



Going Live with an EHR...

Toto, I Don't Think We're in Kansas Anymore!

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How Did I Get Here?

- 1999: Implemented EHR in residency program – resident champion
- 2004: CDEMS – patient registry
- 2008: Implemented EHR in private practice – physician champion



CDEMS

- Chronic Disease Electronic Management System
- Registry utilized initially for diabetic patients, then hypertensive patients
- Allows for evaluation of the practice on clinical guidelines for chronic disease
- CON: double data entry



Course Objectives

- Identify tornadoes in your practice setting.
 - What are the barriers?
- Prepare to meet the Wizard of OZ.
 - How do we get ready for go-live?
- Navigate the Yellow Brick Road safely.
 - How do we survive go-live and the implementation period?
- Arrive at the Emerald City and enjoy!
 - What are the rewards?





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The “Tornados”

- Resistant staff
- Lack of buy-in
- No EHR champion
- Insufficient funding
- Lack of preparation work
- Inadequate training
- Unexpected obstacles
- Unrealistic expectations





● ● ● | Prepping for the Wizard

- Get staff buy-in
- Name champions
 - physician, front office, nursing
- Choose people wisely for lead training
- Establish a budget
- Set a timeline
- Obtain good IT support
- Set up the physical environment
- Train! (and then train some more!)

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Prepping for the Wizard

- Allow staff to play with the system
- Remind staff of rewards/respond to concerns
- Work on paradigm shifts ahead of time
- Develop a list of common procedures/practices
- Billing and insurance pre-work
- Develop training scenarios



SLIGHT CHANGE OF PLANS, FOLKS...
FROM NOW ON, WE FOLLOW THE
YELLOW BRICK SIDEWALK...

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KRIS

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The Yellow Brick Road: Go Live

- Notify patients if office will be closed
- Relieve any pressures that you can
 - call coverage, phones, other job duties
- Have IT resources ready
- Use training resources wisely
- Schedule patients wisely
- Use “canned” training scenarios
- Stay calm
- Continue to reassure stragglers
- Chocolate!

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Implementation Strategies

- Phased Implementation
 - chart by chart
 - function by function
- **BIG BANG!**
 - all encounters/all functions immediately begin after go-live



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The Yellow Brick Road: Implementation

- Have a master plan for implementation
- Take it slow
- Reinforce good habits
- Let your champions do their jobs
- Be patient
- Point out rewards
- Repeat training as needed

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The Yellow Brick Road: Implementation

- Archiving and scanning protocols
- Cross-training
- Sufficient resources
- Strive for consistency among staff
- Attention to detail is critical
- Scanned chart disposal plan
- Utilize new resources

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The Yellow Brick Road: Implementation

- Keep revenue flowing!
- Continue to innovate
- Regular staff meetings
- Develop support handouts
- Designate a key contact for support issues
- Baby steps
- Continually reassess work flow



YOU'VE HAD THE POWER TO GO BACK
ALL ALONG... JUST CLICK THE RUBY
SLIPPERS ICON THREE TIMES AND
SAY "THERE'S NO PAGE
LIKE HOME."



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Emerald City

- Never look for a chart again!
- Do it once and it's done forever.
- Access charts from off-site.
- No handwriting problems.
- If it's done, it's documented.
- Less administrative burden.
- More done at the point of care.
- Better reimbursement
- Coming soon...requirement!



Emerald City

- The BEST outcome – quality improvement
- CDEMS – allowed tracking for diabetes and (later) hypertension in meeting clinical guidelines
- EHR – capability for not only tracking clinical guidelines but prompting compliance across all chronic disease