

Systems Implementation

Consulting Services Overview for Prospective Clients

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GENERAL HEALTH SOLUTIONS

Project and Management Consulting for Healthcare and Health Related Enterprises

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Systems Implementation Overview

Systems projects will introduce new risk to the organization. A well orchestrated system implementation will address organizational goals and objectives while mitigating any potential new risks.

Multiple tiers exist in complex system implementations. First is the functional or application tier. At this level, analysts are typically well trained on the assigned application and will build their expertise as they build the system. Analysts may even have work experience in the operational area that will utilize the specific application assigned. Understanding the needs of the end user is essential to success, and this should be accounted for in the process of operational redesign and inclusion of members from the user community.

The second tier in complex system implementations is the coordination of multiple application builds that result in a cohesive suite which supports end users in all affected areas. Cohesive work and data flows across applications are typically the source of many issues. Few analysts have experience in working across all the various areas affected, or have studied these sufficiently to understand the detailed operational and data workflows.

The third tier is the orchestration of the project overall. Failure to properly guide and stage both resources and work will result in project delays, cost overruns, and may ultimately compromise clinical or financial performance post-implementation.

General Health Solutions has extensive experience in enterprise implementations and provides a uniquely comprehensive perspective that covers technical, operational and clinical areas. GHS's senior level consulting will provide superior project management, analytic and functional engineering skills. In complex projects, the ability to understand finite detail as well as cross-application functions & data flow are essential to optimizing operations with nominal risk. Prior executive experience & managerial responsibility provide unique insights on health care operations and the reporting needs to monitor and sustain anticipated performance improvements.

General Health Solution's implementation services are outlined below. GHS also offers Pre-Implementation Assessment & Planning services which may be coupled with implementation support. Specific client needs for consulting services will vary. General Health Solutions tailors all engagements to address client specific need and promotes knowledge transfer of the process and methodology employed.

Outline of System Implementation Services

Project Start-Up

- Draft Project Charter Established.
- Scope & Timeframe Set into Project Plan.
- Project Leadership & Participants Identified.
- Project Kick-Off Meeting.

Establish Client Specific Project Tools

- Project Portal
- Project Workplan
- Project Issues List
- Master File Inventories
- Vendor Documentation
- Operational Model Template
- System Model Template

Pre-Implementation Work (Or Review of Findings of Pre-Implementation Assessment)

- Documentation Review
- Project Management & Staffing
- Implementation Strategy
- Operational Analysis & Redesign
- Plans for Coordination of Application Build and Support
- Master File Ownership & Constituents
- Testing Strategy
- Training Strategy
- Data Conversion & Integration Strategy
- Reports Planning & Strategy
- Hardware Strategy & Requirements
- Environment Usage, Management and Change Control

Begin Planning Process for Implementation

- Vendor/ Application Specific Implementation Plan
- Vendor/ Application Specific Operational Models
- Vendor/ Application Specific Technical Models
- Formulation of Implementation Project & Team.

Project Team Building

- Training
- Orientation to Project Workplan & Tools
- Ground Rules, Expectations, and Common Project Team Pitfalls
- Status Reporting & Issues Escalation

Manage the Preliminary Application Build

- Establish Initial User Rights for Build Team
- Establish Shared Application Structure
- Load High Priority Shared Masterfiles

Identification of Integration Points in Applications and Master Files

- Account for Clinical, Operational and Billing Users
- Standardize Data Definitions as Needed
- Workflow & Processes Support Subsequent/ Downstream Tasks
- Streamline Data Capture & Work Processes

Plan & Design Application Configurations

- Translate Operating Model into System Functionality
- Identify Functional Requirements to Address User Needs
- Identify Requirements to Address Downstream Data Needs
- Identify Requirements to Address Information Privacy
- Identify Security Requirements of Core Users
- Identify Security Requirements for Other Users
- Coordinate Identification of Department Specific Build Requirements (*Scheduling Templates, Order Sets, Etc*)

Manage the Application Build

- IT Analyst Build Tasks
- End-User/ Super-User Build Tasks
- Continuous Dialog & Validation of Integration Points Across Applications

Manage the Master File Build & Validation

- Coordinate Masterfile Standardization
- Establish Protocol for Materfile Records
- Establish Protocol for Masterfile Maintenance
- Manage File Building

Manage the Configuration of Imbedded Rules & Logic

- Rules, Logic & System Behaviors
- Error Queues & Their Assignment
- *Note: critical functions not controlled by imbedded rules should be supported with clear policy & procedures and these should be included in system training.*

Define Policy & Procedure for System Use

- Define User Functional Guidelines Based on Role and What Cannot be Controlled by Imbedded Rules & Logic.
- Define Proper Use of New Functions (E.G., Error Work Queues)
- Define Processes for Issues Reporting & Escalation
- Define End User Processes for Downtime & Recovery
- Define Tech Support Processes for Downtime & Recovery

Report Specification

- On-Line and/ or Printed Output
- Financial & Operational Needs
- Operational (Daily Use) Reports
- Activity Reports
- Managerial Performance Reports

Manage Reports Development

Functional Specification for Interfaces

- Integration Strategy
- Message & Record Specification
- Interface Triggers, Logic and Error Management
- Data Mapping

Functional / Technical Specification for Data Conversions

- Data Conversion Strategy
- Record Specification & Filters
- Data Mapping
- Data Cleaning

Manage Testing

- Establish/ Refine Testing Strategy & Plan
- Create Test Scenarios (Include Expected and Non-Expected Operational Flows)
- Create Test Database
- Test Functions In Applications
- Test Applications
- Test Interfaces
- Test Data Conversions & Loads
- Test Integrated Applications With Converted Data Without Interfaces
- Test Integrated Applications & Data With Interfaces
- Test Reports

Manage Training Programs

- Training Strategy & Staffing
- Training Material
 - o Job Role Based on Operating Model
 - o System Function Based on Vendor Materials and Client Configuration
 - o Policy & Procedures.
 - o Include Processes for Downtime Recovery
- Training Catalog & Schedule

Roll-Out Preparation

- Roll Out Strategy
- Site Specific Hardware Requirements
- Site Specific Operational Guild lines
- Owners Manual with Roll-Out Guide
- Roll-Out Schedule & Staffing
- Command Center
- Dress Rehearsal Plans
- Coordination of Final System Prep , Data Loads & Interface Activations
- Issues Management

Manage Roll-Out

- Status Check-Points
- Coordination of Command Center and Field Support
- Issues Tacking and Management
- Re-Direction as Needed
- Turn Over to Support
- Roll-Out Review & Distillation of Lessons Learned

Success Factors

- Commitment of Top Leadership & all Affected Areas of the Organization
- Thoroughness of Preliminary Research & Planning
- Assigned Role of ‘Architect’ to Insure Integrity Across Applications
- Include Reports in Testing & Initial Roll-Out
- Superior Skills in Coordination of Activities & Tasks
- Participation of End Users
- Configuration Decisions Made With Full Awareness of Ramifications Within Assigned Applications and all Other Applications & Workflows Affected
- Testing Includes Both Expected Workflow and Unexpected Workflows.