SyncTimes

Implementation Framework

Step 1 Executive Team Kickoff

1 week after contract

Define client goals for SyncTimes implementation

- ☐ Introduce the SyncTimes Coach assigned to client
- ☐ Define client's goals for SyncTimes implementation
- ☐ Define communication plan
- ☐ Define the Implementation Team
- ☐ Establish target Go-Live date
- ☐ Schedule future implementation meetings

Step 2

Implementation Meetings

2–3 weeks after contract

People

- ☐ **Executive Sponsor**
  Responsible for mobilizing team to ensure implementation.
- ☐ **Operations Leader**
  Responsible for making workflow decisions and ensuring users of SyncTimes are properly trained before go-live.
- ☐ **IT Leader**
  Responsible for setting up IT infrastructure.
- ☐ **Provider Champion**
  Responsible for making workflow decisions and ensuring all providers are properly trained before go-live.
- ☐ **Integrated Care Team Leaders**
  Responsible to consider how simplified communication through tablets and flowstations can streamline workflows.
- ☐ **Facilities Leader**
  Responsible for any facility changes for implementation.
- ☐ **Support Staff Champion**
  Subject matter expert for support staff functions. Likely responsible for icon governance post Go-Live.
- ☐ **Project Manager**
  Responsible for coordinating schedules, assisting with communications to providers and support staff, and assisting the SyncTimes Team with access to facilities and personnel.

Meeting Purposes

- ☐ 1x Orientation: Introduce team to System & Executive Team Goals, Timeline
- ☐ 2x Locations: Review/Decide Device Locations
- ☐ 2x Workflows: Decide/Document Clinical Workflows
- ☐ 1x Training Plan: Develop Training Plan

Step 3 Email Introduction & app login sent to all users

3 weeks Before Go-Live

Step 4 Go-Live

- ☐ 60 minutes per team training & discussing how to use system
- ☐ 15 minutes per individual configuring alerts & desktop settings

Step 5 Post Go-Live

- ☐ Weekly 30-minute meetings with implementation team for 3–4 weeks

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Process Map

Critical Path Timelines in Red