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Report #5
LIS 4930

Southtown Orthopedics Medical Group has hired me as a consultant to perform a needs analysis on their current electronic medical record system. The needs analysis is done ultimately to decide what equipment and hardware is needed to ensure the electronic medical record system operates efficiently and is cost effective. There are several steps that I feel should be taken before the purchase any software or hardware to ensure a system that is reliable, accessible and secure. I need to address the following three things; commitment, process and stakeholders.

As a consultant for the Medical Group, I know that when dealing with the implementation of an electronic medical records system, it is important to not only have the trust of people you will be working with, but you must make sure that they have the enthusiasm to want to do this. You want to know that all the key personal will be on board with the transition. Commitment is important because you want to understand everyone's achievable vision and expectations for the electronic medical records system. Also, during this stage I would identify everyone's current skills and abilities to help with assigning team leaders and key role players.

When creating a process, I want to look at what information needs to be gathered, who needs to be involved, and the timeframe. The reason I would be looking at what information needed to be gathered is because it would help decide what type of system the facility needed. Also, the information that needed to be gathered would help identify the functions of the system. Identifying who needs to be involved is important because it helps identify key stakeholders; also, the level of the organization. This step would also tell me key stakeholders were deeper than the system implementation team. Additionally, identifying who needs to be involved would allow me to understand who the frontline staff is, the decision-makers as well as other job functions. The timeframe is important to understand because I need to know how much time I have for the process. The most important thing I will do is communicate the process to everyone. It is vital for everyone to be on the same page. That will ensure that this will be a team effort.

During the process stage, I will take the following steps:

- Defining Goals & Expectations
- Workflow Planning
- Defining and Prioritizing Requirements
- Conducting Vendor Research
- Conducting Demonstrations
- Verifying References
- Conducting Site Visits
- Reconfirming – Issues & Costs
- Selecting the Finalist
- Negotiating a Contract

The first step I would take would be to define the goals that the EMR software should accomplish/solve/achieve. I would need to understand their goals whether they are to increase the overall efficiency of the medical group or to improve the patient care, or even to give them a competitive advantage. By understanding the goals, I will have a better idea of what features and functions, technologies, and integration and interfaces would be best suited for them.

Secondly, I would create a project plan. This would entail developmental steps as well as formal steps. The developmental steps would be to create team formation. This would be decided using the information I have already collected during my previous steps. I would then create a needs analysis based on information I have collected in my previous steps and also by evaluating the facilities current system. I am doing this so that I can justify the budget request. I would also create my initial budget in this step using the information I have collected and concluded in the previous steps. In this recommended plan, I would make sure to identify the key players and assign tasks clearly.

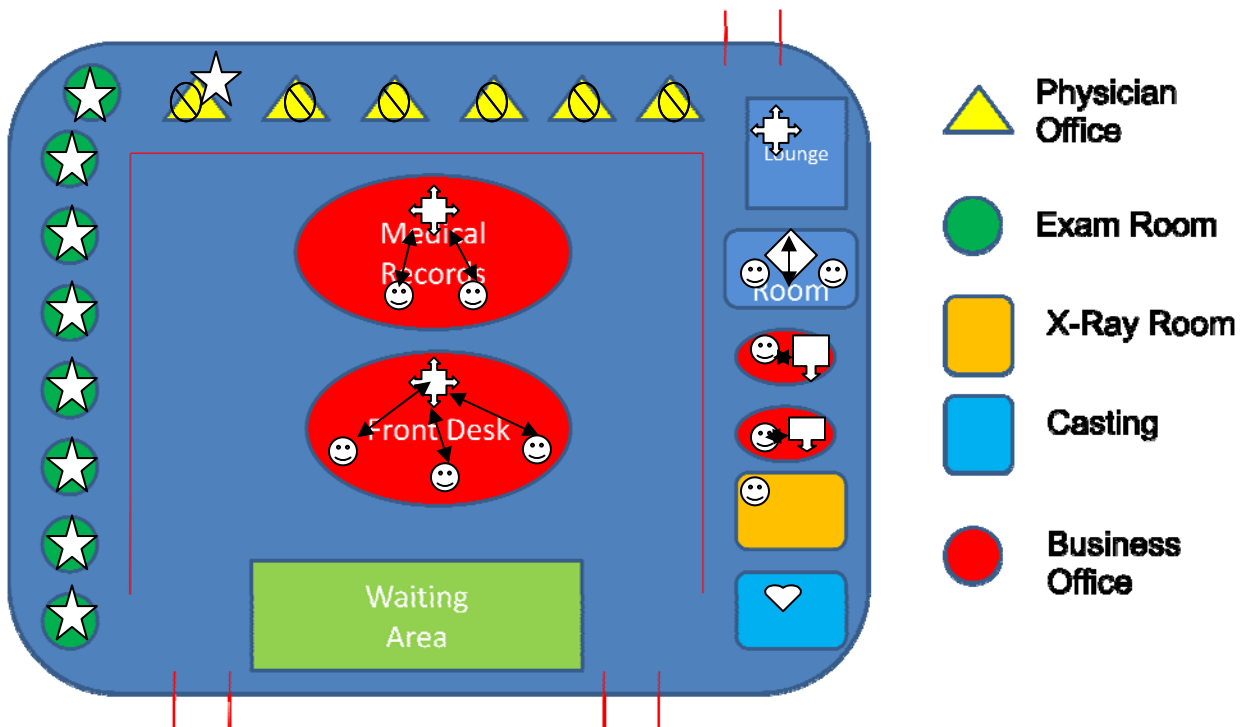
Thirdly, I would identify which methods of analysis I plan to utilize. There are several methods to use when performing a needs evaluation. SWOT is a method used to evaluate the Strengths, Weaknesses, Opportunities, and Threats both external and internal that would hinder or help the main objective of a business such as Southtown Orthopedics Medical Group. Brainstorming is a method used by creating a list of questions or problems and then inviting the key players and leaders in to help generate a lot of ideas of how to solve these problems. This method is good for generating a lot of ideas to ensure that all possibilities have been considered. Focus Groups is a method used by getting the teams to come into a talk session each at different times and a topic is given for them to discuss and give their opinions on the topic or problem and possible solutions. This would provide a discussion group that would help with the quality of the ideas and solutions being submitted. Non-intrusive observation is done by watching and recording the day to day operations of the facility. I would defiantly use more than one of these methods of evaluation.

Lastly, I will evaluate following needs in order to ensure a good decision is made on the system selection:

- System functionality
- Compatibility and synergy with other systems and IT environment
- Complexity (training)
- Scalability
- Cost (purchase + maintenance)
- Interaction with other vendors systems and health system vendor portfolio
- Support and maintenance costs and human resources
- Vendor stability – I will probably ask around to other orthopedic offices to see what does and does not work for them.

Equipment Suggested:

- 9 Tablet PC's with NIC cards with Windows XP or better
- 6 Docking Stations for Tablet PC's
- 10 Personal Computers with NIC cards with Windows XP or Better
- 3 Printer/Copier/Scanner/Fax Machines All-in-ones
- 8 RJ45 Cables
- 2 Printers with NIC Cards
- 1 Modem
- 1 Router
- 1 Web-based Server
- 1 Bar Code Reader



- ☆ Star represents tablet PC's
- ☺ Smiley Face Represents Personal Computers
- ⊕ That four way square represents all-in-one Printers/Fax/Scanner/Copier
- ☐ The one way square represents a printer
- ⊗ This represents docking stations
- ♥ The hear represents barcode reader
- ◇ This represents modem and router
- ↔ This represents RJ45 Cable