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Clinical Readiness - Unique Strategies to Empower Clinical Transformation for EHMR Implementation

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Clinical Readiness - Unique Strategies to Empower Clinical Transformation for EHMR Implementation

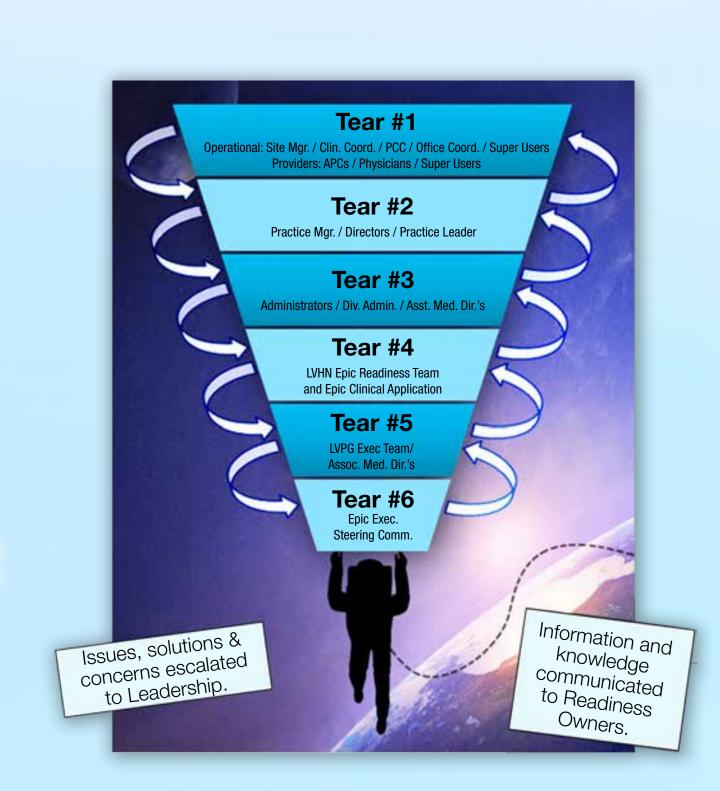
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Overview: Clinical Readiness Program - A proactive approach to anticipate and address clinical implications of a major EMHR implementation. This presentation highlights unique strategies which engage and empower operational leadership to ensure input by clinical users and leaders.

Successful Strategy #1

Communication

- Communicate, Communicate,
 Communicate
- Secure operational sponsorship
- Align with communication team
- Transparency
- Utilize tiered communication concept
- Embed organizational development
- Utilize "Rounders"



Successful Strategy #2

Gap Tracker Utilization/Customization

- Qualify the gaps
- Prioritize the gaps
- Develop education to address gaps
- Identify Readiness and Operational Ownership
- Link to education and resource materials
- Maintain transparency of gaps

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Successful Strategy #3

Rounders on the Move

- "Rounders on the Move" provided scheduled rounding to all nursing units, utilizing knowledgeable trainers for post-classroom training, reinforcing
- workflow and closing the gap between classroom training with workflow.
- Equipped with mobile workstations, workflow focused educational tools, and unit schedules.
- Rounding times were scheduled and published, allowing unit leadership to schedule staff to attend.

Week of July 6										
	Worflows	6-Jul	7-Jul	8-Jul	9-Jul	10-Jul	11-Jul			
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Rounders Responsibilities PRE-Implementation

- Communication
- Education; focused on workflows and gaps
- Super User and Unit Educator liaison
- Introduce and/or reinforce workflow tools and tip sheets
- Timely management of resource materials
- Round on all units, across shifts, including weekends
- Cutover activities

Rounders Responsibilities POST-Implementation

All Pre-Implementation Responsibilities plus

- Encourage use of Super User reports and surveys
- Attend Super User Conference Calls; pulse on themes

Measuring Success

Staff Perspective:

- Positive Readiness Survey Results
- Timely; utilized cadence approach
- Clinical Departments noted the relevancy of the rounders, embraced the strategy to compliment classroom training
- Two rounders reached over 1000 colleagues across all inpatient locations

Trainers' Perspective:

- Advanced planning was successful
- Impressed with staff commitment to success of implementation
- Time to practice was great benefit to end users

Lessons Learned

- Silos persisted
- Enterprise Operational Epic Program Governance Plan
- Small Group had a big impact on Operation Readiness!

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