

## IPRO 340 – SPRING 2006 PROJECT PLAN

### **Sponsor:**

Access Health Network  
Steven Glass, CIO

### **Faculty Advisor:**

Daniel Ferguson

### **Team Members:**

Jacquelyn Lange – *Team Leader*  
Quratulann Riaz – *Subteam Leader*  
Reshma, Marri – *Subteam Leader*  
Vadim, Sinitsyn – *Subteam Leader*  
Kwandong Kim  
Yio-fan Hsu  
Jack Calzaretta

Maryum Riaz  
Joshua Sammons  
Jessica Li  
Sean Durkin  
Evans Ogbebor  
Malwina Jaracz  
Dheera Rajpal

### **Objective:**

The overall objective of IPRO 340 is to improve the quality of healthcare by improving information technology at ACCESS health care. The specific objective of the Spring 2006 semester is to help to prepare ACCESS to adopt new technology. The first main assignment of the team is to determine employees' current computer skill levels by refining and rolling out last semester's computer Assessment Plan. Our second main assignment is to investigate training solutions and develop the training protocol that will bring ACCESS employee's up to date with the computer skills they will need to adopt new information technologies ACCESS plans to implement in the near future. Our last assignment is to investigate various Electronic Medical Record (EMR) functionalities and compare leading EMR vendors to support ACCESS in deciding which EMR vendor to implement throughout their network.

### **Background:**

ACCESS is the largest organization of federally funded health centers in Chicago. Federally funded health centers primarily cater to underserved, low-income, and Medicaid or public aid recipients. Although the quality of care that ACCESS provides is at an excellent level, ACCESS wants to improve the quality of care and maximize its revenue, while making the employees' job easier through the use of information technology.

In the past, IPRO 340 has evaluated ACCESS's perinatal process, which is the process from where a woman is found to be pregnant to when her child is 18 months old. IPRO 340 determined where improvements were needed to make the treatment program more efficient and decided to implement an automated log system to help clear the massive amounts of paperwork with repetitive information that was completed at ACCESS. The implementation of the system was extremely successful for IPRO 340 and it is being rolled out to several of the 43 ACCESS health centers. Last semester, IPRO 340 students digitized and restructured the Dashboard system of the Provider Performance Review System. In doing so, the students improved the manner in which information from peer evaluations of doctors was transferred to the Adesso database and how the information from this database was extracted to create a dashboard report

using Exelcius software. Last semester the IPRO 340 team also worked with ACCESS to identify common barriers associated with the adoption of new technology in the work force, and made recommendations for successful technology adoption catered to ACCESS's needs. The team also made significant strides towards developing an Assessment plan to determine the current level of ACCESS employee's computer skills. This work will be modified and the Assessment will be rolled out to 1/3 of ACCESS employees this semester.

### **Research Methodology:**

Based on the three very different assignments that our team is to complete, we have decided to split into three subteams that will consist of many team members working across all three assignments. The research methodologies for each assignment are as follows:

#### **The Assessment Subteam**

*Reshma Marri - Subteam Leader*

**Goal:** *Determine the computer skill level of various employees at ACCESS*

- Develop an understanding of the conclusions made about successful Technology Adoption for ACCESS
- Refine the Assessment Plan Procedures and content of computer skills tests from last semester
- Visit Health centers and administer Assessment to employees at locations across the Chicagoland area using eSkill, our vendor of choice from last semester
- Develop reporting system of results using a database

#### **The Training Subteam**

*Quaturlann Riaz – Subteam Leader*

**Goal:** *Investigate employee training solutions and develop training protocol*

- Develop an understanding of the conclusions made last semester about successful Technology Adoption for ACCESS
- Brainstorm new ideas
- Research vendors for training
- Research best practices for training at large-scale health network
- Learn from training professionals at IIT's Math and Science Department

#### **The EMR Subteam**

*Vadim Sinisyn – Subteam Leader*

**Goal:** *Compare EMR vendor functionalities and make narrow down vendor options for ACCESS*

- Develop an understanding of the conclusions made last semester about successful Technology Adoption for ACCESS
- Become intimately familiar with leading EMR vendor companies and products
- Compare EMR vendors using specifications determined by the US Department of Health and Human Services

**Expected Results:**

The assessment subteam hopes to complete computer skills assessments at 1/3 of ACCESS health centers and develop a process to analyze the results from the assessments efficiently. The training subteam plans to develop a training protocol that will enable ACCESS to bring their employees up to the current level of skills needed to adopt new information technology. The training subteam also plans to make recommendations to ACCESS concerning the best training methodologies. The EMR subteam plans to identify the best five EMR vendors to suit the needs of ACCESS for their future EMR implementation decision.

**Project Budget:**

<b>Item</b>	<b>Cost</b>
Pizza Party for Team Bonding	\$118
eSkill Subscription	\$600
Test Copies	\$1300
<b>Total</b>	<b>\$2018</b>
Possible Training Tool	\$????

**Tasks and Milestone Events:**

The major Tasks and milestone for the IPRO 340 team this semester are as follows:

IPRO Course Related Tasks = Yellow

Team Objectives Tasks and Sponsor Presentations = Light Blue

<b>Task</b>	<b>Date</b>
<i>IPRO First Day of Class</i>	1/17/06
Training Team: Complete Vendor Comparison and Research Suggestions	2/10/06
Finalize Assessment Plan for Sponsor Review	2/20/06
Begin Assessments	2/24/06
<i>Project Plan</i>	2/24/06
Present to Sponsor: (1) Initial Assessment Results (2) Training Options and Vendors (3) Progress on EMR Project	3/7/06
<i>Mid-Term Progress Report</i>	3/17/06
Complete Assessments	3/24/06
Present to Sponsor: (1) Assessment Results (2) Training Team Updates (3) EMR Team Updates	4/4/06
Present to Sponsor: (1) EMR Team: Present Comparative Analysis of EMR Vendors (2) Training Team: Training Protocol and Recommendations	4/18/06
<i>Profession-Exhibit is Organized</i>	4/28/06
<i>One-Page Abstract</i>	4/28/06

<i>Final Oral Presentation</i>	<i>5/5/06</i>
<i>Final Project Report</i>	<i>5/10/06</i>
<i>CD Deliverable</i>	<i>5/10/06</i>
<i>IPro Projects Day Conference</i>	<i>5/5/06</i>
<i>IPro Team Debriefing</i>	<i>Week of 5/8/06</i>

**Individual Responsibilities:**

The tasks to be completed are discussed above; however, the individual assignment of tasks will be determined by the team leader and subteam leaders depending on the workload for the week and other contributing factors.