

Psyche Systems Inc.



Psyche Systems Corporation is a private, profit-driven software company focused exclusively on laboratory information software for hospitals, clinics, reference and private labs since 1976. This focus on serving our core customer base enables Psyche to maintain strong customer loyalty while delivering high quality products and services at a competitive price. Psyche Systems' best-of-breed products designed to meet the specific needs of anatomic pathology, cytology, histology, dermatopathology, GI, clinical, toxicology, microbiology and molecular laboratories.

Lisa-Jean Clifford, Chief Executive Officer, Psyche Systems Inc.

What emerging technologies hold the most potential for the healthcare industry?

Telemedicine, interoperability and IoT are the emerging technologies that hold the most long-term potential for providing a platform for continued technological development and expansion in the healthcare industry.

What are the challenges associated with strategically implementing innovative technologies?

The biggest challenge is understanding the new technology along with the potential and practical uses of it. Once you have the knowledge - and a comfort with it - you can create a strategic vision. You will need a short-term vision to test your theory and direction and a longer term vision to build towards which will allow you to realize maximum potential.

Another common challenge is building consensus within your organization. Getting others on board with your vision and in some cases that includes the necessity of educating them on the potential of the new technologies.

There is always the budget procurement issue. With a well vetted vision and

articulate plan, the budget process should be fairly simple.

How can innovative technologies help healthcare organizations achieve the coveted triple aim?

The direction the entire healthcare industry is moving in is toward the triple aim. It will be necessary to incorporate innovative and new technologies to even imagine the achievement of the triple aim. You must consider the need for interoperability, population buy-in for their participation and usage, and the healthcare entities IT infrastructure needs. All of this is necessary to understand the puzzle and how the pieces need to communicate in what I am now calling a full-directional fashion. Interfaces are only built to be unidirectional and bidirectional. What I am referring to is interoperability—it is full circle communication of data between multiple parties, including applications and IT middleware.

What are the best practices associated with a successful new technology implementation?

Proactive communication and a solid implementation plan are the keys to any successful implementation. You need to understand the strategy and

objective, the timeframe and to have the right people on the team. Everyone must be clear on the outcome you are all targeting and the steps necessary to get there. Each team member must be clear on their role and what is considered successful completion of their role in the overall plan. Regular communication between all parties is necessary and interdependencies must be clearly highlighted. Team members who are able to help each other in covering key areas of knowledge and skill are extremely helpful.

Testing, testing and more testing. Be prepared with a test plan for every scenario or use of the applications and technology and be ready to adjust if necessary. Understand what constitutes a successful launch.

Do not drop the project once it is 'live'. Audit and revise if necessary so that advances in the industry aren't lost because your implementation became stale. Update and rework your workflows if necessary to continue to expand on the potential uses and take advantage of new directions that your technology platform can move in.

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