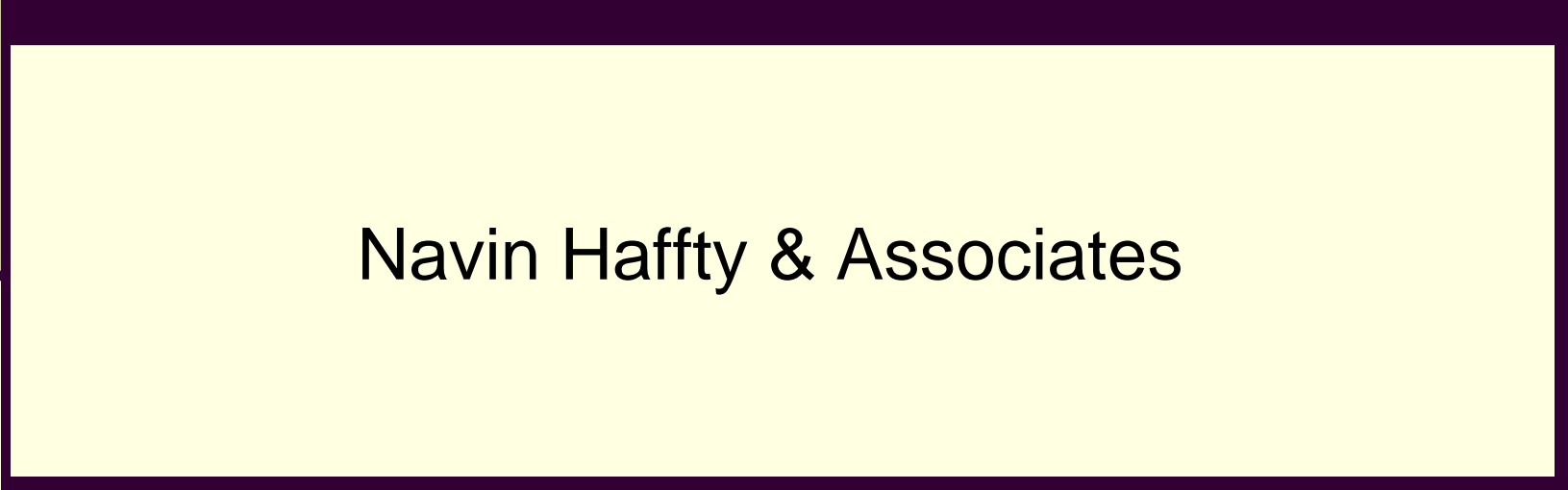





Re-Engaging with Your MEDITECH HCIS



Navin Haffty & Associates

Perspective and Background

- Navin, Haffty & Associates is the largest consulting company focused exclusively on MEDITECH
- Close working relationship with MEDITECH
- About 100 hospitals and health systems served in the past 3 years
- More than 70 consultants

Perspective and Background

- MEDITECH hospitals average more years on their core system than other hospitals
- At many hospitals the key decision makers, information system leaders and super users have changed since the implementation
- With turnover, there has been a loss of continuity resulting in a decrease in knowledge of the MEDITECH modules
- There has typically been limited post-installation investment in Information Systems

The Big Questions

- Decision Making Processes and Planning
- Focus on Customers
- Role of Super-Users and End User empowerment
- Available Tools and Resources

Decision Making Processes

- How are decisions made at your hospital
- How are priorities set
- Is there an Information Systems Steering Committee/Is it effective?
- Is there a strategic plan for Information Systems/Is it current?
- How was the plan developed? Who sets priorities? How are changes in priorities re-set?

Decision Making Processes

- Clarifying Goals/Aligning Organizational Goals with Information System priorities
 - How is this done on an on-going basis
- Communication between Information Systems and User Departments is critical
- Do you provide any reporting back from I S to user departments
 - Open Tasks/Priorities
 - Accomplishments

Decision Making Processes

Educating Decision Makers

- On Industry developments
 - What's real, what isn't
- On MEDITECH developments and progress
 - Invite MEDITECH to present
- On Your Major Initiatives and Projects
 - Re-align resources and priorities
 - Approve additional resources
 - Remember the on-going support needs when new applications are added
- Celebrate Successes

Focus on Customers

- Who are your customers
- Is your staff aligned with user departments
 - Does the I S staff think of themselves being in the customer service business?
- Who is paying attention to physicians and their office staff
- Do you have an interoperability strategy for connecting physician offices EMRs with the MEDITECH HCIS
- Do you provide any reporting back from I S to user departments such as Open Tasks/Priorities and Accomplishments

Role of Super-Users

- Every major department should have a designated super-user
- The super-user should receive training and direction from Information Systems and be treated as an extension of the department, i.e. included in staff meetings, have a professional development plan, etc.
- Managers need to feel that I S is empowering their department and their super-users, not controlling them
- The organizations most satisfied with I S have strong relationships between departments and I S – not necessarily then most technically advanced

Available Tools and Resources

- MEDITECH website
 - Product and Resource Home Pages
 - Development Resource Center
 - Support Tools/Knowledge Base
 - Specialty Portals
 - Success Stories

Available Tools and Resources

- MEDITECH seminars – both classroom and web based
- Operational Audits by MEDITECH
- Marketing Reps presentations to your leadership
- Corporate Visits to MEDITECH
- The MEDITECH community – networking with other hospitals, MIX, MUSE, the MEDITECH-L and the Navin, Haffty report



Questions?



Thank You