



# Operations, Information Technology, and Facilities

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Quarterly Report  
April 29, 2019



# Implementation of new EHR and PM computer system



# Implementation Team

- Clinical Support staff managers
- Lab coordinator
- IT
- Provider leadership
- Front office managers
- Billing/Revenue Cycle management
- Senior leaders
- Quality/Managed Care

# Ancillary Support

- Finance
- Facilities
- Admin staff
- Pharmacy management
- Early childhood

# External Relationships

- **OCHIN**
- Right fax
- Credit card processors
- Computer hardware vendors
- SureScripts
- Curant Health
- Corporate lawyer
- And more

# Communication Plan

- Kick off email to staff about the change
- Project management emails to core team for deliverables - daily
- Meetings and emails with external relationships
- Internal meetings regarding deliverables
- Newsletter communication to staff
- Soon – communication to patients

# Newsletter

- It is important that everyone participate in the trainings so that your life will be easier when we go-live!
- **Training for super users** begins tomorrow.
- Most of the staff will do **web based training** prior to go-live.
- For **online training**, you must log into Ella. By now, you should have your log in information and have tried to log in. **If you are having problems, please contact IT.**
- The next few months will be very busy. At times, you may be shorthanded at the sites as some staff travel for specific training, like scanning. A lot of us will have to do our regular jobs and learn the new system all at the same time because we can't close for training. **I thank you for your cooperation and understanding.**
- On **July 22**, we will open our Family Medicine and Pediatric Sites that morning and close that afternoon for a mock go-live.
- **On July 23, we are live!** We will have reduced patient schedules the first couple of weeks.





Overall, we are doing great!!!

# Apology

TO:

FROM:

DATE:

INFRACTION:

BEHAVIOR  ACTION  
 WORDS  INACTION

## REASON(S) FOR MY BEHAVIOR:

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> I was in a foul mood.        | <input type="checkbox"/> I wasn't thinking.                 | <input type="checkbox"/> Someone else made me.          |
| <input type="checkbox"/> It seemed like a good idea.  | <input type="checkbox"/> It just happened.                  | <input type="checkbox"/> I forgot you didn't like that. |
| <input type="checkbox"/> I ran out of my meds.        | <input type="checkbox"/> I was planning a surprise for you. | <input type="checkbox"/> I couldn't help myself.        |
| <input type="checkbox"/> I was feeling insecure.      | <input type="checkbox"/> I had no idea it would hurt you.   | <input type="checkbox"/> I was tired.                   |
| <input type="checkbox"/> You were pushing my buttons. | <input type="checkbox"/> Mercury was in retrograde.         | <input type="checkbox"/> I was hungry.                  |
| <input type="checkbox"/> I was being selfish.         | <input type="checkbox"/> I needed to vent.                  | <input type="checkbox"/> I was drunk.                   |
| <input type="checkbox"/> I forgot.                    | <input type="checkbox"/> I was traumatized in childhood.    | <input type="checkbox"/> I'm in love with you.          |
| <input type="checkbox"/> I didn't know.               | <input type="checkbox"/> You were nearby.                   | <input type="checkbox"/> I'm a schmuck.                 |
|   | <input type="checkbox"/> I hate you.                        | <input type="checkbox"/> _____                          |

This note represents my awareness that my words or actions in some way upset, hurt, or otherwise alienated you. In light of this understanding, I  WILL  WILL NOT do it again.