Implementation Services: Project Management

Implementing an EHR can be overwhelming, unless you have a knowledgeable and trusted partner working on your behalf. MEDITECH Professional Services has a proven methodology, talented and tenured leaders, and an implementation project plan that makes it possible to achieve client goals and gain value from the investment.

Executive Leadership

At the helm of MEDITECH Professional Services is an executive team with decades of experience in leading MEDITECH implementations. These executives help navigate potential pitfalls and provide unmatched insight and guidance on how best to implement the software to align with your facility objectives.

Project Leadership

Our on-premise project team is driven by industry-leading program managers. These PMs act as overall project leads not only for MEDITECH Professional Services, but also for the various project leads provided by the client and by MEDITECH's Implementation, Service, and Update teams. They also work collaboratively to build all events and milestones, properly sequenced into one comprehensive project plan.

The MEDITECH program manager is supported by clinical and financial leads, who act as transformational leaders during the implementation. Our leads have years of healthcare experience and software oversight to bring expert decision-making and governance to personalize your EHR experience. The initial responsibility of the leads is to engage department heads and implementation leadership in mapping out a current state/future state analysis and plan. Your facility will then be able to determine how MEDITECH's best practices will be implemented to meet goals and objectives.

Subject Matter Experts and Trainers

MEDITECH Professional Services Subject Matter Experts align with your CORE teams to bring direct insight and decision-making as you configure the system. In addition, SMEs work directly with your build teams to efficiently design workflows complementing the future state planning which was engineered by the leads.

No EHR implementation would be successful without properly trained end users. MEDITECH Professional Services offers a multi-channel approach to our end-user training, including:

- Learning Management System (LMS)
- Classroom education sessions
- At-the-elbow, personalized training
- Go-LIVE support teams.

Using an LMS enables MEDITECH Professional Services to bring a unique training experience to your implementation. This value-added benefit provides convenience, flexibility, and accountability to your training program. The LMS provides a full library of content composed of 3 – 5 minute micro education

tutorials, tracking your team's progress and ensuring comprehension through analytics dashboards. The LMS allows for mobile access to microlearning sessions at a time that is convenient for your staff. In addition, a tailored curriculum is established.

MEDITECH Professional Services also provides a full, on-premise education curriculum with industry-proven tools and techniques to produce efficient and targeted classroom education for your end-user staff.

We also recognize that, for some end users, classroom settings are not ideal. Our concierge elbow service offers at-the-elbow sessions that not only provide personalized attention, but also optimize your providers' software to make their introduction to the MEDITECH EHR a positive experience.

Methodology

To complement our project team, MEDITECH Professional Services also provides access to industry-leading tools and techniques to ensure the success of your project.

The tools and techniques we've designed are based on 50 years of implementation experience. They include:

- Project charter
- "Single Source of Truth" project plan
- Executive dashboard with key performance indicators
- Scope management and change control plan
- Risk assessment/cost assessment plan
- Communication plan
- Resource management plan
- Current state/future state assessment and plan
- Project quality standards
- Knowledge transfer plan
- Closure documentation and customer satisfaction objectives.

All of these objectives align with industry and PMI standards, ensuring the highest level of integrity throughout your EHR implementation.