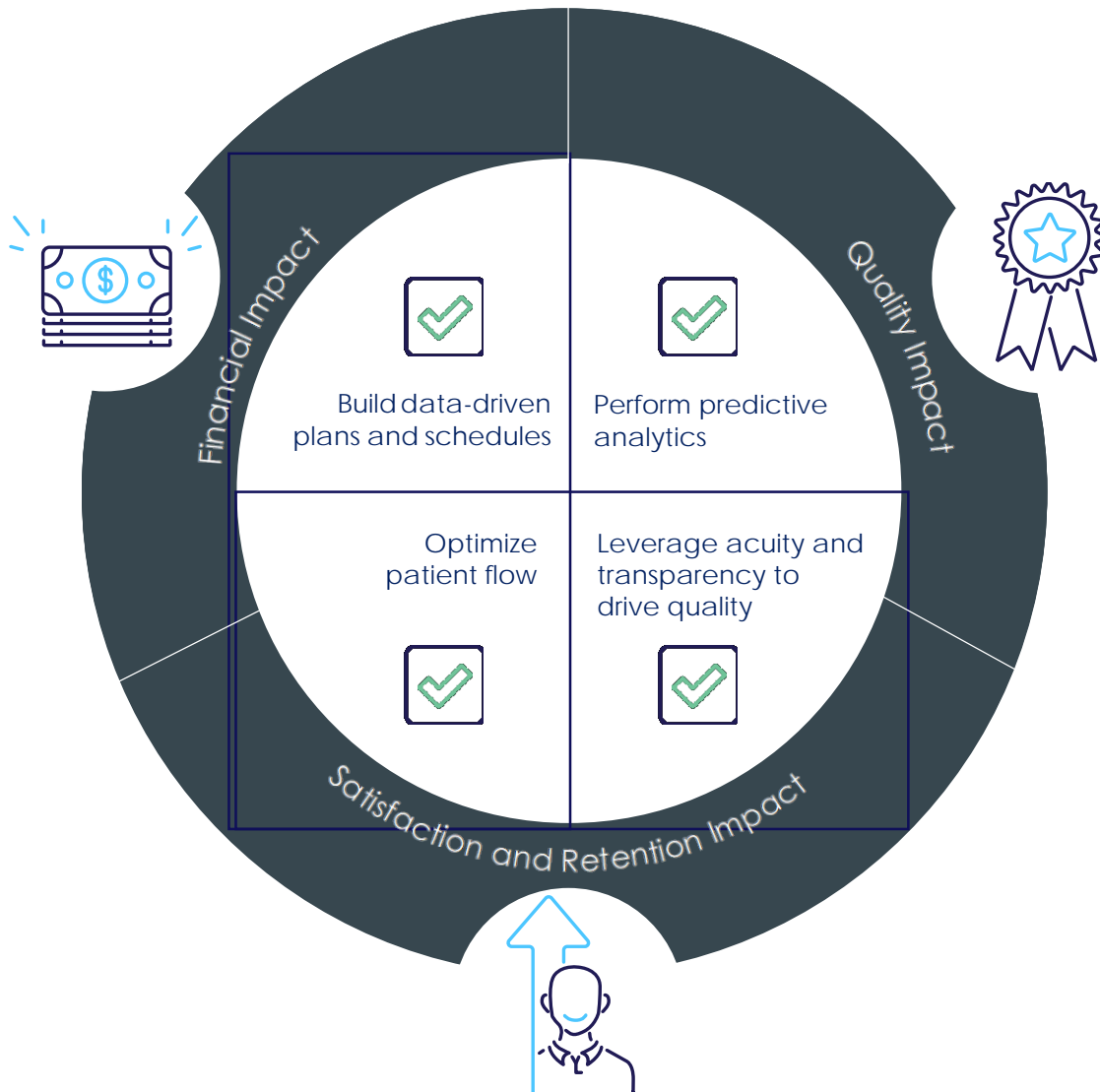


Driving Successful Adoption of New Solutions into your Organization

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Change Healthcare: A Uniquely Holistic Approach to integrated Capacity Management



Predictive Analytics–Based
Demand Forecasting
+
Acuity-Based Scheduling and
Workforce Management
+
Real-Time Patient Flow
Visualization Tools

Agenda

- Nurse Informaticist roles in software implementations
- Planning
- Relationships
- Setting expectations prior to go-live
- Competencies
- Outcomes Achievement Planning
- Transition to vendor support
- Establishing governance to maintain the gains post implementation
- Q&A

Roles involved in the implementation of a clinical software solution

➤ Vendor side

- Services team
 - Clinical Implementation consultant/specialist
 - SME – Subject Matter Expert
 - Clinical analyst
 - Technical engineers
- Support team
 - Customer support manager
 - Technical support engineers

➤ Healthcare Delivery Side

- Managers, Directors, Executives
- Application manager
- Application analysts
- Clinical analysts



Planning

- Set accurate expectations
- Have a thorough project plan laid out prior to the engagement
 - Can be originated in the sales/selection process.
- Identify participants for each task from both sides.
- Determine Scope of the effort.
- Engage with the executive supporter and the application manager prior to onsite rollout, education or visits.
- Scheduling time for appropriate participants is crucial
- Determine current workflows; Define the future state to ensure that appropriate process and policy changes are made and are understood.
- Scheduling time for appropriate participants is crucial
- Consider reports/dashboards that might be needed at the various levels of the organization.



Building relationships during implementation and post-implementation

Organizational considerations

- Application Manager
- Executive/Administrative Sponsor
- Super-users
- End-users

Vendor considerations

- Implementation Consultants
- Services and Support staff
- Executive sponsor



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Question

Have you been involved with an implementation that did not meet expectations? What were the learning points from that experience?

Setting accurate expectations

- Project charters can drive success in this area
- Begin project charters at the very first meeting
- Mutual sign-off to ensure agreement
- Monthly status reports from PM to organization and account executive



Competencies for nurse informaticists involved with new solutions

Technical competence is needed. Leadership competencies plays a large role in an implementation project. The NI might use some of the following competencies with an new implementation:

- ✓ Recognizes the utility of nurse involvement in the planning, design, choice and implementation of information systems in practice
- ✓ Participates in policy and procedural development
- ✓ Participates in system change processes and utility analysis
- ✓ Awareness of the impact of implementing technology to facilitate nursing practice
- ✓ Encourages other nurses to develop comfort and competency in technology use in practice
- ✓ Demonstrates proficient awareness of legal and ethical issues related to client data, information, confidentiality
- ✓ Participates in needs assessment, system selection, implementation and maintenance of information systems for practice.
- ✓ Coordinates information flow with multidisciplinary team using the information systems

Reference: <http://nursing-informatics.com/niassess/competencies.html>

Question

Are any of you using an Outcomes Achievement Plan? Please share some of the categories that you monitor?

Outcomes Achievement Plan – targeting results throughout the implementation

Strategic Goal/Success Criteria	Value Milestones	Process Initiatives	Status	Target Date	Responsible Person(s)	Desired Outcome/Measure of Success
Optimize or leverage investment	Establish governance process	Develop policy or process procedure around the business case	On track	8/1/18	Lori T.	Working governance council
	Adoption and rollout strategies	Establish the marketing plan for end-users	On track	9/9/18	Deb M.	Optimal use of the system by end-users

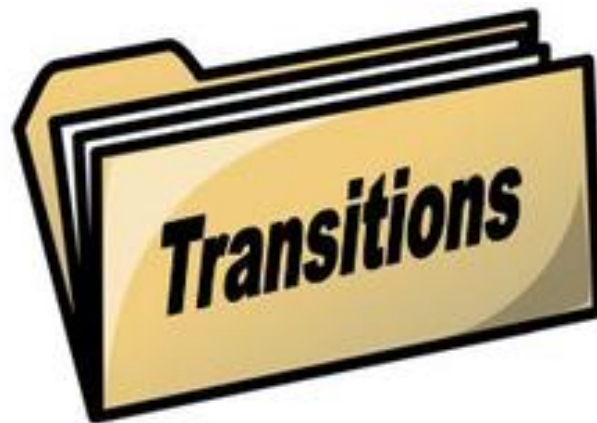
Question

**Do you have experience with
establishing a governance process?
Please tell us about that?**

Transition to support

Completing the project is a major milestone. As the services informaticist moves out, the support team moves in. Transition to support is an important aspect of project closure.

- This stage requires comprehensive knowledge transfer from services to support.
- It should include the introduction of the onsite application manager to the support team via phone call.
- Review of the Outcomes Achievement plan



Assess the approach to Governance

- What governing structures or committees are already developed and active?
- What is their objective or focus?
- What are their roles and responsibilities?
- How does the information you manage support your strategic goals?
- How are your analysts aligned for the success of your strategic goals?
- How does your organization drive accountability for results?



Governance considerations

- One size does not fit all
- Model chosen should be appropriate for the organization
- Leverage existing strengths
- Address significant gaps
- Governance is on-going and an iterative process
- Evaluate structure periodically
 - Adapt to meet evolving needs of the organization
 - Review committee members as business needs change
- Executive Committee (Steering Team) should meet frequently during implementation or system migration projects
 - Are all the process touch points represented?



Questions?



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