

## ADOPTION AND OPTIMIZATION



### ***Adopt...Advance...Enhance™*** PEER'S HCIT ADOPTION AND OPTIMIZATION METHODOLOGY

**YOU HAVE INVESTED** in the most current certified technology, but has the focus on regulatory and clinical initiatives kept your clinicians from using your EHR meaningfully? Peer Consulting can help you assess and address not only the challenges that may be keeping your clinicians from adopting your EHR, but also your organization's readiness and ability to continually advance and enhance care through technology.

Designed through in-depth client conversations, industry research, discussions with HCIT leaders and our personal, varied experience with client engagements, this program will help you fully realize your EHR's benefits by integrating and enabling people, processes and technology.

We will leave you with a program and methodology that you can use to continually *adopt, advance and enhance™* your use of healthcare technology.

The program's methodology is structured around key operational areas: Physicians, Nursing, Pharmacy, Revenue Cycle and Information Services. It is organized using a recognizable clinical cycle: assess, diagnose, treat, and prevent.

- Our experienced team of physicians, clinicians and technology leaders will address each operational area's specific processes against metrics which we have developed addressing the three pillars of the program: people, processes and technology
- Our flexible and comprehensive program addresses industry level goals, such as Meaningful Use, regulatory requirements, Triple Aim and operational level integration issues

#### **KEY PROGRAM FEATURES:**

- Provide a technology adoption program you will be able to use as a model for future organizational change and quality programs
- Our methodology includes proven tools, techniques and measurements
- Our approach is based on years of experience with HCIT, clinical adoption and effectiveness, and knowledge of regulatory and quality initiatives
- Our teams are comprised of strategic leadership and application experts to best optimize your EHR and enhance workflows through the use of technology.

For more information, please contact:

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## Program outcome overview

	Plan	Diagnose	Treat	Prevent
Pillar	Objective	Measure organizational effectiveness	Address gap	Metric
<b>People:</b> Identify and mobilize commitment to address a shared need	<ul style="list-style-type: none"> <li>Alignment of organizational goals</li> <li>Optimal user engagement</li> <li>Effective users of the EHR</li> </ul>	<ul style="list-style-type: none"> <li>Cultural change management</li> <li>Organizational strategy drivers</li> <li>Training capabilities</li> <li>Communication effectiveness</li> <li>User acceptance</li> </ul>	<ul style="list-style-type: none"> <li>Training capabilities and effectiveness</li> <li>Stakeholder engagement</li> <li>Communication strategy</li> </ul>	<ul style="list-style-type: none"> <li>User adoption</li> <li>Training completion</li> <li>Competency benchmark met</li> </ul>
<b>Process:</b> Implement and sustain	<ul style="list-style-type: none"> <li>Governance structure that supports organizational business model (effective representation/participation)</li> <li>Use of metrics for continuous process improvement</li> </ul>	<ul style="list-style-type: none"> <li>Governance structure</li> <li>Workflow - process effectiveness and compliance</li> <li>Workflow - measurement and benchmarking</li> </ul>	<ul style="list-style-type: none"> <li>Aligning governance structure with best practice and organizational drivers</li> <li>Address deficient and non compliant workflows</li> </ul>	<ul style="list-style-type: none"> <li>Governance composition/ effectiveness</li> <li>Process compliance</li> <li>Workflow metrics selected and measured</li> </ul>
<b>Technology:</b> Enable and enhance	<ul style="list-style-type: none"> <li>System up to date and with feature functions in place to support best practice workflows</li> <li>System up to date and with feature functions in place to support regulatory requirements</li> </ul>	<ul style="list-style-type: none"> <li>Effective use of technology</li> <li>System capabilities</li> <li>Use of information</li> </ul>	<ul style="list-style-type: none"> <li>Address the ability to balance departmental service/change request with keeping system up to date with upgrades/fix bundles</li> </ul>	<ul style="list-style-type: none"> <li>Up to date on current version</li> <li>Issue resolution turn around time</li> <li>Change request turn around time</li> </ul>

