

EHR Implementation Solving Common Issues

PBSI helps clients reach EHR success – *EVERY* time!

Nationwide, somewhere between 30 - 50% of all EHR implementations have failed! Why? It's PBSI's conclusion that these failures are usually due to human nature, not technology.

PBSI SOLUTION: Effective implementation support and lots of onsite follow-up support.

Implementation Goals:

- ✱ Install an EHR that really helps the practice, from Day 1, not after weeks or months of pain.
- ✱ Install an EHR so that each provider is actually more productive, not less productive.

Five common (non-PBSI) implementation problems and PBSI's solutions

Problem 1: Practices can take 3-6 months before EHR use becomes acceptable & efficient.

Solution 1: PBSI personnel do all EHR setup, & customize all initial templates for each provider.

Initially this is more time consuming for PBSI than teaching practice personnel to do the setup, but reality is: Physicians and staff do not have the time, or rarely take the time, to do all the setups *exactly* as needed. Insuring the practice is ready Day 1 for effective use is critical to your success. With any significant change, attitudes can be very positive from the start (or not!). Once set, attitudes can be hard to change. PBSI's strategy – Eliminate setup variables to insure physicians and staff document efficiently from the start – **PBSI makes sure Day 1 is a very positive success!**

Problem 2: Block of consecutive training days (non-PBSI), then “go live”, does not work.

Solution 2: Not just training – PBSI provides an onsite Project Manager.

- 100% training is onsite.
- PBSI trainer onsite first 2 “go-live” days.
- PBSI trainer is then onsite (15-30 visits over 15-30 weeks).

Really, 15 – 30 days of onsite training? Yes, this is a very labor intensive way to train – one-day-per-week visits spread over several months. Why does PBSI do it this way? It helps resolve a human nature problem. Inexperienced staff performs markedly differently when working with an onsite partner who they've come to know and trust.

Confusion and inexperience about new EHR software, without an onsite guide, can result in practices adopting ineffective workflow procedures, which frequently start in the first week of implementation, and are never revisited, even years later. Why? The practice doesn't know there is a better way, and no one ever tries to fix a problem that no one knows exists.

Problem 3: Many EHR physicians (non-PBSI) are slower than pre-EHR.

Solution 3: Experienced guidance – Physicians can be faster, not slower.

PBSI boosts physician productivity by:

- Insure templates are short and efficient. PBSI customizes all templates for each provider as they prepare for “go-live”.
- Eliminate long, slow “scroll/click, scroll/click” templates!
- Avoid overuse of templates. Don’t create a template for every possibility. Limit template use to truly repetitive items.
- NO TYPING! Physicians should never need to type. Out of all data entry methods available, the keyboard is the slowest, with voice being 3x faster or more. Instead of typing, PBSI trainers work hard to help clients use:
 - Voice (Dragon Medical®) – document in your own words.
 - Handwriting recognition – fantastic technology, and is faster than typing.
 - Draw on pictures, make handwritten notes directly on the tablet screen!

Problem 4: Some practices end up living with long-term productivity losses.

Solution 4: Onsite trainer can spot inefficiencies that cannot be seen via phone support.

A PBSI trainer is in your office many times, and is therefore able to see inefficient processes in a way that can never be “seen” via phone support. Part of PBSI’s evaluation process for each client is observing your work flow and recommending WHO does what entry (provider vs. nurse/MA vs. front desk).

PBSI trainers help improve physician productivity by:

- Directing nurses/MA’s to do entries, where possible, sometimes from provider verbal instructions. Reducing items that physicians document themselves is key. This is an area where staff is frequently hesitant to recommend changes to who does the work - even when this should be challenged. PBSI trainers look for areas of workflow improvement and step in to recommend changes.

Problem 5: Installing an EHR does not insure technology utilization.

Solution 5: PBSI trainers are responsible for all technology, not just the EHR software.

- Stop the paper chase! PBSI trainers recommend procedures to eliminate all paper processes. These procedures are difficult to implement without onsite support.
- PBSI insures network fax integration, installing and training staff to use network e-fax technology. No PBSI-EHR client should ever print or scan a paper fax!
- Some EHR vendors see their job as just selling and installing their software. PBSI sees your practice as an integrated whole, including HIPAA security, encryption protection of all data, communications, and wireless.

PBSI believes the above problems are preventable.

100% of PBSI clients succeed – *Select the right partner!*



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