

Our EHR Journey

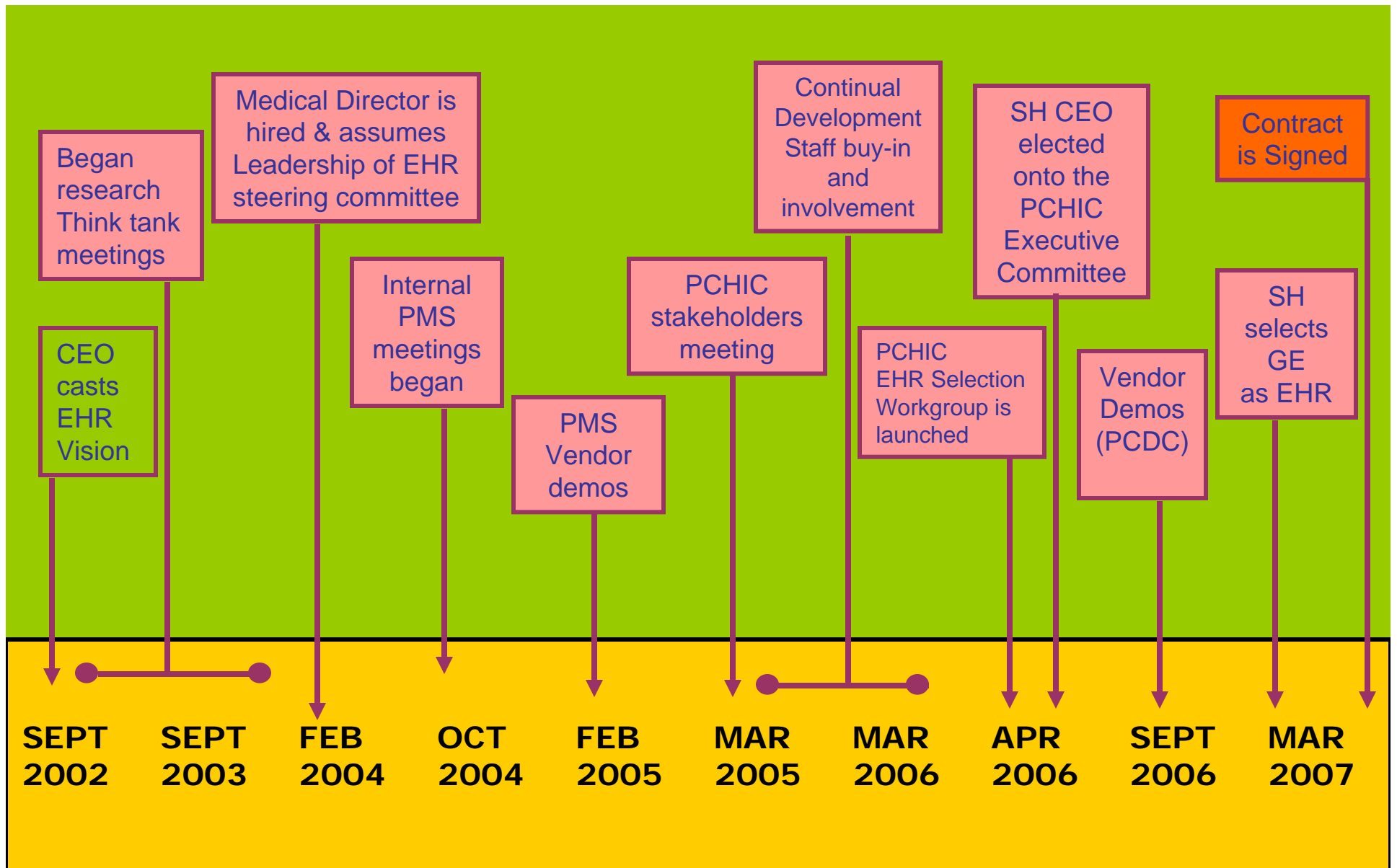
“Timing is Everything”



**5 YEARS
in the
Making!**

Settlement Health

Reinaldo Gonzalez, CEO
Mali Trilla, Chief Operating Officer
Warria Esmond MD, Medical Director



Our Time Line


The Road to EHR



EMR adoption was an influence in the design of the facility

- Computers in all exam rooms since 2003
- Staffing model designed to maximize workflow efficiency
- 1/1 ratio MA/Provider
- Patient care completed in one room

Preparation

- Acquiring knowledge/understanding of EHR
- Networking
- Developed internal HIT committee
- Staff engagement  buy-in
- Assessment of staff computer skills
- Encouraging staff knowledge
- Communication of mission
- Set a time frame
- Encouraged sharing of information
- Reassurance that “no provider be left behind”

Primary

Care

Health

Information

Consortium

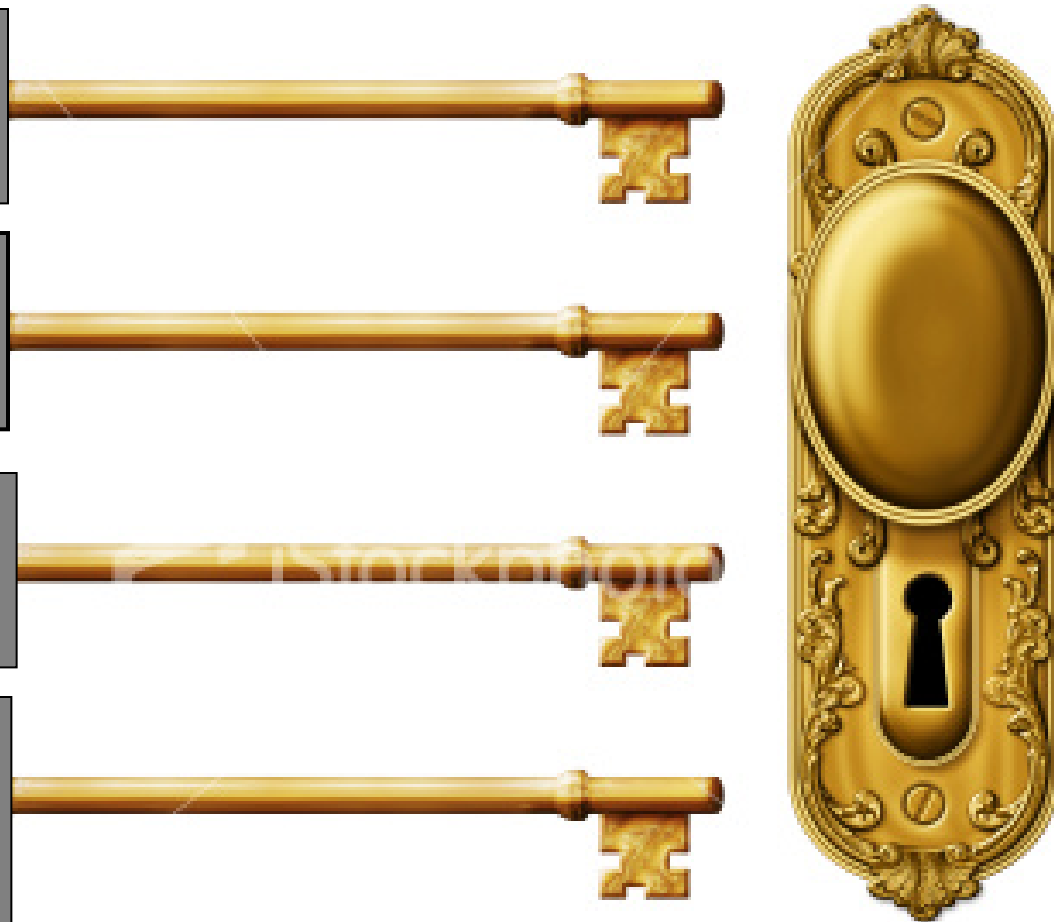
Keys to Our Success

COMMUNICATE
with your Staff

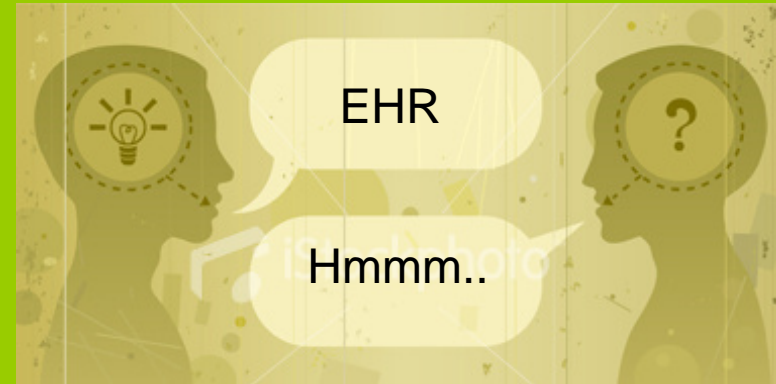
PARTNER
with CHC's and
other organization

FOCUS on staff
inclusion and buy-in

COMMIT to invest in
Trainings,
Conferences,
Off site meetings ...



Communicate with Staff



- Settlement Health has 2 hrs of dedicated meeting time each week for all staff. These meetings are focused, structured and organized.
- Information from the EMR Steering Committee is communicated to every staff member. The time spent paid off.
- Staff is kept up to date via email and a communication board near the staff lounge (this was in addition to the weekly meeting

Develop Partnerships

- We noticed that there is great value and benefit in collaborating and partnering with CHC's & other organizations.
- The Learning Collaborative provided the organization with the preparation necessary to engage in implementation.
- Developing Community Partners.
 - Partnerships with other CHC's is key
 - The value of partnership when negotiating
"We have a Bigger Voice"

*** Don't reinvent the wheel! ***



Focus on Staff inclusion & buy-in



Timing and preparation is everything

Vendor demos occurred in August 2006

Helped support staff preparation excited

Created staff excitement

Provider presentation to answer specific questions and
concerns



Commit to staff development

Willingness to “sacrifice” staff time in the PCHIC process

2 year investment in Steering committee meetings

2 day Staff Retreat, August 2006

Workforce Retraining Initiative

Outlook assessment and training for ALL staff

The Big Decision (AKA Deal Makers)

Customer Service – responding to client.

* Customer Service from the vendor is essential.

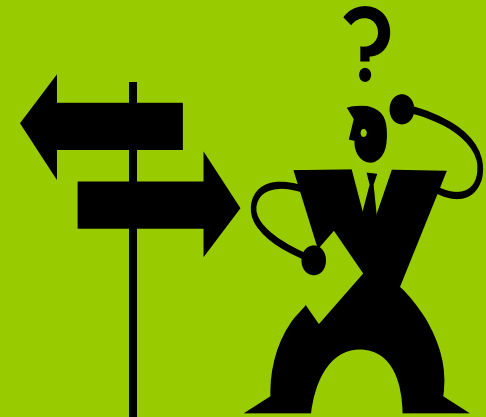
Partnership with other CHC's and having a Bigger Voice

* MetChit (Morris Heights & Charles B. Wang)

Recognition that we had choices in selecting a product

* “But Merritt does that too.”

We did not have to reinvent the wheel



Our Process

2004 Discussions on PM/EMR Selection

- Product demos

2005 Site visits

2005 Realization that our PM (in spite of its limitations) was as good as any other system

Experience of another center in interfacing our PM to EMR

2006 PCHIC process

2007 Final EMR Selection



Our Process

2007 Final EMR Selection
PCDC HIT Learning
Collaborative
Contract signing

Engaging staff in the planning

Goal setting

Workflow process

Setting the vision for the “new Settlement”



Take Home Points

- Clinical leadership is crucial to the success of this massive CLINICAL project
- All that glitters phenomenon.....
- Team preparation and training is vital
- Look to partner with others
- Think outside the box – there is more than one way....
- Be creative in engaging staff in the process



Special Recognition

PCDC – Rhonda Kotelchuck & Staff

DOH / PCHIC

PCHIC EHR selection committee

Charles B. Wang - Lynn Sherman & staff

Charles B. Wang – Dr. Thomas Tsang

Morris Heights Senior Staff

The Staff of Settlement Health!!!

