

Best Practices For Contracting and Implementing and EHR

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Physician and Staff Education

All Aboard

- ✓ It is all or nothing: Avoid a hybrid state
- ✓ Agree on a budget
- ✓ Develop an implementation team
 - ✓ Physician champion, department representation
- ✓ Communication plan
- ✓ Upward feedback process

Products and Vendors

- ✓ Don't marry the first product you see
 - ✓ Do your homework
 - ✓ RFP process
 - ✓ In-depth demonstrations
 - ✓ Reference site visits
 - ✓ Certified for federal initiatives

Physicians are from Mars; Vendors are from Venus

- ✓ Trust issues
 - ✓ Educate before you initiate
- ✓ Do you really know me?

Contracts and Support Agreements

Contract Review

- ✓ It is not all about the cost of the software. Each contract should focus on the following key components:
 - ✓ Software price
 - ✓ Installation (hardware, training, implementation, PM)
 - ✓ Software maintenance (upgrades)
 - ✓ Customer support
- ✓ Perform your due diligence to ensure you get the best deal.

Service Level Agreements

- ✓ SLAs are contracts (stand-alone or addendum)
 - ✓ Technical performance
 - ✓ Customer service responsiveness
 - ✓ Accountability after implementation
 - ✓ Impact on customer operations
 - ✓ Benchmarks and results

Project Management

Plan to Succeed

- ✓ Develop a comprehensive project plan
- ✓ Identify measurable goals and objectives
 - ✓ Short and long-term
- ✓ Communicate frequently

Resource Management

- ✓ Planning tasks against your resources over a realistic timeframe will:
 - ✓ Reduce overtime costs
 - ✓ Avoid leaving you with skeleton crew

Don't Set It and Forget It

- ✓ Set realistic time-frames
 - ✓ Don't hurry to fail
- ✓ The concept of a “go-live date” is a farce.

Planning to Implement

Implementation Considerations

- ✓ Financial
 - ✓ Costs vs. ROI
 - ✓ Where did the money go?
- ✓ Productivity
 - ✓ Dealing with the technically challenged

Transition Plan

Incremental

- ✓ Reduces “shock” to staff
- ✓ Spreads out cost
- ✓ Less likely to “blow up”
- ✓ Total costs may be higher
- ✓ Risk getting stuck
- ✓ Slower ROI

- ✓ Larger practices
- ✓ Complex politics
- ✓ Mixed attitudes

Big Bang

- ✓ Quicker implementation
- ✓ Faster ROI
- ✓ Less likely to get stuck
- ✓ Higher risk of blow up
- ✓ Significant productivity hit
- ✓ Staff may rebel

- ✓ Small practices
- ✓ Strong leadership
- ✓ Good consensus

Workflow and Process Redesign

- ✓ Workflow analysis:
 - ✓ Current state
 - ✓ hybrid state
 - ✓ Post implementation redesign
- ✓ What is your role?
- ✓ Doctor/Nurse balance

Scanning

- ✓ One uniform plan and start early
 - ✓ Chart abstraction
 - ✓ Process pre and post-implementation
 - ✓ Naming conventions and indexing
 - ✓ Appropriate resources

May the Four Be With You

- ✓ Conversion
- ✓ Interfaces
- ✓ Lab integration
- ✓ Fax management

Understand the Big Picture

- ✓ You do not have to customize everything
 - ✓ i.e. fix billing and collections issues first to maintain cash flow
- ✓ Is a system ever really complete?
 - ✓ No.....it's alive!!!!

Training and Testing

- ✓ Always drive the trainer...never let the trainer drive you
 - ✓ Beware of trainer idolatry
 - ✓ Use workflow scenarios you've created
- ✓ Allow for plenty of product training
- ✓ Sandbox time
- ✓ testing workflow, requirements and documentation
- ✓ Make training material available to staff
- ✓ Training manuals, job aids, policies, online classes, user groups

Questions?