



**MEDITECH**  
PROFESSIONAL  
SERVICES



## Physician Advisory - Physician Peak Performance Program

So much of a physician's experience with the EHR is tied to not only the sophistication and quality of the tool they are using but also the extent to which it has been optimized for individual workflows and preferences. In addition, the system must be seamlessly aligned with the requirements of the healthcare organization with which they are affiliated.

MEDITECH's Physician Peak Performance Program is a multi-faceted approach to providing physician informatics leaders, physician users, and organizations with a peak EHR experience, reaching a level of optimal mastery and flow.

Offered through MEDITECH professional services, the Physician Peak Performance Program is comprised of multiple tracks, each consisting of targeted assessments, activities, objectives, and outcomes measurements. Our consulting physicians and supporting consulting roles are provided by experienced individuals who have proven success with a multitude of EHR and MEDITECH projects. Our clients have the confidence of knowing that they are working with experienced and skilled consultants, with the further reassurance that they are supported under the larger, encompassing MEDITECH commitment to excellent service and outcomes.

We have developed the following Physician Peak Performance Program tracks that may be undertaken individually, combined, or customized for a client engagement.

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### CMIO Advisory Support

The CMIO Advisory Support track or offering is designed to provide support, education and coaching to an individual (a physician typically) who is new to a CMIO, CCIO, or other physician informatics leadership role. It is provided by a MEDITECH physician consultant who has proven background in leading EHR implementation projects, developing evidence and experience-based clinical content, driving process redesign, understanding and implementing effective quality reporting processes, employing successful change management methodologies, promoting adoption of standardization, developing effective physician training and education approaches, setting up an effective physician governance and workgroup structure, and working with senior leadership teams to ensure alignment between IT, physicians and organizational strategic plan and goals.

**Impact:** Whether a client decides to take advantage of both levels that are available with this track (Level I and Level II) or just one, the program is designed to provide a solid foundation of basic physician system informatics concepts, principles, and system functionality knowledge that will help lead to success for the organization, the CMIO, and its physicians.

#### **Benefits:**

- One-on-one support from a MEDITECH physician consultant
- Content is aligned with industry-accepted informatics topics and curriculum
- In-person and remote support
- Ability to tailor to individual client's needs

- Actionable content and materials
- Interactive sessions using the MEDITECH Expanse EHR (within the client's environment)
- Support available for facilitation and/or participation in physician workgroup meetings

**Estimated Timeframe:** 6 weeks, 12 weeks, or customized

### Testimonial

*"Frederick Health is a new Expanse implementation site for both acute and ambulatory settings. As the new CMIO for our system, I greatly appreciate the valuable assistance provided by MEDITECH's physician advisory professional services. Our engagement significantly accelerated a steep learning curve. In particular, Dr. Hsu, the MEDITECH physician advisor, was extremely knowledgeable and flexible in tailoring his support to our evolving needs."*

- Robert Wack, M.D., Frederick Regional Health System, Frederick, MD

## Personalize - Widget, Preferences, Workflow Optimization

This track provides the client with a remote and on-site review and assessment of how key medical staff have been configured and are using the EHR. This is done in conjunction with an optimization of physician preference settings, widgets, other important configuration settings, as well as workflow adjustments. Education and training opportunities are also a focus. We utilize key metrics and indicators to measure opportunities and success. At the close of the engagement, a summary of work is completed and a detailed action plan for implementing the remaining identified items is provided.

**Impact:** Receiving focused system and workflow assessments from our consultants on the current setup and use of the MEDITECH EHR provides an opportunity for improved system utilization and physician satisfaction.

*Successful organizations help providers understand that personalization is critical for strong EHR efficiency. - Davis T, Bice C. Arch Collaborative Guidebook 2019. KLAS Research, LLC.*

<https://klasresearch.com/archcollaborative/report/arch-collaborative-guidebook-2019/293>

### Benefits:

- Dedicated Physician Consultant and Physician Systems Experienced Consultant
- Remote and on-site assessments to optimize
  - Current system wide settings
  - Personalization settings
  - Specialty widget templates
  - Workflows
- Assistance with organizing provider personalization forums
- Detailed research and assessment summary reports
- Review of physician efficiency dashboard indicators and metrics, with follow-up recommendations

**Estimated Timeframe:** 4-8 weeks (based on number of physicians)

## Testimonial

*"The MEDITECH Professional Services consultant, Dr. Yeaman, was very helpful in working with us to meet our goals and objectives for provider efficiency and optimized workflows. One particular suggestion was a strategy for follow-up provider education with CMEs, and engagement of providers on their preferences in Expanse that included widgets and documentation. This was quite the success. Our follow-up education session had 54 registered physician participants with another 5-10 walk-ins. We had very positive feedback during and after the session from our providers. This was a big help from MEDITECH Professional Services and the MEDITECH physician. "*

- Louis B. Harris, M.D., CMIO, Citizens Memorial Hospital, Bolivar, MO

## Physician Leadership & Governance Support (Seminar)

This track provides the client with an on-site multiple day seminar, with pre-visit and post-visit activities. The objectives of the seminar and preparation call(s) are to provide individualized support and guidance to the physician leaders, clinical leadership, and clinical IT leadership at the healthcare organization who will be involved in new as well as ongoing clinical IT projects. During the on-site seminar and workshop, the following topics will be addressed in detail: creation of a strong and effective physician and organizational informatics governance structure, definition of physician informatics roles and early identification of possible candidates to fill the roles, physician advisory committee makeup and format of meetings, and physician communication strategies. This engagement can be tailored to an individual client's situation in terms of being involved in a new implementation or a new phase of informatics activity.

**Impact:** Establishing a strong physician and organizational informatics governance structure ensures success for physician leaders, clinical leadership, and clinical IT leadership who will be involved in new and ongoing clinical IT projects.

*Organizations with broader, multi-disciplinary team engagement in their EHR governance see higher EHR satisfaction. Governance should be led by a clinician, an IT/informatics leader, and an operations leader. - Davis T, Bice C. Arch Collaborative Guidebook 2019. KLAS Research, LLC.*

<https://klasresearch.com/archcollaborative/report/arch-collaborative-guidebook-2019/293>

### Benefits:

- Dedicated Physician Consultant focused on the client's individual needs
- Remote assessment, webinars, and an on-site seminar
- Detailed summary report with recommendations and actionable content

**Estimated Timeframe:** 3-4 weeks (includes on site seminar)

## Interim Physician Consultant Informaticist Lead

With this track, MEDITECH professional services will provide the client with an experienced physician consultant to fill the role of interim CMIO or other designated physician informaticist leadership position. The physician consultant will provide in-person and remote support to facilitate standing physician advisory meetings, conduct other necessary physician focused informatics meetings, lead content and workflow design project (as needed), assist with change management activities, help with identifying/recruiting other physician subject matter experts, and support in other areas requested by the client and included in the proposal.

**Impact:** For organizations where there is an unmet need for a physician informatics leader, MEDITECH professional services will provide a temporary, experienced physician consultant to fill the need and work with the client to maintain momentum with EHR projects.

**Benefits:**

- Dedicated support from an experienced MEDITECH Physician Consultant to:
  - Help fill a gap with physician IT leadership
  - Assist your organization with a major system upgrade or Go-LIVE
  - Facilitate and maintain momentum with an HIT project
  - Help identify and groom local physician IT leadership
- Appropriate handoff education provided as part of engagement closing

**Estimated Timeframe:** 3, 6, 12-month increments or custom

## Physician Consultant Hours

With this track, the client has the flexibility to engage one of the professional services physician consultants in the project of their choice. The duration and number of hours are designed to be specific to the client's needs. In pre-engagement discussion, collaborative discussions will take place to determine the scope of work and the best-suited consultant for the work.

**Impact:** Working with a seasoned MEDITECH Physician Consultant on a variety of projects provides your organization with expertise in physician leadership content development and workflow design, as well as overall improved physician involvement and satisfaction across the organization.

**Benefits:**

- Dedicated support from an experienced MEDITECH Physician Consultant
- A flexible option that provides an agreed-upon number of hours of support per month
- Ability to use a MEDITECH Physician Consultant on multiple projects at once
- Can be used to further supplement our Physician Peak Performance and CMIO Advisory Support programs

**Estimated Timeframe:** Custom