

Common Implementation Problems with Possible Solutions

The table below includes common issues encountered during implementation. Knowing the issues and possible solutions early in the process can ensure a smoother implementation.

Problem	Possible Solutions
Staff Resistance to the Change	<ul style="list-style-type: none"> • Establish project team that consists of clinician champions and other motivated practice staff • Communicate the value the system will bring to staff on an individual level • Identify staff’s concerns and develop plans for addressing them • Involve staff throughout the implementation process • Manage expectations by establishing realistic goals, providing quick wins, and demonstrating progress
Training	<ul style="list-style-type: none"> • Tailor sessions to the roles and responsibilities of staff • Ensure sessions are task oriented and hands-on • Provide staff with time to “play” with system outside of formal sessions • Create “super users” and ensure they receive additional training • Develop aids such as cheat sheets
Project Management	<ul style="list-style-type: none"> • Define scope before completion of contract • Develop detailed project plan • Establish roles and responsibilities • Ensure sufficient resources allocated on both practice and vendor side • Identify project risks and develop plans to mitigate them
Interfaces	<ul style="list-style-type: none"> • Ensure project plan allows sufficient time for installation and testing • Make sure test plans cover different scenarios and situations • Evaluate effect of typical message loads or cycles on system
Workflow Automation	<ul style="list-style-type: none"> • Map out workflows and identify problem areas or bottlenecks • Determine how system can be utilized within processes and address identified problems • Re-map processes

Problem	Possible Solutions
Handling of Paper-based Information	<ul style="list-style-type: none"> • Determine key information and documents that need to be entered into system • Establish process for entering information into system • Determine process for handling new outside documents • Ensure allocated resources (hardware and staff) appropriate to information input volume
System Performance	<ul style="list-style-type: none"> • Ensure hardware meets minimum requirements • Load test system to evaluate effect of typical number of users • Evaluate ability of network to handle increased traffic and utilization • Ensure system maintenance procedures are in place and working
Contingency Planning	<ul style="list-style-type: none"> • Ensure that disaster recovery plan is in place • Test ability to restore system from backups prior to go-live • Have a plan for reverting to paper and then updating the EHR
Implementation Approach	<ul style="list-style-type: none"> • Determine amount clinicians are willing to reduce productivity levels • Evaluate staff receptiveness to system and strength of project leadership • Develop rollout schedule of system modules or functions based on desired productivity and receptiveness levels • Ensure amount of training provided matches implementation approach