

# Health IT: A Rural Provider's Roadmap to Quality

## Choosing the HIT System that Meets Your Need: Evaluating Organizational Readiness for HIT Implementation

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# Goals of Discussion

- Discuss methodologies for evaluating 'HIT readiness'
- Outline a strategy for evaluating readiness to implement HIT
- Discuss potential barriers to HIT implementation
- Review some tools for evaluating readiness



# Readiness for HIT

- When should you begin your HIT readiness evaluation process?
- Who should conduct your evaluation?
- What should it include?



# Readiness for HIT

- When? *NOW!!!*
- Who? *DEPENDS ON RESOURCES*
- What should it include? *EVERYTHING!!!*



# Readiness for HIT

- Does “readiness” mean:
  - Computers?
  - Networks?
  - Servers?
  - IT infrastructure and support?



***IT is only a small part of the equation***

# Readiness for HIT

- The capacity for *change* is a critical element of HIT readiness
- How well an organization *manages change* will determine its success in an HIT implementation
- What is the most challenging project implemented over the last 3 years?



# Organizational Evaluation

- Begin at the top:
  - How are decisions made internally?
  - Who plays a role in implementing change?
  - Is your Board involved in critical decisions?
- The broader the management team, the more likely that things *won't* get stuck



# Organizational Evaluation

- Communication:
  - When a decision is made, how does the staff hear about it?
  - How about the patients?
  - Do staff and patients have a chance to provide feedback?
  - The Board?



# Organizational Evaluation

- What about the providers?
  - Clinical staff can be the most impacted by an HIT implementation
  - Are clinical staff part of the management team?
  - Have any providers ever used/been exposed to HIT?
  - Is there a clinical champion for HIT?



# Organizational Evaluation

- Do the providers want HIT?
  - What's in it for them?
  - Why *wouldn't* they want HIT?
    - Productivity based compensation
    - Takes time/effort to learn new system
    - Forces them into the “technology age”
    - Makes tracking/comparing quality indicators very easy



# Organizational Evaluation

- The technology component:
  - Basic “technical capacity” issues:
    - Data/e-mail/application/back-up servers
    - Network reliability
    - Remote connectivity (e.g., WAN)
    - Location of computer connections / wireless access
  - Is there an HIT support / expense budget?



# Organizational Evaluation

- The staff technology component:
  - Who is available internally/externally?
  - Is the HIT person involved in management planning?
  - Does your HIT (or general) staff have a training background?
  - How often does the staff use computers/technology in their daily routine?



# Organizational Evaluation

- What component is missing????
- **FUNDING!!!**



# Creating A Readiness Plan

- Decide on internal vs. external evaluation
- Specify what outcomes you want
- Decide on an evaluation timeline
- Include a broad group in the process
  - Everyone who interacts with the patient information today will be impacted by HIT

# Creating A Readiness Plan

- Structure a plan:
  - Determine who will conduct
  - Components to be evaluated
  - Criteria for evaluation
  - Importance of each component
  - Tie the timeline for evaluation to implementation goals
  - Must include a “next steps plan”



# HIT Readiness Evaluation Tools

- Sample tools to be distributed at the meeting



# Summary of Discussion

- Start the HIT readiness process early
  - Target 12 – 18 months prior to implementation
- Evaluate more than your IT infrastructure
- Consider the barriers to implementation
- Be concrete with follow up plans/next steps
- Success in implementing is strongly tied to the organization's capacity for change



# FOLLOW UP QUESTIONS?

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