Transformation Readiness

Is your organization ready for a new EHR?

The organizational, operational, and cultural challenges of an enterprise EHR implementation are often greater than the challenges related to the technology. Successful transformation requires:

- A deliberate strategy with unwavering leadership commitment and involvement.
- The need for clinical and business operations to "own and drive" the successful design and subsequent use of the new technology.
- A rigorous project structure with strong leadership, often best-achieved by partnering with outside EHR implementation experts
- Adequate investment in technical infrastructure and IT resources with deep skillsets.
- Substantial investment of resources in process improvement and change management.

Impact Advisors partners with you to drive adoption and lasting change, while pairing new technology with broader improvement and optimization.

Impact Advisors is **your guide and single point of accountability** throughout your transformation journey.

Unmatched Experience

Having completed **over 100 highly successful EHR implementations,** Impact Advisors knows better than anyone how to

- ▶ Put you ahead on the vendor's steep learning curve and ensure nothing is missed
- ▶ Help you understand the real risks, costs and opportunities
- ▶ Help your people prepare for and embrace the new technology and derive its full value

Transformations are not "one size fits all." We have a broad range of expertise and experience including

- ▶ Migrations to new EHR
- ▶ EHR and ERP integrations
- ▶ Merging instances of EHRs
- ▶ Affiliate connections
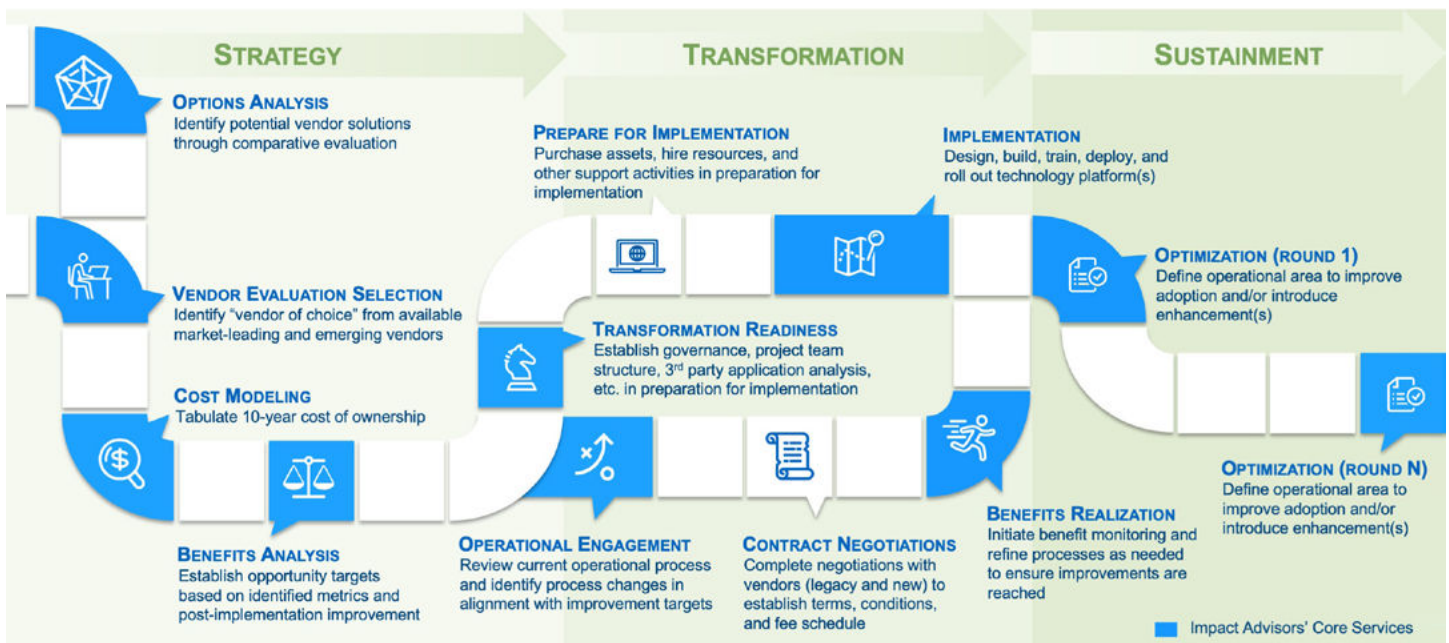
We Deliver the Essential Tools of Transformation Readiness

Project & Future Governance Plan

Governance is **the management framework through which critical decisions are made, issues are addressed, and the project is kept "on track."** It is comprised of project leadership, project organizational structures, the responsibilities and accountabilities of each, and the communication pathways by which those structures and bodies make key project decisions, communicate these decisions, and resolve conflicts in a timely manner.

Change Management Plan

Our Change Management approach is focused not only on technology and processes but also on **developing new ways of working and cultivating the behavioral shifts needed to transform** the organization. We help you:

- Plan readiness, communication, and training activities to prepare your organization for the transition to the new EHR
- Strategize and co-create all necessary activities, empower employees to be involved, and set appropriate accountability through collaboration
- Provide tools and techniques to be leveraged past go-live and enable the organization to grow and iterate as your transformation evolves

Communication Plan

Communication and "marketing" are key components of any transformational initiative, and we assist you with **"best practice" considerations of all internal and external stakeholder groups** as you develop your plans.

Third-Party App Assessment

By identifying and documenting your future state integration and data conversion requirements, we begin to **develop an approach for achieving interoperability with third-party apps**. A review of your applications identifies those that will be replaced by or integrated with the new EHR, and those that may be replaced by other third-party systems. We can also identify and prioritize opportunities to accelerate the decommissioning of legacy applications and reduce IT operational costs.

EHR Project Staffing Plan

A collaborative examination of your current resource map against the project organization chart (as well as the legacy support model) **reveals open position gaps**. We **assist with coordination of IT and HR leadership recruiting efforts**, and should third-party assistance be needed to fill remaining positions or provide temporary leadership and augmentation, we help you develop a request for proposal to identify consulting resources.

EHR Project Cost Model and Benefits Analysis

The combination of a robust EHR project cost model and benefits analysis provides **a complete business case for the change**. Using our proven methodology, we calculate all costs related to the transition, even those typically missed. Then, using historical operational data, we work with your executive team to identify metrics that have potential to be positively impacted by the EHR project—labor productivity (non-attrition focused), cost reduction or savings, and improvement or acceleration in revenue. Your team documents and owns the achievement of targeted improvements within a defined timeline, and our experts are there to help.

Hosting Options Analysis

A hosting options analysis considers the capital and operating costs, support model, and technical and operational requirements associated with a self-hosted or cloud-hosted instance of the EHR.

Impact advisors