



Onboarding Planning and Rollout

Week 0

Plan the ROLLOUT

Week 1

Set-up ORGANIZATION,
ADMIN User Account(s)

Customize WORKFLOW
and FORMULARY

Pre-certify Patient Private
INSURANCES

Week 2 +

Set-up and TRAIN a cadre
of POWER USERS

Week 3 +

Set-up & TRAIN
CLINICIAN Users

ROLLOUT + Quick Wins

User ADOPTION –
Ongoing train & support

Communication & Change Management

Plan the ROLLOUT

Step 1 - Put people at the center of your rollout

WHY are you making this change to Archangel?

WHAT are you trying to achieve with this change*? And

WHO are you introducing this change to?

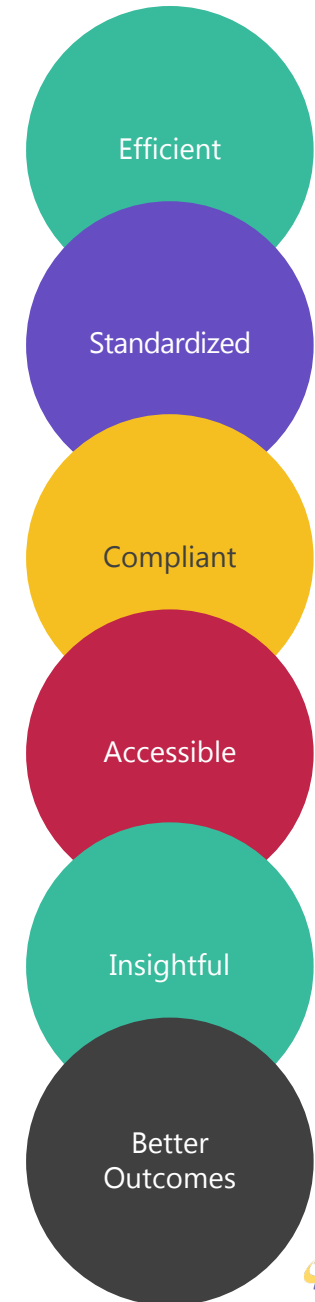
- Management needs to drive motivation and get buy-in from front-line clinicians by being open, transparent, and explicitly stating the reason behind introducing new software and process changes.
- Link the “why” to what value front-line clinicians can derive from the new software and process and how it will make their lives better – they need to understand the benefits – what’s in it for them.

*See next slide for an example of the WHAT your organization is trying to achieve with Archangel – this is an example only, customize to your organization.

What are you trying to achieve?

- Simple and efficient wound documentation
- Standardized protocols with access to Advanced Wound Dressings (AWD)
- Clinical and product use compliance
- Telemedicine access to clinicians and patients
- Wound healing data analytics leading to insights

The result: Dramatically better wound healing outcomes benefiting patients and your practice



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Gain ADOPTION and Track
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Communication & Change Management

Plan the ROLLOUT

Step 2 - Communication

Practical, clear, and constant communication needs to be present from the very beginning. To reiterate, top management needs to communicate the why behind the change to the entire organization, and transparent communication between all stakeholders needs to be present throughout the whole rollout process.

Everyone involved with (or who will be affected by) the change must be aware of and understand the main vision and the strategy behind the new software. An open information policy should include:

- an overview of and the why behind the implementation.
- hosting meetings on **change management processes**, strategies, and tactics.
- ensuring inter-departmental communication by having representatives from each department actively contribute to the project.
- establishing points of contact.
- providing regular updates.

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Step 3 - Tap into your organizations resource pools

A Project Sponsor or Champion should be appointed – They are typically someone at the senior management level who performs the functions of leadership, facilitation, and marketing to end-users.

Also, leverage the expertise available in each department. For example:

- Communication teams can help create and design a robust communication plan.
- IT teams, when approached early, can give assistance with implementation.
- The finance department can help with budgeting and resource management throughout the entire project.
- The purchasing department can be involved in product and formulary implementation.
- Create a team of innovators, early-adopters, and tech enthusiasts who can motivate any employees or team members who may not be as enthusiastic or who are skeptical about the project.
- Be strategic, and cultivate a positive, passionate, and winning mindset.

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Step 4 - Take ID of Stakeholders seriously

Who are the stakeholders:

- End-users (super important as they are the ones who know the requirements best!).
- The Rollout project team comprising managers directly involved in planning and implementation.
- Other: liaisons, project managers, developers, partners, and authorities (such as legal and regulatory bodies and company owners).

Asking the following questions will also help you successfully identify stakeholders:

- Whose support is critical to the success of the project?
- Who will use or be affected by the final product?
- How will workflows change after the implementation, and will new positions need to be created?

Once you've identified the right stakeholders (make sure you have someone responsible for change management!), it'll be time to define clear roles and responsibilities for each one.

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Step 5 - Get Users Involved From the Start

Identify a core-group of end-users who will give opinions on, work with and test the software (power users or advanced users), before going live as well as individuals who are Subject Matter Experts (SMEs).

These SMEs should be involved in the face-to-face training (see below), and should act, in some sense, as a 'pioneer' or 'champion' for success because they will:

- (a) have a positive attitude towards the project,
- (b) have a good understanding of business processes,
- (c) have strong leadership skills, and
- (d) ask the right questions and look to understand issues that are beyond the scope of their own responsibilities. The SME will then help with training and support, onboarding new employees, and acting as a liaison point between end-users and stakeholders.

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- ROLLOUT + Quick Wins
- Gain ADOPTION and Track Results

Communication & Change Management

Plan the ROLLOUT

Step 6 - Bring it Together with a Plan

A software rollout project requires specialists, checklists, change management tracking solutions, strong cooperation with the software vendor, and, of course, an overall well-defined and structured plan.

Your planning phase should be the longest and most important phase of the project, and you shouldn't be rushing into anything. This is when mistakes and oversights will happen.



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ROLLOUT + Quick Wins

Gain ADOPTION and Track
Results

Set-up Organization and ADMIN user accounts

- Set-up is done by Archangel staff.
- Requires
 - Organization NPI#.
 - Shipping and billing addresses.
 - Name, phone, address, email of any ADMIN users.

This is also a good time to begin to train ADMIN users:

For more see the ADMIN Training Videos
<https://knowledgebase.go-archangel.com/archangel-admin-training>

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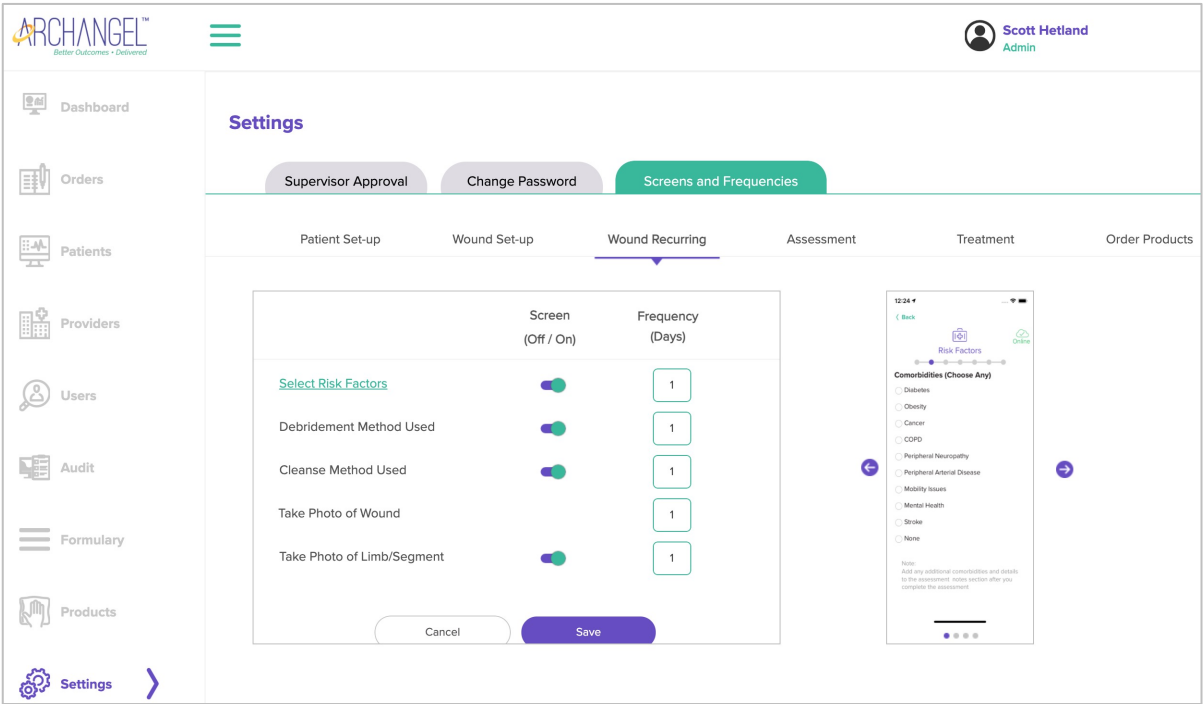
Set-up & TRAIN
CLINICIAN Users

ROLLOUT + Quick Wins

Gain ADOPTION and Track
Results

Customize WORKFLOW

- Initial Customization is done with support of the Archangel Staff.
- Set-up tasks for before, during and after the patient visit.
- Optimize time in front of the patient.
- Chart only the data important to your practice.
- **For more see the ADMIN SETTINGS Training Video**



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Gain ADOPTION and Track
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Customize FORMULARY

- Initial customization is done with support of the Archangel Staff.
- Save financial and human resources, decrease waste and reduce total treatment cost per episode of care.
 - Without a well-managed formulary, choosing among thousands of wound care products is overwhelming and time-consuming.
 - Clinicians frequently order products by brand name, not realizing the clinic already has similar products in stock, under a different brand name.
 - Stock rooms fill with stacks of unused products, many past their expiration dates, resulting in financial loss.
- For more see the FORMULARY ADMINISTRATION Training Video

ARCHANGEL™
Better Outcomes • Delivered

Robert Downey
Admin

Dashboard

Orders

Patients

Providers

Users

Formulary

Products

Settings

Formulary

On Formulary

Off Formulary

Not Available

Search

Manufacturer

Brand

or

Keyword

Search

Clear

Select Formulary

	MFG ID	Product Name	Amount	Size	Manufacturer	Brand	HCPC	Med Reimb
☐	897214	100% Silicone Drain Bag Foley Tray	each	14fr	C.R. Bard	-	A4315	NA
☐	897216	100% Silicone Drain Bag Foley Tray	each	16fr	C.R. Bard	-	A4315	NA
☐	897218	100% Silicone Drain Bag Foley Tray	each	18fr	C.R. Bard	-	A4315	NA
☐	897214	100% Silicone Drain Bag Foley Tray	box-of-10	14fr	C.R. Bard	-	A4315	NA
☐	897216	100% Silicone Drain Bag Foley Tray	box-of-10	16fr	C.R. Bard	-	A4315	NA
☐	897218	100% Silicone Drain Bag Foley Tray	box-of-10	18fr	C.R. Bard	-	A4315	NA
☐	207604	3M Ace Bandage	each	4	3M	Ace	A6449	NA

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Set-up & TRAIN CLINICIAN Users

ROLLOUT + Quick Wins

Gain ADOPTION and Track Results

Pre-certify Patient Private INSURANCES

- Provide information of patient insurances for entirety of organizations patient population
- Ensures understanding of what insurances are billable versus non-billable through Archangel

AutoSave On | Onboarding-Insurance Request File - Excel | Search | Mo Golupski

File Home Insert Page Layout Formulas Data Review View Help

K23

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Plan Name	Line of Business	Plan Type	Accepted States	Product Type								
1													
2													
3	4 Most Health Network	Private and Military	PPO	KY, AL	Ostomy								
4	Advantage Healthcare Solutions	Medicare Advantage		National	Contingence								
5	Cigna	Private and Military	HMO	IN, IL	Ostomy/Contingence								
6	Aetna	Managed Medicaid		WA	Ostomy/Contingence								
7													
8													
9													
10	Plan Name should be listed as:												
11	Insurance Carrier followed by specific Plan Name												
12	Example: Cigna Open Access Plan												
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Examples and Definitions | Insurances Request

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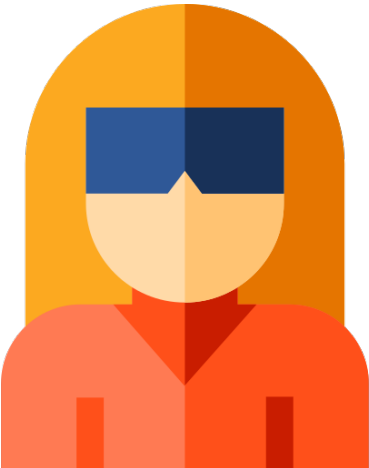
Set-up and TRAIN a cadre of POWER USERS

POWER USERS are people in the organization who are solicited and volunteer to be the first to use the Archangel application. They are typically added as an ADMIN user or SUPERVISOR user but can be added in other user roles as well as needed.

Training of POWER USERS is extremely important as they act as ambassadors to the rest of the organization and can help train others on how to use Archangel.

POWER USERS are encouraged to use Archangel as much as possible and become familiar with all the articles in the Archangel KNOWLEDGE BASE and watch all the training videos.

For more see the Archangel KNOWLEDGE BASE
<https://knowledgebase.go-archangel.com/knowledge>



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ROLLOUT + Quick Wins

Gain ADOPTION and Track Results

Set-up & TRAIN CLINICIAN Users

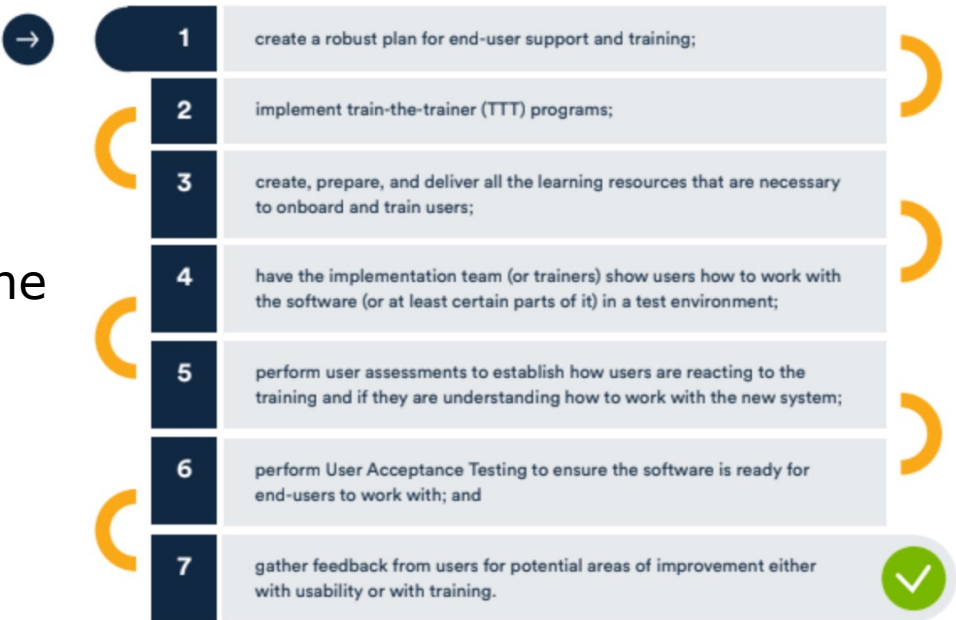
Train, Train, Train and Train

When it comes to D-Day (aka go-live day), you don't want chaos or operations to come to a halt simply because employees don't know how to work with the new software. They should, at the very least, be able to complete essential tasks within the new software on go-live day.

For more see the CLINICIAN Training Videos

<https://knowledgebase.go-archangel.com/training-for-clinicians>

The training plan should consist of the following:



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ROLLOUT + Quick Wins +
Celebrate

Gain ADOPTION and Track
Results

ROLLOUT + Quick Wins + Celebrate

Rollout, Achieve Quick Wins, and Celebrate

Be sure to promote the results of the roll-out to the organization (especially those that occur in the first few weeks). This will encourage and support continued momentum and adoption of the new system.

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ROLLOUT + Quick Wins

Gain ADOPTION and
Track Results

Gain ADOPTION

Once go-live has taken place, it'll be time to measure the true success of the rollout by measuring software adoption.

Rolling out the new software can be a huge success ... until you discover that employees just aren't using the application for any number of reasons (think resistance to change, usability issues, lack of adequate training materials, etc.).

There are many ways to maximize software usage, including holding meetings and discussions with employees explaining why the software was implemented and the value it will bring them. Appointing team leaders (or early adopters) to encourage use, to offer support, or having a rewards mechanism in place will facilitate software use.

But of course, the most effective way to achieve broad software adoption is through ongoing training and support. When it comes to training and support methods, most enterprises use webinars, peer-to-peer training with advanced users, online and offline materials, videos, scheduled demos, and digital learning tools like the Archangel Learning Management System.

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Gain ADOPTION and
Track Results

Track Results

Leverage User Analytics and Track Results

Usage analytics will help you determine user engagement, areas of stickiness, how users are using the software across different segments, and what type of customers (for customer-facing software) are using the software the most.

This data, in turn, will then help you improve the user experience, get users to higher-value activities faster, and increase feature and adoption.

The opportunity is not to use analytics to control but to give employees meaningful data about the way they're operating within an organization so that they themselves can do things to improve their working lives and their performance. – Jon Ingham, HR Consultant at Strategic Dynamics Consultancy Services Ltd.

Recommended Option

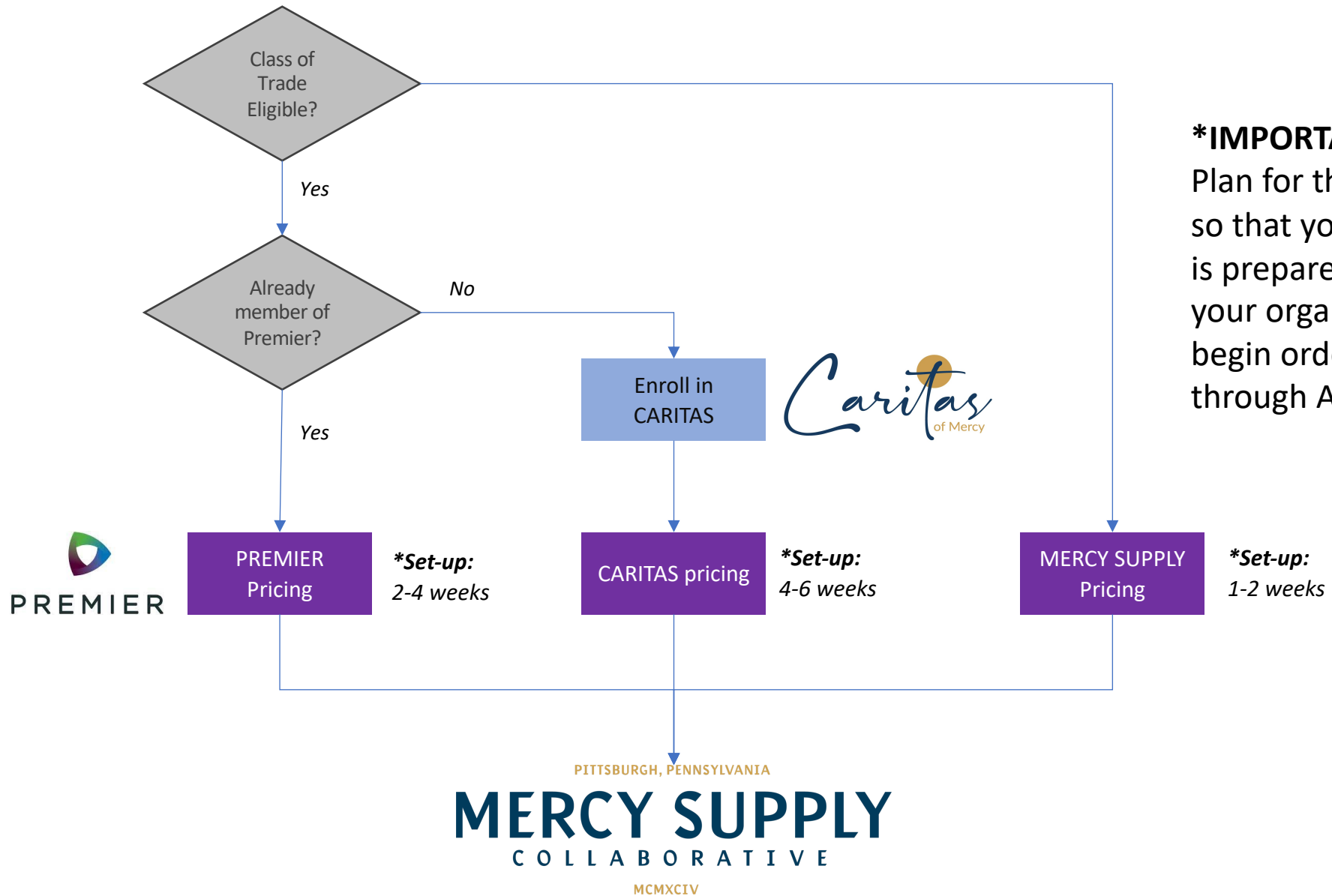
You can purchase a broad array of medical supplies through the Archangel purchasing feature and ship supplies anywhere in the US in 1-4 business days. Archangel's exclusive distributor is MERCY SUPPLY who for over 25 years remains one of the top medical supply distributors in the country.



Additionally, MERCY SUPPLY provides best-in-class product pricing through relationships with PREMIER and CARITAS of MERCY.



GPO Pricing and Distribution On-boarding



End of Lesson

