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# Readiness Assessments for MEDITECH

## *Advanced Clinical implementations*

### Introduction

MEDITECH recommends engaging an outside, objective, expert resource such as CTG HealthCare Solutions (CTGHS) to conduct a pre-implementation assessment phase. During this phase, the institution's current state of readiness for a successful implementation is compared to industry best practices, and consensus is built with the affected parties to achieve stakeholder acceptance and system compatibility.

Comprised of an Organizational Readiness Assessment and/or a Process Analysis and Redesign, this pre-implementation phase is recommended prior to the implementation of any of MEDITECH's suite of Advanced Clinical applications. CTGHS has the observation and measurement tools required to perform these assessments quickly, accurately, and cost-effectively.

*A professional, third-party readiness assessment like that performed by CTG HealthCare Solutions (CTGHS) provides the observation and measurement tools required to assess the organization's readiness and thereby optimize the success of a MEDITECH Advanced Clinical implementation.*



## A SPECIAL REPORT

MEDITECH's Advanced Clinical applications include Nursing/Patient Care System (PCS), Emergency Department Manager (EDM), Physician Care Manager (PCM), and Provider Order Management (POM). The CTGHS organizational readiness assessment covers all Advanced Clinical applications. It is solidly grounded in best practices and supported by a strong methodology—Exemplar® for Clinical Implementations—that ensures both alignment with the organization's goals and a clear understanding of key stakeholder requirements from all perspectives. CTGHS' readiness assessment for Advanced Clinicals has the flexibility to be included as part of a full IT strategic planning initiative, as a component of a strategic initiative, or as a standalone engagement to support IT clinical decision-making and planning.

CTGHS' Exemplar methodology is modular and can be tailored to meet the health-care institution's specific needs. It can be used to assess readiness for any or all of the following MEDITECH phased clinical implementation initiatives:

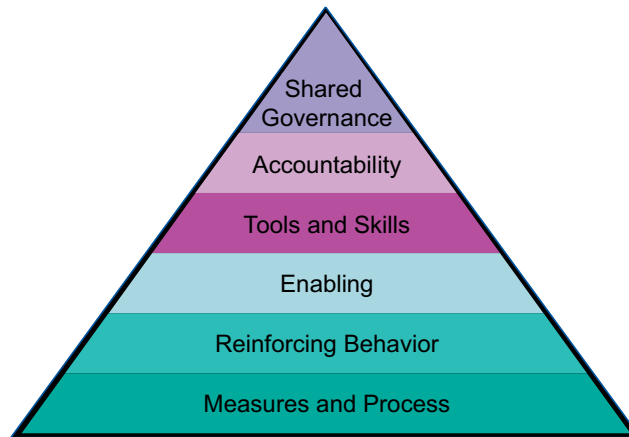
- **Nursing/Patient Care System (PCS)**
  - Nurse/Rehab Therapies, Respiratory, Dietary, Social Service Documentation
  - Electronic MAR, BMV
- **Emergency Department Manager (EDM)**
  - ED Tracker
  - Triage Documentation
  - Nursing Documentation
  - ED Nurse Departure Process
  - ED Physician Documentation
  - ED Physician CPOE
  - ED Prescription Writing
  - ED Physician Departure Process
- **Physician Care Manager (PCM)**
  - Physician Desktop
  - EMR/Clinical Review (Results Review)
  - Electronic Signature
  - Pocket PC
  - Physician CPOE
  - Physician Prescription Writing
  - Physician Documentation
- **Provider Order Management (POM)**

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## The Organizational Readiness Assessment

CTGHS organizational readiness assessment focuses on six key areas that represent critical success factors for any strategic clinical IT initiative.

### CTGHS Readiness Assessment Critical Success Areas



A comprehensive assessment of all these areas, with a plan for readying the organization and mitigating high-risk areas, significantly increases the opportunity for success. One important type of assessment examines the organization’s preparedness for change. Change readiness examines the current state of the organization in terms of:

- **Organizational culture:** Decision-making processes, communication patterns, history of change, leadership styles, project governance, organizational structure and processes, and morale
- **People readiness:** Training requirements, attitude toward change

Recognizing that acceptance of a new technology is one of the primary challenges in a successful IT implementation, the CTGHS Exemplar approach concentrates on identifying risks and opportunities within the organization relative to adoption of the new technology. The Exemplar methodology calls for launching communication with users early in the process. By inviting and encouraging involvement in design, implementation, and support activities, it fosters a sense of ownership right from the start.

Project governance and cultural change management encompass more than creating an effective communication plan. They require identification of accountability and outcomes, as well as the influencers, contributors, and relationships necessary to achieve the desired outcomes.

### Organizational Assessment Approach

CTGHS’ organizational assessments are conducted on- and offsite, leveraging client documentation and onsite interviews. An assessment project plan is developed based on your organization’s specific scope and requirements. Since communication and quality are important success factors, the project plan includes specification of regular meetings, timelines, reporting, quality measures, and post-project quality review.

## **ABOUT CTG HEALTHCARE SOLUTIONS**

*CTGHS uses proven methodologies to perform the practice visioning and process redesign that are essential components of a successful clinical implementation—one that earns high provider adoption and acceptance. CTGHS works with our clients to define explicit, measured benchmark outcomes at strategic and tactical levels. Practice change models and process redesign sessions provide a vital roadmap for a future-state CPOE model, including change management and adoption strategies, that is tailored to the specific needs of your organization.*

## **A SPECIAL REPORT**

## **Readiness Assessment Activities**

CTGHS determines readiness by assessing the relevant organizational areas through document review, interviews, and observation. Some of these areas include the existing IT strategic plan, IT organization and staffing, stated clinical vision and objectives and defined project outcomes, project governance, identification of project management capabilities, expectations for conversion of legacy system data, the technical model that will be deployed for the implementation, and ongoing support capabilities.

## **Readiness Assessment Deliverables**

The assessment concludes with the presentation of a formal report of findings. Findings are documented and recommendations developed to support best practices and the unique challenges identified within your organization. The presentation includes:

- **Summary of findings**
- **Current state overview**
- **Recommendations and areas for improvement**
- **Issues and risk mitigation evaluation**
- **Governance model recommendations**
- **Supporting documentation**
- **Other relevant project planning and budget recommendations**