EPIC IMPLEMENTATION

MSIS/IT 425L Project Management

Professor Vivian M. Hatziyannis

Maggie Vasil, Steven Tran, An G. (Nicole) Ho, Urenna Okeke, Douglas Liaw

Project Overview Statement

Executive Summary

This project was created by a private medical practice to implement a new electronic health records software, namely *EPIC*, for their staff and patients. The project had a timeline of 3.5 -months and was finished within that time frame. The project was also able to stay within the outlined budget of $100,000. Overall, the implementation of *EPIC* software was successful and smooth.

Project Name: *EPIC* Implementation

Project Managers: Maggie Vasil, Steven Tran, An G. (Nicole) Ho, Urenna Okeke, Douglas Liaw

Project Overview

To implement the electronic health records software *EPIC* into a private medical practice with a patient count of 5,000, a budget of $100,000, and a timeframe of three and one-half months.

Primary Project Objectives

- To provide a fast and efficient electronic record keeping system for patients and staff
- To make the jobs of physicians more organized and error-free with an easy-to-use software system that uploads documents instantaneously
- To make patient's office visits and post-visits as painless as possible by providing documentation, surveys, medication information, pharmacy refill requests, doctor contact information and more all in one place
- To improve the security of all patient and doctor information on the E.H.R. platform through use of passcodes, passwords, face recognition (Mobile Devices), double authentication, and fingerprint ID (Mobile Devices)
- To save the private medical practice money by eliminating the need for paper documentation
- To keep the private medical practice up with improving technologies by implementing a software that will upgrade as technologies improve

Technical Requirements

BROADBAND REQUIREMENTS

EHR software is an improved version of RHE and requires a broadband connection.

HARDWARE

EHR is supported on the following hardware systems:

Hardware	Recommendation
Processor	3.7GHz
Screen resolution	1600 x 1200 (Min:1024 x 768)
RAM	3GB
Internet Speed	3 Mb/s or higher

SUPPORTED BROWSER

HER software can be used on most modern browsers. However, it works best on these versions:

Platform	Browser
Windows	Chrome, Microsoft Edge
Mac	Chrome
iOS	Chrome
Android	Chrome

MOBILE & TABLET

EHR can be used on a screen size of at least 1024 x 768px for optimal user experience.

BENEFIT

- More efficient and robust than the previous version.
- Can extend beyond the previous capacity in capturing a patient's response.
- It will provide a satisfactory experience to all users.

Project Includes

EHRs include real-time, patient-centered accounts, which is essential considering that they make data available promptly. Furthermore, they are secure and can be accessed by authorized users. Even though an EHR does include the patient's treatment and medical histories, the system is created to go beyond the standard clinical data that the institution collects and can include a wide view of the patient's health care. In this regard, EHRs remain as a significant part of the institution's IT and will include:

- The patients' medical history, their treatment plans, medications, diagnoses, radiology images, immunization dates, allergies, including their test and laboratory results
- It should also allow the staff access to evidence-based tools, which they could use to decide on the correct way to care for the patient
- It should help streamline and automate workflow

Among the primary EHR features are that the hospital can create and manage health information in a digital set-up, where one can share the information with different health care providers across the healthcare industry. EHRs are established to share data with different health care organizations and professionals, including specialists, laboratories, pharmacies, medical imaging facilities, emergency facilities, including work and school clinics. Therefore, the system should contain data from every professional involved in the care of a patient.

In summary, the project will include different information, including billing and administrative data, the patient's progress notes, the patient demographic, patients' medical histories, their allergies, different medication, diagnoses, vital signs, radiology images, as well as tests and lab results.

Project does NOT include

The EHR is more than a computerized paper chart version in a professional's office. It is a digital record, which can help the institution offer or provide a patient's comprehensive health care data. However, the project will not include the patient's lifetime record, including their behavioral, dental, or alternative care. In addition, it does not include subjective data, speculations, self-doubt, or blames.

Project Assumptions

- The private medical practice will utilize a single patient medical record in the EHR all through the enterprise.
- To be created during execution.
    - Global procedures and policies
    - Site-specific procedures and policies
- Provides/Sites should not have the capacity of declining the implementation of EHR.
- Significant decisions will be chosen to be answered by the project managers.
- Assigned duties will be offered to the members of the team in a timely fashion with adequate lead time.
- Personal site operation personnel or teams ought to complete tasks related to the implementation within a timeline stated by the EHR Project Team.
- No interfaces will be created for setting up the Enterprise or the initial site outside of those interfaces designated as Core EHR Interfaces as the Executive Steering Committee have approved.
- No site will go live except when the interfaces designated as Core EHR Interfaces are functional as anticipated.
- Demographics/Schedules should be transferred within the timeframe and expected standard.
- Training will be mandatory.
- Users should have satisfactory time for their training.
- Every site will elect a person (s) for certification or to be trained as the superuser (s) for the hospital's "onsite" basic application training/support questions.
- Will be offered at appropriate locations and times to accommodate patient healthcare.
- Quality, improved access, less "lost "charts, including succeeding towards a Meaningful Use funding include the driving goals for implementing the EHR.
- The Project Team will develop as well as maintain every EHR component where modifications could influence more than an individual applicant.
- Each specialty/site will preload concerns, allergies, and medications into the EHR at an expected period to support different implementation requirements.
- With proper workflow redesign, health care professionals can return a more significant or equivalent to 95% of pre-EHR productivity in three and one-half months without including additional staff.

Project Risks

Integration risks: Loss of data such as health information from patients. It can cause a lot of time and resources for the practice if not recovered. Loss of data can cause serious repercussions because important data regarding prescriptions and illnesses can prevent the doctor from prescribing it to people who need it because they no longer have the data.

Potential HIPAA violations / Security risks: Health information is very private and the personnel working on the implementation and integration may have access to the data and look up personal information of someone they may know that goes to this practice.

Project Constraints

Budget: A low budget can cause us to cut corners or not planning the budget effectively will cause loss to productivity and reevaluating the budget.

Scope: We need to know what the project entails and everything we need to do in order to make the deadline/budget. If the scope is not planned efficiently then the project can fail.

Time: The project deadline can cause constraints because we have to have a working system for the practice to function effectively, however, if we rush then integration may cause issues that can lead to the project being delayed longer.

Quality: Will the project meet the satisfaction of the customers and the people who work at the practice.

A small practice may not have any IT personnel or have outside contractors, outside contractors may not understand the needs of the health industry.

Project Critical Success Factors

	Project Duration Estimates	
Project Milestone	Date Estimate	Confidence Level
Project Start Date	06/02/2021	High
Milestone 1: Data Transfer	06/30/2021	Medium
Milestone 2: Training and testing session 1	08/02/2021	High
Milestone 3: Final check	09/07/2021	Medium
Project End Date	9/10/2021	High

References:

CareCloud. (2020, April 11). *Top EHR Software Companies Comparison*. top-ehr-vendors. https://www.carecloud.com/top-ehr-vendors/.

Examples of Great Project Risk Registers: A PM Guide. Job Search. (n.d.). https://www.indeed.com/hire/c/info/project-risk-registers.

Green, J. (2018, March 22). *A template for your EHR project implementation timeline*. EHR project implementation timeline. https://www.ehrinpractice.com/a-template-for-ehr-project-timeline-627.html.

How much is this going to cost me? (2014, November 12). https://www.healthit.gov/faq/how-much-going-cost-me.

How much is this going to cost me? HealthIT.gov. (2014, November 12). https://www.healthit.gov/faq/how-much-going-cost-me.

Lewinson, M. (2011, March 30). *How to Develop a Project Organization Chart in 6 Basic Steps*. Your Guide to Project Management Best Practices. https://mymanagementguide.com/how-to-develop-project-organization-chart-in-6-steps/.

Miller, K. (2021, March 2). *How to Avoid 6 Common Project Management Constraints*. Northeastern University Graduate Programs. https://www.northeastern.edu/graduate/blog/project-management-constraints/.

Project Management Process Guidelines Flowchart. Division of Information Technology | Virginia Tech. (2019, April 23). https://it.vt.edu/projects/project_management/process/processflow.html.

Practice Fusion, (20 Jan. 2011) "Recommended System Requirements for the EHR: Practice Fusion EMR.", www.practicefusion.com/pages/system_requirements.html.

Software. Epic. (n.d.). https://www.epic.com/software#PatientEngagement

Schwalbe, Kathy. *Information Technology Project Management*. Course Technology, Cengage Learning, 2019.

Westland, J. (2021, April 30). *Sample Project Management Flow Chart* . ProjectManager.com. https://www.projectmanager.com/blog/sample-project-management-flow-chart.

Wiley. (n.d.). *Effective Project Management: Traditional, Agile, Extreme, Sixth Edition*. O'Reilly Online Learning. https://www.oreilly.com/library/view/effective-project-management/9781118016190/ch003-sec078.html.