

Component 11: Configuring EHRs

Unit 1: Migration to an Electronic Health Record System Lecture 3

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Migration To An EHR

EHR Life Cycle:

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

*Covered in this unit

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

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

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.

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.

When Implementation Goes Well

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

- 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:
 - Provide small tokens of appreciation
 - Send letters of recognition to champions
 - Give badges to recognize super users
 - Write articles in a newsletter to recognize staff
 - Write an article about successes and publish

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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.

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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.

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Celebrating Completion

- 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.
