



Provider OWITS/EHR Steps and Processes

Phase I: Providers Preparation for Implementation (estimated timeline: 2-3 weeks)

1. AMH/Compass account coordinator (and Compass team member) assigned to providers.
2. Provider to sign Memorandum of Understanding. Once a signed Memorandum of Understanding is received it is understood that the agency has agreed and decided to “opt in.”
3. AMH/Compass staff to schedule preliminary implementation meeting(s) with provider.
 - AMH/Compass staff to provide technical assistance regarding system requirements and business requirements.
 - AMH/Compass staff to walk through signed Memorandum of Understanding with provider.
 - AMH/Compass staff to walk through Provider Steps and Process document with provider and determine if additional personal demos are needed.
 - Provider to supply AMH/Compass staff with business flow documentation.
 - AMH/Compass staff to review business flow document with provider.
 - AMH/Compass staff to verify that system and business requirements have been met as described in application and MOU.

Phase II: Providers Preparation for Implementation (estimated timeline: 2 months)

1. AMH/Compass staff to set up access to OWITS Training environment online.
2. AMH/Compass staff to conduct Train the Trainer (TOT) sessions for provider’s OWITS/EHR administrator(s) on account management and set-up. Continuing Education Units can be provided upon request.
3. AMH/Compass staff and providers to verify that all lapsed CPMS records are closed and all CPMS database errors are resolved.

Phase III – Implementation of OWITS EHR (estimated timeline: 2-3 months)

1. AMH/Compass staff to set up access to OWITS Production environment and guide providers through data conversion.
2. Provider’s OWITS/EHR administrator(s) to train agency staff. Continuing Education Units can be provided upon request.
3. AMH/Compass staff provide technical assistance as needed for provider training sessions of staff.
4. AMH/Compass staff to provide implementation technical assistance to providers.
5. Provider to communicate issues and concerns to AMH/Compass staff.

6. AMH/Compass Staff to assess provider's readiness to begin OWITS Production.
7. AMH/Compass staff to invite provider to participate in Oregon Web User Group (OWUG).
8. AMH/Compass staff and providers to perform evaluation of provider's state of full implementation of OWITS. This includes all current clients' closures submitted and processed in CPMS, and all current clients' records entered into OWITS.
9. AMH/Compass staff to complete final signoff, indicating that the provider is considered fully implemented in OWITS.

