

Summary of October 23, Teleconference

Concurrent Multifacility Implementation: A Case Study

Presented by Beverly Bell, VP Healthlink Inc.

On October 23, 2002, C&SO HIMSS sponsored its first educational session of the new year. In appreciation of its membership, C&SO HIMSS did not charge its membership for this teleconference.

Ms Bell discussed the clinical and business applications conversions at multiple hospitals on the same night. The healthcare enterprise used in the case study is comprised of 10 facilities including community, academic and specialty facilities spread over a geographic area eight counties in a single state. The healthcare enterprise was replacing all of their clinical and business applications in an effort to get to a single database to support a single enterprise-wide design for patient care.

Their project approach encompassed documentation of the current state workflow, conducting Joint Application Design (JAD) sessions, and documentation of future state workflow. During the build and testing phases, facilities were busy identifying and documenting policies and procedures that were changing as a result of the enterprise-wide design. Conversion planning activities centered around identifying task by task what needed to be done the weekend of conversion.

Ms Bell reviewed items that contributed to the success of the project. They included:

- Strong project governance structure
- Management of project scope
- Adherence to change control process
- Risk identification and mitigation plan
- Product knowledge during build
- Thorough testing process
- Communication plan
- Post conversion metrics
- Policy and procedure documentation and education
- Training
- Physician Acceptance