



Key Elements in EHR Team Building



When implementing healthcare IT initiatives, it's important to realise that this is not just the task of the IT department – or the effort is likely to fail. An integrated teamwork approach is vital to ensuring success in deploying projects that result in ongoing improvement in patient care and overall operational efficiency.

IT solutions will be effective when input from people with diverse and unique expertise is taken into consideration, says Mike Restuccia, CIO of Penn Medicine. And these people can be found in different areas of the organisation.

To cite an example, Restuccia has noted his organisation's successful deployment of an integrated electronic medical record throughout the ambulatory, inpatient and homecare environments. He enumerates some elements that delivered optimal results via an integrated teamwork approach:

People: Make sure to get the right people into the right roles – this is the number one starting point to begin an initiative. In our organisation, we focus heavily on selecting people who exude energy, have a positive attitude and demonstrate a proven record of aptitude in their specific area of expertise, says Restuccia.

Chemistry: Blending operational and information services personnel together is a critical component needed to collaborate and most effectively evaluate all required application functionality for delivery.

Project leadership: Guiding the project and removing barriers from issues ensures that staff level employees can be successful in their role.

Process: Using a tried and proven methodology with agreed upon milestones binds the various

teams together and aligns goals and tasks for execution.

Culture: Building an environment to foster recognition that we are all in this together results in developing respect for one another. This aspect is paramount to gaining positive momentum in working as a highly functioning team.

Enterprise leadership: Working with other leaders throughout the organisation ensures proper staffing, goal setting and achievement of set objectives.

The journey on the road to achieve the many benefits of healthcare IT is long and winding, but the need for comprehensive teamwork along the way will always be vital to achieving success, Restuccia points out.

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