

## Working with HIT Systems

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

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## 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



Image - MS Clipart

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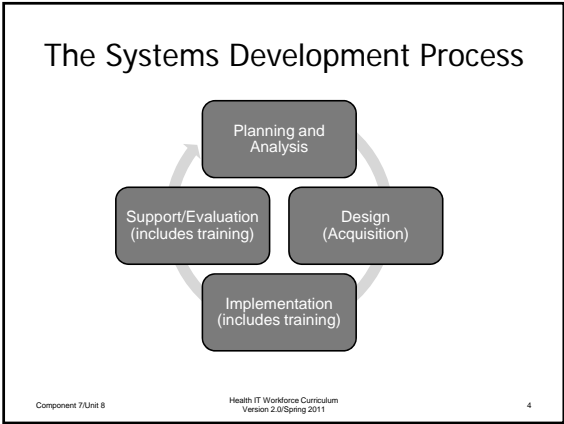
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### Systems Acquisition vs. Development

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

Image : MS Clipart

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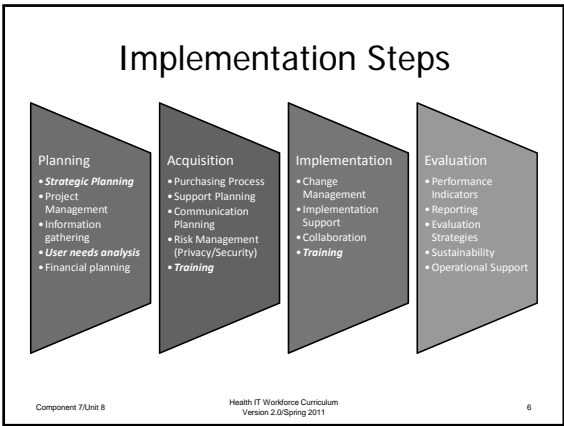
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## The Role of Strategic Planning

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

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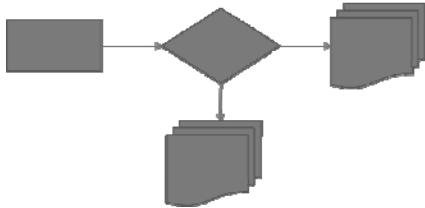
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## Business Process Modeling

- Document current workflows
- Anticipate workflow redesign



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## Business Process Analysis

- Observe
- Interview
- Share



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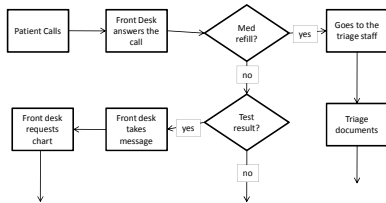
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## Business Process Flow Chart



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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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