


# Electronic Health Record Adoption in SBHCs

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Advancing Healthcare  
Improving Health

## Learning Objectives

- Understand the EHR Adoption Roadmap
- Identify specific EHR requirements needed to support a SBHC
- Learn communication strategies for articulating SBHC needs to organization leadership, IT staff and EHR vendors
- Think about how to move your organization further along in the EHR Adoption process

## Introductions

- **Outlook Associates**
  - Health IT and Process Improvement Consulting
    - Founded in 1991
    - Headquartered in Irvine, CA
    - Consulting division of Qualis Health, a non-profit Quality Improvement Organization (QIO) and REC for Washington and Idaho
  - Founding Goal
    - Improve healthcare through:
      - The effective use of systems and technology
      - The availability of reliable data on which to base sound medical and business decisions
  - Commitment to Safety Net Providers and Payers

## CSHC EHR Adoption Project

**Objective:**  
Provide technical assistance to School Based Health Centers (SBHC) to assist them in moving forward with implementation of an electronic health record (EHR) and, if eligible, receiving federal incentive payments.

## Introductions

- Are you....
  - Currently using an EHR?
  - Implementing an EHR?
  - Selecting an EHR Vendor?
  - In the formal planning stages of EHR adoption?
  - Thinking about an EHR?
  - NOT even thinking about an EHR?

## Exercise #1: Readiness Assessment

In 3 words or less, describe how the following stakeholders feel about/are approaching EHR Adoption:

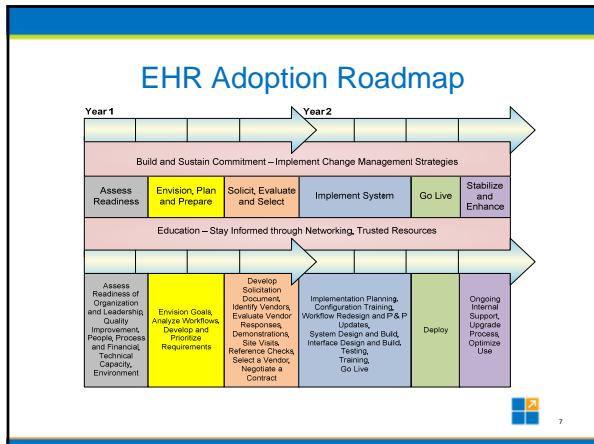
**Sponsor Leadership:** \_\_\_\_\_

**SBHC Leadership:** \_\_\_\_\_

**Providers:** \_\_\_\_\_

**Sponsor IT Department:** \_\_\_\_\_

**SBHC Staff:** \_\_\_\_\_



### Exercise #2: EHR Adoption

- Where are you in the adoption process?

### Assess Readiness

Assess Readiness of Organization and Leadership, Quality Improvement, People, Process and Financial, Technical Capacity, Environment

- Make sure everyone is on the same page of the same book
- Establish an EHR Committee and make sure the SBHC is represented

### Exercise #1: Readiness Assessment

In 3 words or less, describe how the following stakeholders feel about/are approaching EHR Adoption:

**Sponsor Leadership:** \_\_\_\_\_

**SBHC Leadership:** \_\_\_\_\_

**Providers:** \_\_\_\_\_

**Sponsor IT Department:** \_\_\_\_\_

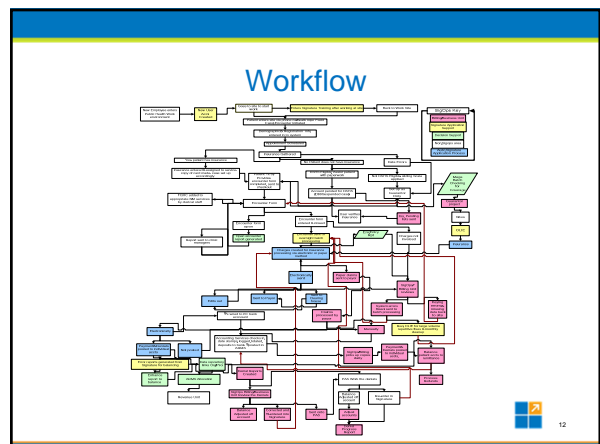
**SBHC Staff:** \_\_\_\_\_

- Are all the stakeholders on the same page in your organization?

### Envision, Plan and Prepare

Envision Goals, Analyze Workflows, Develop and Prioritize Requirements

- Goals:** Know and articulate why you are doing this
- Workflow:** Do not automate inefficient manual processes
- Requirements:** Know what you need and what is most important






### Solicit, Evaluate, and Select

Develop Solicitation Document, Identify Vendors, Evaluate Vendor Responses, Demonstrations, Site Visits, Reference Checks, Select a Vendor, Negotiate a Contract

- **Demonstrations:** Scripted demos, NOT Sales demos
- **Reference Checks:** Conduct reference calls, as many as possible
- **Site Visits:** Conduct Site Visits, as many as possible; not just during the selection process





### Implement

**UNDER CONSTRUCTION**

Implementation Planning, Configuration Training, Workflow Redesign and P & P Updates, System Design and Build, Interface Design and Build, Testing, Training, Go Live

- Build
- **Test**
- Train



Testing  
Software

### Go Live

Deploy

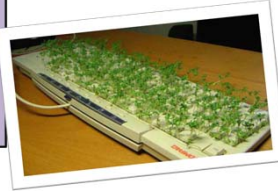

- Provide appropriate resources to Go Live

### Optimize

Ongoing Internal Support, Upgrade Process, Optimize Use


- Regular re-evaluation of system use
- EHR Forever Committee

### Build and Sustain Commitment


Build and Sustain Commitment—Implement Change Management Strategies

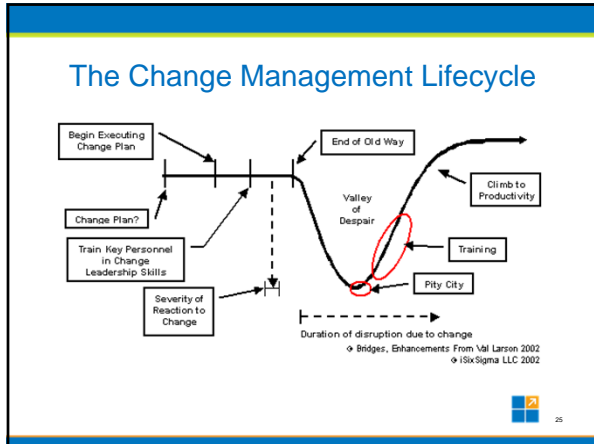
- Same Page, Same Book
- Address change management from the beginning



### Change Management

Vision	+	Skills	+	Incentives	+	Resources	+	Action Plan	=	Change
		Skills	+	Incentives	+	Resources	+	Action Plan	=	Confusion
Vision			+	Incentives	+	Resources	+	Action Plan	=	Anxiety
Vision	+	Skills			+	Resources	+	Action Plan	=	Resistance
Vision	+	Skills	+	Incentives			+	Action Plan	=	Frustration
Vision	+	Skills	+	Incentives	+	Resources			=	Treadmill





### Education

Education – Stay Informed through Networking, Trusted Resources

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**Networking**

- CSHC
- CPCA

**References**

- Websites
- Publications

### Communication Tools and Strategies

- How do I communicate my EHR needs to my organization leadership, my IT staff, and EHR vendors?
  - EHR Committee
  - Articulate needs/requirements
  - Look for commonalities rather than differences

### Exercise #3: Advancing Adoption

- How can I move my organization forward in the EHR Adoption Process?
  - Next Steps
  - Barriers

### Questions?

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