

EHR Superuser Program Checklist

Most organizations recognize the benefits of a superuser program and have a desire to create one. Before you begin to build the program, assess whether your organization has gaps that can be filled by implementing a superuser program or identifying opportunities for improvement for existing programs. The following checklist takes you through six actionable steps for building your superuser program.

1 Establish Your Foundation with a Governance Structure

- Identify the program champion and manager (usually the chief medical informatics officer, chief information officer, or director of IT).
- Establish or utilize an approving body, which can be a clinical IT committee or work group, to facilitate decision-making and change control.
- Engage stakeholders, including physician and nonphysician superusers, IT staff, and system end users.
- Formally document the roles, responsibilities, and time commitment through a superuser program charter and policy and procedure manual.
- Create superuser training manuals and workflows that will facilitate the activities of the superusers, such as submitting an enhancement request.
- Provide the infrastructure for your superusers to offer insight if an enhancement would benefit the department or individual users.

2 Create Objectives for Your Superuser Program

- Create program objectives that align with the health system's overall goals and can be influenced by current initiatives.
- Align your objectives with any ongoing initiatives. Examples include:
 - Pre-implementation: Utilize superusers in gathering feedback during workflow creation.
 - Concurrent with implementation: Provide go-to support for end users.
 - Post-implementation: Collect feedback from end users to adjust system configuration.
 - Optimization: Communicate version upgrades or implemented system enhancements.

3 Define Your Meeting Structure and Cadence

- Once your program has been formalized, arrange a town hall meeting to introduce the program.
- Allow superusers to generate enthusiasm and foster collaboration at the town hall meeting and beyond.
- Plan ongoing meetings that aim to achieve the identified objectives.
- Communicate the timing and goals of the meetings.
- Define your cadence to align with your objectives.
- Strive for meetings that range from informal superuser and end-user discussions to annual town hall sessions. Department-level and inpatient/outpatient meetings will also facilitate the flow of information throughout the organization.

4 Select Your Superusers

- Look for superusers who demonstrate the following attributes: flexibility, patience, enjoyment of teaching, user proficiency, diplomacy, and effective communication.
- Choose a mix of superusers who represent the staff within each department for comprehensive support and cross-functional discussions. This should include provider and nonprovider clinical resources and nonclinical staff.
- Define the number of superusers you will engage based on the size and scope of your initiative.

5 Measure your Program's Progress

- Quantify your superuser program's outcomes by applying metrics to each of the objectives you defined. For example, if an organization's initiative is to optimize the EHR, one objective is to increase user proficiency. Metrics to assess the program's success would include:
 - User proficiency tracked from reports in the EHR.
 - Number of tickets submitted to IT (if a ticketing system is in place).
 - End-user self-assessment (survey with the Likert scale).
 - Number of issues resolved by superusers.

6 Maintain Your Superuser Program

- Take your program to the next level by maintaining engagement with creative initiatives such as:
- Identifying the superusers:
 - Create "buddy badges" to identify superusers in clinic, create ownership, and instill a sense of pride in the title.
 - Internally publish the list of superusers and structure.
 - Introduce superusers at town hall meetings.
- Engaging the end users:
 - Schedule department-level lunch-and-learns led by the superusers.
 - Schedule organization-wide meetings to allow for departmental cross-collaboration and to circulate new ideas, tips and tricks, and optimization suggestions.
- Creating ownership of the superuser role:
 - Create an agreement for the superusers to sign when they accept the role.
 - Incorporate a succession plan to avoid gaps in the role and engage the current superusers in selection and/or training.
- Motivating the superusers:
 - Organize superuser retreats or activities.
 - Build motivation by providing letters from senior management to acknowledge involvement, awarding vacation/personal hours, or distributing gift cards, while complying with regulatory guidelines.