Electronic Health Records Services

By replacing outdated electronic health records (EHR) systems with more modern platforms, health care organizations can streamline workflows, drive efficiency, facilitate greater interoperability with other providers of care, and make use of the latest technologies. However, the average health care organization changes EHR vendors very infrequently—approximately once per decade—and lacks the internal expertise and resources to drive successful system procurement and implementation. That's why many organizations across the country have turned to Public Consulting Group (PCG) for assistance with EHR services.
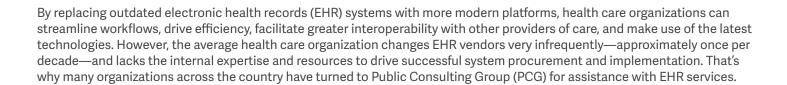
Our Services

PCG offers a full suite of services to assist in planning, procuring, implementing, and optimizing EHR systems. We bring our expertise and knowledge from numerous engagements to ensure your organization does not experience the common pitfalls and derailments that can be encountered during EHR replacement. PCG can help you with:

- **Procurement Management:** We can help you with developing technical and business requirements for the new system, drafting request for proposals (RFPs), systematic evaluation of vendor proposals, management of vendor presentations and demonstrations, objective facilitation in selecting the vendor of choice, and contract negotiation assistance, which results in more favorable terms and services for our clients.

- **Project Governance:** Proper project governance ensures that project decision-making and reporting structure facilitates timely decisions with input from appropriate stakeholders at the proper level and provides appropriate mechanisms for issue escalation and resolution.

- **Project Management:** Our experienced project managers follow the Project Management Institute's Body of Knowledge (PMBOK) to effectively manage the triple constraint (cost, scope, timeline) for each project. We have considerable experience managing entire EHR replacement projects or specific project workstreams in collaboration with client project managers and Project Management Offices (PMOs).

- **Quality Assurance:** Using PMI principles, we develop relevant quality metrics in conjunction with our clients and then control project tasks and deliverables against these defined metrics.

- **Testing Coordination:** Using proprietary templates, guides, and testing scripts, our team leads thorough end user testing of all future state workflows, including software, hardware, and third-party interfaces, to position our clients for successful EHR activation.

- **Organizational Change Management (OCM):** Our OCM leads have experience in developing and executing plans to help an organization successfully navigate the People side of EHR replacement.

- **Training Plan Management:** Our training leads have experience in developing training plans for many large-scale implementations. Such an effort includes oversight of the training curriculum, training schedule, modes and methods of end user training, and development of organizational super users.

Interface Management: Most EHR solutions are connected via HL7 or FHIR interfaces to third-party applications, both internal and external to the client organization. PCG's interface leads have significant experience in managing interface specification evaluation, establishing connectivity with third-party applications, and overseeing thorough testing of third-party interfaces prior to system activation.

EHR Optimization and Post-Implementation Services: We commonly assist our clients in developing "Phase 2" priorities to address following a brief period of post-implementation system stabilization. PCG has experience helping lead these efforts, which may include initiatives such as launching full patient portal functionality, optimizing system reporting and data warehouse capabilities, developing a process for Centers for Medicare and Medicaid Services (CMS) quality reporting and performance tracking from the new EHR system, establishing ongoing EHR governance structures, revising and/or developing new policies and procedures that govern EHR access and usage, and providing guidance on permanent staffing to support the EHR system.

Why PCG

PCG has over 35 years of experience helping public sector health care organizations deliver critical programs and services. We employ consultants and project managers with years of EHR planning, procurement, and implementation experience. Instead of once-in-a-decade exposure to these types of projects, our EHR team's primary focus is working with clients in procurement and implementation engagements. As a result, our team collectively has experience with dozens of procurements and implementations spanning several different vendors, and we bring that expertise and insight to each client engagement.

For more information about PCG's electronic health records services, contact us today!

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