

A Look Inside the Implementation of an EHR

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Approach for Implementation

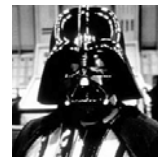
- Reviewed existing technology
 - Created plan for technology improvements
 - Network wiring throughout facility
 - Education (buy-in) of technology processes versus paper to entire staff
 - Word
 - Business Accounting Package

Approach for Implementation

- Functional & Critical requirements of EPM/EMR systems
 - Clinic workflow
 - "THINK OUTSIDE THE BOX"
 - Establish Departmental Committee
 - Participated in demos
 - Software flexibility
 - Reporting
 - Modifying templates and documents

Adoption

- Core Team (Dark Side)
 - Administrator, Clinic Supervisor and Nursing Supervisor
 - "Big Picture"



Adoption (continued)

- Staffing
 - Employee fears
 - Cross-training and new positions
 - No planned reduction in staff
- Implemented EPM
 - Staff Training
 - No demographic conversion
 - Nurses introduced to tablet PC
 - Standardized "all" scheduling
 - Advanced/Open Access
- Implemented EMR

Lessons Learned

- Expect Delays
 - Claims Processing
 - Clearinghouse, Payer and Vendor
 - Cash Flow
 - Possible delays up to 90 days
- "Baby Steps" versus "Big Bang Theory"
- Additional needs
 - Equipment and Software
 - Interfaces

Lessons Learned

- Time of implementation!
- POSITIVE ATTITUDE FROM ALL STAFF!
 - Feedback meeting on a regular basis

Benefits of the EMR

- Real-time access to medical information
 - Patient communications
 - Allergies and medication lists
 - Electronic prescription (Fax)
 - Immediate documentation
- Business office workflow
 - Improved reporting
 - Improved accountability
 - Non-planned staff reduction
 - Improved coding and charge capture

Future Plans

- NextMD
- Lab interface
- PACS System
- ICS–Image Control System
- Hospital interface
- Nursing home interface
- Equipment interface