

Hospital Operations Streamlining Initiative

Implementation and Change Management Document



Prepared For: Hospital Management

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Table of Contents

Contents

| | |
|---|---|
| Table of Contents | 2 |
| 5.0 Implementation and Change Management Documentation: | 3 |
| 5.1 Change Management Strategy: | 3 |
| 5.1.1 Training Strategy for Hospital Staff:..... | 3 |
| 5.1.2 Change Management plan (The ADKAR Model) | 4 |
| 5.2 Risk Management Strategy:..... | 5 |
| 5.2.1 Risk Mitigation Register:..... | 5 |

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| Project Name | Hospital Operations Streamlining |
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5.0 Implementation and Change Management Documentation:

5.1 Change Management Strategy:

Objective: To define a structured framework for transitioning hospital personnel to new digital workflows, minimizing operational resistance, and ensuring 100% user competency across all departments.

5.1.1 Training Strategy for Hospital Staff:

Objective: Using Rule based Training approach

- **Super-User Program:** Identify "tech-savvy" nurses and doctors from each ward to be trained first. They become on-site "Champions" who provide immediate, peer-to-peer support during go-live.
- **Scenario-Based Simulation:** Instead of teaching "how to click buttons," train staff on specific patient journeys.
- **Micro-Learning Modules:** Provide short (2–5 minute) video tutorials accessible on hospital tablets for quick refreshing during shifts.
- **Sandbox Environment:** Create a "test" version of the EMR where staff can practice entering data without affecting real patient records.

5.1.2 Change Management plan (The ADKAR Model)

Objective: To ensure a smooth transition, I recommend using the **ADKAR** framework (Awareness, Desire, Knowledge, Ability, Reinforcement). This is the gold standard for change management:

| Phase | Goal | Action Item |
|----------------------|-----------------------|---|
| Awareness | Communicate the "Why" | Town hall meetings explaining how the EMR reduces manual "walking" time. |
| Desire | Build Buy-in | Show Doctors how e-Prescribing reduces handwriting errors and saves time. |
| Knowledge | Training | Execute the role-based training sessions and "Super-User" workshops. |
| Ability | Go-Live Support | "At-the-elbow" support where IT staff stand in the wards during the first 48 hours. |
| Reinforcement | Sustainability | Monthly feedback loops to fix any "bugs" or workflow friction points. |

5.2 Risk Management Strategy:

Objective: To proactively identify, analyse, and mitigate potential risks associated with the digital transformation, ensuring the security of patient data and the continuity of hospital operations.

5.2.1 Risk Mitigation Register:

Objective: To proactively identify potential operational and technical threats to the project, such as staff resistance or data breaches, and define pre-emptive actions to minimize their impact, ensuring a secure and uninterrupted transition to the digital EMR system.

| Risk ID | Risk Description | Category | Impact | Mitigation Strategy |
|---------|--|-------------------|----------|---|
| R-01 | Staff Resistance: Medical staff may prefer manual paper processes and resist using the new EMR. | Change Management | High | Implement a "Super-User" program and show clear time-saving benefits (e.g., less walking). |
| R-02 | Data Security Breach: Unauthorized access to sensitive patient health information. | Security | Critical | Enforce Multi-Factor Authentication (MFA) and Role-Based Access Controls (RBAC). |
| R-03 | Regulatory Non-Compliance: Failure to meet HIPAA or local healthcare data standards. | Compliance | Critical | Conduct a mandatory HIPAA compliance audit of the EMR software before Go-Live. |
| R-04 | System Downtime: Network or server failure preventing access to patient records. | Technical | High | Establish a redundant "Offline Mode" and perform regular automated data backups. |
| R-05 | Data Migration Errors: Inaccurate data transfer from paper folders to digital files. | Data Quality | Medium | Perform a "Pilot Migration" with a small batch of records to validate accuracy before full rollout. |

