



Allscripts Solution

The Challenge

- Planning to implement a clinical Order Entry system from a paper workflow which requires review and modification of existing workflows to optimally incorporate features and functionality of CPOE that enhances the patient care
- Teaching analyst that you can break down into manageable tasks that which seem overwhelming to implement CPOE on time
- Managing constant change- there is always another upgrade or new module to install, test, teach and implement

The Solution

- During the planning phase of the project it's important for each person to manage their role in their comfort zone. Provide them with resources to support them to be successful.
- Teaching, Education, and Support to meet deadlines will demonstrate the commitment to the CPOE project
- Guiding the team in time management will support a less stressful environment which will enhance productivity.
- During the implementation phase begin planning next upgrade or new module to install. This will instill the direction to always be thinking of how can we improve and anticipate the users needs.

The Results

- A project plan that has the realizable tasks with the appropriate team members assigned based on their strengths. This provides you with the ability to continue what is working and modify where improvements can be realized.
- Staff that are supportive of change and willingness to learn new skills.
- The ability to identify a problem, set goals, determine possible solutions and a network within the team to utilize resources to accomplish those goals.



Allscripts Solution

The Challenge

- **Implement a computer physician order entry system**
- To gain consensus & sign-off on a process for the current and future state with physicians, nurses, clinical coordinators and all ancillary departments
- **Determine risks and mitigation plans** while balancing competing initiatives
- Different view points on how to facilitate the communication & adoption of the future state
- **Determine overall readiness for the system** and each facility by assessing physician, clinician and leadership alignment

The Solution

- **To map out the current and future state** of Data / Information flow, System Integration, Process Flow, Policy and Procedure Changes, Scope of Practice / Role Definition
- Assign site coordinator to facilitate visit, interviews, walk through of key representative departments and focus Groups
- **Developed initial prototype system** for the Subset build
- Developed a sign-off of future state design
- To provide an initial opportunity for staff to **simulate and test out future state workflows** based on “real world” scenarios along with the ability to provide feedback on system

The Results

- Provided the hospital with a cross discipline methodology, strategy, and adoption process for future use as the CPOE project matures
- Successfully design and build the Sunrise Clinical Manager application to adapt to the future state workflow for physicians, nurses, clinical coordinators, and all ancillary departments.