

Wright Consulting launches Project and Change Management Focus on EMR/EHR System Implementations

By Wright Consulting Inc

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Many healthcare organizations do not have the expertise required to successfully implement the process and people changes that are necessary to realize the patient care and efficiency benefits of a new system

With the emphasis that President Obama has placed on streamlining healthcare costs and the incentives that the federal government has allocated to physicians and hospitals to implement EHR/EMR systems, it would benefit all if the system implementations would be more successful. Unfortunately, it has become more of a rarity to hear of success stories than of the numerous failures being shared by clinicians and software providers. Confusion around what is an EMR or EHR system, what are the implementation objectives and how will return on investment expectations be measured are adding fuel to the negative implementation perception.

“Because of the confusion, consistent success criteria is hard to collect and measure, but when facility attrition grows and system usage is not widely adopted, I think it is fair to say we may have missed our goal,” stated Amelia Wright, senior healthcare executive. Many experts point to the complexity of the available software solutions and system security issues, inadequate software selection process and poor resource planning for staff testing and training as reasons for failure. All of which point to inadequate project management expertise and talent in the healthcare EMR/EHR market.

Vendors are focused on implementing their particular product within the agreed to contract terms. They have increased their internal training classes for their software to insure for the growth projections in the industry – stated by the Kalorama research firm to be projected at \$1.6 billion 2013. Wright Consulting, an independent advocate, will focus on helping the healthcare organization correctly assess its need for a new system and the potential benefits, along with the overall cost of implementation. Impacts to patient care, clinical staff and corporate budgets are aspects of the implementation that are classic components of Project and Change Management.

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Headquartered in Nashville, TN, Wright Consulting Inc. is a boutique Information Technology Management firm specializing in healthcare services. The firm’s goal is to help the client improve their technology environment to enable business growth and achieve operating efficiencies. Ms. Wright has been nationally recognized as a leading CIO in America.

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