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Mission:

The mission of the SF REC is to provide assistance in the adoption of health information technology to all health care providers in the community towards the goal of improving the quality, efficiency and safety of health care delivery to the community.

Vision:

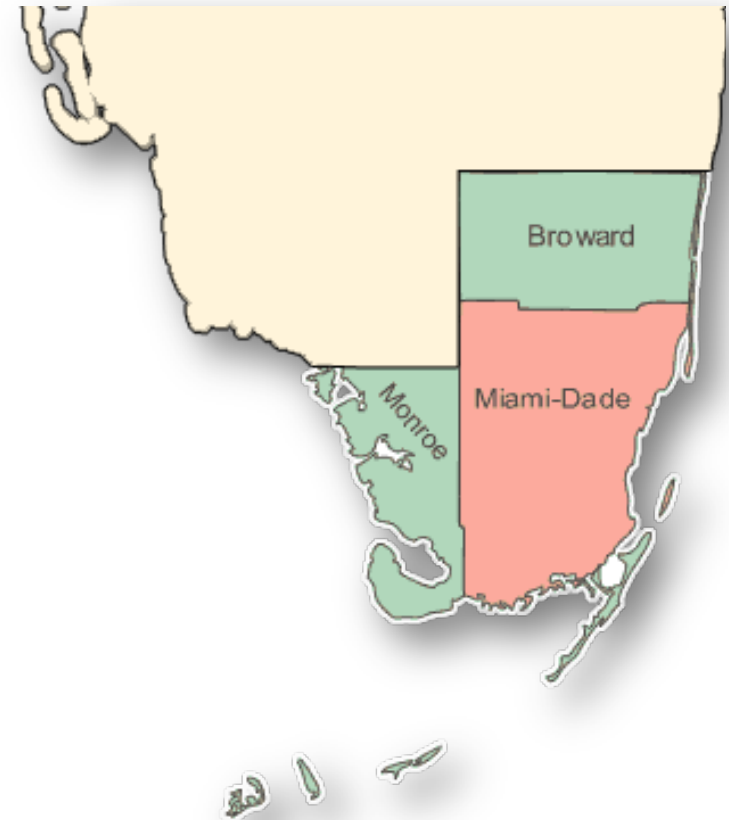
The SF REC will be able to continually provide outreach, education, and direct technical assistance services to regional health care providers through the perceived added value of services and adequate target market support and penetration.

Service Area:

*(Per application) the SF REC will provide service in Broward, Miami-Dade and Monroe Counties. Exploring expansion/coordination beyond initial service area (**adjacent counties in southeast and southwest Florida**).*

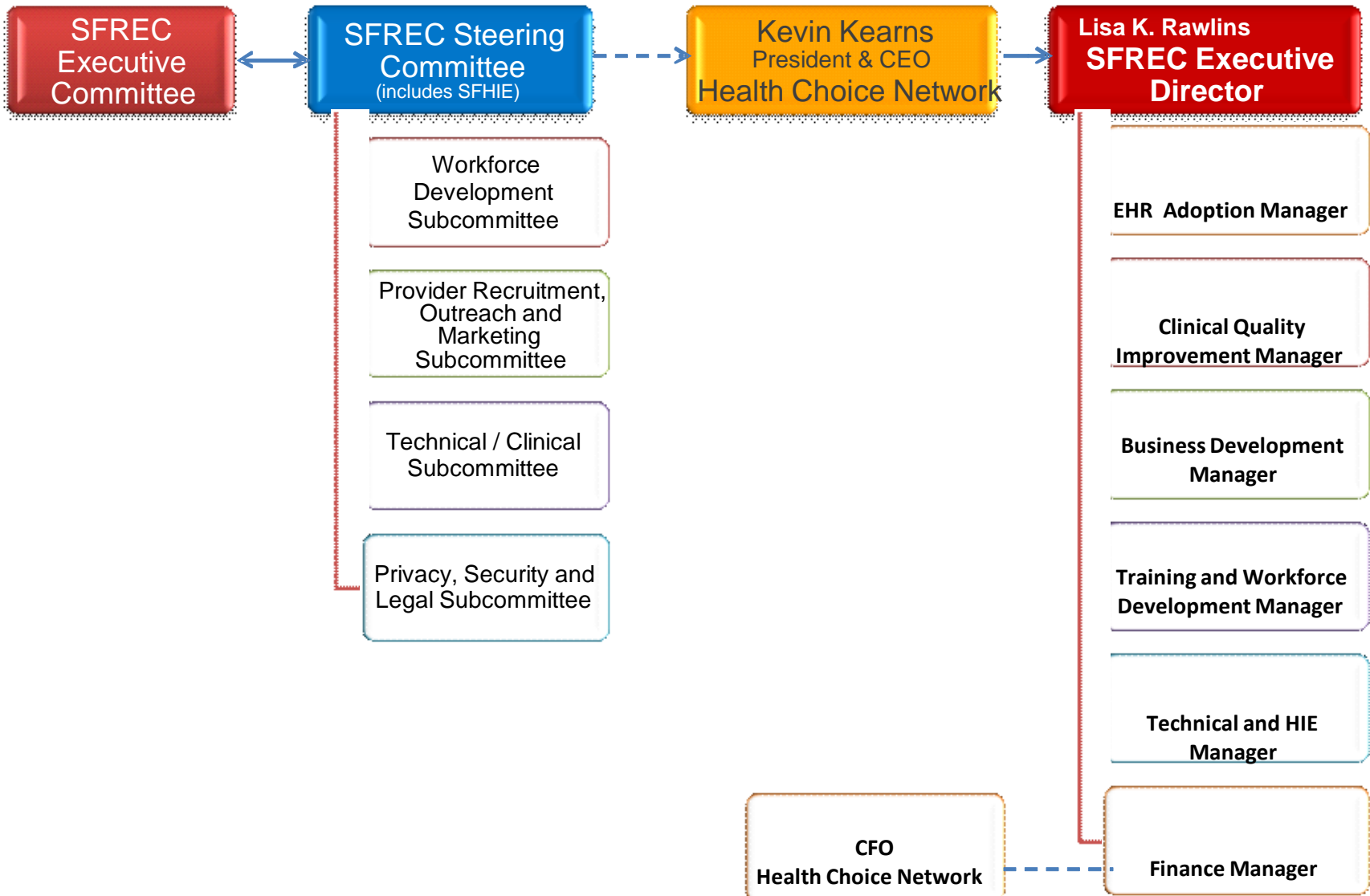


# PCPs in service area	3351
# Priority PCPs in service area	2500
# Priority PCPs served	1700
Total population of service area	4.5 million
Total population served	3 million*





Governance / Organizational Structure





Goal 1

Establish the SF REC as a recognized and trusted leadership organization representing all regional health care providers



Goal 2

Establish and meet annual provider recruitment and business development goals to ensure sustainability



Goal 3

Establish the SF REC as an organization delivering high quality added-value services



Goal 4

Leverage academic and local workforce partnerships to provide and enhance HIT workforce training and development

“Greetings from the Sunshine State and the SF REC.”
We deliver technical assistance... South Florida style.





So, what's this big meaningful use hoopla really about?

"What is meaningful use?" asked executive director Sal Obfuscato at a recent SEEDIE executive retreat in Belize. "We believe the question is the answer, as man has always struggled to find meaning in this world."

This insight led SEEDIE to suggest that certified EHR vendors should embed quotes from well known philosophers in their applications. This approach will prompt physicians and other caregivers to actively seek meaning as they document patient encounters.

"When I am treating a patient, a thought-provoking quote from Jean Paul Sartre or Voltaire is far more valuable than the ability to e-prescribe or adhere to evidence-based guidelines," said Dr. Timothy Farragut, a Vermont pediatrician and SEEDIE board member.

Source: SEEDIE (The Society of Exorbitantly Expensive and Difficult to Implement EHR's) issued it's definition of "meaningful use:"



Project Management and Implementation

“Lessons Learned”



Project Management and Implementation

Meaningful use of an EHR cannot be achieved by either a good system or good implementers. Both, plus application of change management principals, must be part of the equation.



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Application of
Change
Management
Principals

=





Project Management

Systematic Approach

1. Conduct physician and practice readiness assessment
2. Use practice transformation protocols and templates to map practice workflows
3. Assess current information management systems
4. Identify hardware infrastructure needed to address the connectivity prerequisites to connect various Health Information requirements to support meaningful use



Project Management

Systematic Approach

5. Assess long term sustainability
6. Assess disaster preparedness
7. Identify budgetary requirements to implement and sustain

8. Develop and prioritize list of desired EHR features.

9. Use provided matrix to analyze list of vendors

10. Key stakeholder evaluation and review of EHR

11. SYSTEM SELECTION



Training and Implementation



Pre “Go-live” – setting the stage:

Demo to stakeholders. Interfaces with champions and organizational implementations team. Conducts baseline assessment. Identifies and graph workflow adaptations. Transition planning.

Training:

Provides, assesses and monitors completion of pre “go-live” prerequisites; Identifies training gaps (e.g. language barriers) and addresses through creative delivery mechanisms.

Estimated Time to “go-live” – 6-8 months



Training and Implementation



“Go-Live”:

Provides real-time and ongoing support for Clinical and IT operations.

Post “Go Live”:

Follow-up implementation and training support per specified intervals. Define accomplishments of meaningful use. Review practice transformation issues. Assist with quality improvement and efficiency enhancement.



Summary of Project Management and Implementation Approach

Status Quo
“Paper-ful”

Successfully
implemented
EHR
“Paper-less”



Preparation Phase

1. Workflow Analysis/
2. Transition planning
3. IS Infrastructure assessment
4. IT/Clinical Integration
5. Definition of Measures of Progress/Success
6. Strategic vendor selection process
7. Management of expectations

Roll-Out Phase

1. Stakeholder Demo
2. Provider Champion
3. Strong, consistent senior management project support
4. Communication Plan
5. Consistency Policy

Sustaining Phase

1. Performance/Quality Improvement Plan
2. “Meaningful use” reporting
3. Data validity and reliability
4. Performance Evals
5. Compensation Plan
6. New Staff Orientation



Summary of Lessons Learned

“The Hard Way”

1. Bridge the gap between what providers WANT and what the system can achieve.
2. Ensure EHR meets core provider and business needs.
3. Must successfully link EHR implementation to overall business strategy.
4. Must secure executive-level sponsorship for project.
5. Develop an effective, cross-functional implementation team.
6. Fully assess the readiness of the organization for change.
7. Involve providers upfront.
8. Implement after IS Infrastructure is adequate.
9. Do not look limit as “An IT Staff project” it’s a Clinical project.
10. Prior to implementation, define and communicate reasonable measures of progress/success.
11. Develop and stick to an organized mechanism for communication & feedback.
12. Ensure providers complete pre “go-live” training.



Thank you

Questions?