

UHIMSS - UHE

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HIT Adoption Panel – Recommendations and
Lessons Learned

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Physician HIT Adoption- Lesson 1

Understand your Physician Variables

- Pre go-live environment and expectations
- Hospital & Medical Staff culture/ compensation model
 - Academic/Tertiary vs. Community hospital
 - Employed/Hospital-based/Community-based physicians
- Physician opinion leaders
 - Generational/ IT Savvy
 - Procedural vs. Cognitive
 - Us vs. Them
 - Squeaky Wheels
- Other concurrent initiatives affecting physicians
 - Two-midnight rule
 - ICD-10
 - Core measures
 - Patient satisfaction
 - Parent institution

Physician HIT Adoption- Lesson 2

Understand your EHR Vendor Variables

- Vendor base system vs. local build
 - “Model” system
- Clinical experience and knowledge of support staff
 - IT/Clinical translation gaps
- Other clients’ lessons learned
 - Formal- Consultation via vendor or private contract
 - Informal- Calls, meetings,
- Quality of physician training content and trainers
 - Preview
- Change management
 - Staying open to improved processes
 - Resisting bad solutions

Physician HIT Adoption- Lesson 3

Plan for ~ 30% Implementation/ 70% Optimization

- Fixing clinical processes exposed or broken by EHR
- Sustaining and prioritizing IT resource allocation
- Ongoing physician demands
 - Education
 - Real-time support
 - Break fix
 - Specialty optimization
 - Global optimization
- Post go-live physician governance model

Physician HIT Adoption- Lesson 4

Develop a Strong Physician Governance Model

- Hospital vs. medical staff governance committee
 - Different priorities & accountability
 - Corporate/multi-site challenges
- Global vs. specialty issues
 - 10 major physician specialty groupings
 - 14 representatives
- Physician engagement
 - Prioritization
 - Representation
 - User input during development and testing
- CMIO

Physician HIT Adoption- Lesson 5

Develop IT Project Management Best Practices

- Break fix & Optimization request processes
- Systematic prioritization of requests
 - Quick wins
 - High- patient safety, regulatory, revenue
 - Medium and low
- User engagement during development and testing
- Accountability mechanism
 - quality
 - meeting deadlines
- Change control flexibility
 - Scheduled releases
 - Quick wins
- Transparency