

The Process of Implementing the EHR

A high-level view of organization and tasks

MindHealthBiz

Technology and business supporting behavioral health and substance abuse treatment

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Implementing an EHR is a BIG JOB

MindHealthBiz guides customers through these three stages to functionality and Success with the EHR, providing vital technical expertise along the way.

- **Process Analysis:** What do you want your EHR to do?
- **Process Design:** Software vendors don't know your specific workflows...we work with your vendor to design a system that works for your environment
- **Process Implementation:** Providers must be responsible for managing the project and bringing it to fruition; we provide the additional technical expertise you'll need for the implementation...we know your industry *and* technology

Once the system is implemented and functional, AfterCare is your next consideration;

Changing rules, laws, grant requirements and auditors demand flexibility require Availability of experts who know both your organization and EHR to help with re-configuration and managing new projects...That's the MindHealthBiz responsibility.

Contact us for help getting the EHR *You* need



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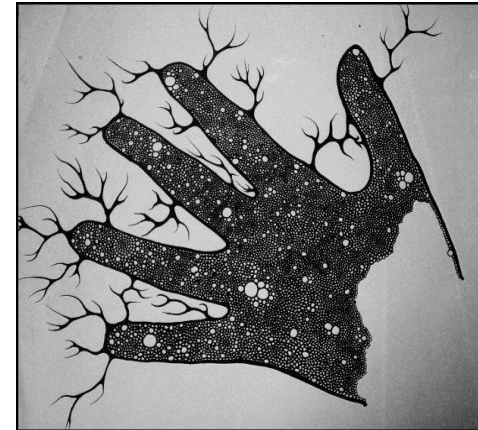
Process Analysis



- Intake
 - Who enters what, where & when?
 - Who needs this data later in process?
- Administrative and Billing
 - Current Processes
 - Billing
 - Recordkeeping requirements
- Clinical Process
 - Assessments, Treatment Plans Progress Notes, other documentation: Who, what, where, when
- Management
 - How do you know everything now?
 - Rank importance of specific statistics

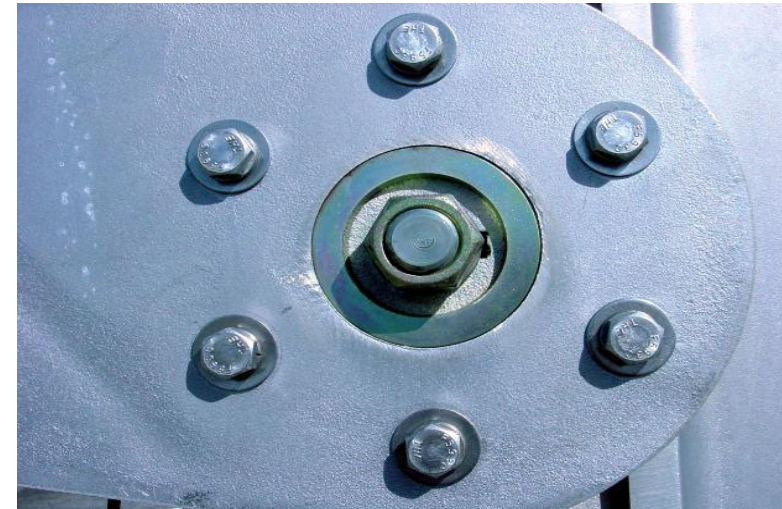
Process Design

- Additional Data Needs (NYS-CRI, etc)
 - Realistic process flows for data inclusion
- What Staff Processes Require Modification
 - Current Processes that work / don't work
 - New Processes: Make even the best processes better
- Software Workflow
 - For each staff grouping: Admin/Billing, Clinical/Medical, Management/Supervisors: Integrate what we learned in Process Analysis
- Reports, Dashboards and Getting Data Out to Individuals
 - How can the EHR best deliver data?
 - To whom?



Process Implementation

- Joint Implementation Team, Vendor, Staff, Consultants
 - Define project Managers & staff
 - Plan Logistics & Cooperation
- Staff: Involve Key Early Adopters
 - Identify their team roles
- Software: Functionality Groupings
 - Connect agency users to support one another during implementation & identify redesign needs
- Incremental Go Live
 - Multiple levels in play: Identify tasks to implement first by department, job description, need; GO-LIVE ASAP!
 - Redesign and Fine Tuning: Be transparent with staff
 - Ever-Expanding Functionality Rollout
 - Always be improving the system!



Provided by



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