

Components of EMR Planning and Implementation

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The essential parts of EMR planning and implementation include:

- Current workflow analysis (often ignored)
- Understanding that some of your workflows will need to change
 - No software can match all of your current methods exactly
 - This exploration frequently sheds light on workflow gaps (e.g., lack of a bullet-proof system for managing abnormal test results)
- Current software and hardware analysis
- Acquiring or interfacing to a practice management (billing) system
- Acquiring and/or integrating other software with the EMR (e.g. lab ordering & resulting, document scanning)
- Involving all members of the health care team in the process
- Working with physicians and staff to determine their priorities
- Assisting with change management, i.e., managing the fear of change that always occurs
 - Presenting EMR vendor options from among the hundreds available
 - Working with potential vendors to ask the hard questions, and making sure they will deliver
- Doing a five-year total cost of implementation
- Installation of hardware, software, networks
- Investigating and implementing government & payer incentive programs (ePrescribing, Pay for Performance, PQRI, etc.) to maximize reimbursements.
- Customization of the software to meet the customer's specific needs
- Testing: Software, hardware, new work processes

- Transferring essential patient data into the new system
- Staff training
- Providing on-site support for physicians and staff during “go-live” and over time
- Installing updates and assuring functionality over time