expressed in 1998

★ Vendor demos provided in 1998

★ Internal assessment in 1999

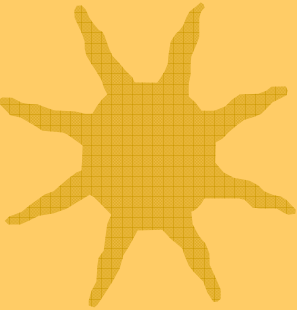
★ Periodic reassessments

★ IT goals defined in 2000-2001 strategic plan

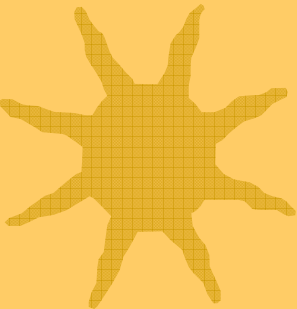
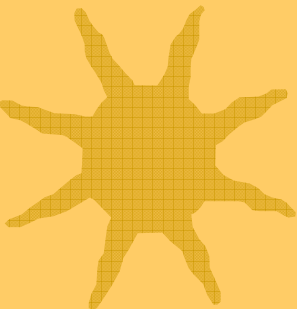


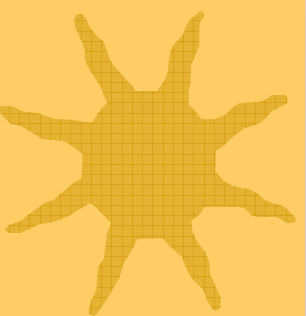
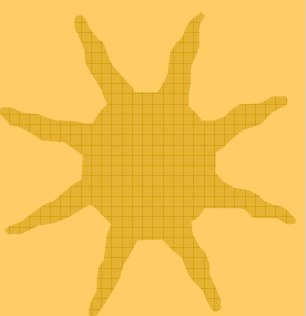
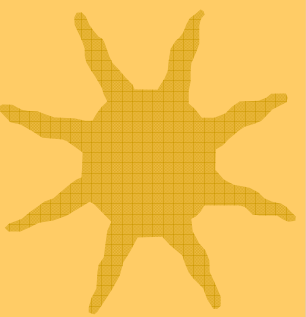


Infrastructure



- ★ PCs for Physicians and Administrative Team in 2000-2001
- ★ Established Network Connecting All Clinics- Fractionated T1 Lines-2001, Full T1s in 2004
- ★ Microsoft Word, Excel, Access, Outlook
- ★ Email
- ★ Internet Access, MD Consult Subscription
- ★ Electronic File Folders-Committees, Data
- ★ Lab Information System-2002





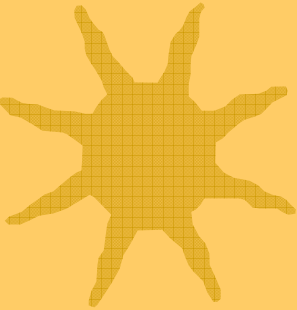
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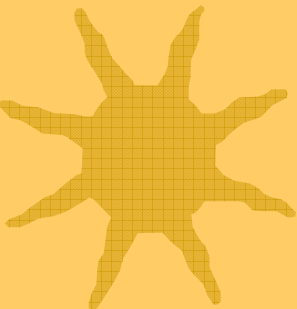
**“I wouldn’t say my computer skills are outdated.
I prefer to think of them as ‘classic’.”**



Executive Committee



- ★ IT goals updated in 2002-2003 Strategic Plan

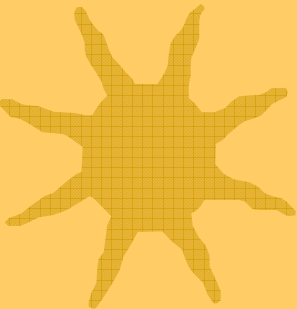


- ★ Rational for EMR

- ★ Define the goals

- ★ Educate physicians and staff, board support

- ★ Capital

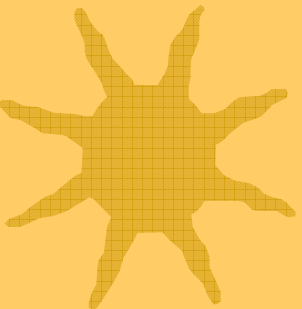
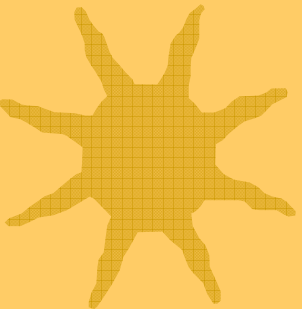
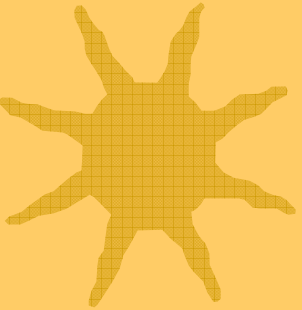


- ★ IT Committee



IT Committee

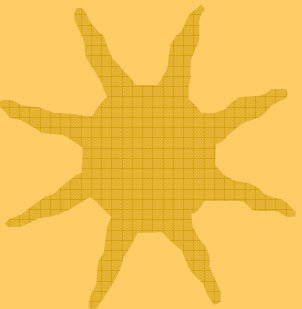
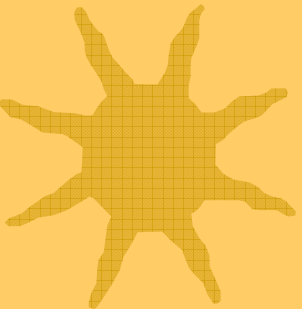
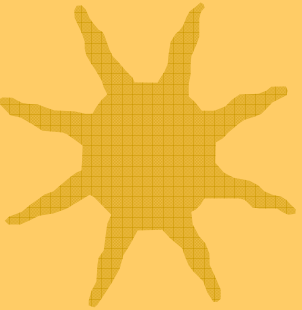
- IT Committee formed in 2002. Committee chaired by a physician who assumed a leadership role. Other Committee members included physicians, administration, business support, and clinical supervisors (Initially 6, now 10 members).
- Responsible for evaluating EMR vendors
- Shared responsibility with Executive Committee for Implementation Plan





EMR Vendor Process

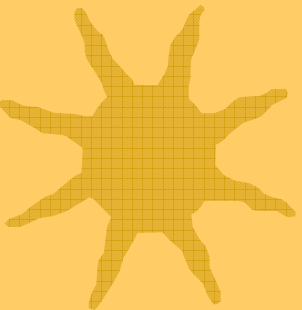
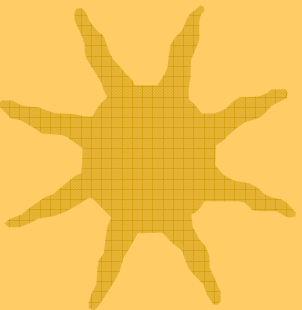
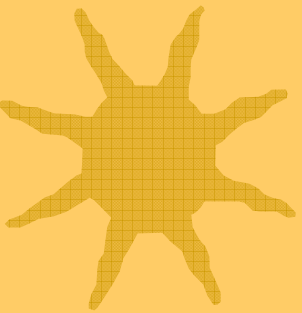
- ★ Client server or ASP model
- ★ Fully integrated EMR/PM system or interface EMR with existing PM software
- ★ Ability to interface with PM and LIS systems
- ★ Ability to interface with hospital system
- ★ Define the product features
- ★ Hardware/software requirements
- ★ Hard wired or wireless
- ★ Cost/ROI
- ★ RFP/Demos/Site Visits, Etc.





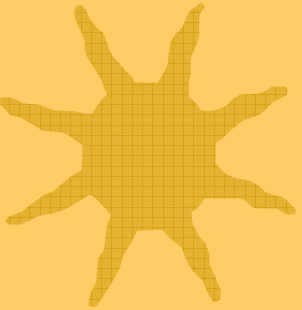
IMPLEMENTATION

- ★ There is not one “right way” or “how to” approach in implementing an EHR/EMR. Each practice is different and therefore requires a unique approach. Implementation is more of an art than a science. There are, however, general guidelines that can be followed that will assist in implementing an EHR/EMR.



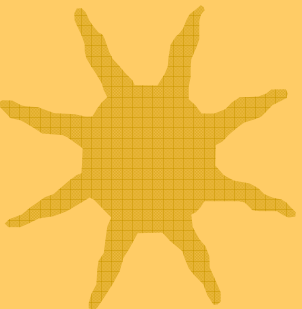


TOP TEN SUCCESS FACTORS



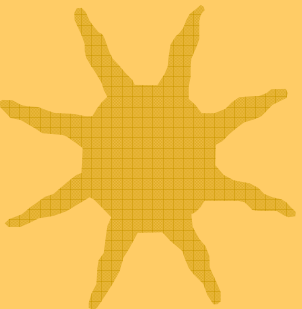
★ Internal Assessment

★ Define IT Goals (strategic plan) and measurable indicators of success



★ Select the leadership team and key staff

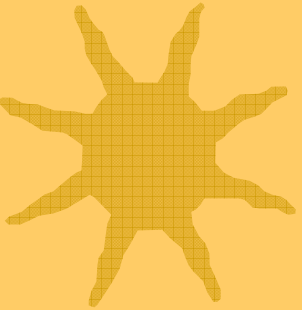
★ Prepare the organization (continually)



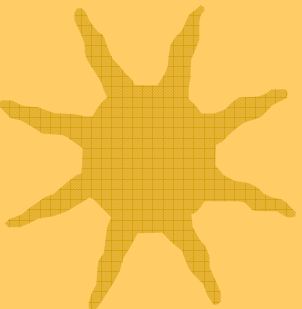
★ Define as many processes as possible before implementation



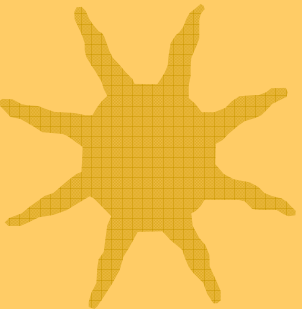
TOP TEN SUCCESS FACTORS



★ Define a process for handling or resolving new issues as they arise



★ Budget sufficient time for education and staff training



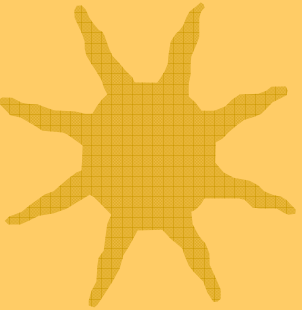
★ Define the Plan for Support. Includes hardware, software, and network.

★ Communicate

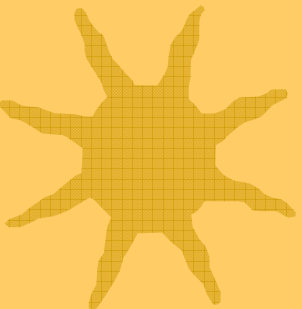
★ Have fun



Internal Assessment



★ Outsource if you lack resources or internal expertise

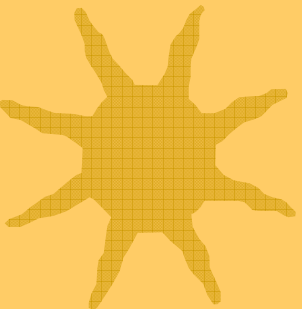


★ Network

★ Hardware

★ Software

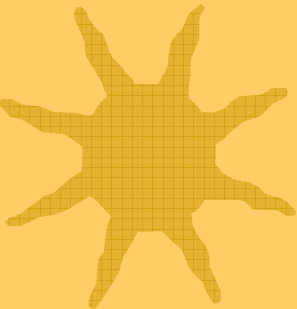
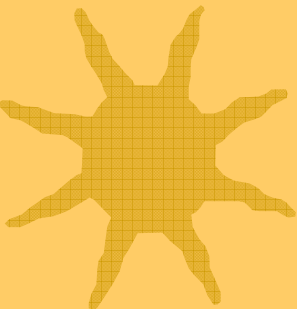
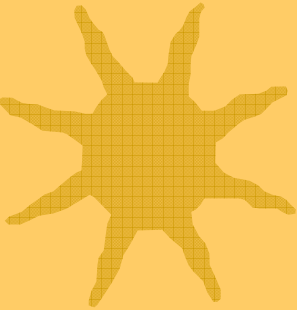
★ Interfaces



★ Organization



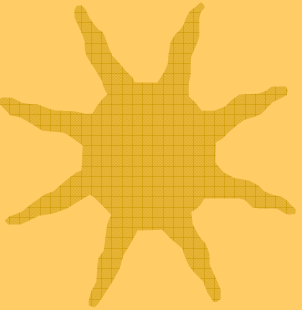
Define IT Goals



- ★ Internal Assessment
- ★ What issues do you plan to improve or resolve?
- ★ What are the desired outcomes?
Improvements in efficiency, safety, and quality?
- ★ Set reasonable expectations and timelines.

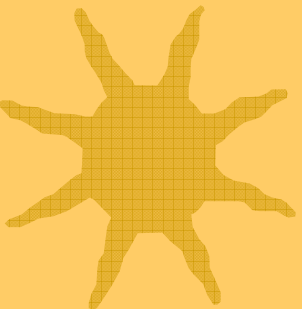


Select Leadership and Support Team Members



★ Physician leader and interested physicians

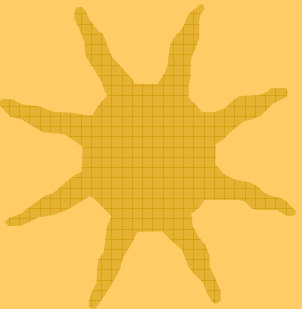
★ Administration



★ IT and Information Management

★ Clinical Leaders (Nursing, Lab, Imaging)

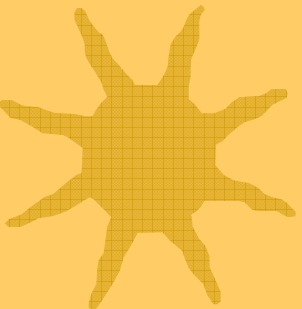
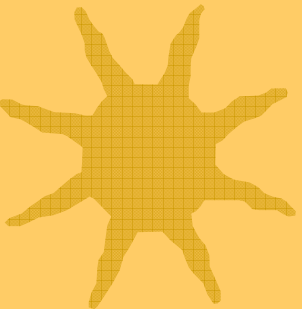
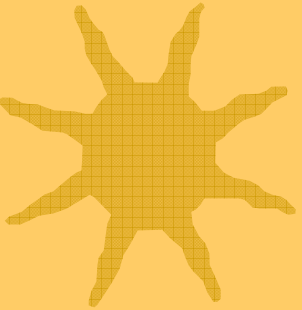
★ Staff

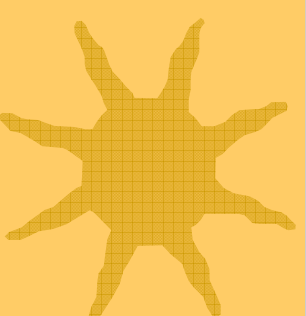
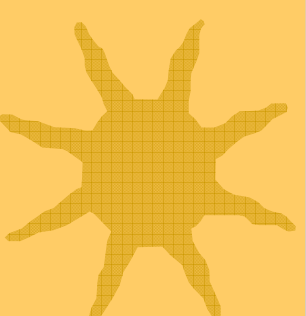
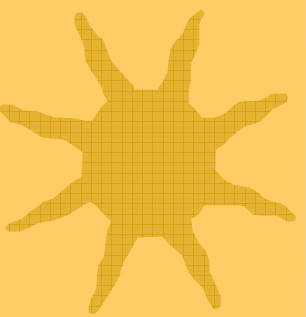




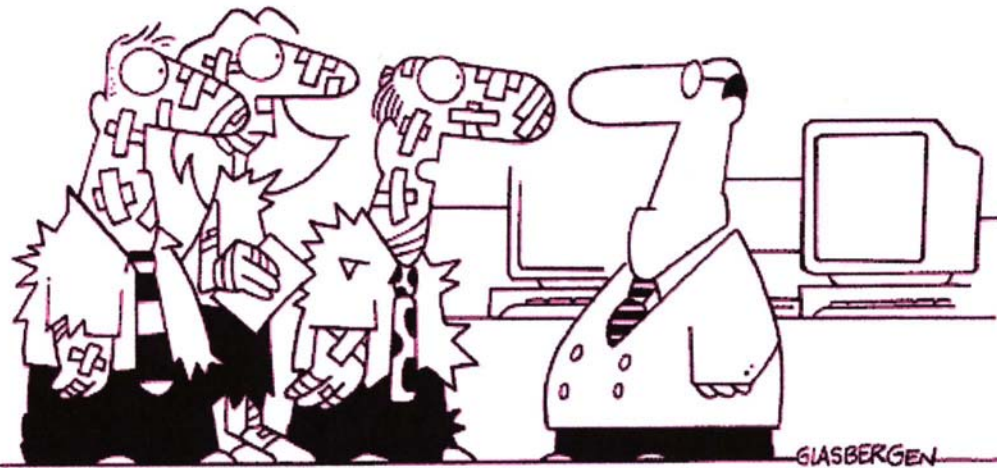
Prepare the Organization

- ★ Begins at the point that the decision is made to purchase an EHR/EMR
- ★ Prepare the physicians, providers, and staff for the changes that will occur.
- ★ Provide opportunities for input at all levels
- ★ Set reasonable expectations; there will be issues
- ★ Communicate





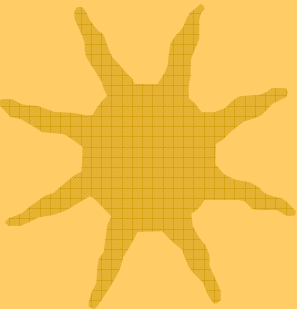
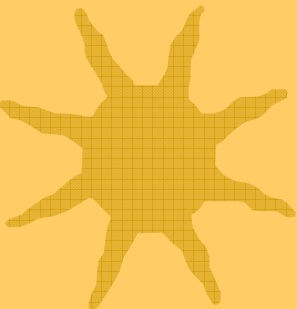
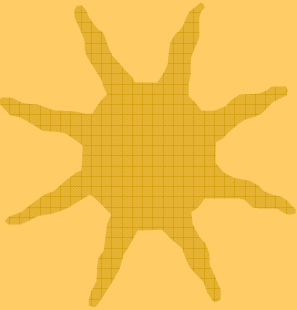
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**“Frankly sir, we’re tired of being
on the cutting edge of technology.”**



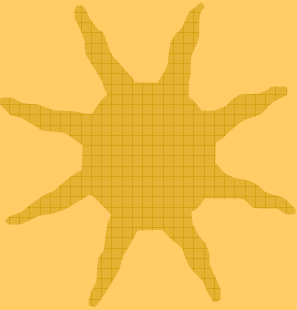
Define Processes



- ★ Define as many processes as possible before you “go live”.
- ★ What will we include in the electronic record?
- ★ How will we handle old data (legacy data)?
- ★ What will we scan?
- ★ How will we enter med lists, problem lists, PMH, consult data, Rxs, flowsheets, QI, etc.
- ★ How will we handle new issues as they arise?
View these as opportunities to improve.
Empower group leaders to make decisions.



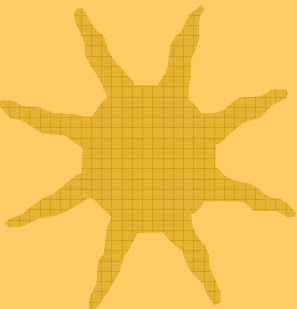
Training and Education



- ★ Leadership and Support Team

- ★ Physicians

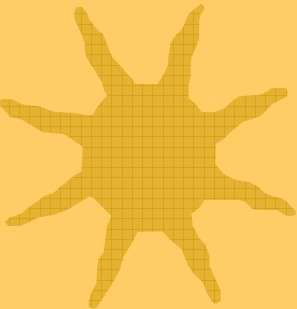
- ★ Staff



- ★ Budget sufficient resources

- ★ Initially and on-going

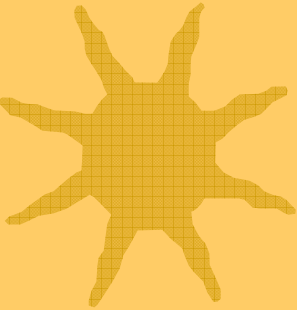
- ★ Needs may vary by individual or group



- ★ Finding time can be very challenging



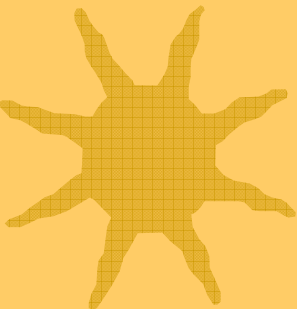
Support Plan



★ Very important. Don't underestimate.

★ Network

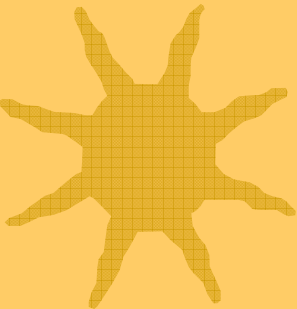
★ Hardware



★ Software

★ User

★ Internal resources

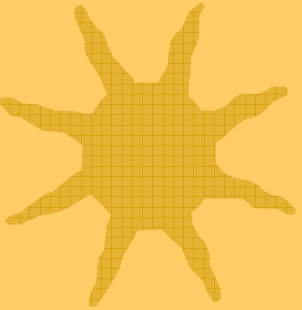


★ Outsource

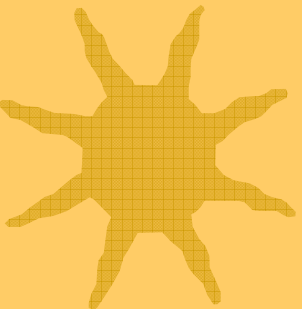
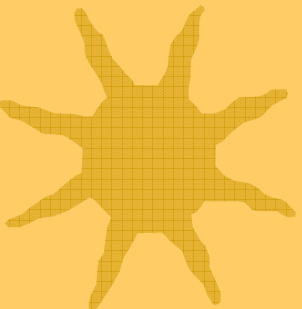
★ Vendor



Communicate



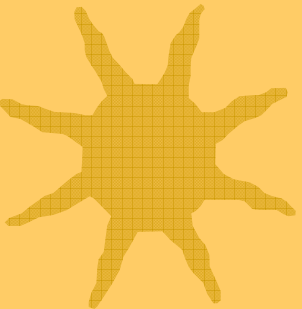
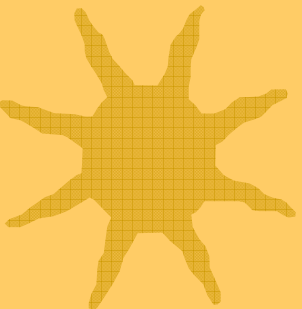
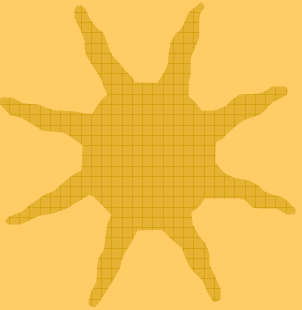
- ★ All levels
- ★ Board meetings
- ★ Physician meetings
- ★ Committee meetings
- ★ Staff meetings
- ★ Memos, etc.





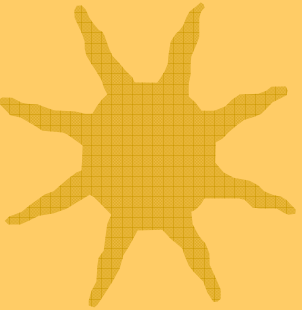
Have fun

- ★ Look for opportunities to have fun
- ★ Expect issues. Working together to resolve issues (positively) helps in building relationships and will make your team stronger and more cohesive
- ★ Celebrate successes





Return on Investment (ROI)



- ★ Should consider ROI differently than other capital expenditures
- ★ ROI may occur over 3-5 year period instead of 2-3 years
- ★ Areas touted include efficiency-productivity, better documentation and coding, decreased paper and chart costs, decreased dictation, etc. These can be difficult to recognize in the first year or two.

