

UNO IT Academy
Organizational Change Management

Scenario D – Physician’s office converts to Electronic Health Records (EHR)

Summary:

Actors: physicians, nurses, patients, office manager, receptionist, billing clerks, project manager, it support team

Scenario:

Family Health of Omaha is a group of 5 family practice physicians. The physician’s who are owners of the group practice have decided to convert to electronic health records to:

- A. improve the processes within the physician’s office
- B. to take advantage of the grant offered by the federal government to install and convert to electronic health records: <http://www.healthit.gov/providers-professionals/ehr-incentive-programs>

The company selling the HER system has touted the benefits in process improvements that the system will provide when fully implements. The physicians and nurses believe that this will likely be true eventually but also realize this we be a huge change from the paper based head record system they have been using since the office 28 years ago. The physicians are primarily concerned about the loss in productivity that many physician’s have complained about until the are used to using the new system

<http://www.americanehr.com/blog/2012/02/impact-of-ehr-on-productivityproductivity/>

They are also concerned about the ongoing costs of supporting the system after the initial government funds run out.

The nurses are also concerned about the new system and how they will be used in ordering prescription drugs from pharmacies, ordering medical records from specialists and managing them once they arrive, how faxes (both inbound and outgoing faxes will be handled in the future which nurses are asked to do today in the paper world.

As a project manager for this project you believe you will encounter resistance from a number of parties involved in this project. Your job is to identify the resistance that might develop and have a plan in place to manage the parties quickly through the change process so the project can be a success,