



**BEST EHR
IMPLEMENTATION
PRACTICES WILL
UNLEASH
EXCELLENCE**

AXiOMEHR

Sustainable integrated health care organizations continuously evolve. Their high-performing people regularly learn, grow, and improve in their own professions. Successful evolution requires supportive technology, starting with electronic health record (EHR) technology, which touches every corner of both patient care and provider performance.

The wrong technology can hold employees back, which is virtually a crime in a field as important as health care. Thus, there comes a time in many organizations' evolution when it's necessary to replace their EHR system, giving employees the freedom and support to achieve their potential in terms of clinical effectiveness, productivity, patient outcomes, and financial success.

The stakes get higher every day as new technologies harness artificial intelligence and machine learning to improve performance along all of these dimensions – and make EHR systems a source of excellence rather than burnout.

So, what holds organizations back from embracing innovations? It can be the thoroughly rational fear of a less than optimal transformation. Or a failure. Although disappointment has been far too common in EHR implementation, at Health Information Management Systems (HiMS), we have studied the research and documented our processes. As a result, we have consistently exceeded industry average success rates – not through luck but through carefully refined best practices.

It helps to frame implementation (with its narrow technological connotations) as change management, which connotes the truth that a great EHR experience relies on people as much as the technology. In our view, successful change management encompasses EHR goals, planning, people, processes, and technology. To follow is an overview of these components and how they can drive your successful EHR transformation.



EHR Goals

Every integrated health care organization strives for better patient outcomes and financial performance. For success, an organization embarking on an EHR switch should get much more specific in its goal setting. Moreover, each stakeholder has his or her own focus and unique contribution to make. What's important to a clinician is different from that of frontline administrative staff or a revenue cycle management specialist.

We encourage clients to invest time at the outset of the change management process to commit their goals to writing, effectively creating destinations for where the organization will go and how it will get there. We specifically suggest the framework of goals, action plans, and measures of success.

Here's an example:

GOAL	ACTION PLAN	MEASURE OF SUCCESS
Increase payment success rate for all claims submitted	Use AxiomEHR's Revenue Cycle Management module to enhance throughput and reimbursement levels	Achieve a 95% or greater payment success rate
Define clinical process measures in the EHR	Use AxiomEHR's Clinical Analytics section to pull measures data	Time to complete a comprehensive assessment Time to complete a progress note Percent of progress notes completed within 24 hours of appointment
Increase clinical productivity rates	Reduce the burden of inputting data into the EHR after appointments and after hours with Axiom Mobile	Achieve a 40-hour per week reduction in data entry by utilizing AI-enabled voice recognition features that input directly into the patient's progress note

Goals can be defined by each department that will use the new EHR, such as organizational leadership, clinicians, case management, administrative staff, revenue cycle management staff, and medical records staff.

Planning

The next question is, how exactly you will reach those goals? How will you execute the action plan? We strongly recommend mapping out each step of the action plan, including inputs, outputs, and required steps for each.

After all the details are gathered, each activity can be depicted in a sequenced flowchart. Relevant stakeholders should be invited to review and assess these process maps to ensure they are an accurate reflection of processes.

People

Although the C-Suite will have an important say in whether and how an EHR transformation will occur, all the people in your organization who will use the software every day have a crucial responsibility in clearly articulating needs and requirements, and designing workflows for the new software.

The AxiomEHR platform provides an unprecedented opportunity to design your EHR system by role, so it's important early on to define roles and responsibilities, and reconcile them with process maps and plans. It's common to have a dozen or more roles (see box).

Role players look to leaders.

So recruiting an experienced

project manager and clinician

champions will increase your

likelihood of success.

It's very important at this point to not simply replicate the processes that were hard-coded into your legacy EHR system. Rather, look for opportunities to streamline duties you've always hoped to change. You will find that AxiomEHR embeds intelligent automation in every corner of the platform to eliminate monotonous manual steps. It also enables role-based configurability and individual-level customization.

Roles Dictate EHR Design

Typical roles might include:

Superusers

Clinicians

Claims experts

Information Technology

Front desk staff

Non-master's level direct care staff

Supervisors – clinical and administrative

Program managers

Directors

Quality Assurance/Quality Management staff

Compliance staff

MIS

Human Resources



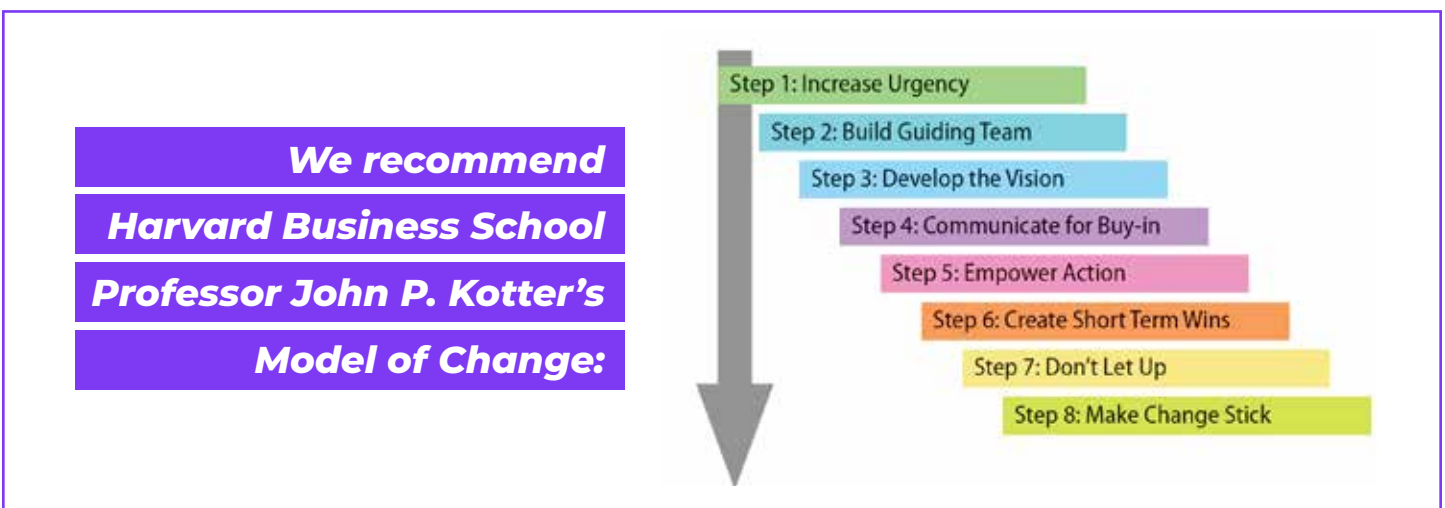
Processes (and learning to like them)

Overcoming resistance to new processes – ways of getting work done – is the essence of change management. Resistance to change will exist. Even though legacy EHR technology has been responsible for pervasive burnout in the health care industry, there will be people who initially “miss the old system” even if the change will be demonstrably for the better. A proven solution is anticipating, accepting, and responding to staff resistance.

First, acknowledge that resistance generally comes from a good place. Employees may wonder whether the new EHR will impede productivity, reduce face time with patients,

disrupt the revenue cycle, or invite security breaches. Others may feel they lacked a voice in the EHR’s design. Being prepared to address the fear of new technology in the initial stages of implementation will help smooth the way to user acceptance and satisfaction rates.

Communicating the vision of your organization clearly and often will help allay anxieties. Explain the good reasons why you’re making the change: It will solve workflow issues, enhance productivity, and fuel important business and clinical goals. As has been the case throughout the history of technology, workers will be empowered to achieve more with less effort.



Technology

Migrating existing data to the new EHR system will be one of the most complex steps in your transition. Broadly, there are two ways to do it, manually and electronically. Your solution will almost certainly be a blend of the two.

Both approaches have strengths and weaknesses, so it's critical to set realistic expectations on what and how much data to extract, how far back it is to be extracted, and when it is to be extracted. Evaluate the pros and cons of manual and electronic data conversions. Find the best balance between the two

depending upon the size of your organization, the number of data types you'll want to convert, and the new EHR's capabilities.

At HiMS, we have a proven framework for data migration to our AxiomEHR platform covering data collection, security, billing and claims, electronic visit verification, integrations (e.g., HIE, labs, pharmacies, telehealth), and reports. We also have proven best practices for preserving revenue throughout the data transfer process.

Learn More

We've just skimmed some best practices in goal setting, planning, people, processes, and technology. These are a few of the principles that have helped us successfully transition integrated health care organizations to an EHR that unleashes their potential. There's naturally a lot more. In addition to best practices in change management and a powerful technology platform, you will require a close partnership with your vendor. As with every client, we will be with you every step of the way.

With our help, your organization will achieve the performance it's always envisioned – using the EHR you've always wanted.



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