



How to improve success of any  
Healthcare IT project by 20-40%.

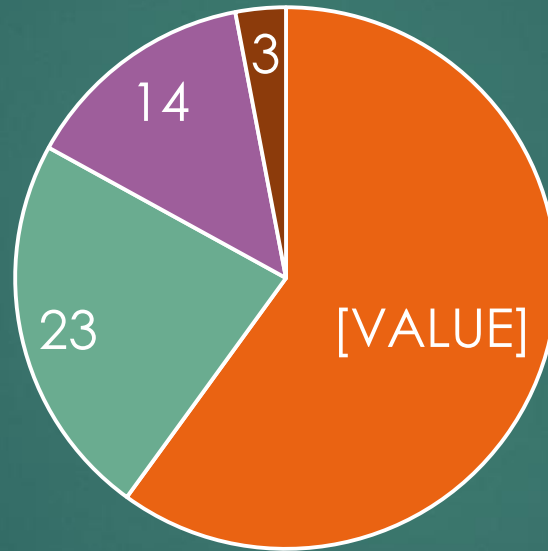
AND THE IMPORTANCE OF GOOD STAFFING PRACTICES.

By Michael Williams, CEO, Global Healthcare IT, Inc.

# Statistics on Healthcare EMR Project failures

- ▶ *The 2014 national EHR survey by MPI Group and Medical Economics noted that 70 percent of the survey participants described their EHR investment as not worth the effort.*
  - ▶ *Between 30-50% of EHR implementation projects fail.*
  - ▶ *According to KLAS, approximately 50% of large hospitals will replace their current EHR within the next 3 years.*
- 
- ▶ Sources: MPI, Health Informatics; KLAS; and Medical Economics.

# What is the most significant element needed to set up a successful healthcare IT project?



- Project Management
- Technical Resources
- Cohesive Plan
- Other

# What can we draw from the previous slide?

- ▶ The most important thing is starting with well-qualified Project & Program Managers
- ▶ The second most important factor are the Technical Resources
- ▶ Of the total respondents, 83% of the hospitals listed great people as the most important factor.

# How does my hospital IT Dept. attract the best and brightest staff

- ▶ Research the project.
- ▶ Run a local salary survey.
- ▶ Talk to Specialist Agencies and Consultancies about the supply and demand for specific skill sets.
- ▶ Compare rates.
- ▶ Assess internal staff.
- ▶ Evaluate internal staff for cross training.
- ▶ What sort of premium you are prepared to pay for experienced staff?
- ▶ Check project is funded appropriately.

# First things first.

- ▶ Assemble a great Project Management Team.
- ▶ Ensure CIO and Dir. Of Applications involvement.
- ▶ Look at track records of PM's.
- ▶ Look for PM certifications / application certifications or experience.
- ▶ Look for PM's that lead by example.
- ▶ Ask the tough questions.
- ▶ Empower your PM's.

# Tips for recruiting the right Technical Staff.

- ▶ Involve Project Managers in the interview/decision process.
- ▶ Provide Hiring Managers with example resumes of great candidates.
- ▶ Identify the procrastinators.
- ▶ Interview process should be 1-2 for Consultants and 2-3 for FTE's.
- ▶ Allocate sufficient time to process.
- ▶ With rare skills be prepared to speed up process.
- ▶ If a mistake is made in hiring, deal with the issue ASAP.

# Quality Assurance in staffing and retention saves time and money

- ▶ QA in staffing starts at the beginning and never stops.
- ▶ What is your internal process?
- ▶ What are your partners QA processes?
- ▶ Look for experienced partners. Why?
  - ▶ Specialized co.'s know the market. Therefore, send higher quality, matching candidates.
  - ▶ = reduced number of resumes/interviews, + increased interview to placement ratio.
- ▶ Involve Project Managers in staffing QA.



# Retaining the right staff throughout the project

- ▶ Loss of key staff is expensive.
- ▶ End of project success bonus.
- ▶ Earned training credit.
- ▶ Payback clause for early termination.
- ▶ Allocate time and money to team building.
- ▶ Identify issues/problems early, and deal with them straight away.

# Conclusion

- ▶ A key ingredient to improving success in large Healthcare IT projects is having the right staff. Especially, the Project Managers.
- ▶ By placing value in staffing higher quality candidates, the likelihood of a successful implementations improves as much as 20-40%.
- ▶ Following these steps will not guarantee success. However, those that do, increase the probability of success to 60-80+%.

# Presentation By



Michael Williams  
CEO  
Global Healthcare IT, Inc.  
[MikeW@globalhit.com](mailto:MikeW@globalhit.com)  
562 912 1028