

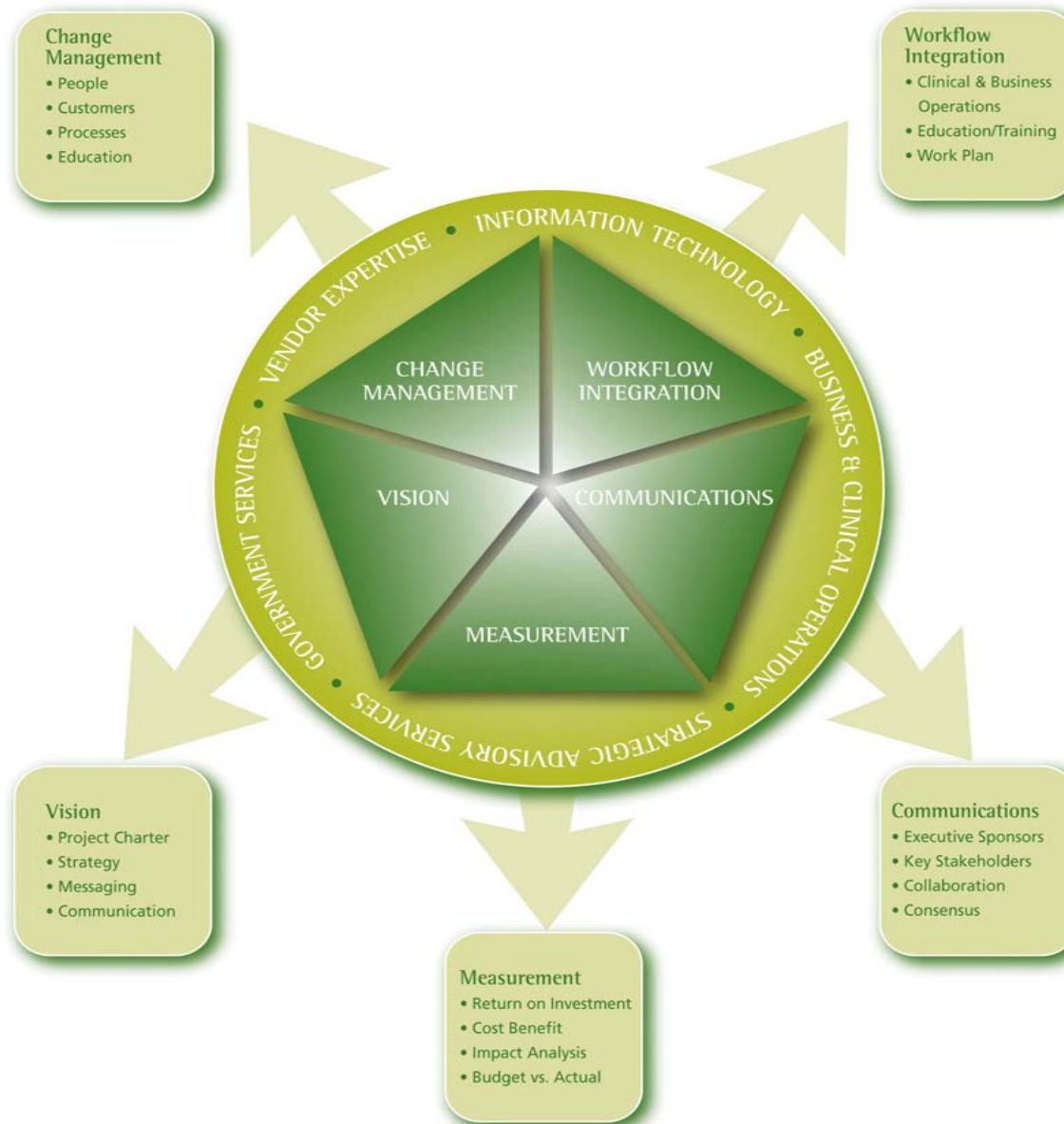
Advanced Clinicals Readiness Services

Approach, Methodology and Deliverables



HEALTHCARE MANAGEMENT CONSULTANTS

The Beacon Process

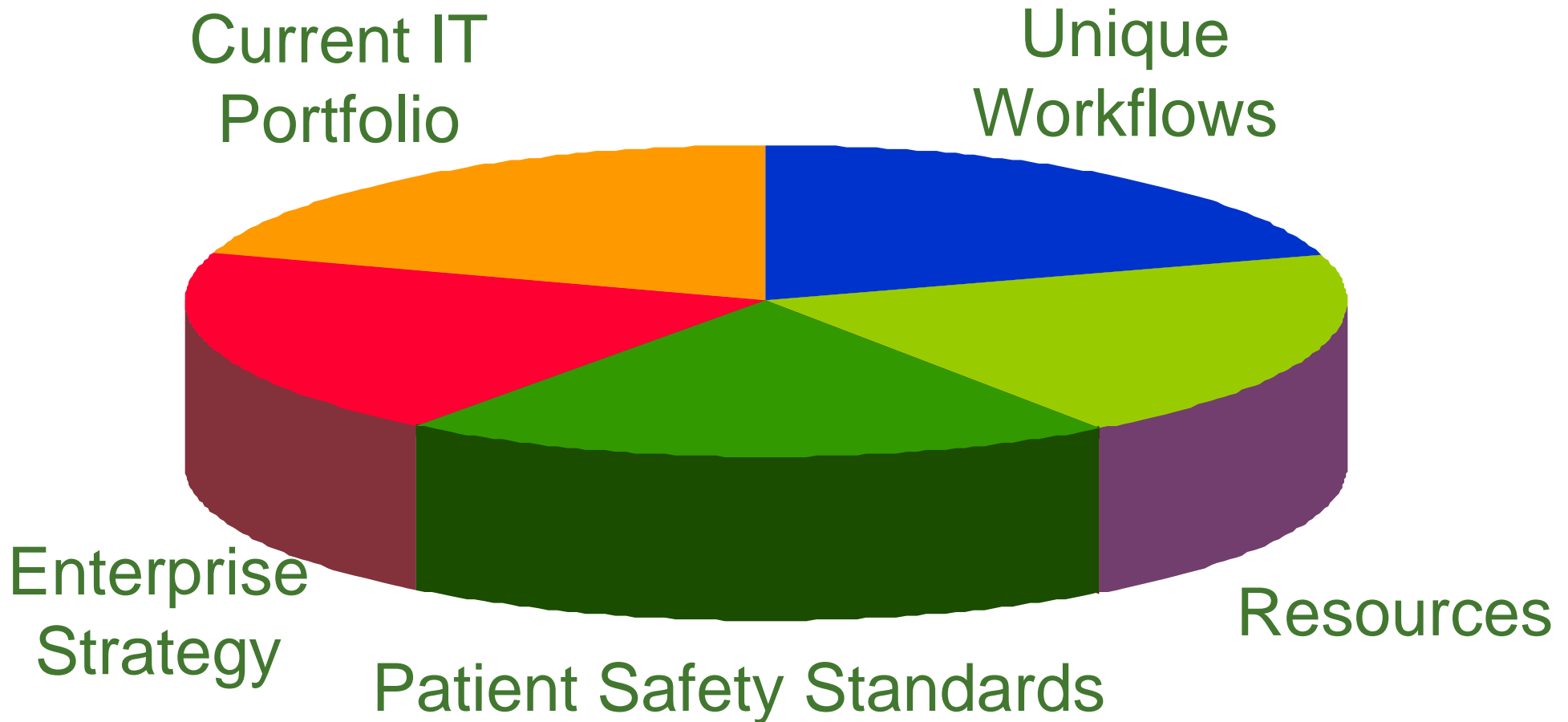


Readiness Assessment Approach

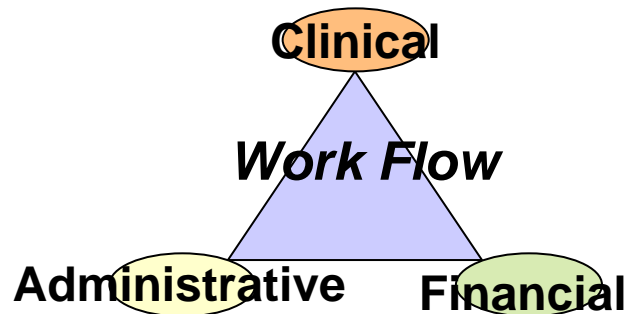
- Develop formula for success
- Targeted areas of evaluation
- Hospital-wide analysis
- Executive-level to end-user input
- Beyond the applications
- Workflow analysis and change management



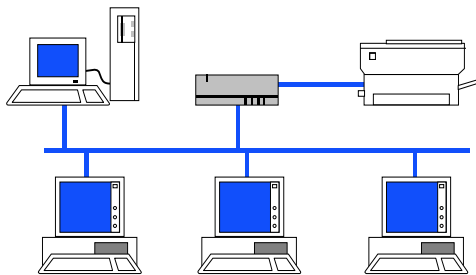
Tailored for Each Client



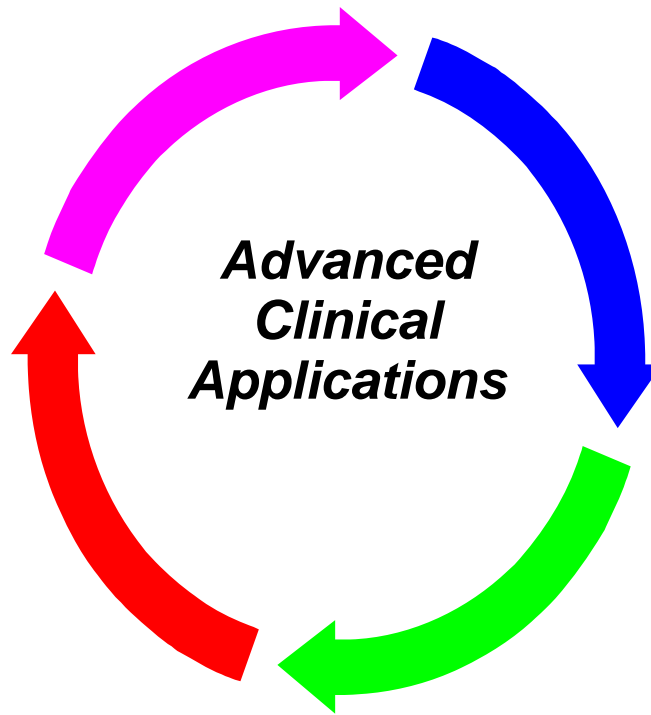
Enterprise-Wide Approach



Policies & Procedures



IT Infrastructure



Compliance, Outcomes
Management, & P4P



Internal/External
Data Integration

Operational Integration

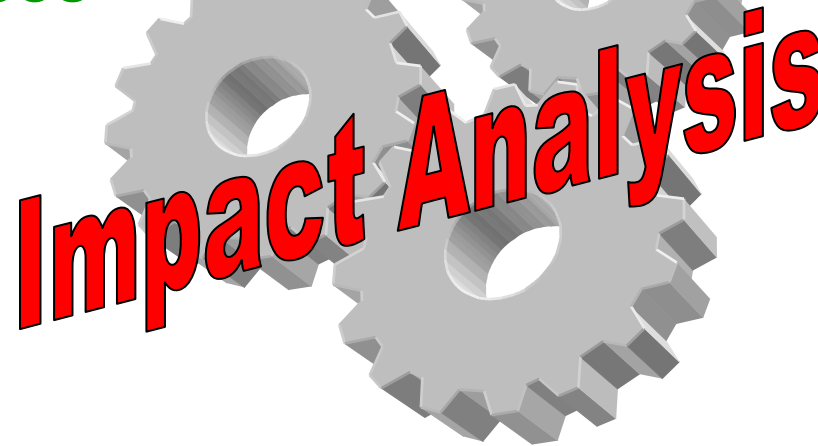
Example: BMV

Technology Configuration

- wireless devices
- scanners/bc
- COWS

Operational Process

- meds packaging
- elect. pt. verification
- meds validation



Impact Analysis

Staff Resources

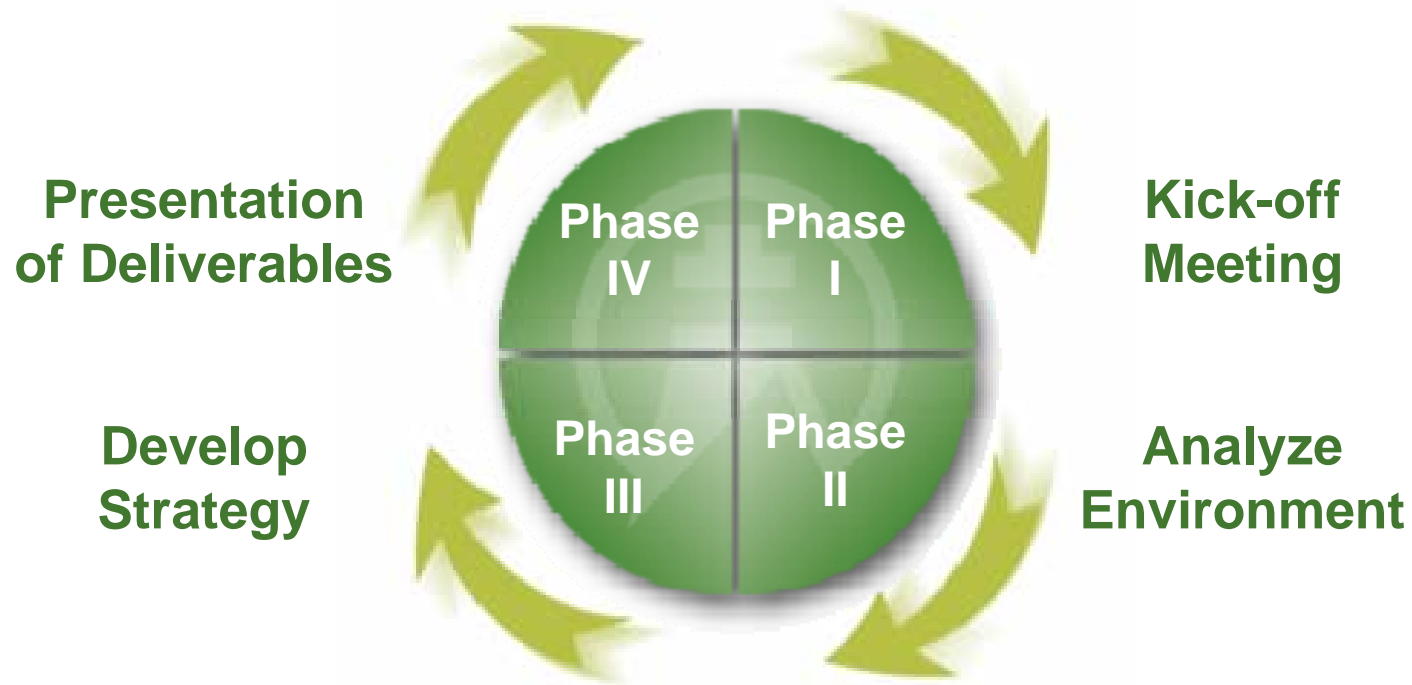
PharmD, RN, IT

Readiness Services Methodology



HEALTHCARE MANAGEMENT CONSULTANTS

Phases



Readiness Services Methodology



Kick-off

Goals and Objectives

- Develop solid foundation of expectations, methodology and timeframe of project

Milestones and Deliverables

- Meeting with client sponsor
- Work plan outlining major milestones and tasks

Activities and Tasks

- Kick-off meeting
- Identify roles and responsibilities
- Establish expectations
- Review project methodology and timeframe
- Finalize interview schedule
- Define project success factors

Readiness Services Methodology



Analyze Environment

Goals and Objectives

- Analyze current environment (as-is analysis)
- Develop high-level needs
- Understand strengths and constraints

Milestones and Deliverables

- Description of current environment
- Gap analysis
- High-level applications needs assessment

Activities and Tasks

- Distribute/complete questionnaires
- Conduct interviews
- Identify client strategic business/clinical vision
- Identify client strategic business/clinical initiatives
- Inventory current infrastructure
- Review current IT projects list
- Review current IT budget
- Document current applications and gaps
- Develop high-level needs document

Readiness Services Methodology



Develop Strategy

Goals and Objectives

- Develop principles of client ACS strategy
- Educate planning team/committees
- Develop recommendations
- Prepare report content

Activities and Tasks

- Develop ACS vision and guiding principles
- Prioritize future application needs
- Develop critical success factors
- Develop infrastructure recommendations
- Develop IT organizational recommendations
- Develop pro forma budget
- Develop benchmarks and key indicators
- Identify committee charters and roles
 - Leadership Committee
 - IT Steering Committee
 - Client Records Committee
 - Forms Committee

Milestones and Deliverables

- Finalize needs and strategies
- Draft pro forma budget and ACS timeline
- Draft ACS strategy document

Readiness Services Methodology



Executive Presentation

Goals and Objectives

- Recommend ACS initiatives and action plan
- Communicate findings and recommendations

Milestones and Deliverables

- Executive presentation
- Finalized project charter
- Final readiness assessment report

Activities and Tasks

- Prepare comprehensive report
 - Executive summary
 - Readiness assessment
 - Readiness scorecard
 - Risk analysis
 - Example benefits
 - Work plan summary
- Prepare executive presentation

Project Tools and Resources



HEALTHCARE MANAGEMENT CONSULTANTS

Assessment Tool - Overview

- Menu-driven system that guides consultant through project
- Includes detailed forms and templates for:
 - Project plans and work steps
 - Assessment checklists
 - Information collection and analysis
 - Deliverable templates

Assessment Tool - Benefits

- Ensures timely and predictable work product
- Extremely comprehensive
- Saves time, cost effective and provides thorough and consistent results

Assessment Tool - Resource

- Resource Center
 - Best Practices
 - Information Website links
 - Relevant studies, papers, findings
- Provides timely and up-to-date information drawing on Beacon's considerable internal resources as well as credible external resources

Readiness Assessment Template

Beacon Partners, Inc.
Readiness Assessment Template
BMV

	Current Readiness	Comments
	Weak Strong 1-----6	
1. Change Readiness		
Have all stakeholders been identified and the degree of impact assessed?	_ _ _ _	
Is the Risk Manager considered a key stakeholder?		
Do Key Stakeholders understand the need and feel motivated to change?	_ _ _ _	
Do Key Stakeholders have a clear vision of the project?	_ _ _ _	

Deliverables

- Executive summary
- Readiness assessment
- Readiness scorecard
- Risk analysis
- Example benefits (quantifiable, potentially quantifiable and qualitative)
- Work plan summary
- Out briefing

ACST Readiness Assessment

- Written Observations and Recommendations
 - Project Charter
 - Rollout Strategies
 - Communication Plan
 - Awareness Campaign
 - Application Readiness
 - Staffing Impact
 - Training Strategy

ACST Assessment

(Sample Deliverable Excerpt)

Item #	Readiness Component	Description	What it Exposes	Score 1 to 10	Possible Action Items
7	Access to Information <ul style="list-style-type: none"> • Availability of Client Information • Clinician Use • Clinical Decision Support 	Clinician experience with clinical computing as an element of routine clinical work	Physician, nurse, clinicians and all other end-users learning curve for clinical and computer functions High: <ul style="list-style-type: none"> • This process is being started with the Allscripts implementation for both hardware needs and core clinical data composition Low: <ul style="list-style-type: none"> • Mobile needs of staff for hardware has not been assessed • Many future end-users of the ECR do not have computer skills 	5	<ul style="list-style-type: none"> • Increase clinician use of current clinical information systems • Deploy high- value automated tools to clinicians • Improve the reliability of client-specific core clinical data • Develop clinical decision support strategy • Develop integrated networks of care process

Current State vs. Future State

- Change Readiness
- Project Structure
- Policy and Process
- Technical Assessment
- Staffing Analysis
- Communication Analysis

Current State vs. Future State

(Sample Deliverable)

Section I				
TOPIC: BMV				
Goals:				
Item #	Current State Observations	Transition Recommendations	Future State Recommendations	Benefits
Change Readiness				
Project Structure				
Workflow Documentation				
Policy and Process				
Technical Assessment				
Application Assessment				
Staffing Analysis				
Rollout Analysis				
Communication Analysis				

ACST Readiness Scorecard

<i><u>Operational Readiness</u></i>	<i>Departments affected</i>	<i>Readiness Rating</i>	<i>Resource Requirements</i>
Clinician Adoption	All		
Workflow(s)			
System Access Controls			
Integration			
Quality Reporting			
Patient Safety			
Implementation			

Risk Analysis

<i>Risks</i>	<i>Frequency</i>	<i>Expected Impact</i>
Clinician Adoption	High	High
Workflow(s)	Medium	High
System Access Controls	Low	High
Integration	Low	High
Quality Reporting	High	Medium
Patient Safety	Medium	Medium
ROI	Medium	Medium
Implementation	Medium	Medium
Assigned Security Responsibility	Low	Medium

Work Plan Summary

<i>Activity</i>	<i>Duration</i>	<i>Start</i>	<i>Finish</i>
Phase 1: Education & Awareness	60d	Mon 12/18/06	Mon 2/16/07
Identify Role-based educational needs	10d	Mon 12/18/06	Thu 12/28/07
Design organizational policy and procedure requirements for ACS implementation	40d	Mon 12/18/06	Mon 1/29/07
Develop curriculum	18d	Thu 12/28/07	Mon 1/15/07
Develop Education Schedule	10d	Thu 12/28/07	Mon 1/8/07
Conduct Awareness Training	30d	Mon 1/8/07	Mon 2/9/07
Assess Clinician Adoption	7d	Mon 2/9/07	Mon 2/16/07

Consultants and Duration of Services



HEALTHCARE MANAGEMENT CONSULTANTS

Value Proposition

- Understand the importance of workflow and application integration
- All work done with patient safety in mind
- Technical capabilities, i.e., wireless infrastructure for mobility
- Clinician to Clinician Communication

Consultant Value

- Reduced assessment timeframe
- Knowledge of healthcare industry
- Expertise in ACS deployment options, technologies and workflow improvements
- Removes guess work and accelerates development of ACS strategy

Resource I, RN

- 30+ years of healthcare experience
- Experience developing:
 - Committee structures
 - Project charters
 - Communication strategies
 - Training campaigns
- Pre-implementation application training
- Workflow redesign

Resource II, RN

- 25+ years of healthcare experience
- Operating room staff nurse
- MEDITECH Advance Clinicals
 - EDM, ORM, PCS and BMV
- Clinical application assessments
- Workflow redesign and optimization
- Magic and Client Server knowledge

Resource III, RN

- 20+ years of healthcare experience
- Former CIO and Director of Nursing Informatics
- Organizational IT strategic planning
- EHR development and implementations
- MEDITECH PCS, EDM and BMV
- IT architecture expertise

Duration of Service

- Duration of service: four weeks
- Variables include
 - Size
 - Number of facilities

Thank You



HEALTHCARE MANAGEMENT CONSULTANTS