



*In reality, there are three parties at work with a transformation project like EMR implementation. To harness maximum value from your technology vendor, your administrative staff, and your clinician end-users, you need a fourth: Greencastle keeps all parties engaged and on track for a more immediate, impactful return on investment.*

## Maximizing Value in Ambulatory EMR Services

**From assessment through operational value, we help ambulatory care providers turn change into an asset.**

With the transition to an electronic medical record (EMR) system, you're not just automating a paper process. It's a transformational shift for each medical practice, and how your organization approaches the challenge will determine how soon you're realizing value and how broadly clinical end users accept the technology.

Greencastle works with physician groups and sponsoring organizations as a full-service project management firm, systems integrator and consultant. From assessment through evaluation, we help make organizational change an asset, not a liability. A customized, swift implementation leads to more powerful clinical and operational process improvements and a more immediate return on investment.

Greencastle's change agents deliver deep process expertise and leadership skill that put the right people in alignment toward a shared vision. Through Greencastle's training and knowledge transfer options, we can show your administrators and clinical staff how to embrace these principles as their own so that your organization's capacity for positive change grows over time.

<b>PREP</b>	Get ready to change
<b>PLAN</b>	Know why, define value outcomes
<b>CONFIGURE</b>	Make the change your own
<b>ROLL OUT</b>	Support and track go-live activity
<b>REFINE &amp; EVOLVE</b>	Evaluate with deliberate discipline

**PREP****Get ready to change:**

From technology selection to organizational assessment to a Readiness Action Plan, Greencastle helps ambulatory care organizations establish the right foundation for a successful EMR roll-out.

- Project Readiness Evaluation Process (PREP)
- Vendor selection
- Strategy confirmation
- Project kick-off and launch

**PLAN****Know why, define value outcomes:**

EMR will impact all aspects of a group practice – clinical flow, office process, business vendor relationships, referral patterns, and, of course, chart management. Your plans will need to synchronize and coordinate all of these changes, along with the plans of your EMR vendor.

- Office conversion and roll-out planning
- Sponsor workshops
- Project analysis and plan development
- Change management planning
- Process integration planning
- Technology adoption planning

**CONFIGURE****Make the change your own:**

A credible, experienced project management partner like Greencastle helps your organization customize process and systems to fit your organization, keep the project on track, and heighten technology acceptance.

- Project management
- Vendor management
- Collaborative process and workflow integration
- System interface management
- Front- and back-office process integration

**ROLL OUT****Support and track go-live activity:**

Greencastle offers comprehensive project management and implementation services that take medical practices from start to finish. However, we also meet more targeted, situational needs, and can provide components of services as appropriate for each engagement.

- Vendor management
- Project go-live management: Integrated test management, training management
- Project operation center support
- Scope control
- Reporting
- Change impact management
- Delivery tracking

**REFINE & EVOLVE****Evaluate with deliberate discipline:**

Though the project may be complete, you can most likely benefit by pursuing opportunities to further leverage your investment in change. Greencastle offers a variety of services to pursue clinical performance and business opportunities.

- Go-live with value
- ROI evaluation
- Lessons learned sessions
- Operational transition



627 Swedesford Road  
Malvern, PA 19355

Tel: 610-640-9958

[www.GreencastleConsulting.com](http://www.GreencastleConsulting.com)

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