

# Week 4

Health & Medicine



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Implementation of EHR System at Hudson River School Introduction The health organization selected is the Hudson River Healthcare in Peekskill, New York. They planned to have the EHR implementation from June 2008 with the 100% adoption rate from May 2009. The health center was first established in 1975, and have grown from 12 employees to 500 employees from 16 primary healthcare centers across New York state and Long island. The main aim of this effort was to improve the access to primary comprehensive care for the population and to ensure that the health status of the community improved, especially the downtrodden. For the implementation of the EHR, a steering committee was organized that met weekly for 4 years, and helped to guide various aspects of the project for EHR implementation. Several aspects of the implementation was planned out and handled by the steering committee including the initial implementation, rollout of the EHR, placing new functionalities, creating interfaces and monitoring. The steering committee signed a contract with a vendor. The various aspects of the implementation was coordinated including human resource requirements, logistics of the resources, training, content development, clinical committee coordination, development of workflows, deployment, etc. Besides, partnerships were organized with other parties to aid in the implementation. The committee ensured that the organization was ready to implement the EHR system in the form of leadership, coordination, assessment of the environment conducive of EHR implementation, communication meetings, patient workflows, standardization of data, business planning, technical support and infrastructure, budgeting, etc.

#### Impact

The implementation of the EHR system at Hudson River Healthcare in 2006

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was smooth and had huge benefits for all stakeholders including patients, professionals, organization and the general public. The implementation began in 2006 and was concluded by 2011. By January 2009, the healthcare center was able to achieve 100% usage of EMR. 100% patient centered approaches were achieved by 2010. It received the NCQA certification and the registries allowed information to flow and patient information was able to be organized in a better manner. Hudson Healthcare soon became the leaders and qualified very highly for patient centered care. For the clinicians, data could be entered very easily, and could be accessed promptly, without any hassles. As information was coded, it was easy to search for specific patient information. Besides, the clinicians also found it easy to place and monitor orders. The best part of the system was that it provided useful tools in chronic disease management. For the organization, it provided huge costs saving and improves the quality of care. Various clinicians could be more easily monitored, and medical errors were reduced. Care that was provided was more timely and effective. The quality measures concerning safety, timeliness of services, effectiveness, equitable and patient-centered approaches improved from 2006 to 2011. For the patient's, the environment in the healthcare centers became more user-friendly, and the quality of care, safety and outcomes improved, as the EMR's promoted Evidence-based practices. As the revenue of the hospital improved, the services became effective, and cost savings were in turn provided to the patients. For the community, since the quality of care and effectiveness of services improved, local communities could now trust the healthcare center.

### Summary

In short, the Hudson River healthcare implemented the EMR system in 2006

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and this was fully completed in 2011. There were several hiccups with the implementation, but by and large the implementation was successful, with huge benefits in terms of quality, effectiveness, equitable, patient safety, patient-centered approaches, implementing Evidence-based practices, etc. The physicians, organization, patients and the community benefited from the EHR implementation of Hudson River, thus demonstrating the benefits of IT to Healthcare.

#### Bibliography

HIMSS (2011). Davies CHO Award Application, Retrieved on March 1, 2012, from Web: [http://www.himss.org/davies/docs/2011\\_AwardRecipients/04\\_Davies%2011%20CHO\\_Hudson%20River.pdf](http://www.himss.org/davies/docs/2011_AwardRecipients/04_Davies%2011%20CHO_Hudson%20River.pdf)