



Whitepaper

# An EHR Survival Guide

**How to improve Electronic Health Record systems, from selection through rollout and support**

The growth of Electronic Health Records (EHR) has been astounding, but major hurdles remain in the widespread adoption of these technologies. Implementations are costing health systems billions of dollars, yet clinicians dislike them because they significantly impact their productivity.

With this guide, you'll learn how to ensure the success of your EHR system, from the selection process through design and build, rollout and ongoing improvements.

# Jive for the EHR Selection Process

The Electronic Health Record (EHR) selection process takes significant planning, negotiations, assessments and documentation. Jive for Healthcare Collaboration helps you effectively manage these communications within the EHR selection committee and ensure that all participants get the information they need to make the right decisions.

## Jive is a private collaboration place for the selection committee of an EHR

Jive enables organizations to create a single place to evaluate an EHR selection. Rather than leveraging separate platforms, all phases of the selection process can be completed using a private Jive collaborative place, containing all the information that decision makers need throughout the process.

### USING JIVE FOR EHR SELECTION ENABLES:

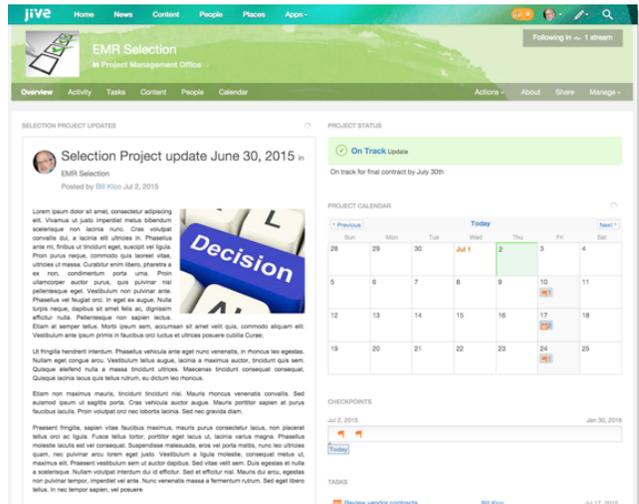
#### *Documented decision-making*

- Document comments create a story of how decisions were made with real, individual feedback.
- All content is in one place: know which documents are final, without searching file directories or email.
- All content is versioned and can be rolled back or compared side-by-side.
- Content outcomes allow stakeholders to create workflows.

#### *Up-to-date reporting to all stakeholders*

- Connections streams provide activity

With Jive for Healthcare Collaboration, you can manage all communications, documentation and decision-making around the selection process, plus easily track notes. It's all built directly into the platform.



notifications—including when a project is complete.

- Users can automatically follow pertinent content; the system can deliver additional important information.
- Common work tools, like Microsoft Office and Outlook, are easily integrated into the process.

#### *Easy inclusion of additional collaborators*

- External contributors can access places and documents securely and efficiently.
- Easily manage external contributors via email or an organization's existing identity management solution.
- Bring in people (providers, legal teams, etc.) to the group from an external email.
- New contributors can add feedback without seeing all the content involved with the selection process.

# Design, Build and Validate with Jive

While you're building your EHR, Jive for Healthcare Collaboration is the hub where you capture all the design and build decisions. It's also where you validate test results and communicate progress.

## Jive creates an “activity hub” around all the tools used to validate your implementation

Dysfunction at this phase of an EHR implementation can spell disaster for years to come. Communication is key, and Jive allows you to gather vital clinician feedback, communicate progress and coordinate the entire process.

### USING JIVE DURING THIS PHASE OF THE EHR LIFECYCLE ALLOWS TEAMS TO:

*Gather feedback from clinicians quickly and easily*

- Jive provides one place for all your content – a place that is easily accessed and organized.
- Jive is easily searchable and users can stay looped in via mobile devices.

*Capture decision-making on all stages of the process*

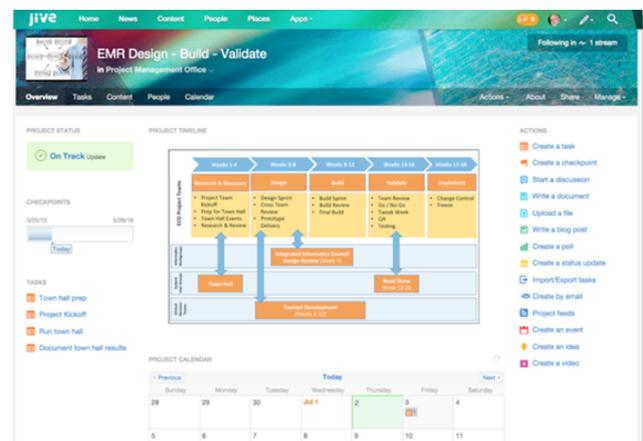
- Content outcomes allow stakeholders to create workflows.
- Find content easily. Jive content never expires and remains permanently accessible and searchable.

*Capture test plans and results of your progress*

- Use Jive's fast bulk uploader to upload existing documents to Jive, where everyone can view, share and collaborate on them.

Users can continue to edit and update the documents with Microsoft Office, while the Jive for Office connector keeps all versions and participants in sync in real time.

- Use graphical elements to show the results of your testing. With Jive, you can incorporate beautiful graphics on your pages to help easily visualize your results.



*Securely expand access as project progresses*

- Flexible permissions allow you to invite individuals to collaborate on entire projects or within single documents.
- Easily bring in external contributors to the group via validated email.

*Keep stakeholders up-to-date with project reporting*

- Leverage connection streams to notify stakeholders immediately when progress is made.
- Use email updates along with the Jive inbox to help educate stakeholders on the platform.
- Launch secure messaging from the browser to chat with employees in real time on all platforms (desktop, mobile, etc.).

# Using Jive for EHR Rollout

When it's time to roll out your EHR, Jive for Healthcare Collaboration helps you effectively manage communication to stakeholders across your organization.

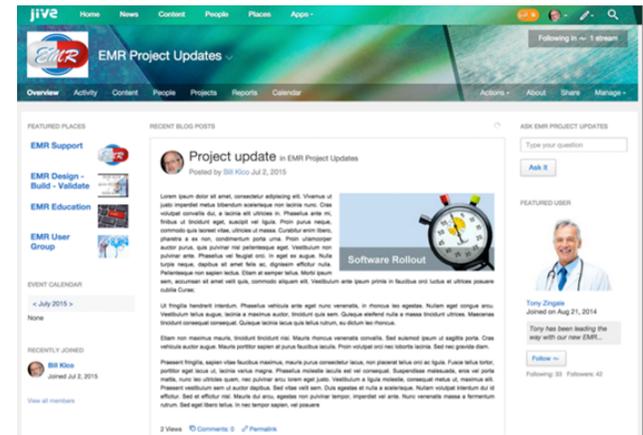
## Manage communications, documentation and decision-making with Jive.

Clinicians must be notified at every step of an EHR rollout; otherwise patient care may be compromised. Using Jive can help you keep clinical staff informed at every stage.

### LONG-TERM BENEFITS OF USING JIVE'S HEALTHCARE SOLUTION FOR EHR ROLLOUT:

#### *Up-to-date reporting and communication to all stakeholders*

- Activity streams allow clinicians to customize their notifications of the project.
- Announcements and curated news streams give administrators the ability to “push” out key communications.
- Blogging provides a direct communication channel between leadership and staff.
- Existing communication approaches can be enhanced through rich media such as images, how-to videos and embedded tools.



#### *Stakeholder accountability*

- Jive analytics keep staff accountable, letting you know who has and who hasn't viewed information. Consumption of all content types is measurable with Jive Impact Metrics.

#### *Documented decision-making*

- Easily obtain feedback from stakeholders as issues arise during rollout.
- All communication in Jive supports two-way conversations through commenting, ratings and likes.

# Optimization with Jive

EHR implementation doesn't end with the rollout. Ongoing optimization is crucial to long-term success. Here again, Jive for Healthcare Collaboration has a pivotal role to play.

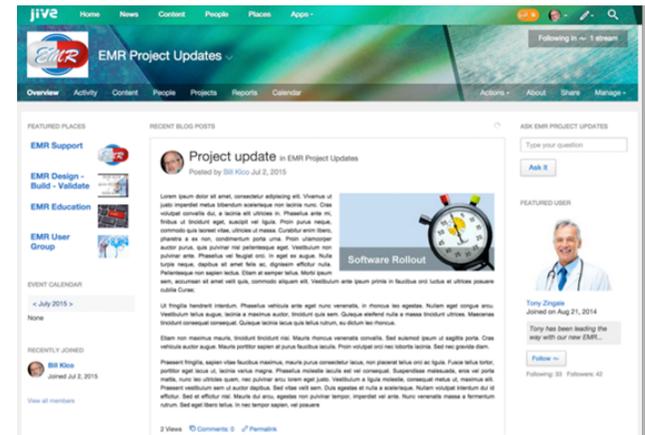
## Generate new ideas and gather critical feedback with Jive.

Optimization emphasizes continuous evaluation and improvement of workflow for your organization's goals and needs after an EHR implementation. Jive provides a variety of feedback mechanisms—commenting, ratings, etc.—but one of the most effective methods is to provide an area for ideation and suggested process improvements.

### BENEFITS OF USING JIVE TO CREATE AN OPTIMIZATION-FOCUSED SPACE:

*Solicit and manage process improvement ideas in a structured way*

- Jive ideation capabilities allow users to create their own concepts and have peers vote on them.
- Ideas are treated as their own content type, making them easier to gather, manage and search separately from other content such as documents and discussions.



*Create additional user buy-in*

- Let people know their ideas are valuable. Use workflows built into ideation to show which ideas are implemented.
- Get feedback in comments to create even better ideas.

## Simplified connection to help you do more

In addition to supporting EHR rollout and optimization, Jive for Healthcare Collaboration can support many other processes that contribute to success.

- **EHR Champions:** Create a group to share best practices across geographies and service lines, and align knowledge-sharing across the entire organization.
- **EHR Education:** Tiered training provides self-learning opportunities, access to formal education and the ability to pose questions directly to the education staff.
- **EHR IT Support:** Focus on self-service and call deflection. Provide direct access to self-service problem-solving and training tools.
- **EHR Dynamic Knowledge Base:** Keep all information up-to-date, provide a modern search for users and measure the effectiveness of the content.
- **Develop new decision support rules for enhanced patient safety:** Jive supports HIPAA compliance, enabling you to collaborate securely on key measures that will improve patient safety and satisfaction.
- **Assess information exchange use cases:** Use a place in Jive to discuss critical information about information exchanges (such as insurance).

## Jive is Connected Clinicians!

Learn more about **Jive for Healthcare Collaboration**.

Visit [jive.to/healthcare](https://jive.to/healthcare)

or contact us at [jive.to/contact](https://jive.to/contact)