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Introduction

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Who is Your Customer?
Selection Process

• End User Involvement
  – Build a team that represents your entire agency
  – Insuring buy in during selection
  – Map critical workflow processes
  – Look for opportunities that will improve efficiencies
Implementation

- **Staff Training**
  - Training needs to begin prior to “go live”
  - Training plan needs to include specific goals and objectives
  - Train staff in the workflows they will be using
  - Provide detailed step action guides
  - Give staff specific homework
Entering Treatment Plan Information

1. For primary clinician, leave your name in this field.
2. Under Plan Type, select BHS.
3. Under Initial or Review select the appropriate radio button.
4. Set the Begin Date as the date that the IHP was created or last updated.
5. Enter “365” for Next Plan Due In (Number of Days).
6. Click Submit.
EHR Policies and Procedures

- End user understanding of policies and procedures
  - Internal policies and procedures need to be in writing such as:
    - Adding and removing staff
    - Protecting ePHI information
    - Who has access to EHR at what privilege level
    - Operational policies and procedures
    - Compliance with Meaningful Use
Utilization-Roadmap to User Adoption

- Technology Literacy
  - Do the staff have basic computer literacy?
- End User Support and Feedback
- Listening Sessions
- Who will provide end user support on a daily basis?
  - Implement a system for end users to provide feedback
    - They have valuable information on what will make their workday more efficient
    - All requests must be answered in order to keep end user engaged in the process.
Utilization-Roadmap to User Adoption

- **Practice, Practice, Practice**
  - Adequate training time must be afforded to staff to learn to maneuver the system

- **Hardware Support**
  - IT support must be available to support operational staff to insure equipment is working properly

- **Utilization Fatigue**
  
  Plan for minimal time of duplicative paper and electronic documentation
System Disruption Readiness

• End User Readiness
  – Develop policies and procedures
  – Announce planned downtimes in advance
  – Readily accessible paper documentation
  – Medication safety checking
  – Perform Post Mortem
Successful Billing

Communication is key in ensuring appropriate workflow is executed

- Authorization process
- Develop procedures for interdepartmental collaboration between billing and services
- Second signatures?
- Performance Recognition
- Measuring Outcomes
Value Payments

Current Model

Value = \frac{\text{Quality}}{\text{Cost}}

Emerging Model: Triple Aim

Value = \text{Effectiveness} + \text{Experience} + \text{Efficiency}

Future Model: healthcare movement

Value = \text{Consumer meets outcomes + satisfaction + functional status} + \text{Cost of service + consumer investment (time/effort)}
Questions/Need more info?

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