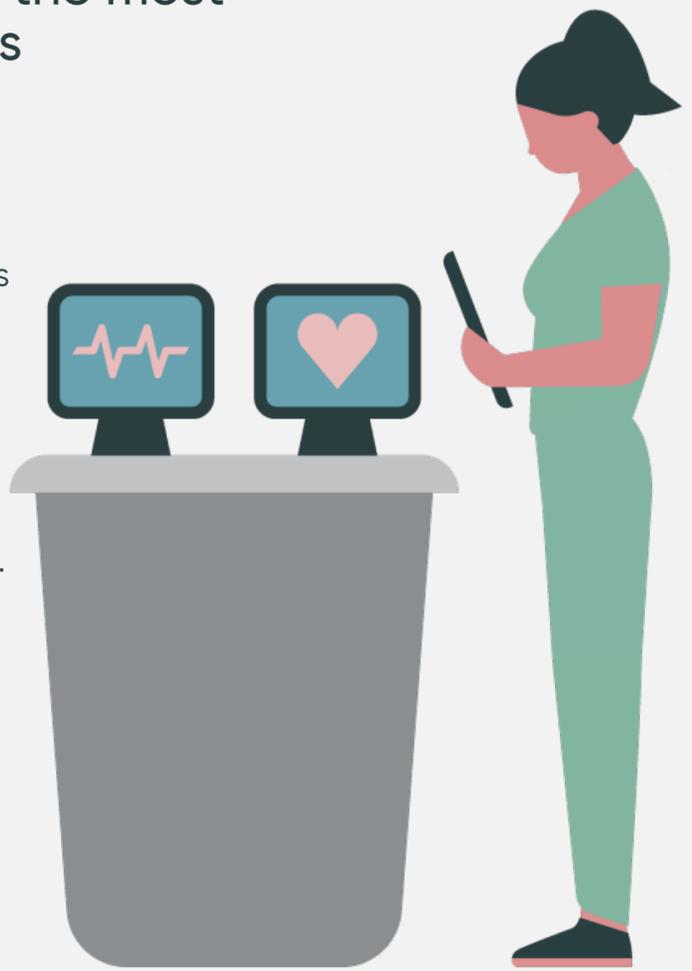


Next-gen EMR management

A strategic approach to getting the most out of electronic medical records

Based on a recent survey of CHIME members, healthcare organizations must be able to proactively oversee upgrades, service requests, and address issues as EMR technology continues to progress.



Navigating EMR issues, when they arise

If an EMR goes down, it can impact patient care. Just a degree of performance degradation can impact a provider's ability to do their job.

42%

Of respondents reported that their top concern when it comes to issues with the EMR is poor clinician satisfaction with the user experience

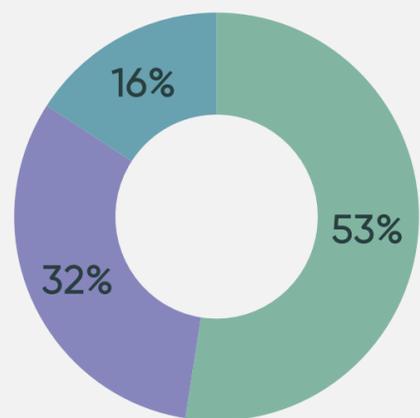
“

You need to have visibility – a truly holistic view – into all the pieces of your infrastructure so you can easily see all the other systems that may be affected when you make a change.”

– Drew Koerner,
Chief Healthcare Strategist,
ServiceNow

How to improve EMR service requests

- Deploy a single platform for projects, resources, and deliverables
- Provide exec visibility into projects
- Other EMR or vendor strategies



Managing the upgrade process, again and again

EMR upgrades are a necessary, but time-consuming process, involving many people and departments across a healthcare organization. In fact, the top reported challenge related to the upgrade process was the the sheer number of people and departments involved.

 **2.5**

Average number of EMR upgrades a year

 **8+**

Average number of weeks each upgrade takes

 **11+**

Average number of different departments involved in each upgrade



Learn more

Check out a report from HIMSS on how to create better outcomes for patients by more effectively connecting and managing your organization's teams, workflows, and EMR system.

[Get Report](#)