

ABSTRACT:

STREAM: NURSES AND E-HEALTH

SPEAKERS: Karen Korb RN, BSc, MBA
Director, Health Business Consulting, TELUS Health Solutions

Ten Important Criteria for Change Management Success

Introduction

Change Management has become a very important part of all technology projects, predominantly as a result of the lessons learned through early technology deployments. Project failures are often not a result of limitations of the technology itself, but rather due to the omission of critical steps that are necessary to manage changes effectively.

Discussion

Healthcare is constantly changing due the very nature of the business and continuous efforts to research and learn more about the human body, health and disease. It is within each healthcare provider's responsibility to stay current and adopt best practices accordingly. Change is familiar to them and understood to be important in providing the best possible care to their patients.

However, when leveraging technology, to support healthcare practices, there are still hurdles to overcome despite the proven benefits the new technology is intended to realize. This has led to the evolving concept of Change Management as an integral part of any project.

Conclusion

This presentation provided a practical view of 10 important criteria for successfully managing the implementation of new technology in the healthcare environment. The focus will be on the implementation of Electronic Health Records (EHR) but the principles can be extrapolated to any technology project.

BIO:

Karen Korb Karen.korb@telus.com 613 -576-2056

Karen Korb is a Senior Clinical Consultant with over thirty years of health care and information systems related experience. She has firsthand experience in the delivery of patient care and hospital management. Karen has also led organizational level projects in the area of business process re-engineering, workflow and documentation analysis, organizational restructuring, performance measurement and information systems implementation.

Karen holds a Diplôme d'Étude Collégiale (Nursing) from Vanier College, a Bachelors of Science (Honours, Life Sciences) from Queens University and a Masters of Business Administration (MBA) from the University of Ottawa.