



Working with HIT Systems

Unit 8 HIT system planning,
acquisition, installation, and training:
Practices to Support & Pitfalls to
Avoid

Objectives

By the end of this unit the student will be able to:

- Conduct a basic user needs analysis for a given example situation
- Create a plan for training users in a small office practice, a large community clinic, or a single unit in an ambulatory care setting
- Identify several potential challenges that may emerge during installation and generate a strategy to solve (lack of basic computer literacy in staff, etc.)

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HIT System Acquisition

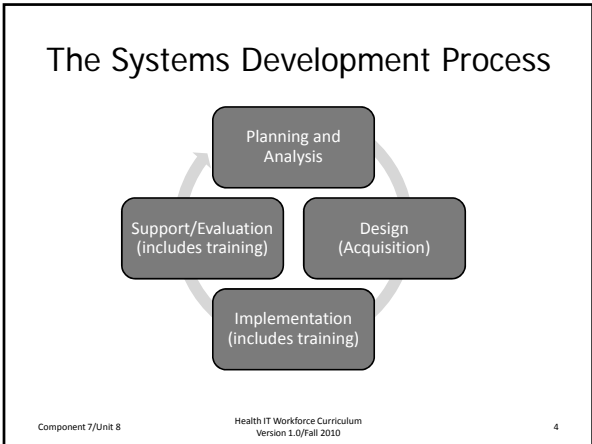
- HIT acquisition = \$\$\$
- Careful planning



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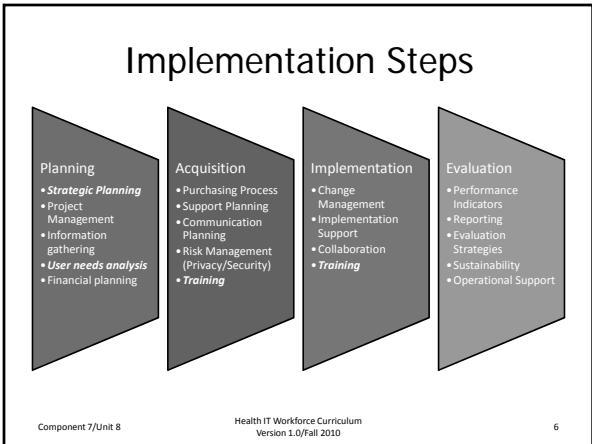


Systems Acquisition vs. Development

- Availability of vendor solutions
- Application Service Providers
- Cloud computing
- Many other options



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The Role of Strategic Planning

- Creating the vision
- Vision should lead the implementation, not the technology
- Work on vision fuels requirements gathering (needs analysis)



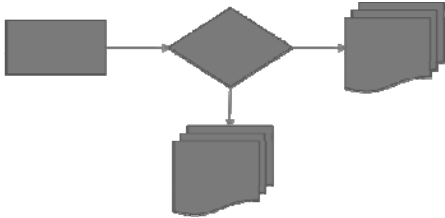
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Business Process Modeling

- Document current workflows
- Anticipate workflow redesign



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Business Process Analysis

- Observe
- Interview
- Share

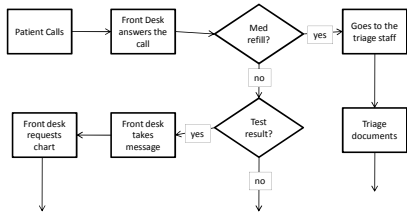


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Business Process Flow Chart



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Business Process Improvement

- Redesigning workflows
- New workflows could support:
 - Simplicity
 - Accessibility for patients
 - Safety
 - Comprehensiveness of documentation
 - Delegation
- New system = improved workflows

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Training

- Timing is important
- Incorporate a “practice” version of the system
- Design to meet the needs of different roles within the organization



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More Training

- People prefer to learn in different ways
 - Just in time (by function), or full immersion
 - Classroom-based or online
 - Instructor led or self-paced
 - Group-based or one-on-one
- Accommodate differing schedules
- Determine the best people to deliver the training



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Even More Training!

- Keys to success
 - Convenient locations
 - Focused curriculum
 - Flexible, knowledgeable trainers
- Training starts early, continues through operational stage



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Key Success Factors

- Readiness of the organization; prepared to:
 - Understand what the system can do
 - Investigate and choose a system
 - Implement system
 - Training
 - Monitor the system
- Availability of a champion
- Perceived usefulness of the system
- Organizational teamwork
 - For small practice settings, change occurs from within the staff rather than from the top
 - People skills are as important as the technology



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HIT System Planning, Acquisition, Installation, and Training: Tools for Skilled Nursing Facilities & LTC



TOOLKIT:

<http://www.stratishealth.org/expertise/healthit/nursinghomes/nhtoolkit.html>

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HIT System Planning, Acquisition, Installation, and Training: Tools for Small Provider Practices



Toolkits:

DOQ-IT ("Dock-it")

<http://www.norc.org/6275/Module5/A%20Systems%20Approach%20to%20Operational%20Redesign%20Workbook.pdf>

Health Information Technology Toolkit for Physician Offices:

<http://www.stratishealth.org/expertise/healthit/clinics/clinictoolkit.html>

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HIT System Planning, Acquisition, Installation, and Training: **Tools for Community Health Clinics & Safety Nets**



<http://www.stratishealth.org/expertise/healthit/hospitals/htoolkit.html>

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Summary

- Core concepts of HIT systems planning, acquisition, installation and training
- Apply core concepts to specific health care settings
- Implementation challenges