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## FEATURED WHITE PAPER

### DESIGNING YOUR EMR TRAINING PROGRAM

Define

Even the best-planned, financed, and resourced electronic medical record (EMR) implementation projects have unexpected issues; however, one thing should be expected and planned for in every EMR implementation - system training. Lack of proper and effective training can sabotage even the best of EMR implementation projects.

Design

Direct

Deliver

Distill

Display

The key to creating a successful training program begins by asking the right questions at each stage in the development process. This month's featured white paper explores the 6 D's of *DIVURGENT's Training Program Methodology* and for each stage, we have included a few example questions for your organization to consider. These questions, and their answers, will help your organization pinpoint where you are in the development of your EMR training program today, and help you begin to define the remainder of your journey.

[<<Read More>>](#)

## PROJECT SPOTLIGHT

DIVURGENT's current Project Spotlight focuses on a project with a 400-bed academic acute-care hospital client located in the Northeast. Three years ago, this organization decided to take advantage of cost savings and the open source benefits offered by Medsphere, a company that created an EMR product from the VA's VISTA code. DIVURGENT began working with this client in June 2009 in a process redesign role. Today, DIVURGENT team members hold key roles in leading overall clinical transformation initiatives, including:

- Project Manager: Responsible for coordination of the project



plan and working closely with the client's ancillary areas (i.e., Radiology, Pharmacy, HIM, and Nutrition) to prepare for the replacement of legacy systems.

- Clinical Transformation Lead: Responsible for working closely with nursing and ancillary clinical leadership, is addressing the process redesign and system adoption needs.
- Project Executive: Responsible for overall project reporting to the client's Executive Committee, order set validation, communication planning, change management, and physician adoption.

This three-phase implementation will begin with CPOE and basic clinical documentation implementation. Phase 2 will address bedside bar-code medication administration. The third, and final, phase will result in a nearly paperless environment with the implementation of clinical documentation for all clinicians and physicians. Metrics for Success in Phase 3 will include compliance with the ARRA meaningful use requirements.

We welcome the opportunity to discuss how DIVURGENT can support your organization's process redesign and clinical transformation initiatives.

[<<Request More Information>>](#)



## WELCOME TO DIVURGENT!

In January DIVURGENT announced that Lindsey Jarrell would join the firm as a Partner. Lindsey brings over 15 years of leadership, innovation and management expertise to the DIVURGENT team. He was most recently the Senior Vice President and Chief Information Officer of BayCare Health System in Clearwater, Florida. Prior to joining BayCare, he served as Executive Vice President with Healthlink through its acquisition by IBM.

Lindsey was most recently awarded the 2009 CHIME-AHA Transformational Leadership Award while at BayCare and serves as a Fellow of the American College of Healthcare Executives (ACHE). [<<Read More>>](#)

Please join us in welcoming [Lindsey](#) to DIVURGENT!

## NEWS & EVENTS

*HIStalk* Interview's DIVURGENT: HIStalk, a healthcare IT news and opinion website, interviewed DIVURGENT partners Colin Kenschak, MBA, FHMISS; Philip Felt, PMP, MBA, CPHIMSS; and Lindsey Jarrell, FACHE, highlighting the company's focus on culture and client satisfaction. [<<Read More>>](#)

**Coming Soon!** Keep an eye out for Lindsey Jarrell and Conlin Kenschak's latest book titled, "The Future of Healthcare in America: How Consumer Behavior is Changing Medicine". Due

out in May 2010.

**From the "Come Out and See Us" Department:**

**March 22, 2010:** Colin B. Konschak and Lindsey P. Jarrell will be speaking on "Consumerism as a Disruptive Force to Healthcare Delivery" at the American College of Healthcare Executives 2010 Congress on Healthcare Leadership, Chicago, Illinois

**April, 2010:** Lindsey P. Jarrell and Peter Harrison will be speaking at the 2010 Cerner SeRUG, Clearwater Beach, Florida



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