Many healthcare organizations are embarking on Electronic Health Record (EHR) implementations. This requires significant investment of capital, time, and other resources for an organization. With healthcare reform and additional compliance hurdles such as Meaningful Use (MU) and ICD-10, organizations are now faced with the dilemma of evaluating their existing implementation strategies to determine what changes are needed to increase their chances of achieving MU, meeting payer contract incentives, and maximizing reimbursement. These initiatives form the foundation for a new world of shared savings and Fee-for-Value payments. Factoring in these requirements significantly increases the complexity of an EHR implementation. And for most organizations, this has resulted in a reshuffling of priorities and, in some cases, shifting focus to areas they had not intended to pursue.

Comprehensive project planning is critical to the long term success of any system implementation. Gaining a clear understanding of organizational goals; ensuring alignment with specific clinical, patient safety and quality goals, as well as and eMeasures and reporting needs; and making decisions early are an essential, yet often overlooked or rushed step in the process. Inadequate pre-implementation planning can create gaps, rework and extended timelines, resulting in lost patient or incentive revenue.

Pre-implementation planning is more than just creating a to-do list. It is a foundational element of any EHR implementation that will ultimately determine the effectiveness of the project. This includes the ability to forecast and manage costs and resources, to positively engage executive and clinical stakeholders, to transform clinical and administrative workflows, to ensure data captured in the EHR is usable for quality metrics and other analytics, and to manage a massive amount of organizational change in a compressed time period. Encore brings tools, processes, and people together to systematically address these key variables, ensuring effective controls are in place to establish a foundation for a successful EHR implementation.

The Encore Solution - A Phased, Methodical Approach to Pre-Implementation Planning

Encore’s pre-implementation planning approach supports organizations in establishing the proper foundation prior to initiating their EHR implementation project. Our Pre-Implementation Planning (PIP) framework focuses on six key dimensions that systematically address the people, process and technology components of an implementation effort. These dimensions include: Project Strategy and Approach, Governance and Organization, Value Realization, Health Analytics, Technology, and Change Acceleration and Operations.

Aligned with each dimension are associated best practices along with a team of subject matter experts who have extensive experience working with organizations to plan and implement EHR systems.

Our approach to pre-implementation planning is supported by Encore’s proprietary PIP Diagnostic tool, which is comprised of over 170 assessment criteria based on industry standard practices and Encore lessons learned in the field. This tool enables Encore to quickly assess each dimension of implementation readiness based on defined metrics. This analysis forms the foundation for the development of a readiness plan focused on an organization’s specific needs and areas of risk.
Our Services

Encore helps our clients with a full range of pre-implementation planning services starting with a pre-implementation planning (PIP) diagnostic through development and execution of the readiness plan, as outlined below:

**PHASE 1: PIP Diagnostic**
- Validation and documentation of organizational readiness
- Evaluation across six critical dimensions
- Documentation of scope

**PHASE 2: Readiness Plan Development**
- Remediation planning
- Tactical steps and deliverables
- Schedule and resources

**PHASE 3: Readiness Plan Execution**
- Policy development
- Staffing changes
- Refinement activities (budgets, organizational / governance structure, etc.)

It is Encore’s ability to facilitate all three of these key phases from an initial planning diagnostic through execution of tactical readiness tasks which helps organizations realize foundation-setting and transformative organizational change even before an EHR is actually implemented.

Our Clients

We have had the privilege of working with many healthcare organizations across the country to support their pre-implementation planning efforts. We view our clients as partners and work collaboratively with them to achieve results, deliver business outcomes and improve performance. We instill our core value – *We Are 100% Referenceable* – into each of our client engagements. This means we do everything we can to ensure that, at the end of the day, our clients are happy with the work we have delivered.

Why Encore?

Encore understands the complex and unique clinical and business issues our clients face and can deliver a solution that supports both immediate needs and long-term sustainability. We bring our clients the benefit of:

**Our People**
Our consultants are industry leading experts in system planning and implementation, system optimization, clinical integration, performance improvement, meaningful use, quality and regulatory reporting and health analytics.

**Our Methodology**
Our PIP framework is flexible and can be tailored to meet an organization’s specific needs – from a full assessment of implementation readiness to a focus on specific areas, such as governance or quality outcomes.

**Our Tool**
Our PIP toolkit includes a dynamic framework for quantifying implementation readiness based on industry standard practices and Encore’s extensive experience and lessons learned in the field.

**Our Strategic Focus**
We focus on the end-state of how healthcare will be delivered to ensure our clients have a executable implementation plan to support future care delivery models.

**Our Application Expertise**
We have deep domain knowledge in leading EHR vendors including Epic, Cerner, MEDITECH, Siemens, McKesson and Allscripts.

For more information on Encore’s Pre-Implementation Planning Services, please contact Encore at 1-877-787-1010.