



## EyeSight Hawaii Vision Institute

### Workflow Readiness Assessment Overview

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The slide features a background image of a stethoscope and a vision chart with numbers and letters. The text is centered and presented in a clean, professional font.



## Site Visit Objectives

- ❖ Assess current practice workflows and collect information to make recommendations for:
  - Future EHR workflows
    - ◆ Front and back office coordination
    - ◆ Patient, provider and staff impact
  - Maximizing information technology resources
  - Change management, including culture shift if needed
- ❖ Translate practice and clinical objectives into functional business improvement and EHR processes.

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## Workflow Assessment Goals


- Document and illustrate operational and clinical processes.
- Build NextGen EHR use case scenarios for your practice.
- Provide the ability to see risks and benefits.
- Establish future EHR workflow process changes.
- Define timeline and priorities for areas needing focused change.




## Workflow Assessment


- Eight hours onsite documenting the clinical workflow that occurs during patient encounters and meeting with practice staff.
- Assess information technology infrastructure and staff skill sets.
- Evaluate TopCon imaging options for integration with EMR.






## Workflow Readiness Considerations

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Document Management
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Process Automation
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Document Capturing



## Top 10 EHR Adoption Success Factors

1. Ensure executive-level sponsorship and physician leadership endorsement.
2. Plan for fiscal and workflow impact on organization and staff.
3. Engage payers, pharmacies and other outside entities to ensure connectivity.
4. Create realistic expectations among providers and staff.
5. Establish a cross-functional provider and staff team.
6. Engage physicians and staff in one-on-one training and support upon initial deployment.
7. Create a definition and QI measures for progress and success.
8. Organize a mechanism for communication and feedback.
9. Gain vendor commitment to support implementation and rollout to meet practice goals.
10. Create an ongoing training and support plan.



## Potential Implementation Barriers

- Overcoming initial 30-45 days of change
  - ◊ Multiple software application learning curve
  - ◊ Adaption from “how it used to be done” to new processes
- New responsibilities for staff
- Integrating paper to electronic chart management
- Effective use of alerts, reminders and new software tools
- Easy access to EHR applications and fast computer network connectivity for providers and staff.



## Next Steps

- Practice survey and workflow assessment
- Documentation of information gathered
- Future EHR workflow recommendations
- Patient demographic data conversion
- Defining TopCon imaging interface process
- Supplemental NextGen software training  
(as needed)

