

## **Culture change: Another key to EHR success**

Another step in a successful EHR implementation is ensuring your staff and patients are aware of and comfortable with the changes the EHR will bring. The American Medical Association offers this advice as part of its medical practice self-assessment. For previous tips, click on “EHR Success” under the “Past Weekly HIT Features” section of this website.

- Make sure you have a plan for working with staff and patients.
- Plan for slowed processes, and be prepared to be patient as adult learners adjust.
- Consult your staff about what they need, what they want and what they are afraid of. Make sure everyone knows their work won't become obsolete.
- Assign a person to keep tabs on the climate of the office. Check in with this person regularly.
- Train your staff to respond to patient questions, complaints and concerns. Inform patients about what this technology can do for patient care. Get them excited about the change.
- Plan for ample training and hands-on learning, so that everyone is comfortable with the technology.
- Make sure everyone in your practice reaches a certain comfort level with the new Health IT so that you can attend to patients appropriately, without technology getting in the way. This technology should enable care, not interfere with care.