

Pain Management Coding Alert

Reader Question: Consider This When Transitioning to New Software

Question: Our IT department decided to do a major software upgrade to ensure we stay HIPAA compliant because of the latest security issues with Microsoft Windows XP. The downside is that it will cause work disruptions and the staff is anxious about learning new systems. How can I help?

Kentucky Subscriber

Answer: If you need to implement a new software application, it's normal for employees to resist the change. But that shouldn't stop you from making the transition; it just means you have to somehow ease the blow.

Many employees are resistant to change, especially when it's bound to affect their day-to-day work. But when a transition of technology is imminent, you have to pull double-duty. On top of rolling out the new software smoothly, you also need to quench resistance.

Adopt the following strategies for a smoother transition all around:

- **Beef up the benefits.** Inform your employees of all the wonderful benefits they'll reap from this new software application. Emphasize how they'll be able to streamline a process, shave off some time, and make certain tasks less burdensome.
- **Pour out your excitement.** If you're dreading the transition, your employees are bound to follow suit. Make sure you're sold on the idea before you give your IT department the green light to overhaul any of your employees' systems. When your employees sense that you're confident and excited about the transition, they'll probably be a little more curious and less apprehensive about the switch.
- **Build in extra time.** Your employees will basically freak out if you force them into uncharted territory and expect them to resume work as normal. Don't expect the switch to go off without a hiccup someplace in the system. Allow appropriate time for training and other unforeseen technological glitches.