

## *Adopt...Advance...Enhance™*

# Peer's HCIT Adoption and Optimization Methodology

Today's HCIT publication and blog headlines are frequently about clinician dissatisfaction with their facility's new multi-million dollar EHR. Or they describe how hospital leadership struggles to keep up with technology and regulatory requirements, including the resulting impacts to their clinicians. In an effort to help healthcare organizations rise out of this vicious circle, Peer Consulting has deployed an HCIT adoption and optimization methodology:

### *Adopt...Advance...Enhance™*

Designed through in-depth client conversations, industry research, discussions with HCIT leaders and our personal, varied experience with client engagements, this program is designed to help organizations realize their EHR's benefits by integrating and enabling three pillars of HCIT: **people, processes and technology**. The resulting alignment results in realization of the EHR's benefits and clinical staff system adoption and satisfaction.

The adoption and optimization service program can be packaged to meet individual organizational needs. This comprehensive program can be used across an organization or targeted to specific areas:

- Departments -- Financial Services, Pharmacy, Registration / Admitting, ED, etc.
- Roles -- physicians, nursing, financial services representatives, etc.
- Processes -- clinical documentation, ordering, medication management, charge capture, denials management, etc.

Services can be targeted to support specific needs, such as:

- Adoption services addressing stakeholder engagement
- Process improvement to support current state assessment and future state design
- Measurement and benchmarking to demonstrate process improvement
- Effective utilization of available technology to support best practices

### **From Actual Customer Engagements**

Over the next several weeks, Peer Consulting will release a series of articles illustrating our *Adopt...Advance...Enhance™* program's services and benefits. Each article will describe an actual customer engagement and will focus on how one or more organizational effectiveness traits can be leveraged to improve organizational performance. A description of the engagement objectives, service approaches and methodologies, and benefits achieved will also be included.

### **Information on Results, Impact and Benefits**

#### *Adopt...Advance...Enhance™* Case Studies

Article 1: **People:** Engaging Clinicians to Kick Start a Stalled CPOE Rollout

Article 2: **Process:** The Importance of Clinical Workflow in Technology Projects

Article 3: **Technology:** Nursing Systems Adoption through Workflow Optimization

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