

*Alternate Title:*

---

# EHR Planning for Success

*Mankato Clinic  
June 25, 2009*

*Alternate Title:*

---

# Custom Fitting Your Body Armor

*Mankato Clinic  
June 25, 2009*

## Our Team

---

- Mark Matthias, MD, CMO
  - Physician Champion / Executive Sponsor
- Cheryl Jones, Director of Health Info
  - Co-Project Manager
- Bob Norman Director of IT
  - Co-Project Manager

3

### OUR CLINIC

The Mankato Clinic was established in 1916 and has been in continuous operation since that time.

Today, the Mankato Clinic is the region's tenth-largest private employer, playing a significant role within Greater Mankato's economic engine.

Locally owned, the Mankato Clinic is comprised of over 680 employees, including greater than 100 health care providers.

MANKATO CLINIC

## Our Journey

- Researched EMRs for 4 years
- Participated in DOQ-IT
- DOQ-IT Roadmap
- Readiness Assessment Survey of all staff and providers overwhelmingly in favor of EMR
- Provider involvement in selection process

5

## Our Timeline

- February, 2003: began investigating EMR
- September, 2007: final selection of vendor
- December, 2007: contract signed
- September, 2008: Go-Live
- December, 2008: Implementation complete (?) at all

6

## What We Did Well

- Created an EHR Core Team to lead project
- Set project plan and stuck to it
- Communicated project progress and successes
- Developed strategy to quickly make decisions during Build process
- Involved staff from all areas of organization
- Focused on getting through implementation
- Developed our own resources internally (interface, build, training)

7

## Where We Struggled

- Our timeline had to be based on hospital's EMR implementation plan
- Multiple changes in leadership during key time in EHR
- Took on other big projects at the same time
- Multiple people on project taking on multiple roles
- Lack of direct involvement from Clinical Operations early on in project
- Expectations communicated to provider group, but never formalized or enforced
- IT staff changes
- Coding should have been part of the Core Team
- Economic down-turn

8

## What We Have Learned...

- Implementation is your honeymoon
- 10 weeks of Go-Live = about 15 pounds
- Don't under-estimate the power of a squeaky wheel to get everyone worked up
- Laugh when you can, cry when you need to
- Communicate, communicate, communicate
- Their perception is their reality
- Listen for concerns, suggestions, successes
- Stay focused on the goal (and keep updating your goals)
- Stay strong and develop thick skin
- Enjoy the ride!

9

## Contact Information

Mankato Clinic (507)625-1811  
1230 E Main Street  
Mankato MN 56001

- Mark Matthias, MD, CMO
  - [mmatthias@mankatoclinic.com](mailto:mmatthias@mankatoclinic.com)
  - (507)389-8756
- Cheryl Jones, Director of Health Information
  - [cherylj@mankatoclinic.com](mailto:cherylj@mankatoclinic.com)
  - (507)389-8703
- Bob Norman, Director of IT
  - [bob@mankatoclinic.com](mailto:bob@mankatoclinic.com)
  - (507)389-8547

10