

Patient education content management tips

Alleviating the stress of your content update process

If you're managing a long list of IT projects with a small number of staff and resources, you may delay and even dread the content update process. So how do you keep your clinical content critically up-to-date, without letting your IT team fall behind?

1.

Stay up-to-the-minute on health concerns.

Patient education vendors release updates for software regularly, and many of them relate to important emerging health issues. Appoint someone—or yourself—to oversee content updates and check those vendors' websites regularly. That person should also keep an eye on newly emerging threats, such as coronavirus and vaping.

2.

Develop relationships with key software vendors.

If you heavily rely on one or more software vendors, try scheduling a monthly or weekly call with all of them—or at the very least, regularly email your key day-to-day contact. Maintaining close relationships with your operating system, network, and application vendors can ensure you always have the latest versions, updates, and capabilities.



3.

Keep up with regular maintenance tasks.

Ensure a team member is in charge of keeping your software licenses up-to-date and your software current.

4.

Get your patient education vendor's update schedule.

Your vendor's updates should be available on a regular basis. For instance, StayWell releases major content updates on the second month of every quarter. Then be ready to upload the new content, as soon as the updates are released.



5.

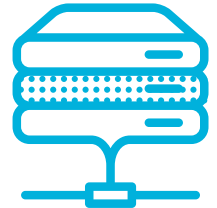
Take clinical content inventory.

Work with your clinical informatics or patient education department to list all of your organization's top conditions. Compare the list against new patient education content that's available for updates—to ensure you're using the most-current content available.

6.

Back up your data.

Make sure your systems are backing up your critical data at all times. Unfortunately, errors can occur—no matter how careful you are. If your data is lost during updates or patches, you'll be able to recover it and restore your productivity.



7.

Automate the content update process.

Automating content updates can significantly reduce the burden you're experiencing with any manual requirements. With solutions that automate updates like Krames On FHIR®, you conveniently have high-quality, clinically validated patient education as it's ready.



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