



## EHR Implementation Roadmap: 2005 Pilot

**Practice Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**HealthInsight DOQ-IT Team Facilitator:** \_\_\_\_\_ **Clinic Phone:** \_\_\_\_\_

**Physician Champion:** \_\_\_\_\_ **EHR Team Leader:** \_\_\_\_\_

Stage	Practice Tasks Recommended for successful movement along the EHR Implementation Roadmap	Milestone Checklist To demonstrate measurable movement along the EHR Implementation Roadmap <i>(Indicate the date when each milestone is completed)</i>		Tools and Services Provided by HealthInsight
<b>ASSESSMENT</b>	<ul style="list-style-type: none"> <li>▪ Complete IT readiness assessment</li> <li>▪ Assess current workflow (identify pain points)</li> <li>▪ Begin or continue regular staff meetings (at least monthly)</li> <li>▪ Assign physician champion</li> <li>▪ Organize an EHR selection/implementation team</li> <li>▪ Assign an individual (EHR team leader) or team to lead practice changes</li> <li>▪ Commit to:               <ul style="list-style-type: none"> <li>○ Full provider engagement to enter data</li> <li>○ Workflow changes necessary to maximize results</li> </ul> </li> <li>▪ Read Outlook Associates Guide, chapters 1-7</li> <li>▪ Attend DOQ-IT Learning Session 1</li> </ul>	<b>Date</b>	<b>Milestone</b>	<ul style="list-style-type: none"> <li>▪ Outlook Associates Guide</li> <li>▪ Key EHR articles</li> <li>▪ List of success factors</li> <li>▪ Barriers and solutions worksheet</li> <li>▪ Complete onsite assessment</li> <li>▪ Facilitate staff discussions</li> <li>▪ Conduct workflow analysis</li> <li>▪ Learning Session 1: Assessment and Planning</li> </ul>
			IT readiness assessment	
			Readiness/next steps reviewed	
			Physician champion assigned	
			Team leader assigned for practice changes	
			Current workflow processes assessed	
			Give signed participation agreement to HI	
			Proposed implementation target date	
<b>PLANNING</b>	<ul style="list-style-type: none"> <li>▪ List clinic goals and priorities (include functions and specific provider needs)</li> <li>▪ Translate identified EHR goals into available EHR system functions and features</li> <li>▪ Identify staff at lower levels of readiness and address their concerns</li> <li>▪ Develop a timeline and project plan</li> <li>▪ Gain support from team members and staff and prepare staff for changes</li> <li>▪ Attend DOQ-IT Learning Session 1</li> <li>Optional:               <ul style="list-style-type: none"> <li>▪ Write RFI/RFPs</li> <li>▪ Complete a cost/benefit analysis and ROI for an EHR system</li> </ul> </li> </ul>	<b>Date</b>	<b>Milestone</b>	<ul style="list-style-type: none"> <li>▪ Sample implementation plans and timelines</li> <li>▪ Key features list</li> <li>▪ Example goals</li> <li>▪ Sample RFI/RFPs</li> <li>▪ ROI spreadsheet tool</li> <li>▪ Financing options</li> <li>▪ Peer interaction with successful clinics</li> <li>▪ Facilitate staff meetings</li> <li>▪ Learning Session 1: Assessment and Planning (March/April 2005)</li> </ul>
			Clinic has identified goals, priorities and any staff concerns	
			EHR goals and associated system functions are listed	
			Business plan developed, includes such items as:	
			- Target implementation schedule/timeline	
			- Estimates of EHR budget and ROI	

<b>SELECTION</b>	<ul style="list-style-type: none"> <li>▪ Attend structured demonstrations at DOQ-IT Vendor Fair</li> <li>▪ Attend Learning Sessions 2 and 3</li> <li>▪ Evaluate vendors and create short list of 2–3 vendors</li> <li>▪ Review EHR systems by: <ul style="list-style-type: none"> <li>○ Run vendors through a clinic-specific case scenario</li> <li>○ Going on at least one site visit</li> <li>○ Obtaining at least three vendor references</li> </ul> </li> <li>▪ Identify and select vendor for hardware, office wiring, and necessary network support for all services and products not included in EHR</li> <li>▪ Negotiate contracts including all aspects of implementation, training, and technical support</li> <li>▪ Continue workflow assessment and changes</li> </ul>	<b>Date</b> <b>Milestone</b>		<ul style="list-style-type: none"> <li>▪ Vendor selection tools and rating references</li> <li>▪ Sample case scenarios</li> <li>▪ Contracting tips</li>   <li>▪ E-mail and conference call discussion forums</li> <li>▪ Learning Sessions 2: Vendor Selection and 3: Contracting (May 18 and June 28)</li> <li>▪ Vendor Fair (June 11)</li> </ul>
			Negotiate contracts and financing	
			EHR vendor selected	
			Hardware vendor selected	
			Vendor selected for office wiring and cabling needs that are not included in EHR package	
<b>IMPLEMENTATION</b>	<ul style="list-style-type: none"> <li>▪ Draft EHR system implementation plan and timetable</li> <li>▪ Assign data manager/administrator</li> <li>▪ Assure data conversion and testing completed</li> <li>▪ Assure interfaces completed and tested for: <ul style="list-style-type: none"> <li>○ Laboratory</li> <li>○ Radiology</li> <li>○ Practice Management (billing and scheduling)</li> <li>○ Referrals</li> </ul> </li> <li>▪ Assign a “go-live” date</li> <li>▪ Train staff</li> <li>▪ Attend DOQ-IT Learning Session 4 and/or work directly with your clinic facilitator</li> <li>▪ Celebrate success and address problems</li> </ul>	<b>Date</b> <b>Milestone</b>		<ul style="list-style-type: none"> <li>▪ Sample data testing documentation</li> <li>▪ Outlook Associates Implementation Guide</li> <li>▪ Sample chart data conversion templates</li>   <li>▪ Learning Session 4: Implementation and/or individual assistance (July 2005)</li> <li>▪ Follow-up on your progress</li> <li>▪ Identify additional workflow adaptations</li> </ul>
			Implementation plan completed	
			Contracts completed and signed	
			Data manager assigned	
			Data conversion and testing completed	
			Interfaces tested and working properly	
			“Go-live” completed and celebrated	
			Vendor will be the primary driver of this stage, so they should be thoroughly engaged in all aspects of implementation.	
<b>EVALUATION</b>	<ul style="list-style-type: none"> <li>▪ Conduct post go-live reviews of implementation</li> <li>▪ Conduct additional staff training as needed</li> <li>▪ Evaluate EHR system goals met to date</li> <li>▪ Verify vendor has provided technical infrastructure to capture clinical measures and submit data to CMS through Q-Net exchange</li> <li>▪ Submit DOQ-IT data (available August 2005)</li> <li>▪ Work directly with your clinic facilitator to track your progress</li> </ul>	<b>Date</b> <b>Milestone</b>		<ul style="list-style-type: none"> <li>▪ CMS performance report to practice (validate as needed)</li>   <li>▪ Identify user groups</li> <li>▪ Help with CMS data submission</li> </ul>
			Post go-live reviews for EHR goals, implementation and additional staff training completed	
			Schedule additional staff training	
			Data capture verification completed with vendor	
			DOQ-IT data being submitted to CMS	
			Assess full use of EHR system and address lags	
<b>IMPROVEMENT</b>	<ul style="list-style-type: none"> <li>▪ Commit to continuous review of clinical and administrative processes</li> <li>▪ Identify and target additional care management and process improvement opportunities</li> <li>▪ Use EHR to optimize practice of evidence-based medicine</li> <li>▪ Attend DOQ-IT Learning Session 5 and/or user groups</li> <li>▪ Continue submission of DOQ-IT data</li> </ul>	<b>Date</b> <b>Milestone</b>		<ul style="list-style-type: none"> <li>▪ Learning Session 5: Care Management and Improvement (August 2005)</li> <li>▪ New workflow analysis</li> <li>▪ Supply best practice solutions to improve performance data</li> </ul>
			Reanalyze clinical and administrative processes	
			Review performance reports	
			Identify quality improvement opportunities	
			Redesign work processes to use EHR clinical decision support tools with each patient encounter	