WORKSHOP: INSTALLING COSTAR

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This workshop provides an overview of techniques that facilitate installing COSTAR, (Computer STored Ambulatory Record) medical information system. It is expected that the participants are or soon will be responsible for installing COSTAR, and that they are already familiar with the functional characteristics of the system. A list of references will be provided to the participants. The outline of the content:

A. Establish communication with users
   1. Form user liaison group
   2. Do's, Don't's, caveats

B. Analyze flow and forms
   1. Procedure Flow Chart
   2. Flow Process Chart

C. Program changes, COSTAR switches
   Helping users to give specifications, modify content

D. Establish new procedures
   1. New forms, new roles, new flow
   2. Written procedures for each worker category

E. User Documentation
   Quick User Guides - examples

F. User Training
   1. Organized program prior to implementation
      (sample program will be described)
   2. On-site support during implementation
      (what to do when implementation team is small)

G. Tools to help with organization
   1. PERT chart
   2. GANT chart

NOTE: This workshop does NOT deal with hardware selection or installation.

The workshop leader has twelve years' experience in implementing various medical information systems in a variety of settings. This workshop is based on the sum of that experience, and draws heavily on the knowledge gained in installing COSTAR at the North End Community Health Center in Boston, Mass., and the Primary Care/Family Practice Clinic at Pease Air Force Base Hospital, Durham, N.H.