**NURS\_6441\_DiscussionWK2**

**Topic: Key Performance Indicators(KPIS) And The Smart Format**

**Project**

The project was to upgrade the existing EHR system into a user friendly EHR interface to enhance users experience, functionality and comply with the new regulatory requirements. The steps included in that project was selection of the system, data migration, training staff and go live.

**KPI’s**

Three KPIs for the Project are System Implementation Timeliness, Budget Adherence and user satisfaction.

**System Implementation Timeliness:**

Rationale: Timely implementation is vital in a healthcare setting as it minimize disruptions and ensure compliance with regulatory deadlines. Any type of delays can impact staff and patient care resulting in decrease in productivity.

**Budget Adherence:**

Rationale: To manage financial resources effectively, adhering to the budget is essential to ensure that the project remains financially viable and justifiable.

**User Satisfaction with the New System:**

Rationale: User satisfaction is very important in healthcare IT projects as this directly affects staff efficiency and quality patient care. If there is higher satisfaction, then it indicates successful adoption and system effectiveness.

**KPI framed as a SMART goal in SMART format.**

SMART stands for Specific, Measurable, Achievable, Relevant, and Time-Bound. They help us ensure that our objectives are attainable within a certain time eliminating guesswork, setting a clear timeline, making it easier to track progress and identify missed milestones.  (Boogaard, 2024), According to Macleod, this is widely used tool in today’s health care organizations and the reason for its popularity is increasingly competitive need for greater intentionality. For the identified KPI, following are the SMART goal in SMART format.

**System Implementation Timeliness**

**Specific:**Complete the newly designed EHR implementation according to the set project timeline, making sure that all milestones are met on schedule.

**Measurable:**Track of total number of hours needed in every step compared to the expected hours, project manager can be assigned to address any delays promptly.

**Achievable:**With adequate staff, resources and time management, it is possible to complete on time.

**Relevant:**Timely completion is important to minimize disruption and compliance with regulatory requirement.

**Time-bound:**Achieve 100% projection completion in 6 months.

SMART Goal was to Complete the EHR system upgrade and go-live in 6 months.

**Budget Adherence**

**Specific:**Make sure that the newly designed EHR interface implementation stays within the allocated budget by managing resources and monitoring expenses.

**Measurable:**Achieve 100% adherence to the allocated budget via detailed tracking and reporting of all expenditures and budgetary adjustments.

**Achievable:**Project management tool can be used to track expenses and assign a dedicated budget manager to oversee financial aspects.

**Relevant:**sticking to the budget is important for the successful implementation of the EHR interface, if resources are used efficiently then the project does not incur unexpected costs.

**Time-bound:**Complete the implementation of the new EHR interface within the budget with weekly budget reviews to ensure ongoing adherence.

SMART Goal was to complete the EHR upgrade project within the budget allocated.

**User satisfaction.**

**Specific**: Increase the number of users actively using the new EHR system.

**Measurable**: Track the number of users logged into the EHR system with comparison to the total number of expected users.

**Achievable**: Based on the training and guidance provided, a realistic adoption rate increase is achievable.

**Relevant**: High adoption rates are important for the successful implementation of the upgraded EHR

**Time-bound**: Achieve an 80% user adoption rate within 6 months of EHR implementation.

SMART Goal was to have a user satisfaction score of at least 80% from end users within six months of the EHR system go-live.

**Extent to which these KPIs were met or unmet at the end of the project.**

**System Implementation Timeliness**

Outcome: The system upgrade was completed in seven months that was more than the goal time. This delay happened during data migration, there were challenges during data migration that took more time for testing of the system that affected the training schedule planned and initial adoption. The event was successful at the end.

**Budget Adherence.**

Outcome: The project was completed but an additional budget was needed to complete. The additional budget was needed because of the data migration issue that occurred where we needed to have an additional vendor support to resolve the migration issue. This impacted the entire financial planning and reallocation of resources was required.

**User satisfaction**

Outcome: User satisfaction was reported at 82%. The feedback was positive and there were very minimal concerns that indicated the system was functional with maximum user satisfaction**.**

**Results relate to defining the success of the program.**

During the KPI development process, a good starting point would be to focus on the goals and imperatives, performance of any organization should corelate to the strategic direction of the enterprise and then KPI will signal if that organization is heading to the right direction or not. After a focus is established, we need to look at the data, is it a real time data or retrospective, goal should always be to have as much as real time data. Next, we need to consider form during KPI development, a historical demand analysis of the actual number of units per hour for each day of the week that a unit is processing. After form, KPI should move towards function or process such as length of stay, discharge costs. Lastly KPI development should focus on how data will be displayed to the end users. It should be clear, concise and accessible to all the stakeholders, the display platform should be user friendly. (Bedgood., 2017)

The delay in System Implementation affected subsequent phases such as training and user acclimatization. The system was implemented successfully but the delay highlighted the need for better risk management and contingency planning to ensure timely delivery. The project exceeded its budget that can impact financial planning and resource allocation for other initiatives. Accurate cost estimation and budgeting can be beneficial in future projects.  User Satisfaction was slightly more that target satisfaction.

The Project successfully upgraded the EHR system, but two of the KPIs (related to timeliness and budget) needs improvement. Enhancing project planning and managing budget expectation are needed for the success of this type of project in the future.

**References:**

Bedgood, C. (2017). [Cracking the KPI code in healthcare: Design the right metric system to find out if you are leading or laggingLinks to an external site.Links to an external site.](https://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=126283586&site=eds-live&scope=site&authtype=shib&custid=s6527200). ISE: Industrial & Systems Engineering at Work, 49(12), 40–44

Boogaard, K. (2024, February 6). How to write smart goals (with examples). Work Life by Atlassian. https://www.atlassian.com/blog/productivity/how-to-write-smart-goals#:~:text=What%20are%20SMART%20goals%3F,within%20a%20certain%20time%20frame.

MacLeod, L. (2012). [Making SMART goals smarterLinks to an external site.Links to an external site.](https://search.ebscohost.com/login.aspx?direct=true&db=mnh&AN=23971403&site=eds-live&scope=site&authtype=shib&custid=s6527200). Physician Executive, 38(2), 68–72.

**Response 1:**

Hello Levy

I agree with you on how KPIs can be used at the beginning of the project to help us achieve the smart goal that support the company’s goal and mission. One of the goals of any organization is to mitigate the risk. Efficient use of resources is important to ensure long-term sustainability, and this includes mitigating risks. Risks at the enterprise level come from the inside as well as the outside. One of the top issues for organizations is cyber-risk, where KPIs can be important as it can be used as a tool to track elements of the organization’s risk management program.

 KPIs can be used by the IT department in health care to track the number of staff by sending phishing emails at each test date and the number of employees who clicked on the phishing link. They can track these attempts over time to ensure that their internal training has been happening often enough. (Haber & Schryver et al., 2019)

References:

Haber, J., & Schryver, C. (2019). [How to create key performance indicatorsLinks to an external site.Links to an external site.](https://www.cpajournal.com/2019/04/22/how-to-create-key-performance-indicators/). The CPA Journal, 89(4), 24–30. Retrieved from

[https://www.cpajournal.com/2019/04/22/how-to-create-key-performance-indicators/Links to an external site.](https://www.cpajournal.com/2019/04/22/how-to-create-key-performance-indicators/).

**Response 2**

Hello Kathryn

Nicely done, enjoyed reading your post.

Patient appointment reminders, the project you have selected is an important part of modern healthcare. They help us ensure that patients show up for their appointments, which improves overall efficiency and effectiveness. According to appointmentreminder.com, Files can be exported from the electronic health records to send reminders to the patient. EHR systems allow users to export patient data, such as appointment dates and contact information, into a file that can be easily imported into a text messaging system allowing healthcare organizations to send reminders quickly and easily to patients without having to manually enter the information.

 If we know which patients have confirmed their appointments and which ones have not, organizations can more accurately predict the number of patients who will show up for their appointments helping avoid overbooking or underbooking, which can lead to inefficiencies and poor patient experiences.

**References:**

Reminder, A. (n.d.-a). The importance of patient appointment reminders in modern healthcare. Appointment Reminder. https://appointmentreminder.com/blog/the-importance-of-patient-appointment-reminders-in-modern-healthcare/