

Main Hospital EHR Rollout

In 2014, Main Hospital converted over to a new electronic health record (EHR). The Downtown Family Counseling Center (DFCC) was included in the first wave of that conversion. The rest of the counseling programs in the city started the new EHR the following July. There was **a lot** of training for the first wave of roll out, but much of which was focused on medical providers, not psychotherapists such as those at the downtown family counseling center. Likewise, once the EHR “went live” resources were continually directed towards the medical providers and DFCC didn’t have as much support as they needed. It was a stressful time for staff and morale, and productivity struggled.

The leadership team from Main Hospital learned a good deal from this situation. The next wave of programs and counseling centers had a very different experience. There were fewer trainings that were much more tailored specifically to mental health providers and counselors. And during the subsequent “go live” process there was a lot more support as fewer programs across the health system were involved. It was a much more seamless process and had little impact on the providers’ productivity or morale.

At the end of the performance review cycle many of the therapists at DFCC were very concerned that they would get negative reviews, because they struggled much more than the counseling centers in the rest of the city. As a group, DFCC fell below billing expectations and had a program deficit. However, their program manager and director advocated that this group should be treated differently from their peers around the state due to the different situation that they faced with the EHR rollout process. The leadership team of Main Hospital recognized the impact that this experience had on the team and was willing to make exceptions for them for that year.