

CHECKLIST FOR SUCCESSFUL IMPLEMENTATION

This checklist is designed to guide hospital administrators, IT teams, and healthcare professionals through every phase of the digitalisation of medication management. The checklist is structured to ensure that no critical steps are missed, contributing to a successful and smooth implementation.

1. Pre-implementation phase

1.1. Strategic planning

- ☐ Conduct a thorough needs assessment and gap analysis.
- ☐ Define clear objectives and goals.
- ☐ Engage key stakeholders and build consensus.
- ☐ Develop a detailed implementation Timeline.
- ☐ Secure budget approval and allocate necessary resources.
- ☐ Conduct a risk assessment and develop risk mitigation strategies.
- ☐ Align with Regulatory and Compliance Requirements.

1.2. Business case development

- ☐ Build a robust business case highlighting the value proposition and ROI.
- ☐ Perform a cost-benefit analysis to justify the investment.
- ☐ Prepare a budget that includes all necessary expenditures (CapEx and OpEx).
- ☐ Identify potential sources of funding or cost-sharing opportunities.

1.3. Stakeholder engagement

- ☐ Identify all relevant stakeholders and their roles in the project.
- ☐ Develop a stakeholder engagement plan with clear communication strategies.
- ☐ Establish regular meetings and feedback loops with stakeholders.
- ☐ Address concerns and resistance through transparent communication and involvement.

2. Procurement and vendor selection

2.1. Procurement preparation

- ☐ Clearly define technical and functional requirements for the system.
- ☐ Prepare a comprehensive Request for Proposal (RFP) document.
- ☐ Set evaluation criteria that emphasise innovation, compliance, and cost-effectiveness.
- ☐ Ensure compliance with relevant procurement regulations, including EU directives.

2.2. Tendering process

- ☐ Publish the RFP widely to attract a diverse pool of vendors.
- ☐ Conduct pre-bid meetings or briefings to clarify requirements.
- ☐ Review and screen all submitted proposals for compliance and quality.
- ☐ Shortlist vendors based on initial evaluations.

2.3. Vendor evaluation and selection

- ☐ Arrange vendor demonstrations to evaluate system functionality and usability.
- ☐ Conduct site visits or reference checks with vendors' previous clients.
- ☐ Finalise selection based on a balanced scoring matrix.
- ☐ Negotiate contract terms, including service level agreements (SLAs) and support.

3. Implementation phase

3.1. Preparation and training

- ☐ Develop and implement a comprehensive training program for all users.
- ☐ Plan and implement one change management strategy
- ☐ Redesign and optimise workflows to align with the new system.
- ☐ Ensure all necessary infrastructure (hardware, software, network) is in place.
- ☐ Migrate existing data and conduct integrity checks to ensure accuracy.

3.2. Go-live strategy

- ☐ Decide on a phased or hospital-wide rollout based on readiness.
- ☐ Establish a support system for addressing issues during go-live.
- ☐ Communicate the go-live plan clearly to all stakeholders.
- ☐ Monitor the system closely during the initial rollout for any issues.

3.3. Post-implementation

- ☐ Continuously monitor system performance and user feedback.
- ☐ Provide ongoing training and support to ensure smooth adoption.
- ☐ Collect feedback and make necessary adjustments to the system.
- ☐ Celebrate successes and recognise the contributions of key stakeholders.

4. Monitoring and continuous improvement

4.1. Performance monitoring

- ☐ Define key performance indicators (KPIs) for the system's success.
- ☐ Conduct regular audits to assess system performance and compliance.
- ☐ Track medication error rates, user satisfaction, and system downtime.
- ☐ Regularly review and update the system based on performance data.

4.2. Continuous improvement

- ☐ Establish a process for continuous feedback collection and iteration.
- ☐ Stay informed about emerging trends and innovations in digital medication management.
- ☐ Maintain strong relationships with the vendor for ongoing support and updates.
- ☐ Plan for future upgrades and scalability as hospital needs evolve.

5. Regulatory compliance and security

5.1. Data security and privacy

- ☐ Implement strong data encryption and access control measures.
- ☐ Conduct regular security audits to identify and address vulnerabilities.
- ☐ Ensure compliance with data protection regulations, including GDPR and HIPAA.
- ☐ Develop and test data backup and disaster recovery plans.

5.2. Legal and regulatory compliance

- ☐ Ensure all digital systems comply with relevant healthcare regulations.
- ☐ Document compliance efforts and be prepared for audits.
- ☐ Stay updated on changes in regulations and adjust systems accordingly.
- ☐ Engage legal counsel to review contracts and compliance documents.

6. Final review and closure

6.1. Project review

- ☐ Conduct a final review of the project against initial goals and objectives.
- ☐ Document lessons learnt and best practices for future projects.
- ☐ Hold a project closure meeting with all stakeholders to discuss outcomes.
- ☐ Archive all project documentation for future reference.

6.2. Transition to ongoing operations

- ☐ Ensure that the system is fully integrated into day-to-day hospital operations.
- ☐ Transfer responsibility for system maintenance to the appropriate teams.
- ☐ Set up a long-term support and maintenance plan with the vendor.
- ☐ Plan for future upgrades and system enhancements as needed.