

HCI490 Scenario

Most hospitals and practices have implemented an electronic health record (EHR) system to ensure compliance with meaningful use and other requirements under the HITECH Act and the Affordable Care Act. The benefits of an EHR system are numerous; however, there can be significant barriers to their acquisition and use. Many health care institutions are re-evaluating their current EHR system in light of new requirements, concerns about the ability of current vendors to support changes, and also mergers and acquisitions of institutions and practices. You will use the following scenario to complete each week's assignments in this course.

Scenario

Yorkshire Clinic is an acute care clinic located in Tacoma, Washington. The clinic is comprised of a group of 10 physicians, 2 physician assistants, 1 nurse practitioner, and several ancillary staff. Yorkshire Clinic serves a patient population of approximately 14,000. An EHR system was implemented 5 years ago to qualify for government incentives under the Health Information Technology for Economic and Clinical (HITECH) Act of 2009.

Ms. Janet Hendricks, the Chief Executive Officer of Yorkshire Clinic, has received complaints from the medical staff about the current EHR system and has concerns about the responsiveness and ability of the vendor to make upgrades. She has set the goal for the HCO to evaluate, select, and implement a new EHR system. Ms. Hendricks and the physicians have discussed the option, and they realize that replacing the current EHR could improve the quality and safety of patient care and alleviate future issues. In fact, they all believe in the need to replace the current EHR system so much that Ms. Hendricks has incorporated an EHR system replacement/upgrade into Yorkshire Clinic's strategic plan.

Ms. Hendricks and the physicians realize that replacing the current EHR system and implementing a new one will be costly and will take time, but they are willing to make the investment. There is widespread support for the endeavor, and everyone has agreed to be part of the steering committee to guide project development.

The various stakeholders include physicians, nurses, administrators, and patients. There have been several meetings in which the end users have been afforded the opportunity to ask questions and provide their feedback about the initiative. There is growing enthusiasm among physicians and clinicians

about the improvements and advantages of replacing the current EHR system.

Ms. Hendricks has made it clear that patient needs are driving the project. She wants to ensure that EHR design is driven by patient care and satisfaction. She also wants to make sure that proper workflow planning occurs and the areas where EHR use could be best applied are determined. Leadership at Yorkshire Clinic also recognizes that training and support will be imperative to success. Ms. Hendricks wants to ensure that training is budgeted for and scheduled accordingly.

Deciding to replace an EHR system and then doing so can be a daunting and extensive process, and it requires an extensive amount of planning and organizational commitment. By developing a viable plan, risks associated with new EHR implementation can be minimized. Throughout this course, you will develop a plan to select and implement a new EHR system in Yorkshire Clinic. Each week, you will build upon your plan, and in the final weeks of this course, you will provide a final report detailing your findings.