BlueStrata: Implementation

White Paper

Intro

A large factor in creating acceptance and success with your EHR solution is a quick and easy implementation process for you and your staff. The implementation process is different for every facility, so it is important to design it around the needs of your current facility. You must remember that facilities want to focus its energy on providing superior resident care and not the implementation of the new technology.

Why is the Speed of Implementation Vital?

- POC Component Increases Reimbursement
- Physician's Orders Recap process is completely automated
- Electronic Signatures for Physician's orders eliminates the need to track down doctors to physically sign
- Harness the power of the Business Intelligence tool to drill-down into the data and identify profit bearing opportunities
- Eliminate need to maintain the current software & associated fees

Core Components of a Successful Implementation

- **Defining the Project Team:** First and foremost, defining the roles and responsibilities for your team is crucial. Doing so will allow the process to run more smoothly and in a more organized fashion. Having your team on the same page will eliminate problems and result in a successful implementation.

- **Project Plan:** This is your approach and planned process for implementing the technology.   There are several activities that go into your project plan including application configuration and set up, application customization, interface development, data conversion, and training. All of these must be organized before the approach is deployed. Communication and organization are vital to deploying a project plan.

- **Super-Users & Champions:** These are the foundation for a successful implementation. Super-Users & Champions are the experts when it comes to the software. They will be the communicators and liaisons to the Support

Team, essentially being the gatekeepers to a successful implementation. What are a Super-User and Champions' responsibilities?

- **Super-Users** will attend "train the trainer" classes and become "subject matter experts" (SME) on the application. They will facilitate the training sessions for facilities within their region, assist with application configuration and data population activities within each facility.
- **Facility Champions** will become the expert on the application for the facility. They will assist in the facility training activities and the configuration and setup activities. Champions will become the resident expert for training and day-to-day functionality questions. They will be the liaison to the BlueStrata support team

- **Training:** BlueStrata implements training that aligns with the customer. Not only is training a customer important, but guiding him or her through the process and assisting afterwards is essential. BlueStrata uses multiple training tools including:
  - **Videos** provided for pre-training and re-training current or new employees.
  - **Webinars** utilized to acclimate the users to the product and perform periodic "deep-dives" into specific areas of the software.
  - **On-site** training of Super-Users, Champions and staff.

Coaching through the Process

When all said and done, the implementation process can still be challenging. It can be tougher on certain people than it is on others, and it can challenge some emotionally. These moments are where you need to rely on your leaders who are there to make it a simpler process. Having a leader that can see the end goal and have such a vision despite the obstacles goes a long way. Passion and positivity can spread throughout a team. The best way to overcome those obstacles is to communicate and be affirmative. By knowing your role and planning, the implementation process can become much easier.

Conclusion

No two facilities are the same. So, catering an implementation process to a specific facility is key. Doing it in a smooth and successful manner without hindering a staff's duty to provide resident care is crucial to your success. Implementing is not always the easiest, so having leaders, patience and a vision is significant to success.