



Whether an organization implemented their EHR a year ago or 10 years ago, it is a common finding that there is often available functionality in the software which is not being fully utilized that would address critical needs for the end users. With many different implementation styles being utilized throughout the years, there are many organizations that implemented in bits and pieces over a large amount of time and there are organizations that implemented the full package all at once. In both situations, we find there is premium functionality that is not being used to its full extent, there are training deficits, and an overall confusion on how to get the EHR to work for the organization (and not the other way around!)

Organizations who struggled with the use of their EHR application that came to ProviNET found a custom tailored approach that identified specific pain points (both known and unknown), made recommendations on how to improve, and assistance with implementing and training around those recommendations. An EHR software is a huge investment for any organization, at ProviNET we believe it is essential that every ounce of benefit should be realized from that investment and we are dedicated to achieving that for our clients!



Client Feedback for ProviNET EHR Health and Wellness Checks/Optimizations:

“Franciscan Ministries has found an experienced and knowledgeable partner in ProviNET. The ProviNET team’s ability to provide us support in the EHR arena has been exceptional. Collaborating with the ProviNET team has assisted us in establishing best practices while optimizing our utilization of the software. We certainly have come to value their expertise immensely.”

Kathleen Kelly
Vice President of Clinical Services
Franciscan Ministries

“My organization engaged in a Financial optimization project with ProviNET Solutions to build the GL and Cross References, cross train our Month End procedure and re-train billing staff on the Financial Module. From the beginning of the project to the end, we were thoroughly impressed with ProviNET’s service and knowledge. The ProviNET team provided subject matter expertise on the application, both the configuration and front end user workflow.

The Financial Implementation Consultant ProviNET provided on site was extremely thorough and provided excellent training and support as we changed our billing processes. In addition, we worked with the technical team on importing our GL accounts and Cross References, and they provided timely and accurate results.

We highly recommend ProviNET Solutions for any application support, training and optimization.”

Valerie Hromatka
Revenue Cycle Manager
Covia



Project Design Overview



Phase I: Discovery

- **Initial Remote Review** – With access provided into the EHR application, ProviNET will perform a remote review of the configuration, design, and use of the software in order to become familiar with the unique fashion that the organization is utilizing the EHR.
- **Onsite Discovery and Interviewing Sessions** – ProviNET will meet with core members of the organization’s team who are most affected by the EHR. These interview sessions will be broken out by discipline/group, covering topics as highlighted (but not limited to) in the below:

Clinical:	Financial:
Census Management	Census Processing
MDS	Billing Workflow
Care Plans	Accounts Receivable Analysis
Clinical Documentation	Payment Processing
Physician Order Entry (POE)	Charge Capture Workflow
Order Administration (eMAR/eTAR)	MDS/OASIS Workflow Analysis
Workflow	Claims Processing
Physician Engagement	Month End Close
Survey Readiness	System Utilization Analysis
Quality Indicators/Risk Management	Reporting
Reporting	Roles and Security
Disaster Recovery	Pain Point Analysis
Roles and Security	
Pain Point Analysis	

Phase II: Improvement Plan Development

- Research and Development of EHR Wellness Improvement Plan** – Taking all of the information that was gleaned from the Discovery phase, ProviNET now has a comprehensive understanding of what needs to improve for the EHR to be a more optimal solution for the organization’s unique requirements. ProviNET will perform troubleshooting, consult with EHR vendors, and compare against established/proven best practices to develop and deliver a formal “EHR Wellness Improvement Plan” to the organization.

Phase III: Organization Plan Review

- Review EHR Wellness Improvement Plan with Organization** – Once the organization has reviewed the plan, ProviNET will schedule a conference call to discuss it with the key stakeholders. If any of the recommendations are of interest to the organization, ProviNET can develop a new project scope around addressing the recommendations the organization would like assistance with moving forward.

(Optional) Phase IV: ProviNET-led Implementation of Recommendations

- Develop Scope and Implementation Plan** – If the organization would like assistance in implementing the recommendations from the improvement plan, ProviNET can help as

little or as much as the organization may require. Due to only being able to know the scope after the plan is developed, ProviNET would consider this implementation a new project under a new SOW.