



News & Events

Cerner

- 3rd Quarter results, Record Bookings

Eclipsys

- EUN October 10-13
2010 San Diego

Epic

- Financial Advisory Council April 20 & 21
2010

NextGen

- NextGen User group Meeting Nov. 8th 2009
Washington, DC

Siemens

- Newt Gingrich on Health Reform-Webinar Nov 20th 11:30AM

HIMSS

- HIMSS10 March 1st - 4th
2010 Atlanta

MedMatica Growth:

Forbes 5000 fastest Growing Private Companies '07-'09

3-Time recipient Philadelphia 100 Award

KLAS rating of 92.3



MEDMATICA MINUTES



Timely Information from a Few Minutes Investment

Nov 1, 2009

Healthcare IT News – Addressing The Staffing Shortage

Background:

The historical under-investment in Healthcare Information Technology has left many IT departments inadequately staffed to accommodate the support of existing systems and properly implement new applications. The link below to an article recently published in Healthcare IT News clearly describes what MedMatica Consulting Associates has been saying about the issue. This predicts a looming and significant shortage of qualified Information Services personnel available to address the pending requirements of Meaningful Use.

<http://www.healthcareitnews.com/news/war-talent-about-begin-healthcare-it>

History has shown that regardless of the industry, significant changes in regulations, technology or innovation with minimal time for an industry to react often generates a gap in skilled staffing. Such shortfalls were recognized during the boom of the space program when skilled engineers were needed to plan the United States entry into this emerging industry. Now the aging of the U.S. population, the focus on healthcare quality, and the expansion of alternative care options has generated a shortage in skilled nurses and technicians.

Immediate Actions:

In healthcare IT, recognition of this pending shortage in personnel is the critical first step in addressing the situation. Based upon our interactions with many leading healthcare organizations, the following are a few of the steps all healthcare IT groups should consider in order to maximize the potential for success during what are surely to become very active times:

Identify – Scan your organization and recognize the “key” personnel (if you don’t, someone else surely will given the need for superior talent). Each organization has these key personnel. They tend to perform the work of several people, are well respected, and others tend to follow and emulate their actions.

Protect - Make sure these “key” personnel understand their value to your organization and are compensated and treated accordingly.

Communicate – Share with your hospital leadership (and potentially Board members) the pending personnel shortage, and do it NOW. Leadership is generally unaware of the significant amount of effort that will be required to meet the Meaningful Use requirements. Only those of us in the trenches recognize the complexity and variety of skill sets (i.e. analysts, report writers, trainers, testers, integration specialists, project managers...) that will be needed.

Look Within - Look internally within your healthcare organization for re-alignment of resources. Since Meaningful Use focuses primarily on clinically oriented solutions, look to transfer into your IT department skill sets such as Nurses, Physical Therapists, Laboratory Techs, Radiology Techs and similar type clinical backgrounds. Given the urgency and complexity involved, it is far easier to train these type of clinical professionals on the particulars of a certain vendor solution than it would be to train an IT person to become clinically knowledgeable.

Recruit – Create an attractive culture that fits your organization. Themes such as “opportunity”, “caring”, “team oriented” “a meaningful cause” are themes that attract good employees. Define your organization and then recruit aggressively.

Assistance:

Despite your best efforts, all identified goals and objectives still may not be addressed utilizing existing internal staff. Should this situation arise, look to address your needs in a leveraged manner with the following in mind:

1. Look to utilize “remote” support for items such as report writing, configuration, building, and testing. This will reduce travel expenses, increase productivity time, and allow existing personnel to focus on workflow and other similar activities.
2. Consider outside support for a specific task(s) such as Training and Go-Live support. Often these tasks require a significant temporary increase in personnel to broadly cover the organization and outside support in these areas will help preserve existing personnel resources while meeting the goals of the organization.
3. Explore virtual types of support arrangements that provide care givers the IT support they require without reassigning your existing staff and keeping them up on nights and weekends.

MedMatica Consulting Associates continues to adapt to the changing Healthcare IT environment. MedMatica’s [HISAssist](#) service line is designed to provide your organization leverage in its staffing requirements and maximize the limited funds you may have available to address Meaningful Use. If you reach the point where consultative experience and staff augmentation is required to meet your organizational goals, turn to an organization that has pioneered the concept of leveraged support by contacting Bruce Generotti at (610) 783-1575.