IT Road Mapping: Are you wasting your EHR Dollars?

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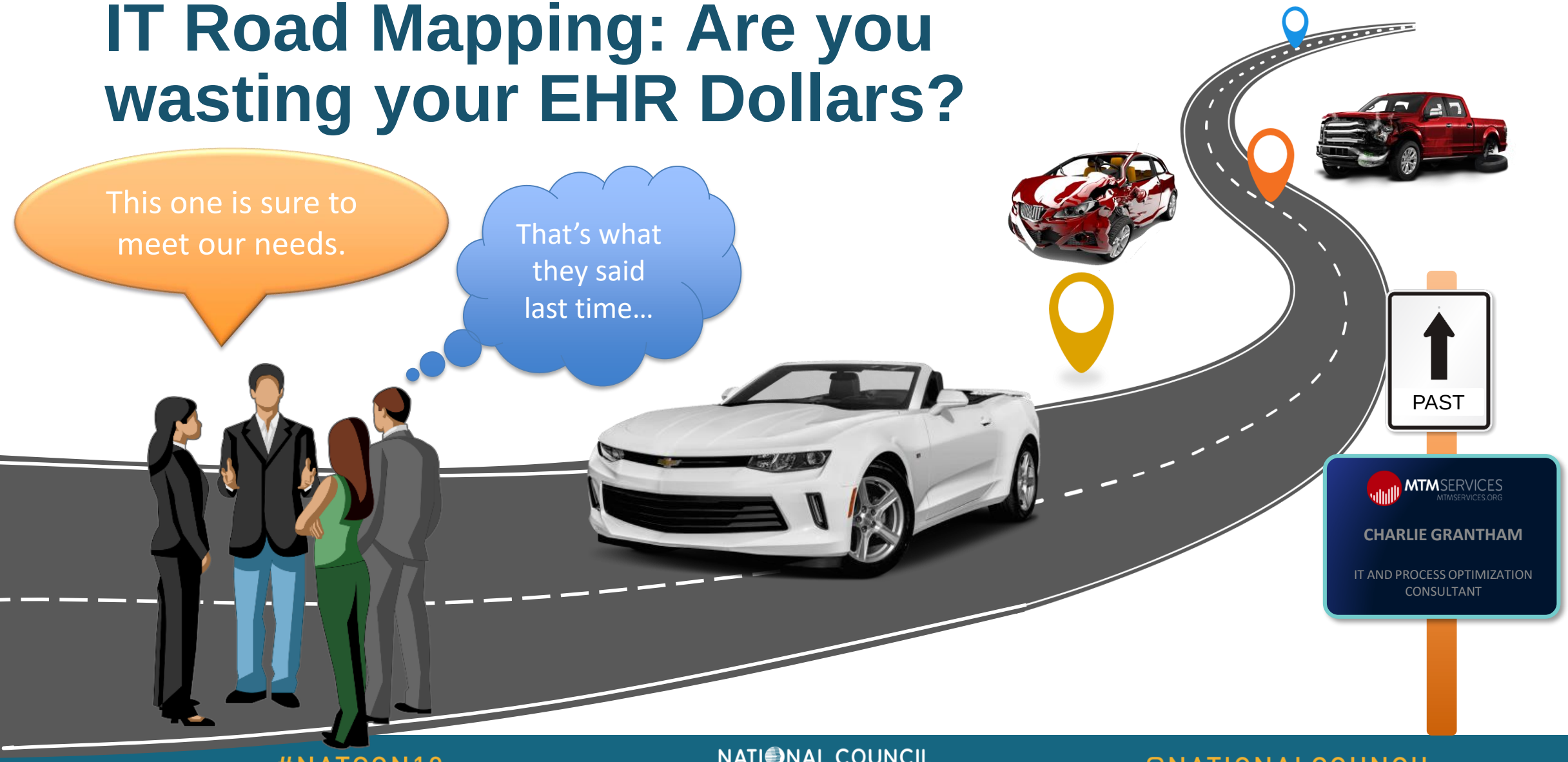
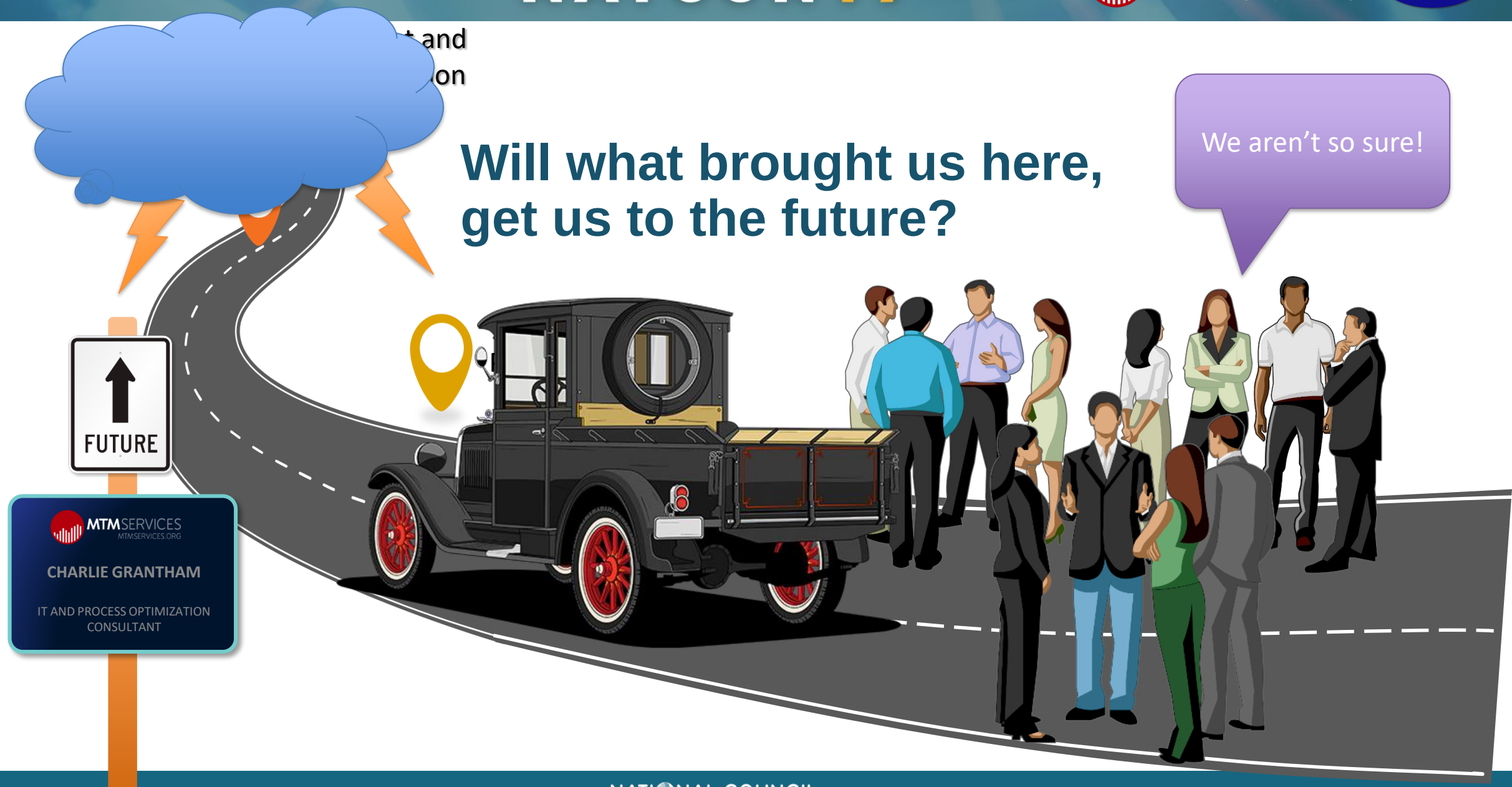


Will what brought us here, get us to the future?



Internal

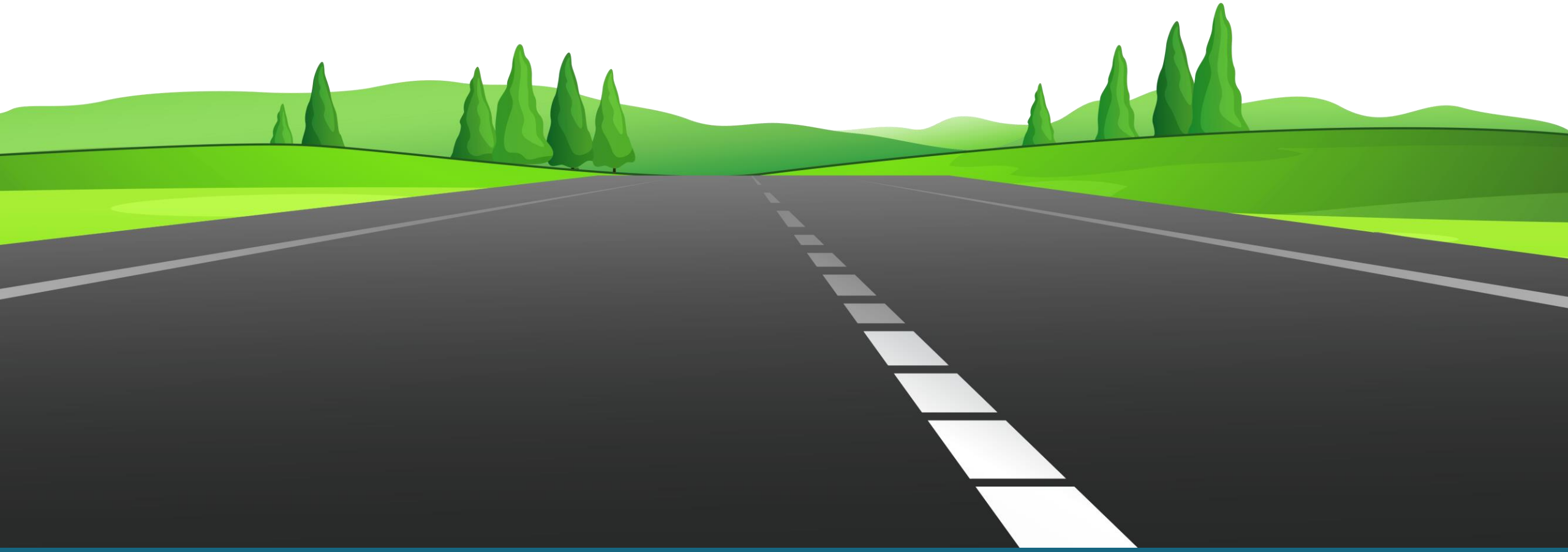
Regulatory

External

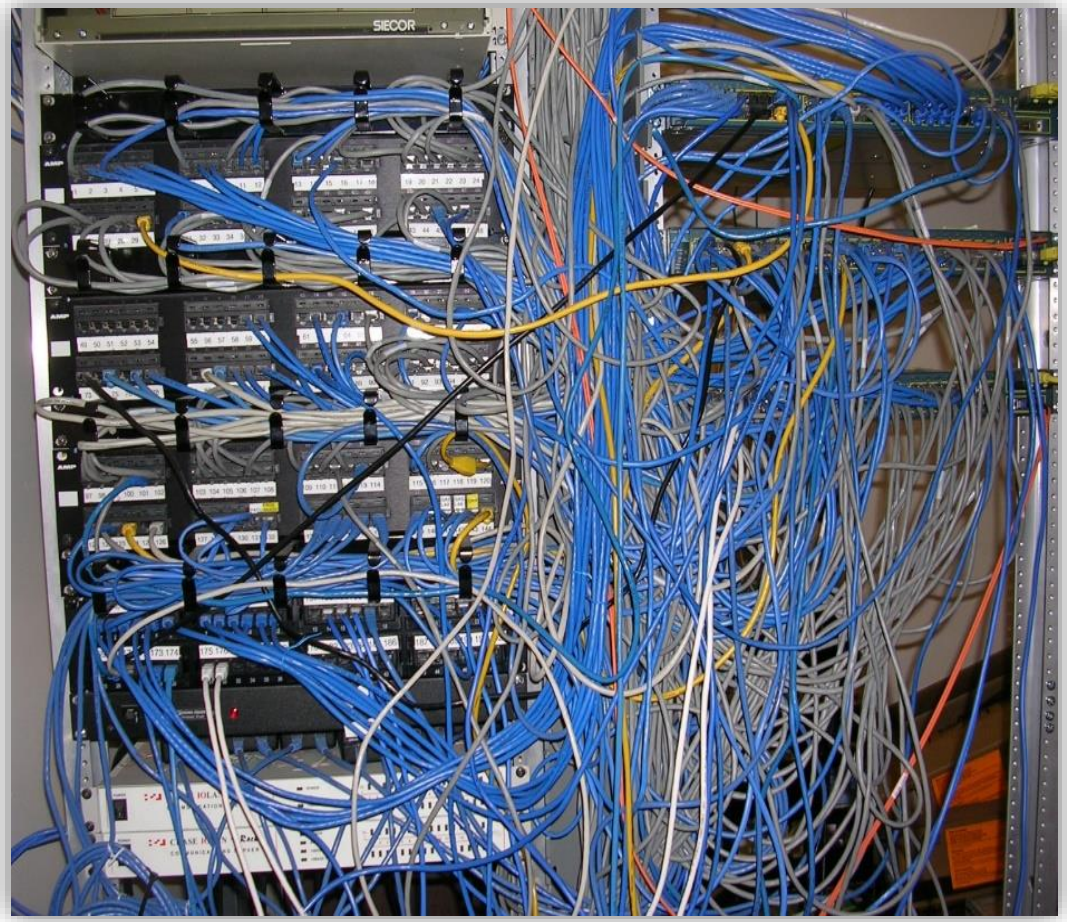
Road mapping: Creating a Plan

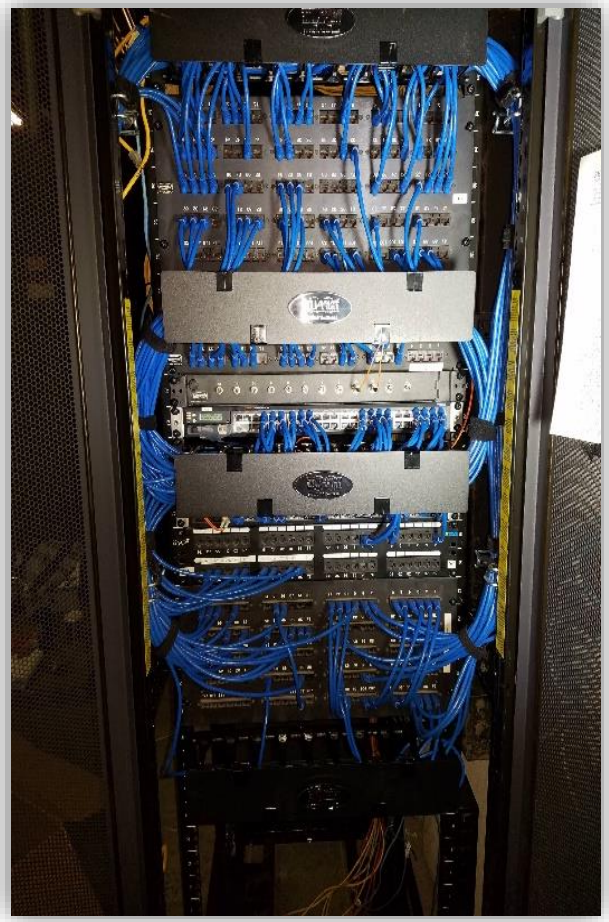
- Where is the starting line anyway?
- It is a Rally not a Race.
- Developing the route.
- What are the potential hazards?

Finding the starting line.

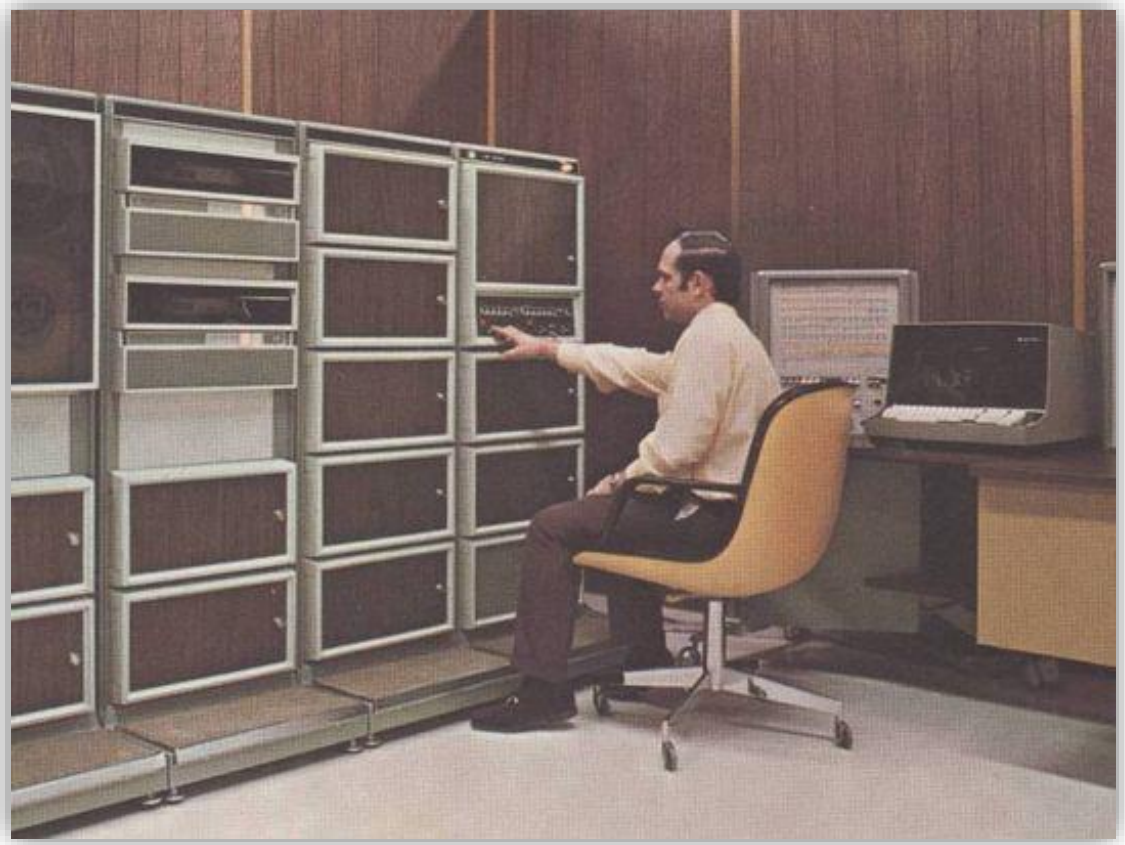


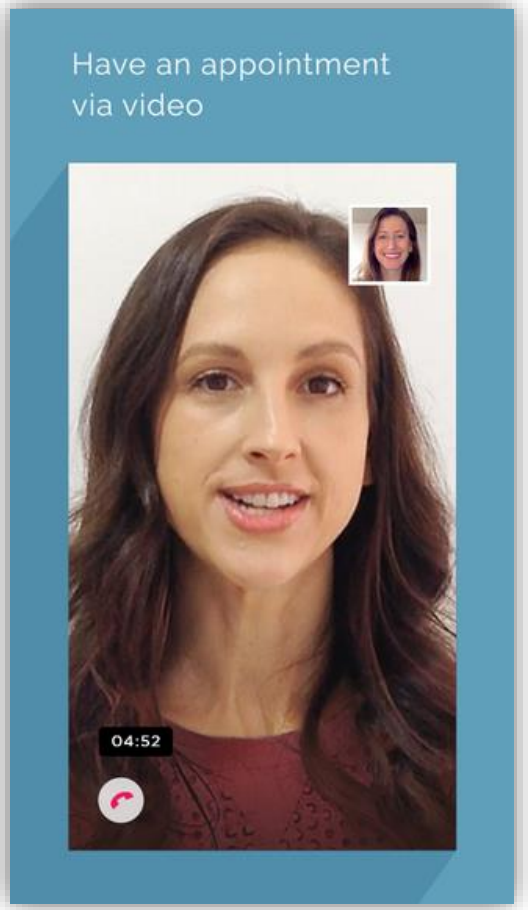
Everyone is at a different spot along the road.



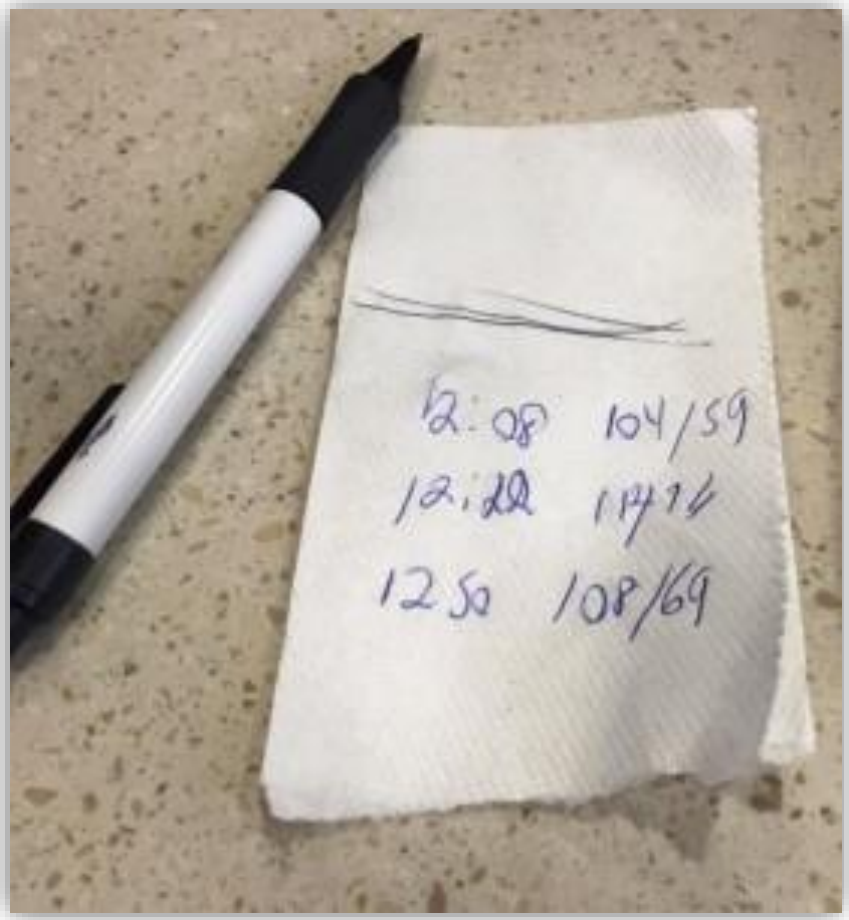


The technology spectrum can be wide.

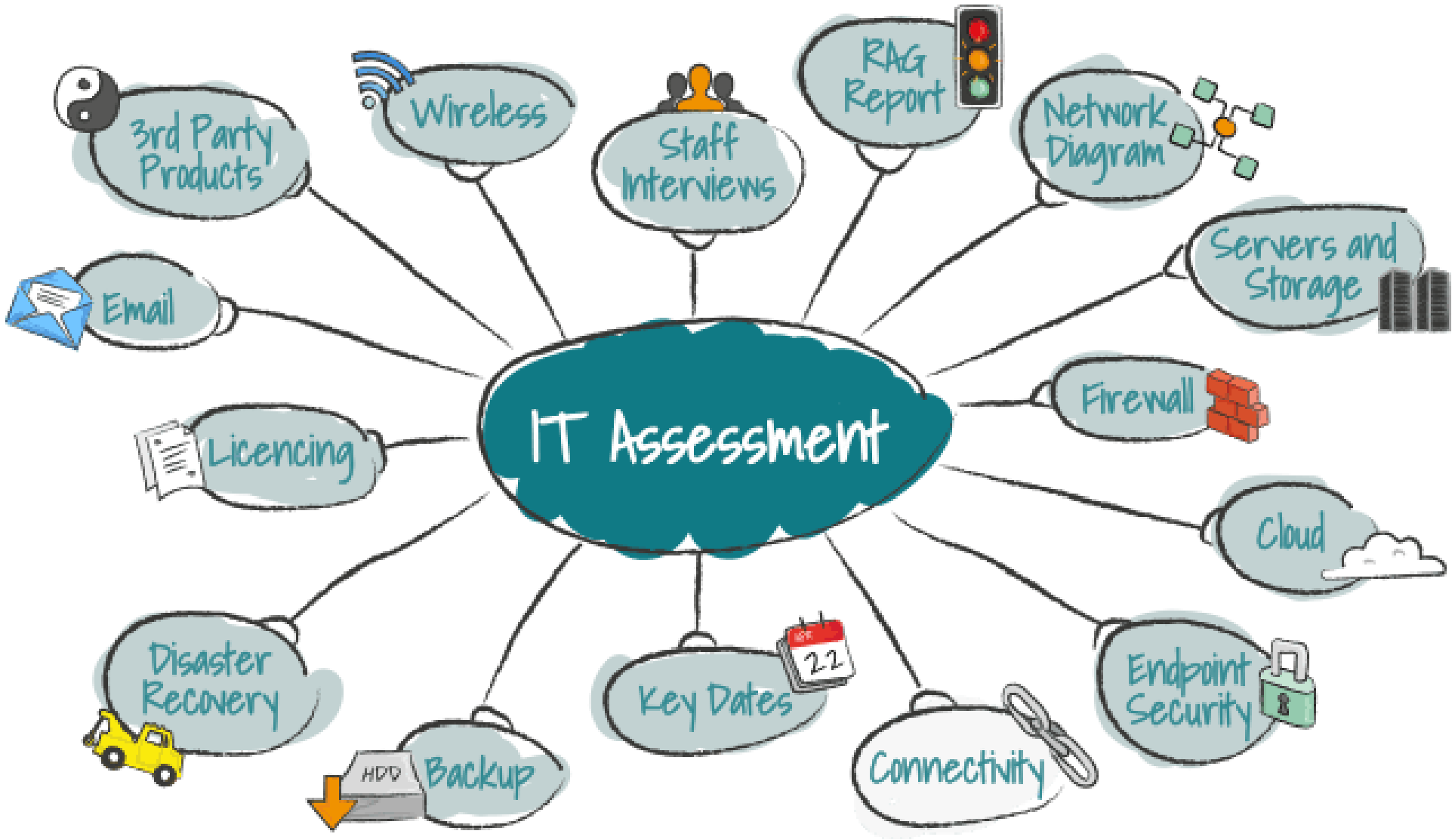




Every EHR implementation is different



Everyone has different risks.

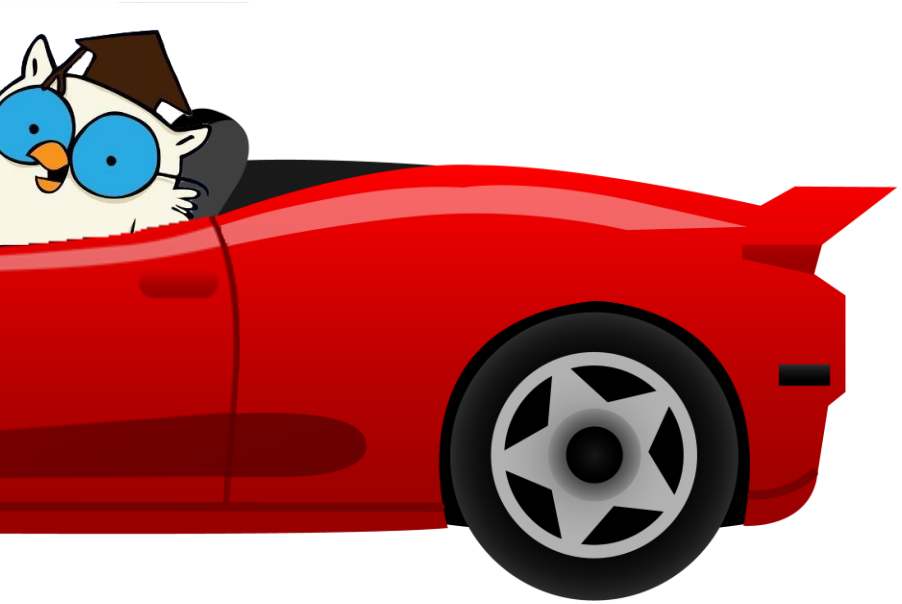

IT Assessment
3rd Party Products
Wireless
Staff Interviews
RAG Report
Network Diagram
Servers and Storage
Email
Licencing
Firewall
Cloud
Disaster Recovery
Backup
HDD
Key Dates
22
Connectivity
Endpoint Security

Taking an honest look at your EHR

- When was the last time you looked at workflows?
- Are you only collecting data once?
- Does your EHR have the features you really need.
- Are we ready for today?
- Will it be ready for tomorrow?

Taking an honest look at your EHR

- Better use our existing EHR.
  - Expand the existing capabilities of our EHR.
- Use this information to help pick the right EHR for us
  - Sometimes, you just can't get there from here



Don’t forget to evaluate yourself and your teams

- Is your own house in order?
  - Every IT Shop is different.
- What areas would training be helpful?
  - Facilities pay a lot for Continuing Education for Clinical Staff, how about for Technical Staff?
- Knowing when to ask for help.
- Do we have enough staff to implement new systems and keep old systems running at the same time?

Highlight excellence along with needs.

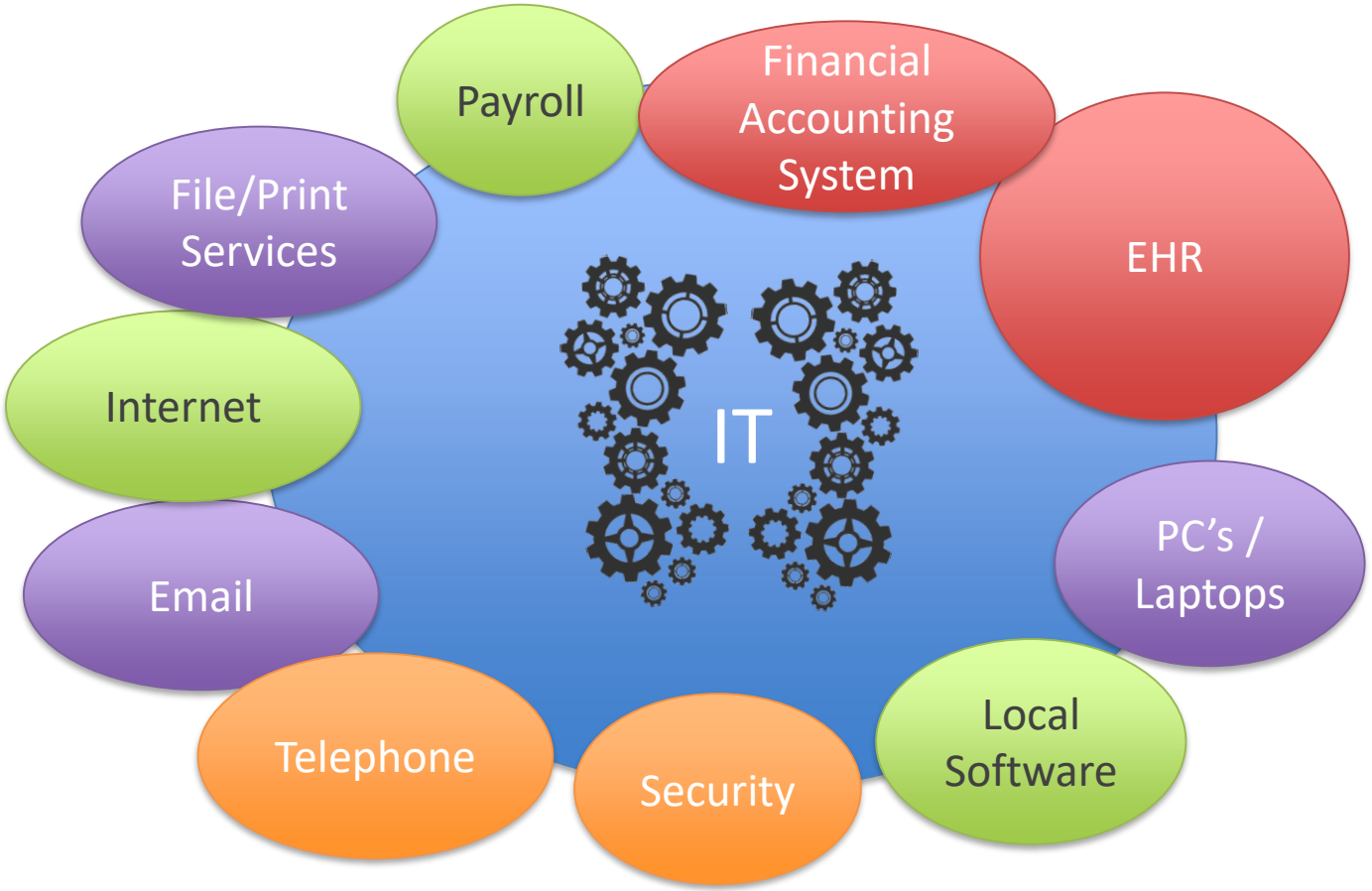
Findings Summary	Standard	Risk	High Risk
3 Best Practice	12	17	5

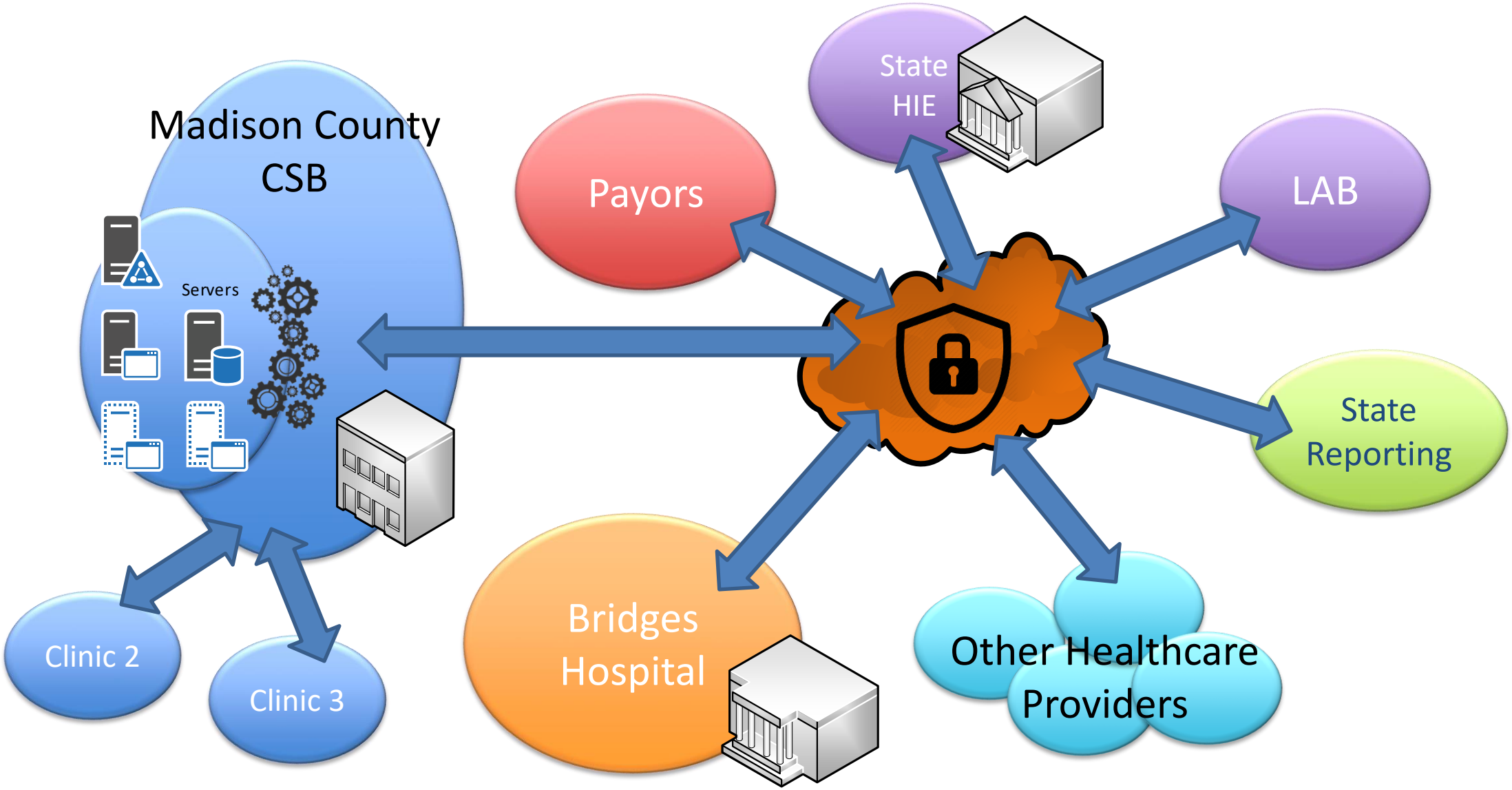
- Use assessment to assign:
  - Levels of Risk
  - Levels of Priority
    - These will be the basis of the road map.
- Celebrate the things you are doing well.

Setting waypoints

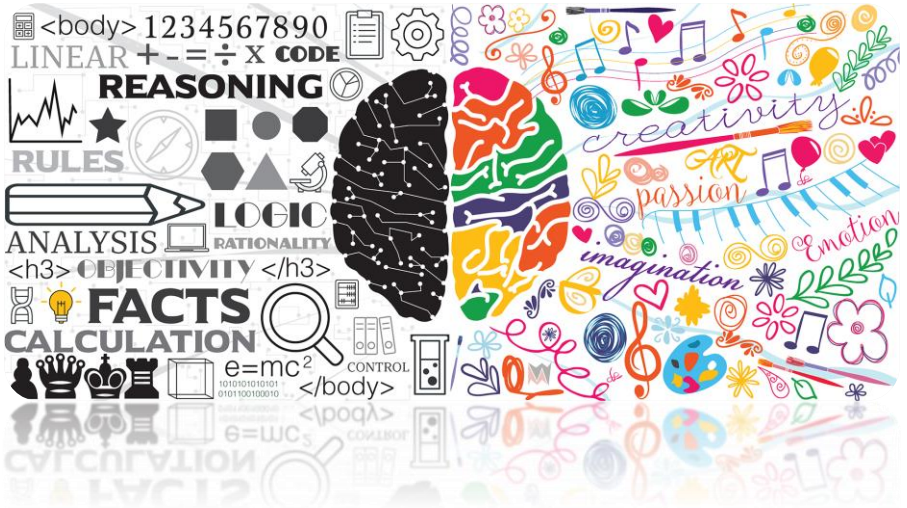
- What is the Grand Vision?
- Where are we headed?
- What are some required stops along the way?

Technology permeates almost every part of the business.




Madison County CSB
Servers
Payors
State HIE
LAB
State Reporting
Clinic 2
Clinic 3
Bridges Hospital
Other Healthcare Providers

Seeing all sides of the issue, and moving together.



Break down Silos with Collaboration

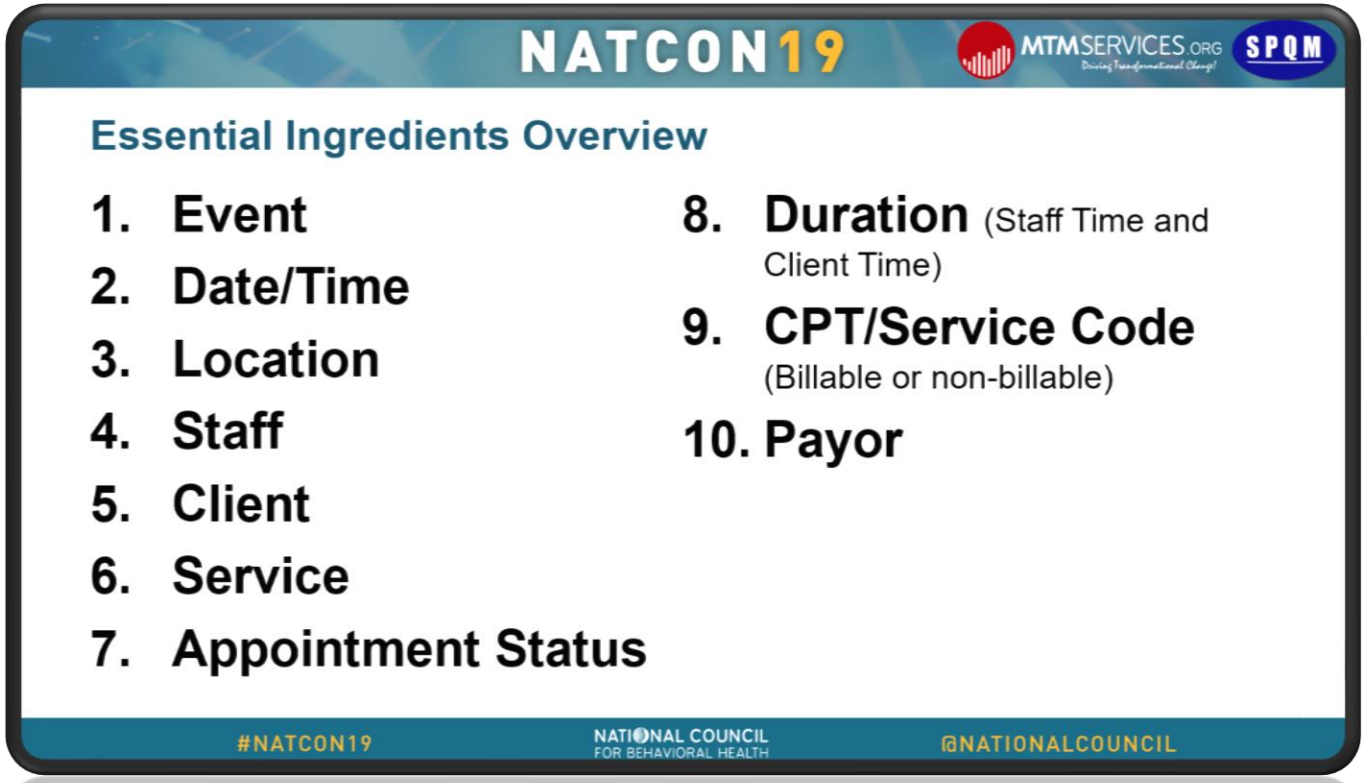
- Cross discipline workgroups
  - Gaining an understanding of needs from all sides is crucial.
    - Creating a common language.

Elevating your Expectations – IT is CORE to your business

Align the IT vision with Facility strategic planning.

- **"Better" Outcomes**
  - Using systems to track clinical data
- **A Viable Business Model**
  - Using your data and systems for effective revenue cycle.
  - Data as a tool of management.
  - Using data to drive transformational change in your practice.
- **Increased Patient and Staff Satisfaction**
  - Systems have to work and be easy for all.

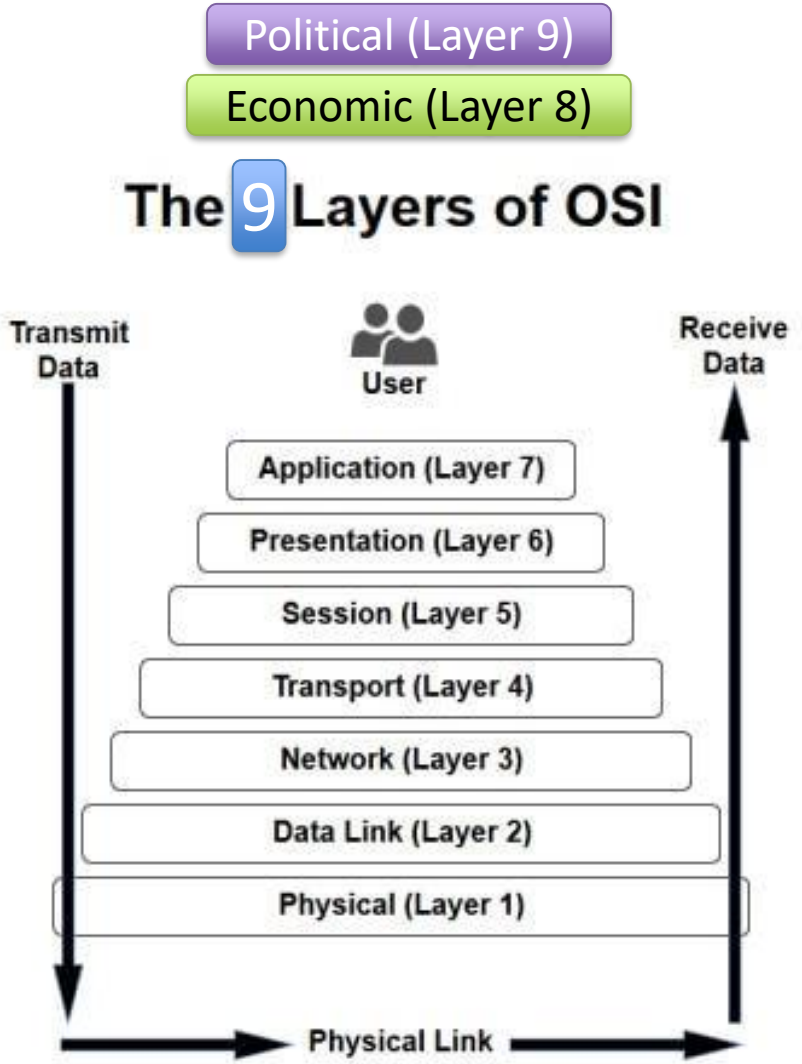
Using data to Drive Transformational Change.



- **D4 – The Proof is in the Data: Easy Recipes for Reliable Data Collection and Reporting**
  - Tuesday, March 26
  - 3:45p - 4:45p

Creating the roadmap

- Don't forget the **8th** and **9th** levels of the OSI model…
  - **Economic**
    - How are we going to pay for it?
  - **Political**
    - Can we convince everyone to get on board?



Paying for it all - Budgeting

- IT is expensive.
  - Pick technologies that fulfill multiple priorities, fewer systems often translate into simpler operation.
  - Know your limits.
  - Err on the side of proven technologies (Avoid the shiny objects).
  - Spread out big ticket items, but only ‘go to the well’ once.
- Don’t be afraid to ask for help from your donors.
- Be good stewards of your expenses.

Paying for it all - Budgeting

Often Overlooked sources of revenue/savings: (CFO's love savings)

- Phone Bill
- Data Connections
- Service contracts on legacy equipment
- Depreciation

- Operational vs. Capital expenses
- Licensing
- Buying Group discounts
- Read the quotes / check behind the salespeople
- Automation

Getting everyone going in the same direction

Showing value to all parties

- IT Must be involved and supported from the top.
- Understanding and bridging the gaps between Administrative, Clinical, and Technical needs are crucial.
  - It takes compromise and buy-in be successful.
  - We expect staff to know a little about tech, we should know a little about what they do.
- Find and Create Champions in your staff.
  - Try turning your biggest skeptics into your champions.

Moving down the path together

- Build understanding by working together. Break down the Silos.
- Test and Train, train, train before releasing to the wild.
- Accept limitations and set realistic expectations.
- Develop partnerships.

Other Considerations

- Are we being good stewards of our patient and business information?
  - Considering Security from the outset.
- How can we verify compliance?
  - Build auditable workflows.
  - Create/update policies as part of any workflow or system changes.
  - Create metrics that can be used in Competencies and PI.
- What about downtime?
  - Update downtime policies regularly as systems change and evolve.
  - Downtimes for system updates are great times to hone downtime policies.

It is a Rally not a Race

- Set attainable goals.
- Prioritize changes with the largest positive effect first.
- The power of measurement.
- Preparation makes you nimble, there are always potholes.
- Rest cycles: Give you and your staff a chance to digest changes, this will facilitate continuous process improvement.

The Road Goes On…

Questions?

Thanks for Attending.

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