Switching EHRs: What to Consider

Jack Millaway, LPHI
Why Switch EHRs?

• What problems are you trying to solve?

• Are the identified problems demonstrable?

• Have the capabilities of the current EHR been completely reviewed?
Process for Switching EHRs

- Investigation
- RFP and/or Vendor Research
- Vendor Demonstrations
- Vendor Selection
- Go-Live Planning
- Interfaces
- Data Migration
- Go-Live
- Continued Learning
Transition Team Composition

– Leadership
– EHR Lead
– Consultant (if applicable)
– Billing
– Data/Quality
– IT
– Clinical (Provider, Nurse, BH)
– Office Management (check-in, phone calls, etc.)
What to Consider When Transitioning

• Cloud or server-based
• Disaster Recovery
• Cost
• Data and reporting
• Workflow
Quick Tips

• EHR needs to be certified
• Don’t rely solely on sales people
• This is not an IT or Management Project
• Invest in continued training and IT support
• Consider future needs
Lessons Learned from HCCN Members

Katie Parnell, Morehouse Medical Center
Chatrian Kanger, Access Health
Overview

• Why did you decide to switch vendors?
• Vendor Selection
• Implementation and Go-Live
• Post Go-Live
• Overall Lessons Learned
Why did you decide to switch?

- Vendor Dissatisfaction
- Vendor Capabilities
- System was not user friendly
- Government regulations
- Inefficient and inconsistent processes and workarounds
- Too much typing/clicking
- Patient communication capabilities
- Patient Portal integration
**athena and Access Health Louisiana (AHL) share a common vision of success**

**AHL mission:** To Improve the Health of the People we Serve.

**Athena’s mission:** To be health care providers’ most trusted service, helping them do well by doing the right thing.

<table>
<thead>
<tr>
<th>Why is AHL changing systems?</th>
<th>Why did AHL choose athena?</th>
<th>How will we know we have succeeded?</th>
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<tbody>
<tr>
<td>• Current system wasn’t user friendly</td>
<td>• Innovative cloud technology</td>
<td>• Increased patient service</td>
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<tr>
<td>• Government regulations are changing and getting more complicated</td>
<td>• User-centric design and mobile friendly</td>
<td>• Enhanced work experience for providers and employees</td>
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<td>• Too many inefficient, inconsistent, manual processes and workarounds</td>
<td>• ICD-9 to ICD-10 Conversion guarantee.</td>
<td>• Increased schedule density</td>
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<td>• Too much typing/too many clicks</td>
<td>• Consolidated EMR and financial system</td>
<td>• Higher revenue/encounter</td>
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<td>• Patient communication technology is limited</td>
<td>• Metric driven culture with national benchmarking capability, i.e. P4P, MU, Patient Centered Med Home.</td>
<td>• More accurate coding</td>
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<tr>
<td>• Patient portal integration Incomplete</td>
<td>• Process improvement experts</td>
<td>• More accurate reporting</td>
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Partnership with athena will give a more complete picture of patient health to improve outcomes and increase coordination throughout entire continuum of care.
Vendor Selection Process

- Keys to Success
  - Site visit to EHR vendor operations center
  - Visit or talk to other organizations using the product
Implementation Process

• **Keys to Success**
  – Attending an on-site super user training prior to go live
  – Implemented go-live in stages (one site at a time)
  – Having supplemental organizational employess trained as Super-Users
Post Go-Live Process

• Keys to Success:
  – Having super user on-site for a full week post go-live
  – Post Go-Live site visit with observation and feedback report
Lessons Learned

• Don’t rush through the process for short term priorities
• Be aware of major EHR changes and upgrades in the near future after transition
• Train lots of super users
• Heavier emphasis/consideration needed on reporting capabilities
• Train individuals for their organization-specific roles (care managers, referral coordinators, etc.)
• Map legacy data properly
• Mapping quality measures and programs by provider
Helpful Links

• HealthIT.gov EHR Implementation Steps: http://www.healthit.gov/providers-professionals/ehr-implementation-steps

• Switching EHRs Infographic http://www.healthfusion.com/resources/switching-ehrs-infographic/

• Three Strategies to Avoid a Data Migration Disaster when Switching EHRs: http://www.hitechanswers.net/guest-post-sean-west/

• PCCP Wikispace: http://pccpcliniccommunication.lphi.wikispaces.net/