

Health IT: A Rural Provider's Roadmap to Quality

" Choosing an HIT System to Meet your Needs "

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DISCUSSION OBJECTIVES

- How to get started
- H.I.T. System types & options
- Some Process Steps along the way
- Defining the Needs



Choosing a HIT Vendor:

Successful implementation of HIT can provide benefits including;

- accessibility to quality patient information
- error reduction
- greater efficiency
- improved processes
- financial savings
- improved patient care

Along with the potential benefits come limitations and risks that must be addressed for success.

UNDERSTAND

- No single off-the-shelf system will meet all of your needs.
- Many unique components to every organization.
- The trick is finding the solutions that best fit your needs.
- Distinguish “must haves” from “would be nice to have”.



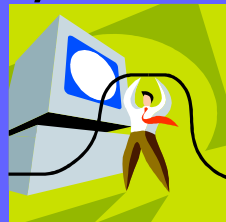
**Before heading full-speed in
the direction you think you
want to go, be sure you
know where you are coming
from.**



Where and Who you are. Define your Start Point

EXAMPLE

- Hospital with large variations in clinical practice, highly skeptical clinicians, isolated information silos, and disparate applications.
 - Versus -
- Hospital with specific practice, change-thirsty clinicians, robust infrastructure, and integrated applications, a fast, reliable, and ubiquitous network.



DEFINE EARLY ON WHAT YOU ARE TRYING TO SOLVE?

What and How many problems are you really trying to solve with H.I.T. ?

- Enterprise solution for all of the departments?
- Clinical solution for caregivers?
- Solutions to the problems that Accounting faces?
- OR - ????

CHOICES and POSSIBILITIES

H.I.T. System options

HIT SYSTEM VENDOR TYPES

- Enterprise Integrated Systems
- Best of Breed
- Application Service Providers (ASP)
- Collaboration with another Facility

HIT SYSTEM Pros & Cons

- Integrated Systems - Pros
 - The Enterprise System Solution Approach
 - Integration by design
 - Common user interface
 - Typically more seamless data flow
 - Once built easier to manage data
 - One vendor when problems occur

HIT SYSTEM Pros & Cons

- Integrated Systems - Cons
 - The Enterprise System Solution Approach
 - Not every “module” works as well as you would like.
 - Reliance on single vendor for solutions/updates
 - Large Goliath to manage
 - Is likely that there will be weaknesses in any enterprise vendor’s product.

HIT SYSTEM Pros & Cons

- Best of Breed - Pros

- Can find solutions that more closely align with needs.

- Each solution is intended to solve a part of the problem – not all of the problems.

- Less likely that a weak spot (in that application) will exist.

- **Best of breed is a great theory, and with enough planning and effort you can make it work.**

HIT SYSTEM Pros & Cons

- Best of Breed - Cons
 - Integration more difficult
 - Keeping data flowing more difficult
 - Multiple vendors to deal with when problem
 - Potentially multiple user interfaces
 - or even multiple applications to learn

HIT SYSTEM Pros & Cons

- Application Service Providers (ASP) - Pros
 - Less Capital \$\$\$ needed
 - Less onsite hardware/software to support.
 - Less onsite support staff needed (?).
 - Easier support and updates –
 - (if they are good)

HIT SYSTEM Pros & Cons

- Application Service Providers (ASP) - Cons
 - Ongoing costs can become high.
 - Data ownership ?
 - Problematic support and updates –
 - (if not good)
 - Limited onsite support
 - Network reliability
 - Vendor reliability/sustainability

HIT SYSTEM Pros & Cons

- Collaboration with another Facility - Pros
 - Less Capital \$\$\$ needed by leveraging existing systems.
 - Possibly less onsite hardware/software to support.
 - Shared/Outsourced burden of support and updates
 - Shared system “experts”

HIT SYSTEM Pros & Cons

- Collaboration with another Facility - Cons
 - Data ownership ?
 - Desired system changes may be more difficult.
 - Potential for problematic support and updates
 - Limited onsite support capability
 - Network reliability
 - Partner Facilities reliability/sustainability

CHOOSING AN HIT SYSTEM

The Process

CHOOSING AN HIT SYSTEM

The Process

- Determine the Project Scope.
- Why do you want/need a HIT system?
- What are the Issues you must solve?
- What are issues you would like to solve?
- Engage stakeholders
- Determine the “Champions” of HIT in your organization.

CHOOSING AN HIT SYSTEM

Determine -

- How is a process done now ?
- How may processes need to change ?
- What change is acceptable ?
- How will HIT fit into each process?
- Are there any "Sacred Cows" to consider?

CHOOSING AN HIT SYSTEM

The Process

- Define the functional requirements for a system.
- Start with - How systems/processes work today.
- Compare to the way they should work better.
- Consider how they should work to meet the demands of future health care delivery.



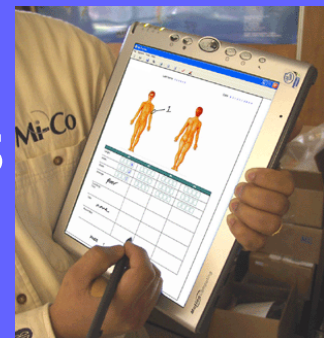
CHOOSING AN HIT SYSTEM

The questions -

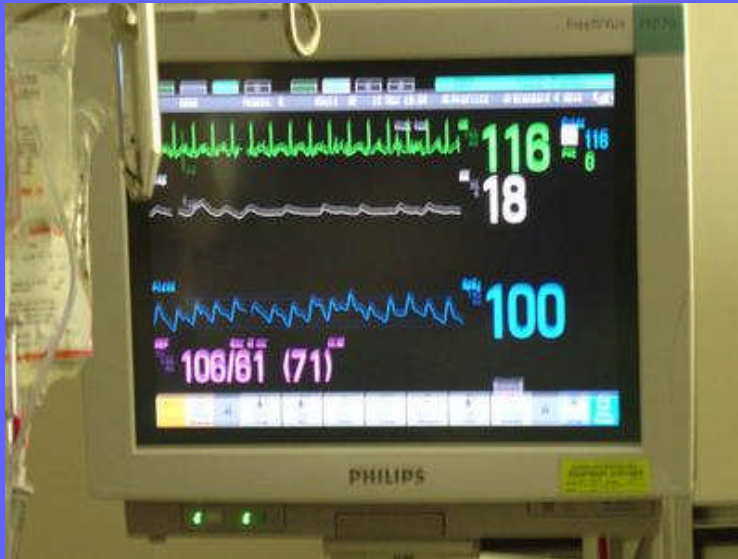
- What hardware and infrastructure you have? And what will be needed?
- What can your I.T. Department support?
- What is the impact on Clinical and other Staff?
- Will additional staff be needed to support?

KEEP IN MIND THAT ;

- You are not just re-creating the paper chart.
- New system will use integrated databases.
- Should streamline and condense documentation.
- Should support and coordinate the care plan.
- Should provide information to all members @ all points of care.



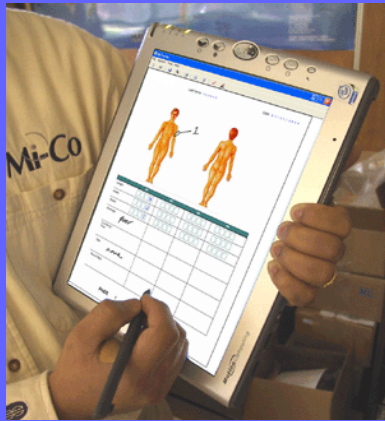
HIT SYSTEM EVALUATION



How well do Medical devices connect and capture data to the system ?



HIT SYSTEM EVALUATION



How well do various computer platforms work with the system ?



CHOOSING AN HIT SYSTEM

The Process

- Clarify and Define the vision for;
 - Information management
 - Computerization
 - Data flow
 - Work / Process flow
 - The desired result.

CHOOSING AN HIT SYSTEM

The Process

- Define clear specifications;
- Needed
- Expected
- Desired
- Not acceptable

CHOOSING AN HIT SYSTEM

The Process

With the Start point understood,

Your Process Improvement Goals understood,

And the Desired Result Known,

You can better choose the right

Vendor match for you.

WHAT H.I.T. MAKES SENSE FOR RURAL HOSPITALS

HOW CAN H.I.T. ASSIST WITH YOUR ISSUES ?

HOW CAN THIS TECHNOLOGY ASSIST MEETING YOUR
UNIQUE CHALLENGES ?

HOW WILL RURAL HEALTHCARE CHANGE IN THE FUTURE ?

WHAT ARE THE PRIORITIES?

WHAT WILL IT TAKE TO IMPLEMENT THEM?

HOW WILL YOU FUND THEM?

THANK YOU

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