Ask These 5 Questions Before You Invest in Technology

Session 405

Context for Our 5 Questions

Industry Barometer  Industry Challenges  Our Story
Why are we all seeking technology?

We’re not happy.

Challenges: Healthcare IT Adoption. Period.
Technology is worthless…
if it's not solving a challenge

Industry Barometer

Industry Challenges

Our Story

Focuses on features

Stops after identification

Gets in the way

We get it.

OH BILL

YOU UNDERSTAND ME
Our Story

2011 → 2013

- Concepts
- Meeting
- Partners
- 1st Iteration
- Actionable
- Reorg
- Results

Are we ready?

Change requires Change.

- Processes
- Technology
- Concurrent Projects
- Strategic Plan
- Staff
- Goals
2. How does the back end affect the front end?

<table>
<thead>
<tr>
<th>Usability</th>
<th>If the technology fails, what’s the worst thing that could happen? Develop protocols so it doesn’t.</th>
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<tbody>
<tr>
<td>Risks</td>
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<tr>
<td>Our Patient Value</td>
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Worst Case Scenario

- Predicting rehospitalization
- Predicting patient mortality
2. How does the back end affect the front end?

What’s the patient’s experience?

Usability

Risks

Our Patient Value

3. How should this get used?

Who

How

Procedures
4. What am I measuring for success

Success Scenarios

Post-implementation looks like this...

Inputs Drive Outputs

Am I measuring the inputs that drive the outputs?

Clear Pilot

Pilots have different expectations than enterprise roll-outs.

5. Is my tech provider a partner or a vendor?

Adhere to accountability expectations

Set future expectations

Project my value

Give me a Resource

Partners