The Challenge
Despite hospitals’ and health systems’ large investment in implementing EHR systems, many have not seen expected results like improved efficiency or reduced cost of care.

The Leidos Solution
Our four steps to help organizations develop a successful clinical optimization program:

1. Identify the Who, What, Where, and Why with a Current State Assessment
   - Assemble a complete picture of systems, people, policies, and procedures used for each clinical process through workshops, interviews, and observations.

2. Create an Optimization Governance Structure
   - Create a single governing body of key stakeholders from various areas to ensure efforts are aligned to the mission, have decision-making power, and are communicated clearly.

3. Define the Optimized Future State
   - Use inputs from stakeholder workshops, insights gathered from the current state assessment, and a review of current technology to inform optimized future state workflows and areas for improvement.

4. Execute a Roadmap for Success
   - Develop a process to fine-tune system issues, identify technology needed, workflows to refine or eliminate, systems to decommission, and additional training needed.

Benefits
Successful clinical optimization provides services on the significant EHR investment, including improvements in:

- Improved care coordination
- Clinical outcomes
- Physician satisfaction
- Clinician collaboration
- Workflow efficiency
- User adoption
- Clinical documentation and reporting
- Preventive care screening rates
- Decreased length of stay
- Reduced cost of clinical services
- Improved quality scores
- Increased preventive care screening rates
- Decreased length of stay
- Improved clinical documentation and reporting
- Prevented quality issues

Expected quantitative results:

- Usability issues such as suboptimal configuration
- Poor end-user adoption
- Inefficient workflows from remaining manual processes
- Unidentified issues that existed prior to the new system

Various causes for this include:

- Strong management; people to lead the transformation
- Ability to implement changes in existing processes
- Creating workflow improvements

Clinical optimization is not just an IT project. It’s more than tweaking the EHR for improvement. It should encompass a broader approach — an overall organizational transformation with:

- Strong management; people to lead the transformation
- Ability to implement changes in existing processes
- Creating workflow improvements