

# Hospital Operations Streamlining Initiative

*Implementation and Change Management Document*



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Prepared For: Hospital Management

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Project Name	Hospital Operations Streamlining
Version	1.0
Last Updated	January 7, 2026

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

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## 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	<b>Staff Resistance:</b> 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	<b>Data Security Breach:</b> Unauthorized access to sensitive patient health information.	Security	Critical	Enforce Multi-Factor Authentication (MFA) and Role-Based Access Controls (RBAC).
R-03	<b>Regulatory Non-Compliance:</b> 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	<b>System Downtime:</b> Network or server failure preventing access to patient records.	Technical	High	Establish a redundant "Offline Mode" and perform regular automated data backups.
R-05	<b>Data Migration Errors:</b> 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.

