

Engaged leadership sets the tone for the project, ensuring meaningful adoption and optimization of a CCP.

In the post EHR-era of healthcare technology, a comprehensive platform of clinical collaboration is the next critical technology for adoption across health systems. Collaborative real-time communication moves beyond secure messaging; health systems need to arm their users with the ability to message roles and teams, utilize VoIP-enabled calling, and receive key patient alerts all on one platform. How can systems ensure they select the right clinical collaboration platform (CCP)? It all begins with the people. From the selection process to implementing, adopting, and optimizing the technology, a Governance Committee with key stakeholders can help secure your entrance into the clinical collaboration era.

One of the most critical pitfalls health systems make when purchasing a comprehensive CCP is not engaging the right players. At its core, a CCP is a communication solution that connects clinical users throughout the entire health network to help provide better patient care. Too often, systems frame purchasing this technology as an IT-driven decision. It's imperative to introduce system medical and nursing leadership at the onset of the selection process and allow those leaders to drive the decision making. To round out the selection committee, leaders from compliance and security should also be included.

All together, the following roles should be represented: the system's CMIO and CNIO, region/division CMIOs and CNIOs, CIO, CTO, Clinical Applications leadership, Compliance/Risk Officer, and CISO (or analogous roles to each).

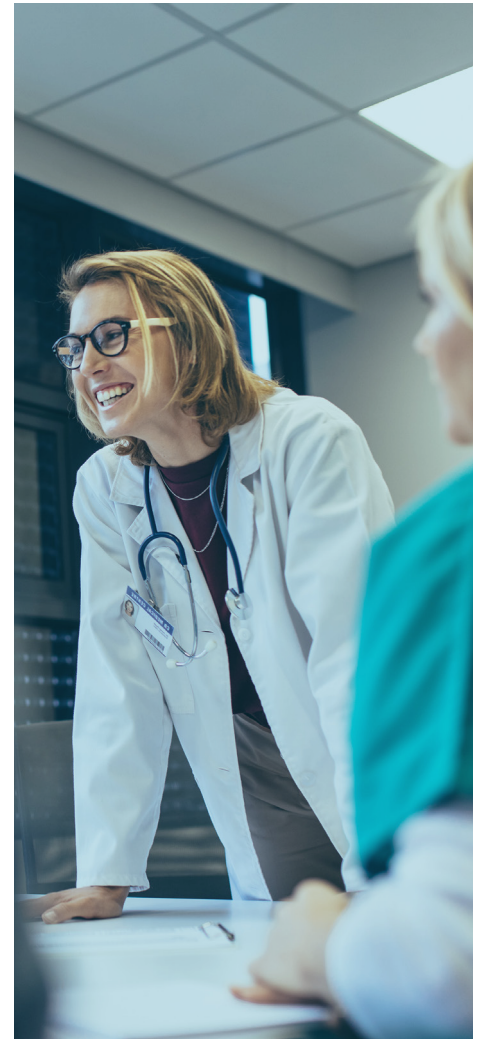
This selection committee will not only work together to make the best decision for the system in choosing the technology, but it also serves as the impetus for the platform's Governance Committee once a vendor partner is selected. An exceptional vendor partnership will shepherd the system through the implementation process to drive the project toward success, as guided by established, proven best practices. The Governance Committee facilitates the execution of these best practices.

For example, the Governance Committee's role during the implementation includes:

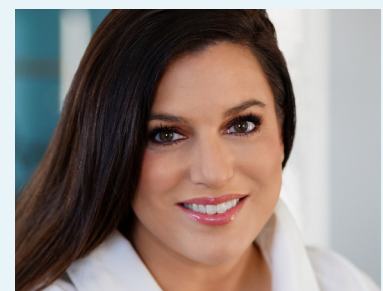
- Encouraging others to engage in project success by championing the platform
- Providing leadership and intervention to retain project focus, scope, and initiatives
- Facilitating policy updates
- Facilitating discussions relative to the platform's use to promote the tool as the clinical communication standard within the health system

After the deployment of the platform's technology, the Governance Committee's role becomes less active, but is still important. The committee's leadership sets the tone for continued engagement and ensures meaningful adoption and optimization of the tool. Too often, poorly adopted technologies get buried in the health system's IT graveyard. Clinical collaboration is too valuable a tool to meet such an unfortunate end. Advocacy from a strong Governance Committee is a form of insurance to avoid such a demise.

With such exciting opportunities available now to connect users in real time – from forwarding a critical result to an on-call provider, placing a call to the house supervisor, or swapping on-call coverage from within an app – a robust clinical collaboration platform will unite the health system and community for better continuity and transitions of care. To experience these big outcomes, the system must start on a smaller scale, with its Governance Committee. This band of stakeholders will govern the platform through to its successful implementation and optimization for limitless possibilities.



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Liz is responsible for sales operations strategy, sales enablement, and facilitating the customer journey through sales into implementation. She is enthusiastic about the possibilities presented by technology in creating a better healthcare experience for practitioners and patients.