A CIO’s charge to keep an organization running smoothly. CIOs are evaluated on crucial tasks such as providing a secure and reliable information infrastructure, maintaining enterprise applications, and reporting timely, valuable information to the business. Visionary CIOs know that technology also holds the promise of disruptive innovation.

Ironically, the very person responsible for order must sometimes play an agent of change and transformation. As the CTO of the Mental Health Center of Denver, a private, not-for-profit community mental health center, I took on a risk to help fundamentally change how we access information in our electronic health record (EHR). Through the process, I’ve learned valuable lessons as to why investing in innovation is one of a CIO’s most important responsibilities.

Disrupting the CIO Comfort Zone to Innovate and Transform How Behavioral Health Clinics Use Electronic Health Records

THE MEDICAL STORY: THE POWER OF THE WORD

The patient story matters. Clinicians use EHRs beyond digitization to build a system focused solely on the implementation. But, embracing an intensely challenging time. Our team could have planned to replace it all at once – registration, scheduling, clinical documentation, and billing – in a near-monumental implementation process. A failure of algorithms was at play because of deadlines and facility issues. We needed an immediate change in the way matching and breaking of data was handled. As an example, matching had focused solely on the implementation. That means the data was not in the center. Together, we set a goal of getting beyond the implementation of a system that would help clinicians easily find crucial information that would help clinicians easily find crucial information. The result of this functionality came in our clinical record. The challenge was to put that information into context so it can be used effectively to improve outcomes.

The narrative text is linked to related concepts and can also be viewed in the context of the original note. We are currently testing the user interface, anticipating how people will want to use it. Getting feedback from potential pilot users. When introducing a novel technology, it’s sometimes hard to anticipate how people will use it.

Lessons Learned

• Don’t Go At It Alone. Find a strong team from Netsmart; together we set a goal of going beyond the implementation process.
• Strike a Balance. Our day-to-day tasks are critical to the organization and account for about 90 percent of our time. Organizations will not transform without the accountable responsibility of other responsibilities aren’t met. Focus on the CIO’s charge to keep an organization running smoothly. CIOs are evaluated on crucial tasks such as providing a secure and reliable information infrastructure, maintaining enterprise applications, and reporting timely, valuable information to the business. Visionary CIOs know that technology also holds the promise of disruptive innovation.

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