

EHR Implementation Plan for Fairfax Clinic

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Introduction

In our proposal today we will be talking about how we aim to improve relationship management with Fairfax Clinic. We will implement effective and efficient project control methods with high quality communication and commitment through monthly meetings between us and your team. Our team will give you guys an itemized list of costs during the duration of our project with updated costs throughout the process. Our team aims to provide a top notch EHR system for your clinic with minimizing risk and increasing high-grade team efforts and cooperation to ensure that we are all on the same page throughout this process while allocating the necessary resources.

Managing Project Resources

Every project needs great resources to run effectively and efficiently, and our team has a great plan for Fairfax clinic on how to utilize resource management for our EHR system. To begin with, resources are the support system of any system, and this means for our team to work together to have a smooth-running project. The common question for every healthcare provider is: "How can I optimize resources to better patient wellness?" Well, we will start with prioritizing visibility to create accountability.

Prioritizing visibility means we will create dashboards during our initiation phase to keep everything we plan on doing such as scope, budget, and schedule, so our staff is aware of what is going on. This strategy will help reduce any redundant scheduling or spending. Inventorying and rationing all resources mean we will make sure all resources are used to their advantage as some resources are difficult to obtain and may affect the cost and time for a project to be completed. Therefore, we will implement a JIT model (Just-In-Time model) for our planning phase. This

model is going to be implemented to show what is needed and when it is needed to help reach our team objectives.

Next, guarding your data is the most important as patient information is a resource as well. With the switch between paper-based records to EHR systems, healthcare data breaches do happen. In our execution phase, we will develop and implement training sessions for your staff in order to follow data protection protocols. This is where our project manager will monitor the allocation and use of our resources.

Improving relationship management with staff means the system created will prioritize milestone and goal-oriented approaches over behavior control. Managing patient needs and making sure staff have the proper tools and training are all an essential part of optimal resource management. To conclude this part of managing project resources, we will plan and schedule resources with the use of a Gantt chart, PERT chart, and a system development life cycle which will be discussed later.

Quality

Quality is about providing excellence in the products or services that an organization produces. Project quality is important because of its direct relationship to project success. To attain these goals, it is essential for our team to implement an Information System quality system. To ensure quality planning, our team will include a charter in the project parameters that clearly outlines the timetable and resource allocations, which we can discuss and mold to your clinic's needs. Expert judgment: our team uses data gathering techniques such as brainstorming, interviews, or benchmarking; data analysis techniques such as cost-benefit analysis and cost of quality analysis; and test and inspection planning to meet your clinic's needs and successfully implement an EHR system.

The Manage Quality process, also known as quality assurance, will concentrate on project processes in order to ensure that the project's final product fulfills stakeholder expectations. Our team will design quality audits to examine other quality management systems and highlight relevant lessons learned. In a quality audit, trained employees from within our organization as well as third party specialists will do the assessment on a planned or random basis. Our team will look at a variety of project aspects to see if there are any ineffective or inefficient policies, methods, or procedures.

Controlling quality is keeping track of the results to see if the project's quality criteria are being met. Inspection and testing of the deliverables will be the most significant tools and procedures used by our team in the quality control process. Checklists and check sheets are commonly used to support inspection and testing. Questionnaires and surveys can also be used to get feedback from consumers about the quality. As we continue to meet with your clinic, we will be able to determine the best strategy to meet the project's overall quality criteria.

These quality planning outputs will act as updates to the project management plan, as well as potential adjustments to the scope baseline and risk management plan, once the quality planning stage is completed.

Risk

Many systems try to provide answers that have never been tried before, making them extremely complicated. In addition, imprecise requirements and continuous, uncontrolled expansions in project scope plague many information systems initiatives, but even minor changes in a project's scope can cause significant hazards. As a result, our team will be certain that any new system will satisfy the needs of Fairfax Clinic while also lowering the project's risk.

Risk is a natural part of development efforts, and it's amplified by the employment of new technology and approaches. However, proven project management methods will be used by our team to help limit risk during implementation. Identifying and recording any project risks will be one of the first actions we do when starting the implementation process. Our team, as well as independent specialists, will carry out this process. The major inputs, according to our research, are the requirements, schedule, cost, quality, and resource management plans, which are all used to detect potential risks. Similarly, the risk management strategy we developed outlines what constitutes a risk and how risks are categorized and represented; the scope, schedule, and cost baselines are utilized to identify other areas where ambiguity or uncertainty may exist.

Various project deliverables, such as assumption and issue logs, cost and duration estimates, requirements documentation, and resource requirements, serve as inputs in addition to the components of the project management plan that we have developed. The stakeholder registration, for example, can help identify who could aid with risk identification or serve as risk owners, while the lessons learned register can provide information from previous initiatives. Risks associated with procurement are identified using this method.

In order to conduct proper qualitative risk analysis, our team will use a number of methods and techniques. Risk identification, expert judgment, data gathering techniques such as interviews, and meetings are some of the tools that our team will bring to your clinic to do qualitative risk analysis. Furthermore, as previously noted, risk classification can assist in determining which aspects of the project are most vulnerable to risk.

Project Control

In order to ensure that our goal of implementing an appropriate EHR system for your clinic is successful, we will utilize project control techniques to allow our project managers to identify

and deal with problems that arise as well as to promote flexibility within the plan to allow for inevitable difficulties. There are several tools and techniques that will give our managers the opportunity to control this project and ensure its successful completion. Why should we care about project control? It's important because it will allow us to monitor and measure our project progress and influence the project plan to account for any discrepancies between planned progress and actual progress. Our managers will be able to track the progress of various tasks, such as choosing and finalizing an EHR vendor and installation of hardware and software, identify problems, solve problems, and make changes to the plan based on any problems and their solutions.

Project control is an important factor in all areas of project management knowledge. Our managers have adopted a pragmatic philosophy meaning that they will stick to the plan of implementing the perfect EHR system for your clinic, but are open to change as well. Levers that our managers will utilize to exert control over this project include communication, participation, analysis and action, and commitment. We emphasize the importance of standard operating procedures to monitor progress and to provide reports for managers and stakeholders, such as your clinic. Specifically, we will hold regularly scheduled monthly meetings, keep track of project progress through logs, and distribute reports to both our managers and your clinic managers to let everyone know of the progress being made. We will create a project management plan to define how various aspects of implementation will be executed, monitored, controlled, and closed.

Project control allows our firm and Fairfax Clinic to work together to achieve the project objectives. The steps in project control include setting performance standards, monitoring current performance, and taking any necessary actions to correct deviations. This is known as the checks-and-balances approach. Several tools that we plan to use to help with this process are a feasibility analysis, schedule monitoring, and project budgeting. A feasibility analysis will help determine

whether implementation is feasible from organizational, financial, political, and technological perspectives. During schedule monitoring, the project manager will ensure that all critical activities are completed as scheduled while still keeping an eye on noncritical activities. Project budgeting involves creating a detailed project budget with expenses for components such as hardware, software, and training at different stages. Through the usage of various project control tools and techniques, our firm hopes to exceed your standards and meet all of your demands in a timely, appropriate, and successful manner.

Execution

To ensure a smooth installation of an EHR system into your clinic, multiple project tools will be used to ensure that the execution of the project stays on track. A PERT chart will be used to create realistic estimates of the duration of each individual activity during the implementation process. This chart will allow us to evaluate the risk of factors not going according to the plan and gives us time to plan beforehand in case issues do arise. A Gantt chart will also be used to give us a visual representation of all the tasks related to our project while giving us the whole tenure of the project in one place. The goal we have for this tool is to build transparency within the project so all team members are aware of the tasks at hand and are easily able to visualize everything in a neat and concise manner. We will also be using a system development life cycle (SDLC) to be used as a checklist throughout the project so that the management team can keep track of the progress we are making. This will help our assigned phases of the project to correlate and flow together, ensuring a smooth transition.

Throughout the execution of the project, we will have constant communication within the team to ensure that the installation of the EHR system will be successful. The preferred form of communication of updates throughout the process will be done electronically to efficiently provide

information to everyone. This way we will all be aware if any changes occur throughout the project and will also hold online meetings or send out emails as weekly updates throughout the implementation of the EHR.

By the end of implementation, your clinic will have a fully functional EHR system that can record and store patient data electronically, give patients access to their records via patient portal, and automate and streamline provider workflow.

Procurement

The goals of EHR system implementations ultimately depend on the successful procurement of the best tailored system. It is our team's aim to ensure the successful implementation of the selected EHR system which we would procure externally. The procurement process provides for the evaluation of proposals and selection of the winning proposal in accordance with federal law and regulations and state law and regulations (George et al,2019). Our first step would be to set up a Request for Proposal (RFP) and seek proposals from prospective vendors. Our team would make use of both traditional and online advertising platforms and scout for potential vendors through magazines, newspapers, trade journals, and blogs to invite potential vendors to explain how their software systems will meet your clinic's requirements.

Our Request for Proposal would also serve as a foundation for the future working relationship between us and the approved vendor. It would also include the Statement of Work which would help provide information on the relevant dates for procurement, specific requirements for preparing proposals, how proposals will be evaluated, RFP staff contact names and addresses, and other necessary information required for a supplier to be judged responsive (George et al,2019). Our team will take into consideration the profile of the vendor, which will describe their

company, product and service offerings, organizational stability, success rates, past deliveries and other details that would help us know more information about the company. We will also consider the specifications they will provide, their implementation plan to meet our deadlines, the hardware and configuration specifications, references, their cost estimate and most importantly their compliance with HIPAA laws.

Our next approach will be to set up an evaluation and selection team that will go through proposals submitted with the purpose of scoring the vendors' RFP response to allow for critical analysis and the best selection of vendors. Our team will additionally include your staff from Fairfax clinic and patients who are willing to work with us. We will then perform a weighted analysis of the evaluation criteria to quantitatively compare proposals that are received from potential vendors and help determine the vendor that represents the best solution as well as have experts give their opinions on the various proposals and help us select the best for your clinic.

Following the selection of the best vendor by our evaluation team and your clinic, we will negotiate through discussions and meetings to clarify and reach an agreement on the structure and requirements. Above all, our team's goal is to select the best system for your clinic based on your needs. We will accomplish this by holding weekly or monthly meetings via phone, Zoom, or in person, and keeping an open mind when it comes to listening to suggestions or inputs and incorporating them into the selection process.

Cost

There are several different factors that go into the cost of EHR implementation. In order to manage those costs, we will provide you with an estimation of costs, budget of costs, and how the costs will be monitored and controlled. The estimation of costs will be a detailed list of all

estimated costs of financial resources which are necessary for the completion in EHR implementation. We will also include how our firm came up with the estimated amount and if there were any assumptions made as well as the confidence levels of the estimations.

The following is an example of an itemized list of costs:

- *System hardware purchase cost*
 - *Main computers or cpu*
 - *Disk storage*
 - *Database server*
 - *PCs and workstations*
 - *Printer and scanners*
 - *Communication equipment (microphones, headsets)*
 - *Backup equipments*
 - *Installation and wiring*
- *System software costs*
 - *License cost of purchasing/leasing*
 - *Software maintenance and support*
- *Application software costs*
 - *The cost of applications that are needed by the software*
- *Interfaces and conversions*
 - *The cost of transferring data from previous ehr system to new system*
- *Implementation and training costs*
 - *Hours of training*
 - *Number of staff to be trained*
- *External/Third party services (if any)*

In an effort to provide a precise amount for cost, the duration of the project as well as inflation and cost of capital will be taken into account. To ensure we provide you with the most accurate costs, we will periodically perform estimates of costs and update them as we go. Once our firm has provided you with an itemized list of estimated costs, we will develop a budget for the

entire project and distinguish between fixed costs, one time costs, recurring costs, and the costs to buy and operate the EHR system. In order to effectively manage and control the cost so as to not go over budget, we will gather work performance data to help analyze the cost of different activities. Any changes made to our plan will be taken into account and it will be determined whether the change will be costly or within budget. Using earned value analysis, it will predict whether or not the project will meet our schedule and budget requirements by using project performance data over time which will help control costs.

Conclusion

To conclude our proposal today, you can see that our team is dedicated to working with your clinic to give you the best EHR system every step of the way. We will provide an effective procurement plan, estimated and periodic updated cost analysis, and high-quality team performance with minimal risk. Through clear communication and implementing tools and techniques to efficiently provide an EHR system that best fits the functionality and needs of your clinic.

References

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