

A young child with light-colored hair is shown in profile, blowing bubbles. The child's mouth is open, and several bubbles are visible near their face. The background is a soft, out-of-focus green with many more bubbles floating around. The overall mood is joyful and hopeful.

# Contract Providers Transition Team Presentation

Thoughts on Change



# Vista Del Mar

- What we were looking for in an electronic client record in 1991
  - Flexibility/expandability
  - Report writing functionality
  - Inexpensive
  - Easy to maintain
  - User friendly
  - Expandable
  - Upgradeable



# Implementation

- Longer than expected
- Insufficient support from key program staff
- Expansion of network delays
- Insufficient technical and program training support



## Critical lessons learned

- Enroll upper management fully in project
- Double the estimated time
  - Installation and setup
  - Customizing
- Train the trainers
- Allow for unforeseen overhead
  - Time
  - Money
  - Staffing



# Sycamores & Five Acres

- What we were looking for in an electronic client record in 1998
  - Flexibility/expandability
  - Report writing functionality
  - Cost Effective
  - Easy to maintain
  - User friendly
  - Upgradeable



## 5 Acres Implementation

- Budget constraints
- Staffing
- Program Director computer phobic 😊



# Sycamores

- Upper Management aligned with project
- Implemented a SFPR
- Appropriate staffing authorized
  - Database
  - Network



## Sycamores “Upgrade”

- Desire to have an ECR that had billing capability
- Reviewed billing functionality in current system
- Decision was made to move to a totally new ECR with a more robust billing functionality
- Took almost 2 years to fully make transition and to be “live”. \*



# Five Acres

- Hired me back as a consultant – 2005
- Hired appropriate network and database staff
- Upgraded to a more recent version of software
- Currently upgrading to newest release which includes a very functional billing module as well as continuing with the program support functionality.
- Will be testing for EDI by July, 2007