

Technical Impact Analysis for Meditech 6.0



I remember my first Meditech implementation like it was yesterday. I was working as a Manager of Technology for a large community hospital in the New England Area. Not only did I not understand Meditech's vernacular, but I quickly realize that there was a gap from where the hardware integrator dropped off the hardware to where Meditech implemented the technology with little guidance. Over the years and many Meditech implementations later, I have learned a few lessons about the technical impact that I would like to share with you.

Regardless if you are new to Meditech or migrating from Meditech Magic, the process is going to be similar. For those who are migrating from Meditech Magic, the Meditech 6.0 application is completely different from what you are used to. I encourage you to take this opportunity to revisit your technical infrastructure and make the necessary adjustments now before you are live with the system.



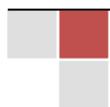
After your hardware integrator drops off your hardware and Meditech has now loaded the software, there are items we are going to want to address.

First let's look at hardware. As you analyze each one of these, you need to develop a to do list:

1. Do your PCs/Thin Clients/Tablets meet the basic technical requirements? This can be found on MT website.
2. Are your printers on Meditech's approval list?
3. Are your label printers compatible with Meditech?
4. Looking at your Network Switches, do you have at least 100 mb to the desktop, Gig is desirable?
5. Looking at your WAN connections, do you need to increase the bandwidth?
6. Looking at your Wireless Network, are you running 802.11 a/b/g/n? The higher speeds are desirable? Are you using encryption software between the wireless device and the wireless network, make sure you test to ensure it is compatible. (This one has bitten me.)
7. Do your windows print servers contain the latest drivers - PCL5 or 6?
8. Are your device names (printers, PCs, thin client, laptops, and tablets) easily identifiable?
9. Are you currently using handheld devices, do they meet the technical requirements.
10. Do your current providers have access to the current systems? Will this work with Meditech 6.0 and does the bandwidth need to be adjusted.

Second, let's look at the project impact next:

1. Are additional PCs, thin clients, tablets, laptop, or any computing devices required? If so, you will want to determine what type of devices, how many, when they need to be in place, purchased, image, network connectivity, and deployment.
2. Will the clinical areas being using Workstation on Wheel or moving to tablets?
3. Will nursing be collecting specimens? If so, label printers will be needed on the units.



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4. Will you be using Meditech's Scanning and Archiving? If so, scanners will be needed in all areas that are scanning including high impact scanners in Medical Records.
5. You will want to coordinate with the Lab for the connectivity of the analyzers.
6. How will be you installing of the test client? Which clients will be receiving it?
7. Is a training facility going to be needed? If so, network connectivity, device allocation, printers, phones, etc. will need to be planned.
8. Are you currently using generic network IDs? If so, will you continue to use them? Meditech 6.0 uses a plugin to Active Directory for authentication. Which users do NOT have an Active Directory ID?
9. Are you implementing Physician Documentation or CPOE? All providers will need an active directory ID.
10. Are you going to be using Meditech's Pocket EMR for personal hand held devices? Installation includes firewall setup and potentially a token for security.
11. Will you be using hand held devices for phlebotomy or material management? This will be a wireless device that will need to integrate with Terminal Services or Citrix.
12. New add-on vendors outside of Meditech i.e. Forward Advantage or Interbit for dispersing clinical reports, Kronos, Dictation Vendors, Interface Engine, Forms Printing, Medical Records coding software, Pyxis or Omnicell supply or medication dispensing, billing clearing houses, or ePrescribing. Most of these require servers, VPN setup and AD Accounts.
13. Will your organization be utilizing barcode medication scanning? This will mean that barcode scanners are required in nursing and pharmacy.
14. Even though you are not live yet, are you getting clean backups? Have you tried testing a restore to make sure all is working well?
15. How will you install the live clients?
16. Will Meditech need to communicate with your Email server?
17. Have you installed the document manager services on your print servers or forms overlay server?
18. For the Blood Bank, there is a downtime utility that needs to be installed on a PC in the blood bank.
19. Are you going to be using the eMAR? If so, what are the downtime plans for accessing the eMAR?
20. Will any of the ancillary departments be utilizing Microsoft Word (versus the MEditor) to display their reports? If so, you will want to install MS Word on the LAB and ITS Background Servers.



I am sure that I have not exhausted the list, but I have tried to include the top twenty items that impact your technical services group.

The next area that needs time and thought is the Universe/MIS Dictionaries:



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1. Client Dictionary – I strongly encourage you to include all devices. Most of the modules will use this dictionary for business logic. If you are using LSS, you need to include the physician offices that utilize LSS.
2. Printer Server Dictionary – All print servers must be included.
3. Printer Dictionary – All printers must be included.
4. Printer List Dictionary – I strongly encourage you to break down the printers into departmental list utilizing the Printer List Dictionary.
5. Email Dictionary – If you are going to be utilizing the email function, this dictionary must be filled out.
6. User Dictionary – All MT Users must have a record in this dictionary and you must have the domain and AD account filled out for the correct user. I strongly encourage you to map your AD Accounts to your MT accounts first.
7. Alerts Dictionary – MT will alert you of certain situation happening on the system. You can set this up to go to pagers, emails, and cell phones.
8. Report Queue Dictionary – These go along with printers. You can have a many to one relationship between the queues and printers. I encourage you to at least do a one to one relationship.
9. External Links Dictionary – this could possibly impact technical services if you plan to link any Microsoft application i.e. Outlook, Word, Excel, etc.

The last area that will need some thought is moving from an implementation phase to a “go live” phase. Let’s take a look at the operation impact of Meditech 6.0.

1. Go Live Staffing 24x7
2. Increase volume of Help Desk calls
3. Monitor Backups
4. Continuous updates of print drivers
5. Window Patches and Release to PC and Servers
6. Downtime Policy
7. Continuous request for AD setups and inactivation’s
8. Resetting passwords and Meditech PINS
9. Trouble shooting MT client issues
10. Continuous MT Client Updates (pushing to the clients including Citrix and Terminal Services)
11. Remote Access Connectivity (Web, Citrix or Terminal Services, PC with VPN, Mobile Devices)
12. Monitor and trouble shoot File and Background Servers
13. Monitor and trouble shoot interface connectivity (inside and outside the organization)
14. Monitor and trouble shoot wireless connectivity

These are the many hard lessons that I have learned along the way. Obviously, your organization will be different. I do strongly encourage you to bring in a third party organization like D288 IT Solutions that can sit down with you to do a complete Technical Impact Analysis. I wish the service existed when I was overseeing Technical Services. It will be time and resources well spent in the long run.

