

Implementing HIT in a Rural Healthcare Setting

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Transition Not Change

Change

An event in time...

**For Example:
Losing the founding and only CEO of an organization**



Transition

A process that takes time...

There will be a Grieving Process:

- ⇒ **Denial**
- ⇒ **Anger**
- ⇒ **Bargaining, Depression**
- ⇒ **Acceptance**

The Neutral Zone

- ⦿ **A Time for positive energy and creativity...**
- ⦿ **Work seems invisible like a stack of bills—your desk may be clean but you have a huge task list**



Make A Pledge

Framework

Why we are we making changes?



Review and Set Policies

How are we going to meet the new norm?



Set Goals

What organizational structure is needed to meet goals?



Training

Communicate, Communicate, Communicate

Organizational Readiness

6-12 Months

- ① **Identify needs**

- **Business**
- **Clinical**

- ② **Identify available resources**

- **Financial**
- **Personnel**

- ③ **Identify provider readiness**

- ④ **Identify network infrastructure**

Selecting a Vendor/Product

3-6 Months

- ⦿ **Identify organizational “core team”**
- ⦿ **Identify scope of authority and decision making power**
- ⦿ **Decide best of breed or single system**
- ⦿ **Referral pattern**
- ⦿ **RFP**
 - **Certified Product**
 - **Meaningful Use Guidelines**
- ⦿ **Demos**
- ⦿ **Identify similar types of facilities to visit**

Implementing and Training

Ask the Vendor...

- ⦿ **How is this coordinated?**
- ⦿ **What options are there for ongoing training?**
- ⦿ **Where does the training take place?**
- ⦿ **What level of expertise does the trainer have?**
- ⦿ **What level of ongoing support and response times are provided?**



Upgrades

Ask the Vendor...

- ◎ **Cost?**
- ◎ **Training?**
- ◎ **Required for continued support?**

Morning After

- ◉ **Continued training**
- ◉ **In-house vs. contracted staff support**
- ◉ **Maximize investment**
- ◉ **Strategic Planning**
- ◉ **User Accountability**
 - **Form a committee with authority & responsibility**

“True challenges begin once you reach your destination”



“I don't want to hear another 'Are we there yet?'. And that goes for you kids too!”

Resources

- ⦿ **Networks:**

- National Rural Health Association**

- <http://www.ruralhealthweb.org/>

- ⦿ **Regional Extension Centers:**

- <http://www.regionalextensioncenters.com/>

- ⦿ **Department of Health and Human Resources:
Health Resources and Services Administration
(HRSA)**

- State Offices of Rural Health**

- <http://ruralhealth.hrsa.gov/funding/50sorh.htm>

Thank You!

Questions?

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