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MHA 5900 – ILE

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BACH EMR Conversion

Module 3 Progress Update

Here is a progress report of the ongoing electronic medical record conversion project currently underway at BACH utilizing the SBAR tool method.

Situation – providing an updated progress report.

Background – we are converting from multiple different systems used throughout the hospital and outlying clinics (many of which are outdated with current technology) into an integrated all encompassing electronic medical record system.

Assessment – We went "live" with the new EMR system Genesis on 3 June 2023. We had the Genesis command/technology team on site for the first two weeks of implementation. They have now exited the premises returning to their headquarters leaving us to continue with the sustainment phase of the implementation process.

Recommendation – continue to put in the work orders for issues that need to be addressed. Please be patient and understand that those work orders are numerous in number and will take time to work through. If these issues are critical in nature and need to be escalated, please reach out to the command and leadership team. They are triaging and prioritizing these orders as necessary.

My current deliverables for the first two weeks include being the point of contact for the MRI section specifically to put in the numerous work orders to be completed as the MRI Supervisor was occupied with other activities. I continued to make phone calls and answer emails specifically to whomever received that work order to help facilitate, clear misleading or confusing terminology, and follow through on those orders until the issues were resolved.

Currently three of the immediate, easier to address work orders have been resolved. These included getting the necessary roles and profiles for employees based on their duties. However, we still have 4 that remain open and are proving hard to resolve.

Some of the barriers I see arising in this process include too many middlemen and then the left hand doesn't know what the right hand is doing creating duplicate work. For example, any and all work orders that had anything remotely to do with Genesis had to be placed in a dedicated call center devoted to Genesis. This call center only took in and placed new orders, they could not follow through when calling for status updates on current orders in progress. They could not even tell us where those open work orders were forwarded to leading us to track them down ourselves. Then once the orders were tracked down, the confusion on who was responsible for them began. Some said Genesis was responsible, Genesis said they did their part now it was the on-site local IT department that was responsible who did the same troubleshooting as before that did not resolve the issue and then the IT department says they need to forward it to the appropriate people. While some of this process is understandable, it continues to cause delays rather than issues being resolved.

Other deliverable activities I completed and continue to work on include acting as a type of "superuser" in the new Genesis system. Many people throughout the entire department continue to come ask questions on how to do something or how to modify or customize the system to adapt to their specific workflows. I answer these questions and help them as much as I am able to and if I can't resolve their issue, I give them my recommendations on who can. I am also currently in the process of putting together some How-to workbooks for people to use as a reference. This is a work in progress as issues still need to be ironed out first.