



Change Management Framework

- ICT for health projects should incorporate the following six core change management elements:
 - Governance & Leadership
 - Stakeholder Engagement
 - Communications
 - Workflow Analysis & Integration
 - Training & Education
 - Monitoring & Evaluation



Stakeholder Engagement

- **Inform:** Keep them informed OFTEN
- **Consult:** Listen to them, and provide feedback on how their inputs influence your decisions
- **Involve** : Work with them to ensure their concerns are considered
- **Collaborate:** Incorporate their advice and recommendations to the maximum extent possible
- **Empower:** Implement what they decide

All initiatives can either benefit or be put at risk depending on the degree to which stakeholders are engaged and involved.

NEXT STEPS

■ Documentation List

1. Minimum EHR Data Set
2. Patient Summary data for exchange within system
3. Mandatory Reporting on Health Care Quality Indicators
4. Annual Planning and Reporting on Performance by Health Institutions
5. Reporting in accordance with DRGs (NHIF initiative)
6. Classifying and Coding Systems to be used in HIS and EHR
7. Indicators List

DATA SETS / INDICATORS

- **Core Data Set Documentation**
Do as soon as possible with Indicators analysis and begin software development.
- **“Core” dataset is universal and will be stable enough to begin development**
- **Include Core Indicators now.**
- **“Questionable” Data set items and indicators can be debated in the interim.**

Dataset / Indicators Document

1. Title
2. Executive Summary
3. Table of Contents
4. Acronyms
5. Introduction
6. **Rationale** for EHR Core Dataset
7. Table of List of EHR Core Dataset items
8. **Institutional Discussion** (inputs from MoH)
9. Conclusion
10. Appendices

HOSPITALS SITUATION

- Concern of slow start of hospital ICT Development
 - Hiring situation
 - Technical Working Plan for hospital IHIS
 - Is the current delay salvageable within project timeframe?
 - Notify senior Stakeholders on this soon

WORKPLANS

..\Project documents\Example of Workplan
- Rudi.xlsx

SPECIFIC CLARIFICATIONS

- 1. EHR developments following assessments made and previous EHR development attempts in Serbia.**
- 2. Technical architecture of the proposed solution including standards adoption and choice of patient identifier.**
- 3. Progress on operability and integration of the HIS in the project 19 hospitals.**

