EHR IMPLEMENTATION WORKPLAN

BACKGROUND

The Massachusetts eHealth Institute (MeHI) is one of more than 60 Regional Extension Centers (REC) across the nation designated by the federal HITECH Act to assist providers in adopting electronic health records. Providers will be required to demonstrate proficiency in the Meaningful Use of EHRs by February 2014; however of the 7000+ primary care physicians in MA, only the first 2,500 that sign up with the REC will receive the funding.

Meaningful Use is defined as using an EHR to collect and report “meaningful” information on clinical quality. Applied Management Systems (AMS) has been selected as a certified Implementation and Optimization Organization (IOO) by MeHI and has prepared this information to assist eligible healthcare professionals with the adoption of Electronic Health Records (EHRs) and achieving Meaningful Use.

MeHI has identified 4 key phases to implementing an EHR:

- **Phase 1: Plan**
  - Consulting and Planning
  - Project Management

- **Phase 2: Transition**
  - Clinical and Provider Design and Configuration
  - Infrastructure and Security

- **Phase 3: Implement**
  - Procurement, Deployment, and Installation
  - Training

- **Phase 4: Operate and Maintain**
  - Optimization
  - Post Implementation Support

Each of these phases are essential in assuring successful implementation and are outlined in more detail in the scope of work section below.

METHODOLOGY/SCOPE OF WORK

PHASE 1: PLAN

1. **Consulting and Planning.** The practice will complete a questionnaire that provides AMS with background information about the practice. The practice will identify a key contact that will be the central point of interaction with AMS. AMS will assist in EHR selection using the practice specific characteristics as a guide in the selection process. The goal is to partner with a vendor that is an industry leader, who aligns the practice strategic objectives, and offers the technological ability to match the recommended practice workflow.
2. **Project Management.** AMS uses a phased approach to separate tasks into “buckets” for manageability. This methodology allows for tracking each step to ensure accountability and completeness. AMS verifies that each phase is complete, assists in identifying solutions to items requiring troubleshooting, and confirms that the project timeline is kept up to date and communicated to the appropriate stakeholders. This pivotal step ensures that EHR vendor selection and acquisition is as seamless as possible.

**PHASE 2: TRANSITION**

3. **Clinical and Provider Design and Configuration.** AMS will review and analyze current health record process and advise on the migration of key data into proper electronic format. Workflow will be configured to meet Meaningful Use. Tools, such as process mapping, will be used to illustrate current health record usage and future electronic documentation.

4. **Infrastructure and Security.** A gap analysis will be performed to identify the keep components that need to be considered when transitioning from current to required technology. Clear-cut documentation of current vs. future practice will be identified with consideration of industry best practice standards.

**PHASE 3: IMPLEMENT**

5. **Procurement, Deployment and Installation.** AMS will oversee the efficient operation of the chosen EHR system. Any significant delays in schedule will be tracked and communicated via the designed project timeline.

6. **Training.** AMS will develop and coordinate staff and physician training as needed to ensure that the EHR learning curve is considered when implementing new technology.

**PHASE 4: OPERATE AND MAINTAIN**

7. **Optimization.** AMS will guarantee the EHR implementation meets federally certified standards in achieving Meaningful Use criteria. All necessary measures will be satisfied based on AMS knowledge and expertise in implementation project management.

8. **Post-Implementation Support.** AMS will provide 90 calendar days of post implementation support including troubleshooting and triage to the EHR vendor. All “go live” issues will be documented in a Post Implementation Action Plan that will be discussed with the EHR vendor. The practice can, at their own discretion and external to the REC funding, sign up for a one year maintenance contract with AMS. Terms and conditions for a one year post implementation contract can be discussed under separate agreement.

**TIMING**

AMS has developed the attached project timeline that can be tailored to meet the needs of the practice. For more information, please contact Shari Robbins, AMS vice president, or Linnea Fraser, RHIA, AMS manager, at 781.272.8001.