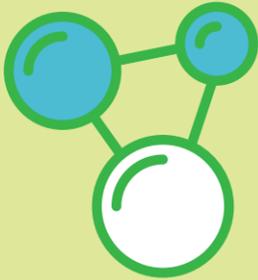


# IMPLEMENTATION CHALLENGES:

EXPERTS OUTLINE 4 COMMON PITFALLS TO AVOID

## MISALIGNED EXPECTATIONS



Communication between vendors and internal teams is critical to ensuring implementation expectations are met. Additionally, setting milestones and outlining deliverables for the project are equally important. Clarity related to the impact of missed milestones and their consequences should be discussed and agreed upon at project kick-off.

## LACK OF PREPAREDNESS

The buyer's project team and employee preparedness should be top of mind. The project team must be prepared to work closely with the vendor's integration team providing context and information on how the system needs to work in order to make the transition a smooth one. Employees should be fully informed of the project/implementation schedule and what will be required of them as the system goes live. Transparency is key.



## QUESTIONABLE DATA INTEGRITY



Understanding exactly what data will be migrating from one system to another and how it will be parsed is critical. The last thing anyone wants to do is compromise or lose patient data. A series of checks and balances should be put in place to monitor and verify that data is flowing as expected.

## INADEQUATE VENDOR SUPPORT

The vendor/client relationship is a critical part of any successful implementation project. When choosing a vendor, ask questions about the experience level of the team and the project managers. Ask to see an example of their project planning and implementation process. Inquire about their expected engagement level with your teams. Will they be on-site or remote? Are they willing to work during off-peak hours? What does their post-implementation support consist of and how long is it available? Any questions you have, ask them before you sign the engagement for the project and get the answers in writing.



To learn more about what implementation excellence should look like, contact Vyne Medical today at (678) 541-8697 and ask us how we've managed successful, timely implementations for more than 800 hospital clients.

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