

Component 11/Unit 1-3

Migration to an Electronic Health Record System

Migration To An EHR

EHR Life Cycle:

- User Needs Assessment
- Proto type Development
- System selection
- System implementation
- Maintenance*

*Covered in this unit

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Post-implementation

- Continued technical support is needed to assure that the system runs smoothly
- Continued one on one training is essential during this time to assure compliance and reduce any frustration
- Go-live does not mean that everyone is ready for the change, it means the system should be ready for the users

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What If The System Is Not Working?

- Back-up systems need to be outlined in case the system is not functioning as planned
- Some organizations choose to run the old system with the new system for a period of time
- Patient care is paramount in the process. Good documentation, readily available information must be in the forefront of every user mind

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24/7 support

- Until a system and its users are fully functional, ongoing support is needed
- The first several weeks this may mean providing on site support 24/7.
- Over time, the support can be done through telephone support, but will still need to be 24/7 in patient care areas.

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Maintenance

- Ongoing system maintenance and upgrades will continue to disrupt the work flow.
- It is essential to plan for these well in advance of any changes
- Even if the change is small, the disruption of work flow can be big.
- Training will be ongoing with new users and with upgrades

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When Implementation Goes Well

When the implementation of a system goes well it is important for the project team:

- Evaluate what went smoothly so that it can be replicated in the future
- Document the process for future reference
- Communicate the success to the users
- Celebrate:
 - Small tokens of appreciation
 - Letters of recognition to champions
 - Badges to recognize super users
 - Newsletter to recognize staff
 - Write an article and publish

Ongoing Resolution Of issues Through Training

- Opportunities to discuss problems with the system are important
- Developing a system for receiving concerns and addressing resolution will encourage positive results.
- As problems are resolved it is important to upgrade training materials to reflect the changes

Assessment And Evaluation

- Developing an assessment and evaluation of the EHR implementation is a part of quality improvement
- Asking users about the implementation generates possibilities for improving the system during upgrades and maintenance
- Suggestions for training may also arise which gives the trainers new ideas for engaging the users and improving the training materials

Celebrating Completion

- Finally, celebrating the work of all involved in the implementation of a new system is important to morale.
- Change occurs, but noting the work of others helps to build the community of learners in the organization.

Resources

- Lorenzi, N, Kouroubali, A, Detmer, D, Bloomrosen, M. How to successfully select and implement electronic health records (EHR) in small ambulatory settings. BMC Medical Informatics and Decision Making, published online 2009, v 9, 15.
