

Table 1: Site Visit Key Insights

Theme	Details
Comparative Analysis of EHR Vendors	Confirmed there is no definitive choice to holistically address needs. Each vendor has unique benefits, challenges, and limitations that must be assessed against prioritized functional requirements.
Strategically Leverage the Pre-RFP Phase	Leverage the pre-RFP phase to continue environmental scanning, assess workflows and systems, and to enhance operations (e.g., governance structure, escalation processes, standardization and harmonization of workflows, training, and process improvements).
Assess Network, Server, Security, and Workstation Infrastructure Environment	Conduct a technology capability assessment to ensure the current infrastructure is compatible, interoperable, and prepared to support a system replacement and future components and upgrades.
Clinical Process Improvement as a Guiding Principle	Do not treat the system assessment and implementation as an IT project. Instead, focus on clinical process improvement. This effort is truly about the optimization and transformation of the site, and should include a wide range of stakeholders, not just the IT team.
Importance of Pre Go-Live Training and Change Management Strategies	Consider dress rehearsals with end users prior to system go-live to identify gaps, make improvements, and gain early stakeholder buy-in and support. Consider role-based, use case, and workflow training vs. system button-ology and basic overviews.