Curriculum Development Centers Program

Awardee of The Office of the National Coordinator for Health Information Technology

Working with HIT Systems

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

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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
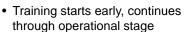- Determine the best people to deliver the training

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Even More Training!

- Keys to success
  - Convenient locations
  - Focused curriculum
  - Flexible, knowledgeable trainers

  Image Source: MS Clipart
- Training starts early, continues through operational stage

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

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

Image Source: MS Clipart

TOOLKIT:

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

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

Images: MS Clipart

TOOLKIT

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

Image: cdc.gov

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2. Lorenzi N, Kouroubali A, Detmer D, Bloomrosen M. How to successfully select and implement electronic health records (EHR) in small ambulatory practice settings. BMC Medical Informatics and Decision Making. 2009;9:15. Available from: http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2662829/pdf/1472-6947-9-15.pdf

3. DOQ-IT ("Dock-it"): http://www.norc.org/6275/Module5/A%20Systems%20Approach%20to%20Operational%20Redesign%20Workbook.pdf

4. Health Information Technology Toolkit for Physician Offices: http://www.stratishealth.org/expertise/healthit/clinictoolkit.html