

Advanced Clinical Systems in the Integrated Delivery Network: Challenges and Progress

CHIME
CIO Focus Group
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Moderator: Alan Worsham
Vice President, Consulting Services

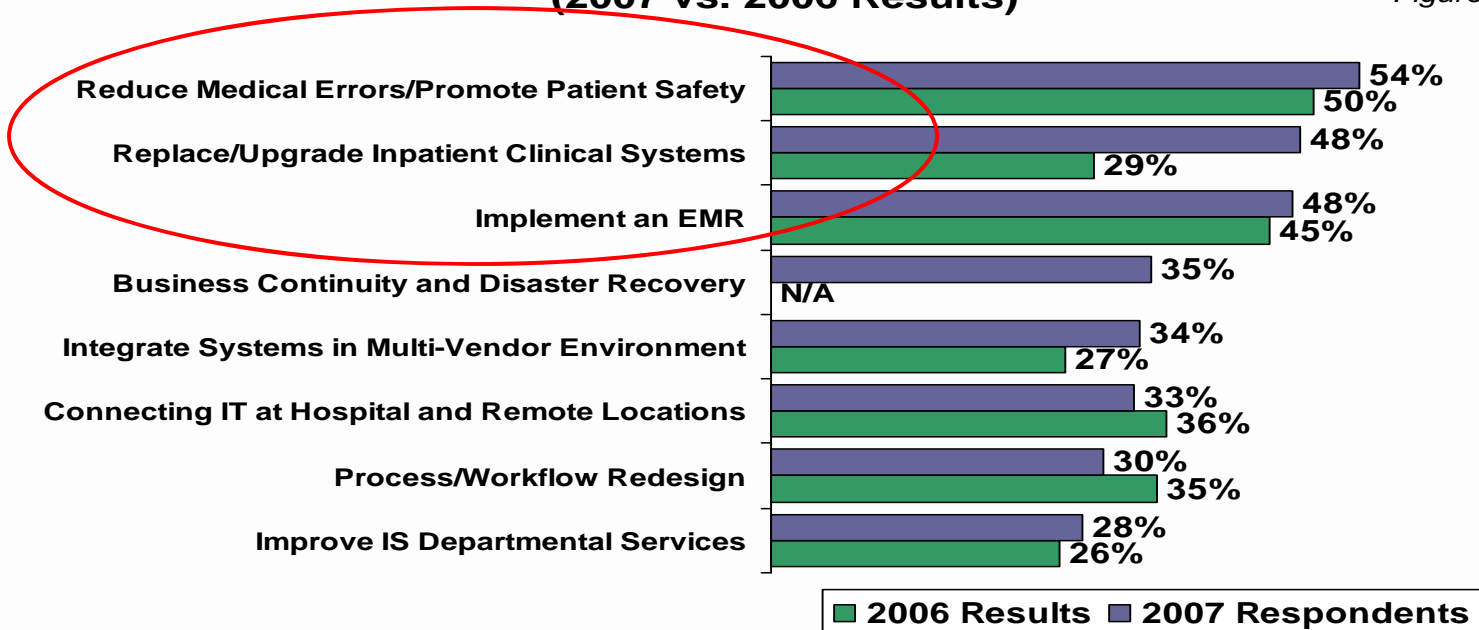


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Current IT Priorities (Within Next 12 Months)

(2007 vs. 2006 Results)

Figure 6



Clinical Systems are Top Priority

- How are IDN and multi-hospital organizations' priorities different from those of other types of organizations?
- What are Independent Physician Services asking for? Raving about? How do their priorities align with the rest of the organization?
- How will priorities change in the next 24 months?

Progress

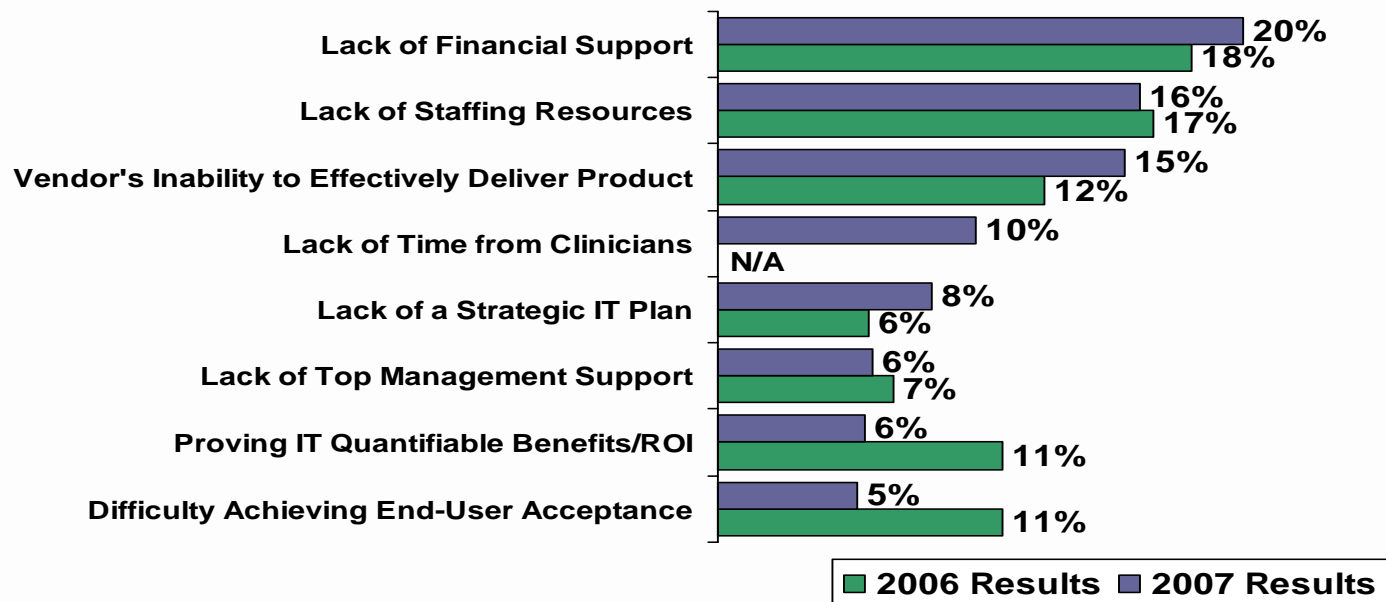
- Which clinical system(s) are up and running at your organizations?
 - How complete is the rollout?
 - Are the systems being fully utilized?
 - Are the users happy?
- Which systems are being implemented?
 - How far along?
- What's next?



Most Significant Barriers to Implementing IT

(2007 vs. 2006 Results)

Figure 9



Vendors' Inability to Deliver

- Technology Issues
 - Functionality
 - Reliability
 - Ease of use
 - Speed
 - Appropriateness
 - Other issues
- What have you tried to improve the situation? What worked? What didn't?
- What else can/should be done?



Vendors' Inability to Deliver

- Implementation Issues
 - Insufficient resources
 - Vendor
 - Internal
 - Lack of expertise
 - Faulty process
 - Organizational culture
 - Change management
 - Other issues
- What have you tried to improve the situation?
What worked? What didn't?
- What else can/should be done?



Lack of Clinician Time / End-User Acceptance

- Who did you find were your easiest adopters?
- Who found the transition most difficult?
- What worked? What didn't?
 - Champions
 - Training
 - Incentives
- Do departmental-specific focus and resources (e.g. ED specialists) help?



Proving Quantifiable Benefits / ROI

- Where are you seeing the greatest payback?
- Is it where you thought it would be?
- Is it in dollars or something else?
- How do you measure it?
- Biggest payback in the strategic plan – what does your crystal ball tell you?

Lack of Support (Financial, Management, Staff Resources)

- Is organizational support impacted by other barriers or issues we've discussed? If so, how?
- What other factors are involved?
- What have you tried to improve the situation? What worked? What didn't?
- What else can/should be done?



Thank You!

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1-(800)-4Beacon

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