Readiness for Change:  
FidelityEHR Implementation and Training Model for Wraparound Service Organizations

Kelly L. Hyde, PhD  |  Mary P. Curry, LISW  |  Jennifer M. Haley, LCSW  |  Kara A. Bergerson, MEd  |  Eric J. Bruns, PhD  |  Alysea Hook, BS  |  University of Washington  |  Wraparound Evaluation & Research Team (WERT)  |  Seattle, WA

Fidelity EHR is utilizing participatory evaluation to develop an EHR implementation and training model grounded in a Readiness for Change approach. Partnering with the University of Washington, Wraparound Evaluation and Research Team (WERT) on a National Institute of Mental Health (NIMH) Small Business Technology Transfer (STTR)/Phase II grant has increased collaboration with Wraparound service organizations in the field. Knowledge generation has emphasized mixed methods analysis of User experience, surveys, and focus groups.

**INTRODUCTION**

Fidelity EHR is utilizing participatory evaluation to develop an EHR implementation and training model grounded in a Readiness for Change approach. Partnering with the University of Washington, Wraparound Evaluation and Research Team (WERT) on a National Institute of Mental Health (NIMH) Small Business Technology Transfer (STTR)/Phase II grant has increased collaboration with Wraparound service organizations in the field. Knowledge generation has emphasized mixed methods analysis of User experience, surveys, and focus groups.

**RESULTS**

The reported User experiences are understood in a more comprehensive context with theoretical grounding in EHR implementation science and best practices in team-based training. Such an approach has increased understanding on Fidelity EHR's strengths and areas of improvement. The utilization of a Readiness for Change model throughout implementation, training, and go-live has strengthened feedback loop communication with partners in the field. Pre/post-training scales have been implemented to gauge User readiness and confidence levels and inform training activities.

**OUTCOMES**

The process has supported a deeper understanding on how Fidelity EHR can build on the expertise of clients to increase efficacy in workflow rather than focus on support needed to maintain on-site system. The reported User experiences are understood in a more comprehensive context with theoretical grounding in EHR implementation science and best practices in team-based training. Such an approach has increased understanding on Fidelity EHR's strengths and areas of improvement. The utilization of a Readiness for Change model throughout implementation, training, and go-live has strengthened feedback loop communication with partners in the field. Pre/post-training scales have been implemented to gauge User readiness and confidence levels and inform training activities.

**IMPLICATIONS FOR PRACTICE**

The process has supported a deeper understanding on how Fidelity EHR can build on the expertise of clients to increase efficacy in workflow rather than focus on support needed to maintain on-site system. The reported User experiences are understood in a more comprehensive context with theoretical grounding in EHR implementation science and best practices in team-based training. Such an approach has increased understanding on Fidelity EHR's strengths and areas of improvement. The utilization of a Readiness for Change model throughout implementation, training, and go-live has strengthened feedback loop communication with partners in the field. Pre/post-training scales have been implemented to gauge User readiness and confidence levels and inform training activities.

**REFERENCES**


- The application of family-centered Wraparound principles to the crisis plan, client portal, and POC report.
- Implement feedback to improve User Experience.
- Implementation of Auto-save, no duplicate data entry in Youth record, improved diagnostic system, and secure messaging inbox.

**IMPLICATIONS FOR PRACTICE**

Further develop the Implementation and Training model to integrate best practices and field-based knowledge. Build on the emerging implementation and training framework to incorporate structured and client-centered procedures.

**Areas for Continued Development:**
- Stakeholder and Team-based Engagement
- Managing Expectations
- Initial and Ongoing Client Support
- Readiness for Change and Change Management
- Optimize Software for Systems of Care Model

**Recommendations for Systems of Care adopting a new EHR:**
- Strong organizational leadership and buy-in across departments.
- An EHR staff person on site, either a specific role or to be enveloped into a current role.
- Technology literacy in cloud-based software and IT support needed to maintain on-site system.
- Approach the new record system as an opportunity to increase efficacy in workflow rather than focus on wanting EHR to match current process (i.e. paper).