

EHR/EMR Implementation Consulting Services

Are your providers and employees in this together? Are some ready while others are holding back? Or feeling guilty while others are resentful? Is the primary feeling overwhelm, with no idea what to do? Are you losing productivity as people worry about how the change will affect them?

Does your organization want to practice better medicine? Is it ready to be a leader in excellent patient-care? Can you harness the energy and excitement of a shared vision and aligned goals? What could you do with the time an EHR system will save?

The healthcare industry is filled with examples of failed implementations. Cost overruns, inadequate or inconsistent training, lack of user buy-in, and inflexible systems not aligned with organizational requirements are just a few of the reasons for expensive lessons learned. And, every day there are more stories about the advantages of an EHR/EMR system. From “I practiced good medicine before, but I practice better medicine now!” to “Now we have time to do what’s important instead of chasing paper!”

Whatever your motivation – the many inherent benefits of implementing an EHR system or the healthcare legislation currently in process that is going to require it – the change poses two challenges. 1) Choosing the right vendor. 2) Effectively managing the implementation process. Before you decide, ask yourself “What kind of interaction and communication you will want and need across organizations and within the industry?”, “How will the new systems and solutions affect your organization – its individuals, teams, stakeholders and, of course, your patients?” While the solutions offered by Parallax Consulting benefit community health centers and private practice; single-provider offices, large medical centers, and every sized organization in between, our primary focus is on small clinics and practices and Critical Access Hospitals.

Parallax Consulting uses a unique two-pronged approach to EHR/EMR Implementation that addresses the whole organization – both technical and people-related issues. We bring human resource, organization development and EHR/EMR experts together to assist healthcare organizations address challenges brought on by the desire to implement best practice solutions, and encouraged by government legislation and industry requirements.

The EHR/EMR implementation services available from Parallax include:

- Updates on stimulus incentive plans and meaningful use requirements. The discussion about the future of healthcare is moving very quickly right now. We will keep your team fully apprised of changes taking place and their expected impact on your organization and provide information on how to go about getting stimulus money;
- EHR planning, review and selection services. Each practice, clinic or hospital is unique – due to legacy systems, providers, services, community demands, etc. – and needs different things from their EHR system. The bottom line – everyone expects quality care. The right EHR system for each organization will support that. Our team will assist in developing strategic and tactical plans, and match them to your organization’s specific business, clinical and workflow requirements. We can assist you in reviewing vendors and ensuring the system you select: 1) meets the short and long-term requirements of

your organization, 2) is a good fit with your organization's culture and way of working, and 3) interfaces effectively with the other organizations you need to exchange information with, now and in the future;

- Solution implementation and support services. Most EHR vendors provide good technical installation assistance. We complement this by providing follow-up and long-term sustainability through implementation project oversight, project management, and auditing services to ensure the systems being implemented address your organization's specific needs at the most affordable cost;
- EHR implementation audit services. Most EHR vendors finish the job, but just in case, we review post implementation and act as your advocate with the vendor to ensure the vendor provides complete installation, training and follow-up.
- Best practices. Right before implementing a new EHR system is the perfect time to make sure you're doing things as effectively as possible, both technically and organizationally. Our practice management specialists will review all back office practices and procedures and provide recommendations for improvement if needed to ensure your benefits and cost-savings match or exceed industry standards. Our HR specialists will help you evaluate how well your people are working together to achieve the desired vision and results;
- Change management services. A successful technical implementation is critical but not sufficient – long-term success depends on an effectively managed implementation from the people-side as well. We use a phased process to ensure that the proposed changes result in a positive and successful implementation. Our process addresses the underlying causes of resistance to change and provides management with the knowledge and skills to create an environment where all stakeholders can welcome the changes and support each other;
- Business intelligence and data mining. Once the EHR system is installed, you'll want to access to the information it contains in useful and relevant ways. Our team can work with key individuals on your staff to identify significant indicators across your organization. We then work together using our toolsets to develop reporting options that provide information on individual departments or the entire organization;
- Coaching/Mentoring. Implementing an EHR system is a major undertaking, and it continues beyond getting the technology up and running. Follow-on coaching and/or mentoring for key individuals to sustain the change will ensure support for new practices, procedures, roles and responsibilities. This ongoing support is critical to the successful application of new skills and learning, and to the long-term viability of the implementation.

We know this is just one of many changes you face in providing the best care to the patients you serve. We will partner with you to provide the services and resources necessary for your organization to be on the leading-edge of EHR capabilities and requirements, while making the best possible use of your staff's limited time and your organization's financial resources. The bottom line – a successful EHR implementation frees-up time and creative energy that can go toward more directly providing excellent patient care.