

2007 Increased Functionality Checklist

Please take a moment to look at the following checklist to gauge your readiness for adding new functionality to an existing HIT solution (e.g., new modules of a system, connectivity among systems, increased access to systems, etc.) You will not need to submit this checklist with your application; it is for your use only

Are the following project documents/items currently in place to support your HIT expansion efforts?

Response		Document/Item	Description
YES	NO		
		1. Documented goals and expectations for the increased functionality.	Well documented goals and expectations that spell out the direct benefit the increased functionality will have to the practice and its patients and address how achievement toward goals will be measured (baseline measures and improvement goals).
		2. Updated IT plan that includes new systems/expanded functionality	An IT plan for the practice should describe the hardware, software and network environment as well as internal and external data interfaces/exchanges used for practice business and clinical operations. Expanded functionality may require new components that need to be carefully analyzed to ensure effective integration with the overall system environment.
		3. Project Manager	The project should have a designated project manager who is a highly organized leader with excellent understanding of the practice who can manage the responsibility of coordinating, facilitating and serving as “task master” to assure all vendor and practice tasks are completed accurately and on time. Ideally this individual has prior successful experience in IT-related projects. It is critical that this resource is given dedicated time to address project responsibilities which may require off-loading daily practice responsibilities for the implementation period. If the increased functionality impacts clinical care, a Clinical Champion will need to work with the Project Manger to address clinical decisions and garner clinician buy-in.
		4. A comprehensive project budget	Costs for new components and the integration of those components with the overall systems environment should be considered in developing a comprehensive project budget. Costs associated with the increased functionality may include additional hardware, system

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YES	NO		
			licensing fees, taxes, added maintenance fees, training, interface/integration development, conversion and project resource time including temporary labor, staff overtime or consulting support. Reduced productivity during implementation may also result in reduced revenue to the practice that will add to the project costs.
		5. A funding plan	Identifying funding for the increased functionality will allow the project to move forward without delay as new funding is secured.
		6. Workflow redesign plans	Increased functionality often significantly impacts the workflow of the practice. Modifications to current workflow processes and related policies & procedures should be documented and addressed as part of training for use of the new functionality.
		7. Maximized use of existing HIT functionality by all parties.	Success of new functionality often depends on the degree of buy in and effective use of current system capabilities by all parties to the system components already in use within the practice. Due diligence in planning for additional functionality should include a full analysis of current system options to determine if optimum use has been gained. Additionally, due diligence should address the effective use of existing functionality by all parties to assess the likelihood of acceptance and use of new functionality.
		8. Patient communication plan	<p>If the added functionality will impact patients (e.g., new data gathering requirements, longer wait times during implementation, changes to patient-related processes, etc.), fully realizing the patients' perspective helps in preparing and delivering effective communication to address their concerns and enlist their patience and support for the clinical disruptions ahead. An effective plan will include steps to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tell them what you are doing and why <input type="checkbox"/> Provide consistent answers to questions and concerns <input type="checkbox"/> Keep them informed on progress <input type="checkbox"/> Communicate enthusiasm and confidence <input type="checkbox"/> Include them in success celebrations <input type="checkbox"/> Show them the value