

A large, stylized orange chevron graphic pointing to the right, with the text "High performance. Delivered." centered within it.

High performance. Delivered.

# Accenture at HIMSS14: The EMR Hierarchy of Needs

## Video Transcript

Kip Webb: When looking for an electronic medical record, most provider organizations make the mistake of choosing an EMR that has the functionality that will meet their needs for delivering the healthcare of today. It's really about the healthcare of tomorrow.

The EMR hierarchy of needs basically says there are four steps that your EMR implementation must achieve. At its base level, you need to make sure that the electronic medical record works. The next level is that it must not impede the kind of care that I deliver right now.

And it has to enhance the way that doctors deliver care. Once you've achieved those first three levels, you then have earned the right to have a further discussion about transformation.

So after a provider organization has chosen its electronic medical record,

most just jump into the technology. I think a much better approach is to try to get your clinician governance in place. These are a group of clinicians who are going to lead the organization, deciding on what the future of healthcare is going to look like and how you're going to envision that in your electronic medical record.

We know that in many countries around the world, including the United States, that we're moving to a value-based healthcare system, as opposed to a volume based fee for service system. What we want to do is choose vendors that are going to support the collection of that value downstream for better population health through better integration and coordination of care, through better standardization of processes and healthcare delivery.