

Turning EHR Frustration Into Success: Proven Tactics for Healthcare Leaders

Across the healthcare provider spectrum, KLAS says nearly half (49%) of all IT solution implementations have “room for improvement,” and ERP implementations are “generally more difficult and consistently score lower than other implementation types” when it comes to well-executed change management.

Fortunately, there are specific tactics healthcare leaders can take to mitigate implementation problems and make ERP transitions smooth and successful.

Why EHR Satisfaction Is Declining and What Healthcare Leaders Can Do About It

Problem: Misaligned Expectations

Per KLAS, satisfaction with vendors drops nearly 10% between pre-implementation and go-live.¹ Aggressive sales tactics and misinformation during migration are two leading factors.

Solution:

Be clear from the start about what your goals are for the migration. Establish governance structures that align vendor promises with organizational priorities and require transparency on scope, costs, and timelines.

Problem: Training Issues

Training shortfalls persist from initial design through go-live, creating frustration across clinical and operational teams.

Solution:

Start training staff early in the migration process and do it on a consistent basis. Pair vendor-led sessions with internal “super users” who can provide ongoing, real-time support to peers throughout the transition.

Problem: Weak Change Management

An EHR migration touches numerous roles and hundreds of interconnected systems. Without strong change management from your vendor, disruption is inevitable — eroding both adoption and satisfaction.

Solution:

Research other organizations’ experiences with vendors’ change management programs as you vet them. Develop a structured change management plan with your vendor before training begins. Your vendor should communicate consistently and provide targeted support to ease the transition at every stage.

“Satisfied provider organizations implement change management plans before training begins.”

Source: KLAS Implementation Benchmarks 2023: Common Implementation Challenges for Provider Organizations

Ensure Satisfaction With Your New EHR

GuideIT can show you how with a free executive advisory session that delivers guidance on your EHR migration.

[Schedule your session here.](#)

¹ KLAS Implementation Benchmarks 2023: Common Implementation Challenges for Provider Organizations