Implementation of a paperless patient chart system

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Date: 7/29/09
Outline

Subtitle

- 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.
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

Subtitle

- 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

Subtitle

- 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.
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.