EXECUTIVE SUMMARY

The Commonwealth of Pennsylvania was seeking help in developing a rollout plan for both an Electronic Birth Registry System (EBRS) and an Electronic Death Registry System(EDRS). The plans had to be created before the current software contract ended, and it was critical to have strong internal buy-in. The Commonwealth Vital Records staff assigned for this project was limited, plus all of them had other demanding responsibilities to fulfill throughout the rollout.

CHALLENGES

In order to obtain internal stakeholder buy-in quickly, it was necessary to ensure the new systems were running before the current software contracted ended. Plans had to be executable so the limited staff could work without sacrificing their other duties. Lastly, more than 4,000 paper processes had to be transitioned to electronic.

SOLUTIONS

QuantumMark employed a two-part approach, building customized rollout plans for the EBRS and EDRS, since each had unique challenges. The EDRS plan included a strategy for obtaining external stakeholder buy-in, since it made significant changes to operations. Plans included training development/deployment, pilot testing, implementation plan, and progress evaluation.

RESULTS

Rollout plans were successfully developed for the EDRS and EBRS systems, and QuantumMark was able to obtain both internal and external stakeholder buy-in. The plans enabled the rollout to occur within the needed timeframe, and without disrupting other Vital Records work. Success factors in the implementations included switching over the 4,000+ paper processes to electronic ones, retraining end users on the new system and establishing process improvements. Other factors that added to the success included providing issue resolution when needed, leading important strategy discussions to facilitate the best outcome for reaching the needed goals and objectives, and helping to define all rolls and responsibilities.