



# Partnered Evaluation of the EHRM Process

By identifying and promoting practices that VA clinical teams can use to complement Cerner’s change management approach, EMPIRIC will optimize outcomes across successive EHRM waves. This will be done by:

- Conducting formative mixed-methods evaluations at initial EHRM sites to identify lessons that can improve EHRM outcomes.
  - Developing a case series of process changes and practices from initial EHRM experiences.
- Developing consensus on strategies that VA can implement to optimize EHRM outcomes.
  - Generating a playbook of best practices for optimal EHRM.
- Designing and pilot testing a multicomponent strategy to improve EHRM outcomes.
  - Testing a multicomponent strategy to optimize EHRM across consecutive implementation trials.

	Pre-implementation	Implementation	Sustainment
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Identify &amp; engage stakeholders</li> <li>• Assess EHRM attitudes &amp; beliefs</li> <li>• Identify changes in clinical processes with new EHR</li> </ul>	<ul style="list-style-type: none"> <li>• Assess perspectives on Cerner change management</li> <li>• Identify best practices that clinical teams use to support EHRM</li> </ul>	<ul style="list-style-type: none"> <li>• Re-assess EHRM attitudes &amp; beliefs</li> <li>• Re-evaluate changes in clinical processes with new EHR</li> <li>• Examine EHR use</li> </ul>
<b>Methods</b>	Surveys, interviews, workflow mapping	Periodic reflections, EHR use data	Surveys, interviews, workflow mapping, EHR use data
<b>Timeline</b>	10 to 20 weeks prior to go-live (Cerner initiates regular site contact)	9 weeks prior to 6 weeks after go-live (Intense training & hands-on support)	7 to 24 weeks after go-live (After in person support leaves)

## Engaging Initial Cerner Implementation Sites

EMPIRIC is engaged with local leadership and clinicians at VA healthcare systems currently implementing Cerner and is conducting:

- Workflow analyses
- Surveys
- Interviews and brief check-ins

Next steps:

- EHR use data analysis
- Consensus recommendations
- Observations

*“So this is why I’m glad that you’re measuring that, and I feel heard, and I feel that is where the value comes.”*

- EMPIRIC Participant

**Principal Investigators:**

Seppo Rinne, MD, PhD; Bedford, MA  
George Sayre, PsyD; Seattle, WA

**If you would like to learn more or partner with us, please contact our Project Manager:**

Adena Cohen Bearak (Adena.Cohen Bearak@va.gov)



**EMPIRIC QUERI**

EHRM Partnership Integrating  
Rapid Cycle Evaluation  
to Improve Cerner Implementation