



“Long lasting information for a few minutes investment” January 1, 2009

18 BARRINGTON LANE
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News & Events

Cerner

- Clinical Excellence
Forum Washington,
DC 2/6—2/8

Eclipsys

- WEBINAR Standard
Procedures: Imple-
menting a Standard-
ized Nursing Language
within an EMR
1/14
2-3 p.m. Eastern

Epic

- UGM 2009 Verona
Wisconsin 9/22– 9/25

Meditech

NextGen

Webinar | EHR/EPM
Online Live Demon-
stration
01/09/ 2–3pm Eastern

Siemens

Innovations 09
8/09-8/12

HIMSS

- National - Annual
Event - Chicago, IL
4/4-4/8

Electronic Medical Record Support Requirements

You've done it. You have successfully implemented your organization's Electronic Medical Record application in multiple settings. Many said it could not be done, but you and your team persevered and made it come true. Yet, something does not seem right. Your telephone is ringing and disgruntled end-users are on the other end of the line claiming they have yet to master the use of the EMR and are not getting the level of expected support.

Many have learned that the activation of the EMR may represent the end of the short term implementation relationship, but it also represents the beginning of the long term ongoing relationship with clinicians utilizing the EMR. As a result, focus and critical attention needs to be paid to the ongoing support of the EMR. The key to a successful EMR Support model consists of several key components. These components include:



Immediacy – Due to their patient interactions, clinicians often require immediate answers to their clinically oriented application questions. Consider providing a separate support telephone number or a separate support team that are available during an agreed upon time frame to immediately address clinically oriented questions that require immediate responsiveness.

Accuracy – Support for clinicians must not only be responsive, but also accurate. Having well skilled individuals that are familiar with not only the application, but also the clinician work flow will insure a higher level of accuracy in responding to support requests. Consider having some of your Trainers and Implementation Specialists rotate through your Help Desk in order to bolster support and transfer knowledge to others.

Consistency – Studies indicate that on average, end users initially utilize between twenty five percent and fifty percent of the actual functionality provided by the new EMR. Thus there is a significant opportunity for end user improvement. Consider having your support team visit with the end users in their working environment on a scheduled basis in order to review concerns, share updates and follow through on reported items.

The successful deployment of an EMR can have far reaching benefits ranging from overall improvement of patient care, enhancement of operational efficiency and support of evolving pay-for-performance initiatives. As discussed, the ongoing support of clinician needs is one of the keys to reaching these benefits.

MedMatica Consulting Associates is a Healthcare Information Technology consulting firm that specializes in the implementation of software and technology solutions within the healthcare industry. As a leader in this environment, MedMatica has assisted many organizations deploy their Electronic Medical Record solutions from vendors such as Epic, Eclipsys, Cerner, Siemens and Meditech. MedMatica's success has resulted in being recognized as a recipient of the INC. 5,000 in 2007 and 2008 and also a three time recipient of the Philadelphia 100.