CENTRICITY® EMR

GE Health Checks Assessment

Overview

Health Checks is a service provided through the GE Healthcare Centricity EMR Consulting Team. It is an opportunity to provide customers using the Centricity EMR product a view of how they have achieved their initial goals and benchmarks during the initial implementation process as well as a view of how their site or sites compare with similar sites also using the EMR.

The Health Check starts with a call with the customer to confirm the agenda and outline primary goals for the visit. This is followed by an onsite visit conducted by the EMR Consultant, typically two and a half days onsite. This provides an opportunity for point of care (POC) observation as well as time for meetings and discussions all key players, including executive teams, EMR implementation team members and clinical champions and superusers. A debrief will be held at the end of the visit to share initial impressions.

After the onsite visit a written report will be produced and delivered to the customer, followed by a call to review the details and ensure that the customer understands the report and any follow-up items.

The report itself will contain a summary of the observations from the visit, an assessment of the health check visit, and list of issues that may have been discovered or disclosed during observations and interviews.

The customer can take this spreadsheet as their action plan and determine if and how they might choose to pursue solutions to the items, including additional training opportunities, upgrades to newer versions, new content, etc.

Customer Name

EMR Health Checks Post Live Visit

Location: **Dates:**

Deliverables

- Suggestions for better use of your system
- Report outlining suggestions and user feedback delivered within 3 weeks of the visit

Day 1 –

9:00am	**Status Check – Leadership, Project Sponsors, Steering Committee**
	• Objectives • Upper-level management view • Implementation Review
10:00am	**Status Check – Project Team**
	• Objectives • Project Team view • Implementation Review • Users perspective – Support Staff, Clinicians, and Physicians • Outstanding issues - are they prioritized and getting resolved?
11:00am	**Meet with Clinic Manager and Physician Champion**
	• Manager's view • User feedback
12:00 pm	**Working Lunch (Meet with Department)** • User feedback • Use of documentation • Lessons learned
1:00pm	**Meet with Clinical Support Staff**
	• Observe and interview users • Observe workflows, patient flow and system use
2:00pm	**Shadow Providers in XXXXXX Clinic**
	• Observe and evaluate overall system usage
	• Observe workflows and patient flow
3:30pm	**Shadow Providers in XXXXXX Clinic**
	• Observe and evaluate overall system usage
	• Observe workflows and patient flow
4:30pm	• End day 1

Day 2

9:00am	**Status Check – Leadership, Project Sponsors, Steering Committee**
	Shadow Providers in XXXXXX Clinic
	• Observe and evaluate overall system usage
	• Observe workflows and patient flow
10:30am	**Shadow Providers in XXXXXX Clinic**
	• Observe and evaluate overall system usage
	• Observe workflows and patient flow
	• Lunch
1:00pm	**Debrief – Customer Project Management, Leadership, and Project Team members**
	• Review feedback, user interviews, and initial observations • Review metrics • Discuss next steps • Schedule next Health Checks visit