Case Study

How to Prepare for a Successful Upgrade to a Next-Generation EHR

Missouri Cancer Associates seamlessly converted to iKnowMedSM Generation 2 within a month

**Situation**

Serving patients for more than 30 years, Missouri Cancer Associates (MCA) is a community-based oncology and hematology practice with 14 clinicians. MCA’s practice philosophy combines providing high-quality patient care and excellent customer service. MCA, an iKnowMed user for over 10 years, switched from paper records to an electronic health record (EHR) in 2006. McKesson Specialty Health worked closely with MCA as they recently transitioned from iKnowMed EHR to iKnowMed Generation 2. McKesson Specialty Health’s implementation team helped MCA physicians and staff prepare with training months before the planned transition date, enabling the practice to upgrade with minimal impact on revenue or productivity.
Implementation Workflow: iKnowMed EHR to iKnowMed Generation 2

To ensure a seamless upgrade, the team at McKesson Specialty Health recommended the following workflow for the staff and physicians of MCA:

1. Weekly calls with McKesson's implementation team 6 months before "Go Live"
2. Four weeks of on-site training before, during and after "Go Live"
3. Reduced physician schedules by 50% the first week and 25% the next two weeks
4. All physicians back to normal schedule by end of month

“We had planned for a big drop in revenue, but we never saw one. That’s one of the things we learned when converting from paper records to iKnowMed EHR, where we did not decrease our schedules enough,” said Dr. Joe Muscato. “In preparation for iKnowMed Generation 2, we reduced all physicians’ schedules by 50% the first week and by 25% for the following two weeks. We were extremely pleased that almost all physicians were back up to full capacity within three weeks.”

McKesson’s implementation team of product specialists and developers worked closely with MCA to analyze and customize workflows to ensure maximum effectiveness in the use of the next-generation EHR.

From system integration and data loading through training, the dedicated team provided focused experience and acted as on-site support during the entire "Go Live" process.

Best Practices from MCA’s Implementation:

- Be open-minded to workflow changes
- Train and then train again: conduct on-site training before, during and after "Go Live" date
- Communicate with patients about the change to avoid frustrations
- Reduce physician patient schedule during conversion to accommodate changes

“The implementation support was invaluable. The early prep work and constant communication gave us confidence; we had trained and prepped, and we were ready to go,” said Rhonda Hensdorf, iKnowMed administrator and implementation lead.

About iKnowMed Generation 2

Developed in collaboration with oncologists, iKnowMed is a powerful EHR that delivers secure web-based, mobile-optimized access to patient charts, comprehensive point-of-care treatment decision support and customizable features for integration into existing workflow. The award-winning second-generation oncology EHR is found in over 620 sites of care and is used by more than 1,600 providers to help oncologists operate more efficiently, boost financial performance and enhance patient safety support the delivery of quality care.

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