

Peer Groups

- Office Staff - Workflow, Lean Six Sigma
- Internal Medicine - Voice Recognition
- Ophthalmology - Vendor Demos
- Pediatrics - NYSIIS Overview



7/2/2009

EMR Implementation Education Series

January -	Overview - Transitioning from Paper to Electronic Medical Records
February	Office Assessment and Planning
March	Change Management
April	HIPAA Security Rule
May	Computer Basics
June/July	Vendor Selection
July/August	Peer Group Meetings
September 24	EMR Implementation
October 22	Group Dynamics
November 19	EMR Optimization
December 10	Peer Group Meetings

7/2/2009



Vendor Selection

7/2/2009



Learning Objectives

- Review Alignment of Office Vision
- Define Resources/Needs
- Vendor Evaluations
- Contracting Highlights

7/2/2009



MCMS HIT SB Vendor Policy

- Facilitate Vendor selection with office tools to streamline the process.
- These tools include a request for proposal (RFP) tool set.
- The SB is vendor neutral and cannot recommend a specific vendor.

7/2/2009

QuickTime™ and a
decompressor
are needed to see this picture.

MCMS HIT SB Vendor Policy

- The SB can gather information about local area resources and compile that for offices and periodically update available resources as well.
- The tools provide a standard set of questions posed to vendors and offices so offices can more easily compare vendors and find the best fit for their needs.

MCMS HIT SB Vendor Policy

- The HIT SB in no way will endorse vendors.
- The HIT SB can provide a list of local area resources (vendors in the area or interested in being in the area), their CCHIT status, their RHIO connectivity status and if they have an approved contract with NYS SPECIFIC to the HEAL V.3 project.

7/2/2009

QuickTime™ and a
decompressor
are needed to see this picture.

The Stages of Implementation

- Stage 1 – Assessment 2 months
- Stage 2 – Planning 2 months
- Stage 3 – Selection 3 months
- Stage 4 – Implementation 5 months
- Stage 5 – Evaluation 1 month
- Stage 6 - Improvement On-going
15 months

Source: <http://providers.ipro.org/index/doqit-ipro-services>



Align Office Vision Review

- Office Championship Team
- Vision - Value Proposition
- Assessments - Workflow Strengths and Weaknesses

7/2/2009



Office Championship Team

- Representatives from each office role
- Office Manager
- Nursing
- Medical Assistants
- Front Office Staff
- Billing
- Physicians

7/2/2009



Value Proposition

- Common Goals
- Practice Priorities

7/2/2009



Assessments

- Workflow issues/concerns
- Physical layout
- Technology Infrastructure - HIPAA Security Manual
- Change Management

7/2/2009



Address Concerns / Areas for Improvement

- Computer Basic Training
- Protected Time for Evaluations

7/2/2009



Communication Plans

- Hour long meetings
- Huddles
- Posters
- Shared Tools

7/2/2009



Resources - Needs

- People - IT Partners
- Monies - Budget and Financing

7/2/2009



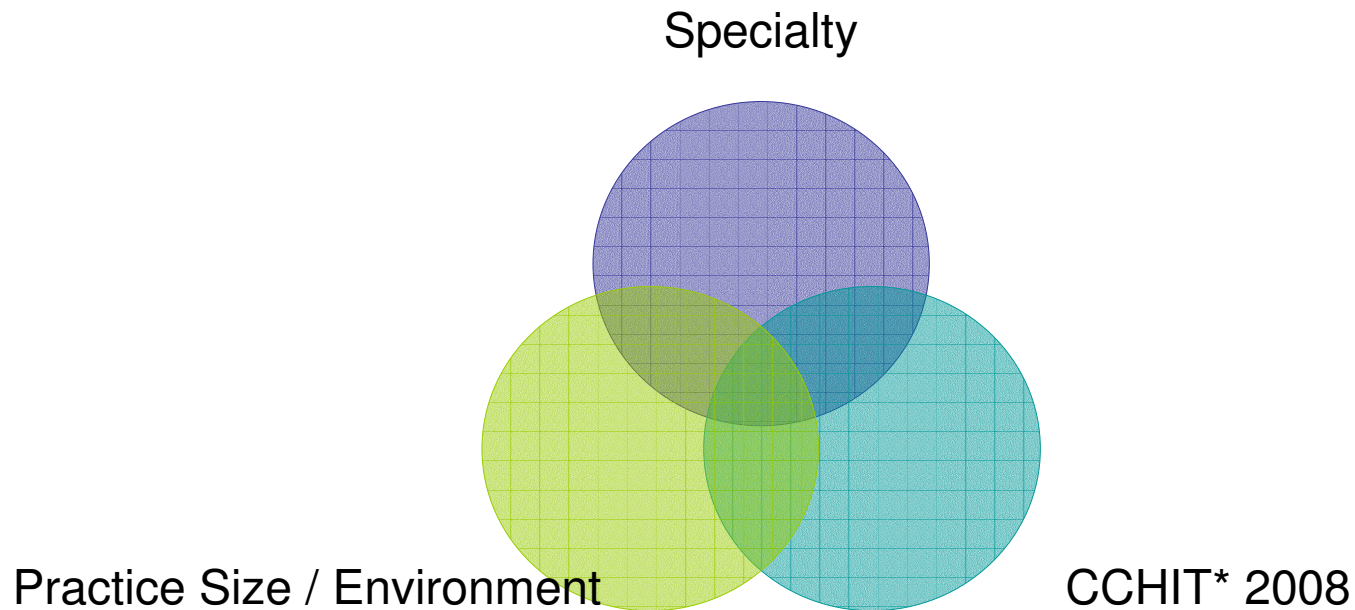
Vendor Evaluation Preparation

- Design Priority List
- Create Clinical Scenarios
- Vendor List

7/2/2009



Vendor Selection



* Commission on Certification for Health Information Technology (CCHIT)

7/2/2009



Requests for Proposal

- Uniform Requests to Vendors
- Includes Company Basics
- Includes References

7/2/2009



Demos

- Demos always work
- Clinical Scenarios
- Team Drives
- Equipment

7/2/2009



Features

- Usability - How many clicks? Scrolling
- Does this change on a tablet versus a desktop?

7/2/2009



Contracting - Statewide Collaborative Process Guidelines

- Definitions
- Source Code
- Data Ownership
- Data Transition
 - if a doctor leaves
 - if the practice transitions

7/2/2009



Contracting Considerations

- Disaster Recovery - backup plans, testing and recovery plans
- Implementation - Costs
- Milestones - progressive payment based on milestones

7/2/2009



Three Year Analysis

- Budget
- Support
- License Fees
- Upgrades

7/2/2009



Support

- Initial
- On-going
- Define Support Service Levels
 - Severity
 - Response Time
 - Resolution Time

7/2/2009



License

- License - per physician? Per user? Nurse Practitioners or Physician Assistants
- Part time Users
- Transfer of License

7/2/2009



Interface Costs

- In office connections - EKG, Spirometry
- To RHIO - define bidirectional, unidirectional
- Support for interfaces

7/2/2009



Termination

- Financial Status Change - vendor or practice
- Vendor compliance - federal, state requirements
- Time Period Notice (30 to 60 days)

7/2/2009



Practice Management Systems

- Beta Site
- First in Area
- Guarantees on Cash Flow

7/2/2009



Training

- Define Minimum Necessary
- Define Additional Needed
- Delivery Method - in person, web, video
- Travel Costs

7/2/2009

