Roles & Responsibilities Matrix

The purpose of this document is to provide a framework for assigning roles and responsibilities for your EHR implementation. Please use this as a reference only; actual roles and responsibilities may vary for each practice.

Roles	Responsibilities	Assigned Individuals
Project Sponsor	• Make strategic decisions regarding EHR implementation • Guide project direction • Approve allocation of resources/funds • Champion adoption of EHR and associated changes • Approve/disapprove scope change decisions	
Project Manager	• Ensure Project Team meets objectives/goals • Maintain opens lines of communication • Establish & monitor work plans and milestones with Project Teams • Ensure execution of all assigned tasks associated with work plan • Provide status updates to Project Team • Provide day to day leadership/management • Filter and recommend scope change requests	
Clinic Champion/ Super User	• Collaborate with Project Sponsors and Project Manager to ease transition into EHR system • Knowledgeable in system usage and workflows • Stay abreast of latest system upgrades and features • Encourage colleagues to embrace EHR system and meet Quality Payment Program (QPP) or ACO criteria	
End Users	• Utilize EHR and supporting workflows in everyday practice • Inform Project Manager if system or workflows issues arise • Participate in go-live and system upgrade trainings • Maintain committed to meet QPP or ACO criteria	
EHR Vendor	• Provide system demonstrations, system installation, and system upgrades • Strive to deliver agreed-upon results on time and within budget • Support and educate end users on system features and how-tos • Ensure software meets certification requirements	
IT Team	• Assess and manage data reporting needs • Set up and maintain EHR database • Set up and maintain EHR hardware needs • Set up and maintain networks • Maintain interfaces to Labs/HIE/IIS, patient portal, and other entities	
Other Stakeholders	(Is your clinic affiliated with another organization or part of a larger hospital?)	

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