EHR Implementation Timeline and Reflection

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Part I

Introduction

     The development and implementation of an EHR system requires the collaboration of every group within the organization. The implementation team is composed of representatives from community, medical, technological, and administrative groups. These key players are experts within their discipline and play a vital role within the flow of information. According to Yager & Yager (2011), a successful education system is dependent on the collaboration of multidisciplinary sources. The team will assist with the implementation of the new electronic health record (EHR) system. The process of implementation will occur through a four-step process. The steps included for each phase is based upon the recommendation of the CDC for implementing a successful health program (CDC, 2016). These phases are assessing needs, planning, implementation and training, and evaluations.

     During the first phase, team members will assess the needs of the community and faculty. This phase is imperative for a successful EHR system and should not be disregarded. The second implementation phase is the planning phase. The third phase is implementation and training. Execution of the EHR software will be done through an incremental process. By following an incremental process, productivity loss will be reduced dramatically (AMA Ed Hub, 2018). Additionally, the organization will be able to locate errors and correct them quickly (AMA Ed Hub, 2018). Finally, the fourth step will include evaluating the implementation process and the usability of the system. Evaluations will include formative and summative assessments. Formative assessments will be completed after each incremental implementation phase.

Four-Phase Timeline

Phase 1 – Needs Assessment
January 4, 2021 – January 31, 2021

During this phase, the organization will complete a series of needs assessments that will determine the goals and objectives of the entire implementation process. The collaboration of faculty, administration, technical support, and community members is required. Collaboration meetings will be held on the second Monday in January.

Task 1: Complete a HIPAA risk assessment.
Task 2: Workflow assessments will be completed for both the faculty and the community members. These will be completed by the Workflow Designer and Community Representative.
Task 3: The technical support group will complete a hardware needs assessment.
Task 4: The Nurse will create a unified language for the EHR system.

Phase 2 – Planning
February 1, 2021 – March 31, 2021

The objective of this phase is to translate the needs assessments into protocols and electronic workflows. The administration representative will be needed to facilitate meetings.

Task 1: Configure and customize the EHR to fit our needs based upon the assessment results (AMA Ed Hub, 2018). Work with the EHR representative to determine the custom input elements, pages, and protocols.
Task 2: Determine how to migrate existing data into new system. Establish who will be responsible for migrating the data. Additionally, investigate ways to electronically migrate data through a CSV import.
Task 3: Establish protocols for each of the organization groups. Determine user experience interface for each of the end users.
Task 4: Create evaluation process.

Phase 4 – Evaluation
May 1, 2021 – December 15, 2021

Formative and summative evaluations will be completed to determine the usability and effectiveness of implementation. The AMA Ed Hub (2018) recommends evaluations be completed by the end users. Additionally, security audits should be completed to determine the proper utilization of the new EHR system. The team will also complete a strength and weakness evaluation regarding the implementation process.

Task 1: Distribute electronic end-user surveys and implementation evaluation.
Task 2: Audit users to ensure proper security measures are followed.
Task 3: Establish a timeline and task list for making changes to the workflows to enhance the end user's experience.

Phase 3 – Implementation / Training
April 1, 2021 – October 31, 2021

Implementation will be done incrementally in order to reduce productivity loss and errors. Starting April, new school students will be able to register for the 2021 school year using the new EHR system. Formative evaluations will be completed after every phase of implementation. Training and user experience evaluations will be completed within thirty days of the registration. Returning student data will be migrated into the new system in June 2021. Training will begin August 1, 2021.

Task 1: The technical support, administrative representative, and nurse need to create training a schedule for the faculty and staff.
Task 2: Determine protocol for transferring existing data for returning students.
Task 3: Create a testing schedule for new users from each department within the organization.

Part II

Reflection

A true leader not only manages the tasks, but they also provide guidance, direction, wisdom, and motivation for a team. Effective leaders are surrounded by experts that can continually give feedback and knowledge to make a positive impact in the workplace. Personally, I believe does not know the answers to every problem, however, they utilize multiple resources to make decisions. When implementing an EHR system, the informaticist has unique skills important for leading a successful team. Sipes (2016) argues that an informaticist assists the stakeholders with the decision-making process. They advocate for the use of up-to-date technology that will improve quality care. Additionally, informaticists guide the process through collaboration efforts and define the parameters of the project (Sipes, 2016). Throughout this course, I have learn great leadership skills that I can use to implement health and wellness programs within my organization. The informaticist promotes teamwork through collaboration. I believe that teamwork and collaboration can be the most challenging part of informaticists job responsibilities. I have learned from experience, that having too many differing opinions without a unified goal can cause dysfunctional teams. Another challenging task can be finding the support for change. Reed (2020) explains that without the buy-in from the staff the implementation of an EHR will be unsuccessful. One very important skill that I have learned from this class is learning to use evidence to support change. This skill is essential for the work that I want to accomplish in my career.

Conclusion

Developing a successful implementation plan can be challenging. It is vital to enlist a team of experts to assist with the implementation process. A detailed time-line can assist with

keeping a team on-task. The implementation process of a new EHR system should include the following phases: assessment, planning, implementation and training, and evaluation. Each phase provides a unique role within the implementation process. The needs assessments establish the objectives and tasks for the implementation process. The planning helps translate the needs of the organization into a working plan. Implementation and training are important to take through incremental stages to reduce errors. Evaluations are essential to improve the overall quality of the EHR system. The role of an informaticist is to guide the implementation process through collaboration. Without a true leader advocating to improve healthcare through information technology, the implementation of an electronic health recording system would be unsuccessful.

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