Implementation of a paperless patient chart system

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Outline

- Things to do…

- Before the purchase of your V&R system
- Before the implementation
- During the implementation
- After the implementation

Before the purchase of your V&R system

- Do your due diligence.
- Go beyond the marketing material. Be critical.
- When comparing quotes – compare the functionality and features you are getting.
- Ask customers who use the product about their experience with it. Go to user meetings, sign up for discussion forums BEFORE you make your decision.

Before the purchase of your V&R system

Questions to ask:

- How does your product interface with our hospital's EMR system?

- Does it do what I need it to do?

- What vision does the vendor have for future versions of the product? BUT: DON'T purchase the NEXT release!

- Remember: Nice people can sell you bad products.

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Before the implementation

- Explain to staff WHY you HAVE to go paperless: Efficiency, quality management, patient safety, being able to run reports, …How will it effect THEIR jobs?

- Make sure everyone has a good understanding of the functionality of the software for his/her work area and gets training as needed.

Before the implementation

- Implement a change management team, start with a SMALL team.

- You will need a technical "super user".

- You need to understand the workflow in your department (this is also an important part of your QMP).

- Configure the system, make necessary templates. Have an implementation plan in place, set goals.

- Get a change management book

Before the implementation
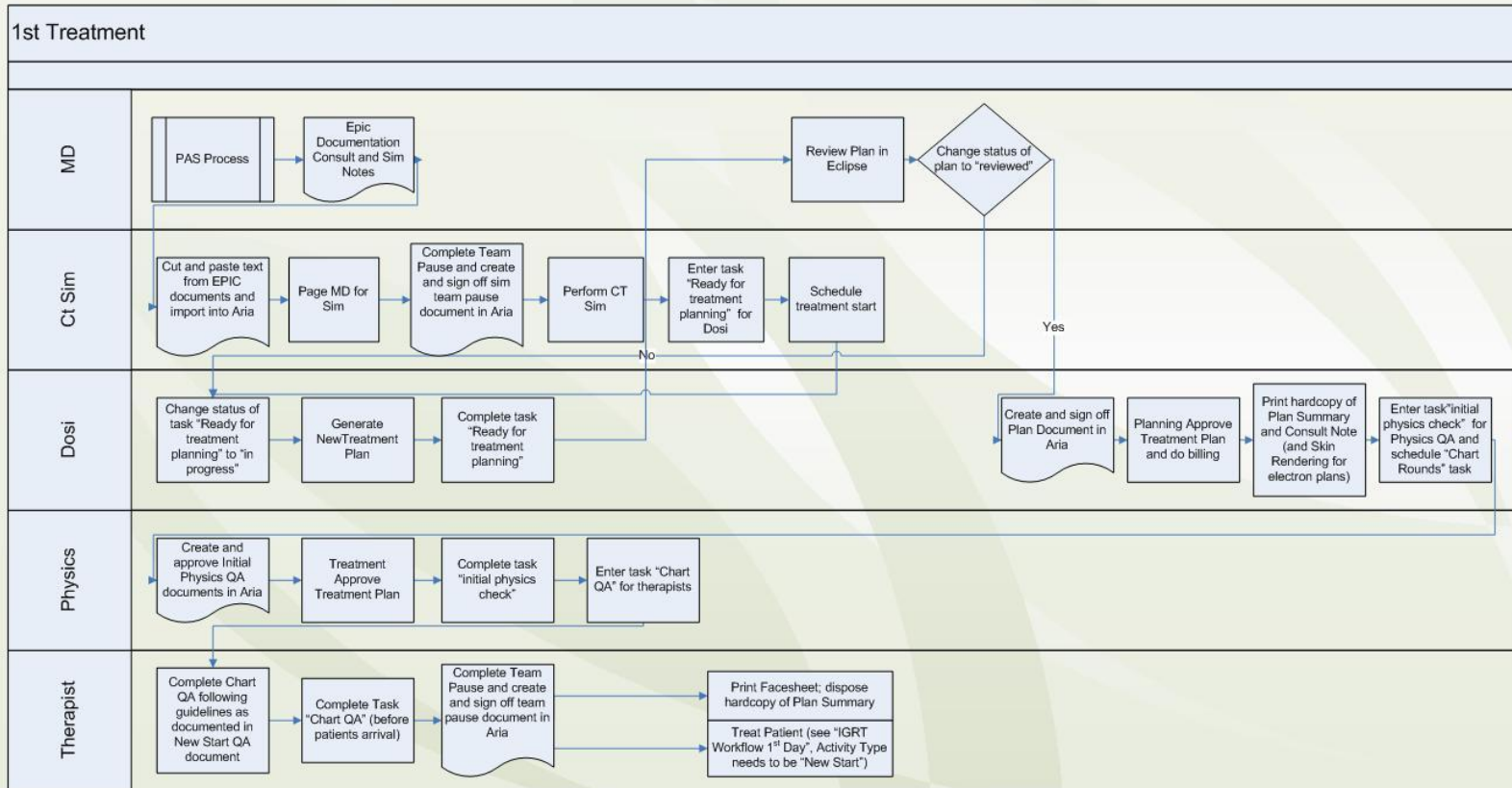
Example – Workflow document

During the implementation

- Small department: Switch to the new system, fine-tune, but DON'T GO BACK!

- Large department: Implement in phases. This will create certain disconnects and anxiety. KEEP MOVING FORWARD! DON'T LET UP! (Yes, we can!)

- Listen to concerns. Address all concerns swiftly. Fine-tune your workflow, provide additional training where needed.

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During the implementation

- It is ok to be "paperlight", not "paperless".

- Staff will point out to you what does not work. Ask them where they already see improvements (short-term wins).

- Monitor where you are in the transition process. Press harder and harder after first successes. Be relentless until the vision has become a reality.

After the implementation

- Continue with a biweekly OPs meeting. Discuss issues as they come up.

- Purchase additional licenses or product features if necessary.

- Keep your workflow documents up-to-date.

- Monitor the system. This is quality management.

After the implementation

- Take a vacation and recover from all the beating you will have received by now.

- Make sure others don't earn all the credit.