

Become A Dragon Slayer During Implementations

A user's guide on how to defeat the EHR beast.

Whether your Long Term Care facility is transitioning from paper charting to electronic health records (EHR) or moving from an existing EHR application to a new application, neither are without challenges. Choosing the right partner, the software selection process, acquiring and installing the hardware, and ensuring adequate network support are all hurdles in the process. After all these factors have been resolved, what remains is the largest of the EHR dragons to slay—implementing the program.

At **BlueStrata**, we are a company dedicated to superior customer service and support. We understand your role as dragon slayer is crucial in rolling out a new EHR application. Our strategy is designed to provide the best possible implementation and training experience. The approach is **purposeful, practical and personal**. These three ingredients to the **BlueStrata** training and implementation help to ensure the best possible outcomes for transitioning to electronic charting.

A True Tale of Beating the EHR Implementation Dragon

Mary is a nurse who has worked for the same long term care center for over 25 years. She considers herself a competent nurse, but not at all tech savvy. Mary still carries a flip-phone, which she rarely uses and she doesn't even own a computer. When her nursing center decided to implement electronic health records, Mary was instantly apprehensive. She worried she would never get her charting done or make it through her medication pass. Mary even contemplated quitting, expressing to her supervisor, "I am probably too old to learn this computer stuff".

Mary's Director of Nursing encouraged her to give electronic charting a chance. Mary attended the training and she was relieved to find that it was much less intimidating that she had imagined it to be,

*"The training went much better than I expected. The **BlueStrata** trainers were very patient with me. I was slow, it took me longer to work the mouse and learn where I needed to go. They took time to work with me one-on-one and I had a lot of time for hands-on practice. They made it easy to understand and I am just glad I didn't give up before I gave it a chance."*-Mary, LPN



Work to find the right partner to fit your team.

The implementation of an EHR may seem like a formidable dragon and as you would imagine, dragon slayers claim more victories when they work as a unified team. The key to navigating the process is partnering with a team whose success is shared with **your** team's success. **BlueStrata** doesn't subscribe to the 'out-of-the-box training and implementation' model. Our experience has proven that getting to know how *your* facility works, how *your* staff learns, and providing personal training opportunities are all keys to *your* victory over the implementation dragon. **BlueStrata** is committed to bringing a **purposeful, practical and personal** experience directly to your team. Providing the tools and resources needed to capture all the care provided to your residents is at the heart of all we do.



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Three Key Ingredients for a Successful Implementation

- **Purposeful:** **BlueStrata** takes great care to obtain resolute knowledge of your facility's work processes and we assist in aligning the already established workflows with the **BlueStrata** software. To accomplish this task, we provide your team with an EHR Specialist. The EHR Specialist will work in tandem with the clinical leaders in your facility to ensure there is a concise plan to capture the same or more documentation with the least disruption to the current workflow within the facility. We actively seek out input from all departments to collaborate with the EHR Specialist in establishing a detailed plan for implementing the software successfully. In addition, the **BlueStrata** Project Manager will gather customizable data to configure the applications to best fit your facility's documentation goals and to make certain the transition to **BlueStrata** EHR is as streamlined as possible.
- **Practical:** **BlueStrata** understands the monumental challenge of providing quality service and care to your residents. We also understand that providing that care is a team effort made up a variety of people with a wide-range of skills and talents, and that *time* is a limited resource in every department. As the **BlueStrata** Implementation and Training teams move with you through the process, there is a concerted effort to be ever mindful of all the facility's resources. The Project Manager will assist the facility in determining how we can provide the highest quality of training, while conserving human, monetary and time assets. The on-site training modules offer multiple training session opportunities to give the staff flexibility in attending training, as well as allowing for clinical coverage for resident care.
- **Personal:** There are no two LTC facilities which function exactly the same. Our team prides itself in getting to know the facility on a personal level. While **BlueStrata** does offer pre-training webinars, we know the best way to ensure a successful implementation is to come to you. The personal training provided by the training team gives an intimate quality in readying your team for launching **BlueStrata**. Our training team understands that change can be uncomfortable, especially for users who are not computer savvy. Being on-site allows the training team to give extra attention to staff members who may be intimidated by the use of electronic health records. Our training approach is non-threatening for all technology comfort levels and appeals to a variety of learning styles: visual, auditory, and hands-on learning. We welcome questions and interaction to supplement the training; our software doesn't come with an Instruction *manual*, it comes with *instructors*.