Adoption + Ownership = Effective Utilization

Adoption of new systems and technology in hospitals and healthcare facilities is often quite challenging. When physicians and other caregivers are required to learn new technology that has an impact on the clinical process, creating ownership throughout the adoption process is imperative. A combination of proven adoption strategies, combined with buy-in and ownership by key people in the organization, is the key to effective utilization of new systems.

9 critical success factors for effective utilization

1 **Goal Alignment:** Identify primary goals for implementation and ensure alignment between organizational goals, system priorities and clinician expectations

2 **Physician Involvement:** Identify committee structures that will engage and efficiently utilize physician and other clinician participants

3 **Communication Planning:** Assist with development of or review a detailed communication plan for activation that incorporates corporate goals, timeline, appropriate messages and efficacy measurement for stakeholders

4 **System Access:** Identify/recommend key system access points (remote access, wireless carts, handhelds) or support issues (24x7 help desk, clinical customer support users) that will most impact adoption

5 **Education & Support:** Communicate proven educational approaches that maximize effectiveness while minimizing operational impact

6 **Workflow Support & Process Optimization:** Review workflow of pre-selected clinical areas to identify opportunities where specific clinical manager configuration could generate a positive impact

7 **Content:** Provide assistance to develop clinical rules, alerts and order sets that will deliver value to the physician and positively impact quality of care

8 **Activation Strategy:** Formalize discussions on activation that impact the adoption approach

9 **Outcomes Measurement Infrastructure:** Develop a set of balanced outcome measures that the organization will use to demonstrate project success

iMethods is a healthcare consulting and IT staffing firm dedicated to helping guide hospitals through the challenges associated with finding and hiring great people and implementing healthcare technology. iMethods' healthcare consulting and IT staffing solutions are designed streamline the hiring process and create efficient processes in the implementation and adoption of healthcare technology.