

**Change Management:
 Managing Change Associated with
 Technology**



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 Edition 4

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The Service Bureau provides support to physicians using health information technology to improve the quality of practice life and patient care delivery.

FOR QUESTIONS AND FURTHER ASSISTANCE:

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Regional Health Information Organization

To learn more or connect to Rochester RHIO, visit www.RochesterRHIO.org

“People change when the pain of remaining the same EXCEEDS the pain of changing”

-Author Unknown

The Service Bureau hosted an EMR Workshop with speaker Mimi Bacilek of SuccessBuilders, LLC.

On Tuesday, September 22nd the MCMS HIT Service Bureau hosted the EMR Workshop entitled “Change Management.”

Mimi Bacilek, executive coach and President of SuccessBuilders, LLC explored the keys to successfully leading and accepting change in relationship to EMR implementation.

A diverse group consisting of physicians, nurses and office managers from 10 practices were represented in the intimate discussion.

Key points to remember during change:

- Going through change often requires a leader or a leadership team to guide people through the fear, denial, resistance, exploration, commitment and communication often associated with change.
- When confronted with change, certain agents should be included in the team’s mission:
 - **Urgency**
 - **Vision**
 - **Engagement**
 - **Incentives**
 - **Rewards**

You’ve selected an EMR Vendor!

What are the next steps???

Once you’ve chosen a vendor that suits your needs, you may be unsure of where to head next.

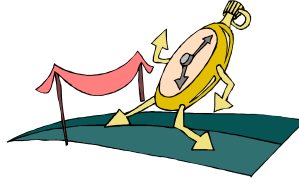
Awareness: It’s always a good idea to make sure your sales rep *and* the vendor product specialist know that your office is participating in the Heal V grant.

Outside resources: Are you working with an attorney, contracted assistance, or an IT vendor? If so, make sure they are fully aware of the grant requirements and contract agreements. This is especially important if they are working with you to draw up a specific contract.

Communication: Don’t hesitate to link your outside resources with your MCMS HIT representative. We are happy to supply them with any information they need regarding the grant and contracts.

Purchases: Along with your contract agreement, RHIO interface agreement and invoices, don’t forget to include any receipts associated with your EMR costs. Even if you’re unsure, include a copy for us to review.

EMR Implementation: Determining Your “Go Live” Strategy*



MCMS HIT Service Bureau Highlights

- **Mark your calendar!**
 Upcoming EMR Workshops and Peer Groups:
 - Training and Group Dynamics. Offered Thursday, October 22nd from 7:30-8:30am.
 - EMR Implementation Peer Group. Offered Thursday, October 29th from 7:30-8:30am.
 - The RHIO Q&A Coffee Hour with Jessica Neri. Offered Tuesday, October 13th from 7:30-8:30am.
- **Need to build or refresh your computer skills?** Contact us to find out class times for either our Basic or Intermediate Computer skills class offerings.
- **Do you know who your direct contact is?** If not, please call us to see whether you are working with Dr. Ali Loveys, Liz Guyette, Wanda Maxwell or Robyn Kraft.
- **Does your office have EMR questions?** Make an appointment for an HIT Service Bureau representative to visit your office for a Q&A session!

On Thursday, September 24th the Service Bureau hosted the EMR Workshop entitled “EMR Implementation.”

◆ Workshop Overview ◆

Achieve Success ***With communication, deadlines and action!***

- **Communication**
 - Review Goals and track progress
 - Pinpoint workflow issues, report problems
 - Establish clear understanding of leadership
-
- **Deadlines**
 - Break tasks into manageable steps
 - Use incentives and rewards
 - Protect time and handle missed deadlines
-
- **Action**
 - Training: define amount, options
 - Preload data: identify and scan
 - Templates: determine and create

RHIO Update

RHIO staff often hears that electronic results delivery is one of the best parts of adopting an EHR. Once a Service Bureau practice chooses their EHR vendor, the RHIO team begins efforts to build the required interface. The RHIO will deliver any lab, radiology or transcribed report which was ordered or CC'd to the practice.

- The RHIO has live interfaces with practices using eClinical Works, Medent and HST.
- The RHIO is developing interfaces with Allscripts, Greenway, McKesson, NextGen, STI, and Sage. It is important for physician practices to plan for this development process to take about six months. If your practice has decided to use a vendor not listed above, please let your Service Bureau representative know immediately.

Do you have more questions regarding the RHIO?

“The RHIO Q&A Coffee Hour with Jessica Neri”

This event will be held on Tuesday, October 13th from 7:30-8:30am at the Monroe County Medical Society for an open question and answer session.

Did You Know?

- Many of the services provided by the RHIO are FREE!! There is no charge for access to the VHR (patient-centric viewer of clinical information). There is no charge for electronic results delivery, and the RHIO will even pay vendor charges to the practice for the RHIO interface for the life of the Heal 5 grant.
-The HEAL 5 grant ends July 31, 2010. In order to receive grant funds practices are required to meet the Service Bureau project deadlines.