

Creating Futures Together

Overcoming Organizational Technophobia

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Alignment:

- Jim Collins – Technology as Accelerator
- IT as a key enabler of the business and/or mission
- The Push/Pull Challenge
 - Technology Push
 - Technology leading strategy
 - Business Pull
 - Technology enabling a solution
- *Even when technology leads change, it must be subordinated to business/mission drivers and coordinated with other business enablers*

Three Strategies

- Leverage Routine Investments
- Respond to Business Imperatives
- Enable Strategic Initiatives



Strategy One

- Leverage routine infrastructure maintenance/upgrades to build next generation capabilities
 - Phone System
 - Wireless Communications
 - Safety and Security Systems
 - Nurse Call and Red Alert Systems

An IT Telephony Project

- Drivers/Business Case
 - Aging phone systems
 - High Communications Costs
 - New Communications Needs
- IP Telephony Perks
 - Single Enterprise Phone Directory
 - Wireless options
 - Extensive features
- “Stealth” Next Generation Benefits
 - Wired and Wireless LAN/WAN upgrades that support connected campus
 - IP Telephony screens become new application platform
 - Foundation for communication and device convergence



Strategy Two

- Invoke technology solutions that respond to operational business imperatives
 - Quality Improvement
 - Revenue Enhancement
 - Risk Management

Point of Care Project

- Solution
 - Implement CNA documentation at the point of care
- Drivers/Business Case
 - Increase Case Mix scores based on improved documentation of care given
 - Reduce Legal Risk from missing or incomplete documentation
- Point of Care Perks
 - Empowers front line caregivers
 - Real Time Alerts enhance care
 - Messaging to Front Line
- Next Generation Implications
 - Infostructure
 - Ubiquity



Strategy Three

- Technology Enable Strategic Initiatives
 - Innovative “culture change” initiatives are exploring home and neighborhood environments emphasizing relationships in contexts committed to resident choice and direction.
 - Our take: “The ACTS Signature Experience”

“Culture Change”

- Driver/Business Case
 - Manage Personal Profile & Preferences
 - Equip versatile workers for collaboration
 - Provide computer access for residents
- Perks
 - Computer games integrate therapy and entertainment
- Next Generation Implications
 - Building the Personal Health Record
 - Connected and Empowered Workforce
 - “Tele-living” technologies support safer independence in home-like environments



(Tribune photo by David Trotman-Wilkins) Feb 9, 2007

Tilling the Ground

- Organizational "tilling"
 - "group field trips"
 - Pilot projects
 - Volunteering in ...
- Industry "tilling" (CAST)
 - Standards advocacy
 - LTC HIT Summit
 - Benchmarking
 - Policy Advocacy



Thanks

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