



Governance, Optimization and Product Development Model for a Diverse Medical System

Benjamin Laughton, MSN, MBA

Malinda Marroquin, MS

Problem Statement: Identifying and organizing key stakeholders is a critical component of any Electronic Health Record (EHR) implementation and ongoing maintenance. **Method:** To organize and empower these stakeholders, University of Maryland Medical System (UMMS) created a collaborative IST/Informatics/Operational Owner governance model that allowed organized decision making. The governance structure employed allowed us to balance needs of new hospitals coming on-line while maintaining involvement and balancing the needs of facilities already live. By dividing decision making up into "User Design Centers" that were role or service line focused, and by formally empowering work groups, critical stakeholders could be assembled while keeping meeting size manageable. This presentation will review the structure of the governance model, the evolution of the model and the key components of success.

Significance: A structured optimization and product development process allows clear expectation setting for both technical, informatics and operational teams. The University of Maryland Medical System Informatics team acts as intermediaries, translators and shepherds for end user requests for product changes, as well as participating in groups to identify ways that the EHR can help meet strategic objectives. The presentation will review the process of moving from an idea or identification of a problem, through the development and governance process to production as well as a process by which key strategic objectives are addressed using the EHR.