

Sample Implementation Plan Outline

Implementation Plan

- Scope document
- Implementation schedule/time line

Establishment of Project Team

- Roles and responsibilities
- Goals agreement

Communication:

- Change management process
- Issue tracking and management process
- Setup regularly scheduled meeting:
 - Implementation Team
 - PM's and Vendor's PM
- Provide staff regular updates
- Post implementation time line in break room and mark overall progress
- Utilize newsletters, email, etc. to address specific topics or issues
- Plan to update other stakeholder, consumers, referral sources, the Board
- User Feedback plan
 - Pre implementation
 - Post implementation

Mapping of Critical Practice Work flows (separate document - Work Flow Analysis)

- Identify problem areas and bottlenecks
- Re-map practice work flows based on incorporation of Vendor's EMHR

Handling of Existing Data

- Identify key information and documents that need to be in system
 - Sources
 - Paper
 - Current EHR(s)

- Others?
 - Medication information
 - Allergies
- Develop plan for entering them into system
- Develop plan for handling new, outside documents and information
- Transition from Paper to E Forms.
- Scanning plan
 - By Level of Care
- Data Migration pre and post testing

Deployment Strategy

- Deployment strategy: functional vs. geographical (all Outpatient vs. one location)
- Incremental vs. 'big bang'

Maintenance Scanning Plan

Interoperability Plan

- Payroll
- General Ledger
- Human Resources
- Labs
- Remote access - ESP, etc.

Billing Design

- Charge master of contracted expected rates
- Billing rules
- Authorization rules
- 270/271 processing
- Cash application
- Roll-up to General Ledger
- Reports
- Transition plan
 - Running out old A/R

System Design

- Drop down and pick list population

- Work flow decisions
- Decision support

Dual Systems Usage and Management

- Use
- Management
- Timetable

Clinical Systems Design

- Levels of care
 - Outpatient Mental Health
 - ESP
 - CSU
 - Outpatient Substance Abuse
 - Day Treatment
 - Partial Hospitalization
 - Detox
 - EATS
 - IOP
 - Early Intervention
 - Others
- E Forms
- E forms vs. paper and scan forms
- E-Prescribing
- Outcomes tools

Reporting Plan

- Cataloging existing mission critical reports
 - Management
 - Finance
 - Clinical

Key decision points to include

- Consumer Portal
- Staff Portal
- Help desk/ user support design

- Billing transition plan including testing
- connectivity needs and plan
 - Where need remote access

Meeting Meaningful Use

Policy and Procedures

Compliance

Measurable Outcomes/Measurements of Success

- Progress note adherence
- Clean claims

Training Plan

- Assessment of skills
- Scope (basic computer skills, etc)
- Methods
 - In person
 - Webinar based
- Design
- Sample records, sample clients
- New staff entering your system
- Trainers
- Super users
- Materials
 - Guides, cheat sheets, online help, live chat

Hardware/Software/Internet Plan

- Computers
 - Desk Top
 - Mobile
- Back up plan
- Internet connections

System Support

- Help desk/ user support design
- Issue tracking

System Testing

- Conduct unit testing (i.e., single module)
- Conduct integration testing (i.e., interaction between two or more modules)
- Conduct interface testing (i.e., interaction between systems)
- Conduct system stress or load testing
- Ensure testing plans cover different scenarios and situations

Contingency Planning

- Develop disaster recovery plan
- Test ability to restore system from backups prior to go-live
- Ensure system backup plan in place and running
- Arrange for regularly scheduled pick up and off-site storage of backups

Go-Live Planning**NOTES:**