
PLANNING FOR LAUNCH

Prepare staff and patients for launch.

Make plans for launching the new system in practice. Consider other practice, health system, and community events when deciding when to deliver training and launch the new system. Try to avoid initial implementation at the same time as major initiatives are launching, such as significant EHR updates or other quality improvement projects.

PARTICIPANTS

Implementation lead

STEPS

- 1** Establish a launch date and create a transition plan leading up to launch.
- 2** Plan for forms, hardware and internet needs. If your workflow requires a new form or the use of tablet computers for patients to fill out their family history, create a plan for obtaining and setting up these components.
- 3** Schedule and deliver training.
- 4** Communicate to patients and clinical partners. You may find it helpful to announce the initiative to patients through a poster in the waiting room or message through your portal. If you anticipate increased referrals to genetic or other specialists, let them know what to expect.