

Implementation Case Study

About the client

The client is a highly reputed pediatric hospital system which wanted to implement an Electronic Medical Record (EMR) at its two hospitals and the outpatient clinics.

About the project

The client wanted to adopt a scalable implementation of the whole process. The pediatric hospital system is having a large pool of data for continued usage even after the implementation of the EMR. As mostly perceived by many hospitals, the client too felt that implementation of new EMR on to their existing system could be troublesome and could even fail.

The client wanted a reliable and accountable source for implementing the EMR. Makro Health was narrowed down for its implementation process.

Makro Health works with healthcare organizations to create a successful environment with its complementing services that include project management, implementation support, and systems integration solution.

Makro Health solution

Makro Health, with its in-depth understanding of the various challenges in the implementation of an EMR could meet them with ease. The challenges in general included (but not limited to) user groups being heterogeneous, variable working practices of the users, context variability of the data, and resource constraints.

Makro Health team integrated the subject matter experts and the clinicians in to the design team, analyzed the existing work model, designed an efficient working model and developed a project plan. The project had 3 major phases: Pre-implementation phase, Implementation phase, and Post-implementation phase.

Pre-implementation stage is a very critical stage for the success or failure of the implementation process and should be driven by the in-depth knowledge of the experts on both the sides. Makro Health with its expertise in project management has designed the plan of action and implemented it successfully. All the users skill sets regarding the varied aspects of the application were analyzed and appropriate trainings were provided to help in the implementation process. The design plan and workflow decisions were worked keeping the safety and criticality of the patient care as any problem/error resulting from use/misuse of the data through the system can affect the patient's health. Furthermore, the design had been perfected to maximize the return on investment (ROI) and user acceptance.

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After helping the IT team and the users at the client hospitals and clinics in understanding the workflows, Makro Health moved on to a phased out implementation of the EMR. First the inpatient pharmacy system, then the electronic medication orders, and clinical orders were rolled out to the concerned personnel.

Post-implementation, Makro Health resolved and debugged any issues that aroused during the transmission of the old data into the new systems. The client was satisfied by the ROI and user acceptance of the new system that was implemented and integrated to perfection.

Makro Health, with its expertise team that is driven towards perfectionism and commitment, could not only help the client overcome the fears of a troublesome implementation of the EMR system but also could help the client utilize and get the best out-of-the new system.

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