3 Things You Must Know About Your Implementation Team

When choosing a new software for a healthcare organization, implementation is always a major consideration. Typically the amount of time it will take to implement and employee engagement during the process are the biggest concerns. This is especially true as many non-acute organizations are running lean on staff, most of whom are wearing many hats. What organizations often forget to ask is about the implementation team itself. Here are three things you need to know.

Dedicated Resources

When researching software vendors, every organization should ask if there will be a dedicated resource for the project or if the tasks are put in an automated queue for anyone in the implementation department to handle. This resource should create a strong working relationship built on trust and collaboration, and be the one source of truth throughout the project.

Additionally, don't underestimate the value of having implementation leads who understand healthcare. Having a healthcare focus, and even a market-specific focus (ambulatory surgery centers, physician offices, urgent care, post-acute care, etc.) means our team recognizes the intricacies of each type of organization. We appreciate that many of the people helping implement the software at their facility have other jobs - scrub techs, nurses and office administrators. We understand that patient care comes first for our customers.

Handoff Process

Organizations need to be informed of the whole implementation process, not just the software installation itself. Prior to our first call with the customer, we send a short onboarding survey to assess their current processes and how they envision using the software. This helps us develop a framework for the implementation.

After we receive the survey, a formal handoff from Sales to Implementation occurs to review the survey answers and identify the customer's short- and long-term goals. We also inform the customer that there are times when they may want to adjust their goals once they see what the software can do for them. This handoff is the perfect time for an organization to approve of the framework or discuss any discrepancies which need to be addressed.

Measuring Success

Every company should ask what constitutes a successful implementation. This goes way beyond just getting software set up with an organization. Progress must be measured by how much the system is being used, if it is achieving the goals set out by the organization, and how many post-implementation tickets are being logged. It is also important that the implementation was completed in a reasonable amount of time.

When implementation is completed and customer goals are met, we monitor the customer's platform for 2-3 weeks to make sure everything is working correctly. At that point, we set up a handoff call with Customer Service to ensure the continuity of the project and its goals.

Implementation has to be a partnership between the software company and the healthcare organization. Our customers are directly involved in the success of the project and we work diligently to make sure they receive the full benefits of the software. When expectations are set up front and we are committed to working together, the project is always successful.

Brandon Albert, Implementation Manager- Brandon has more than 10 years of experience in technology implementation and training, where he excels at creating an excellent customer experience. He is a fan of the LSU Tigers, Kansas City Chiefs and Atlanta Braves, and enjoys reading fiction in his spare time.