

# VALUE ADDED 616

**Project Overview:** Transition to a New EHR/Practice Management System

**Business Unit:**

Randall Street Medical, PC

**Detailed Problem / Opportunity Statement:**

Randall Street Medical's existing EHR/Practice Management system, operational since 2015, faced significant challenges in both documentation and reporting. Moreover, available incentives from an Independent Physician Organization (IPO) presented a prime opportunity for system overhaul.

**Opportunity:**

An advanced EHR/Practice Management system can eliminate existing bottlenecks and harness available IPO incentives.

**Project Goal:**

Deploy an advanced EHR/Practice Management system within the next 180 days.

**Implementation & Significant Changes:**

(Information limited for customer confidentiality)

**1. Staff Engagement:**

- *Benefit:* This inclusivity ensures the selected solution aligns with actual ground needs and fosters staff buy-in from the outset.
  - Identified current system's strengths and pitfalls.
  - Pinpointed requisite features for the new system.
  - Guided the system selection process.

**2. Collaboration with the EHR Vendor:**

- *Benefit:* A comprehensive and clear-cut implementation plan ensures a smooth transition without hampering day-to-day operations.
  - Crafted a detailed implementation blueprint.
  - Organized staff training sessions.
  - Assured seamless integration of current EHR and Practice Management data.
  - Synced with third-party payors for streamlined operations.

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- Designated the go-live date.

## 3. EHR System Upgrades:

- **Benefit:** Customizing the EHR system to cater to specific clinic needs amplifies operational efficiency and ensures adherence to regulatory standards.
  - Amplified clinical dictation/documentation capabilities.
  - Incorporated comprehensive reporting mechanisms.
  - Refined patient visit summaries for clarity and detail.

## 4. Planning & Organizational Measures:

- **Benefit:** Structured organizational tools and strategies fortify the new system's longevity and relevance, ensuring sustainable benefits.
  - Formulated a concise organizational chart for system clarity.
  - Drafted a strategic continuation plan to adapt to future needs.

## 5. Onboarding & Rollout:

- **Benefit:** Ensuring complete transparency and staff alignment with the new system ensures a smoother transition and optimizes system utility.
  - Demonstrated system efficacy to staff.
  - Garnered staff buy-in through open dialogue.
  - Successfully launched the new system.

## Realized Return on Investment (ROI):

- **Customer Experience:** Comprehensive patient summaries led to enhanced patient trust.
- **Staff Experience:** The system's automation facilitated more dedicated patient care.
- **Financial Gains:** A 10% boost in clinic revenue showcases the system's ROI.
- **Operational Efficiency:** An extra 10% in patient care time amplifies service quality.

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