Medix TECHNOLOGY

An Expert-Assembled Sample Governance Model for Your EHR Implementation

An effective EHR implementation is the number one way to achieve long-term EHR success, particularly user satisfaction. While there are many critical implementation factors—read our guide, **"EHR Implementation: Critical Success Factors,"** for a comprehensive breakdown—setting up proper EHR governance is near the top of the list. More specifically, selecting the right individuals for your various governance teams, and then closely adhering to governance procedures, will allow you to shift from a mindset of this being an IT project, to one that is clinician and organizationally led.

Appropriate governance, which includes detailed roles and responsibilities, along with clear and concise communication, will provide your EHR project with the following:

Consensus-building and adoption: End users who will have the most contact with the system are the ones making the majority of the decisions about it. Involvement from these users fosters buy-in throughout the health system.

Prioritization: Issues that will have the greatest impact on the health system will be addressed first. The governance process will have established criteria to funnel the right types of issues that require operational input to the governance committees.

Transparency: All stakeholders in the project will know the current status, what decisions have been made, and why the governance teams settled on those choices. This requires pairing a strong governance process with a good communication plan.
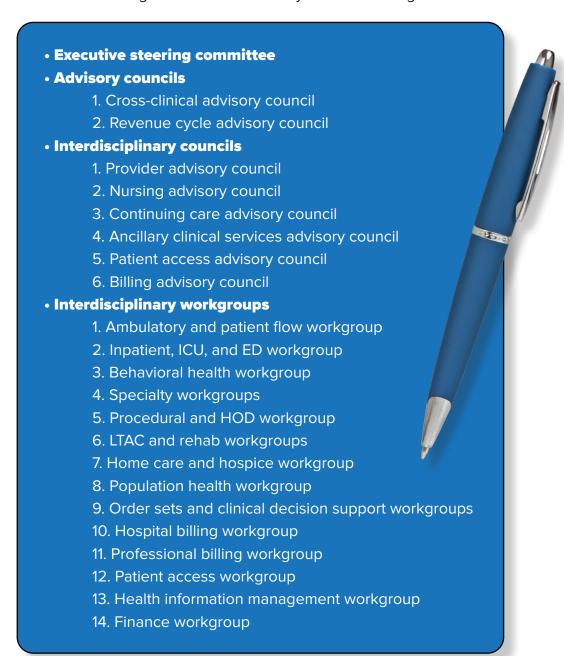
Accountability: Everyone involved in the governance process understands their role, responsibilities, and required deadlines. Decisions are not revisited without ample reason to do so to ensure that the project moves forward at a steady pace.

Communication: End each governance meeting with agreed upon talking points. Identify who is affected by each decision made and ensure they are communicated to regarding both the decision made and why. Ideally, peers communicate to peers.

Sample Governance Model

A sound governance model comes together from the top down, with an executive steering committee sitting above councils and councils overseeing workgroups. Individuals on each layer will choose those for the layer beneath them and help to take work off participants' agendas to afford them time to serve. Your governance model may look something like this:

- **Executive steering committee**
- **Advisory councils**
    1. Cross-clinical advisory council
    2. Revenue cycle advisory council
- **Interdisciplinary councils**
    1. Provider advisory council
    2. Nursing advisory council
    3. Continuing care advisory council
    4. Ancillary clinical services advisory council
    5. Patient access advisory council
    6. Billing advisory council
- **Interdisciplinary workgroups**
    1. Ambulatory and patient flow workgroup
    2. Inpatient, ICU, and ED workgroup
    3. Behavioral health workgroup
    4. Specialty workgroups
    5. Procedural and HOD workgroup
    6. LTAC and rehab workgroups
    7. Home care and hospice workgroup
    8. Population health workgroup
    9. Order sets and clinical decision support workgroups
    10. Hospital billing workgroup
    11. Professional billing workgroup
    12. Patient access workgroup
    13. Health information management workgroup
    14. Finance workgroup

This model helps ensure that EHR implementation is the priority throughout the organization and provides the right constituents and expertise for the relevant decisions that need to be made. Keeping individuals involved across all levels will foster greater commitment to and interest in the final integration and usage of the EHR system, as most will come into contact with the EHR feeling informed and involved. When this level of engagement is achieved, you stand an excellent chance of launching a successful EHR, with a high degree of user satisfaction, at your healthcare organization.