



Tips for Successful EVV Implementation



GOAL-SETTING

Create a plan for your organization. It should be broken into smaller "chunks" to measure and achieve successes. Your goal should align with the vision of the organization and other initiatives that are going on simultaneously; avoid competing priorities. Plan for technology available for all the people you support!



OPEN COMMUNICATION

Transparency through open communication with all stakeholders involved. Create a list of everyone who will be impacted by EVV, and create a communication plan to reach each audience. This can include the people you support, their families, staff, vendors, and other external providers. Communicate your plan early and effectively.



ESTABLISH REALISTIC TIMELINE

Creating a realistic time-frame for your project will ensure that you can balance priorities and meet your targeted timelines, as well as achieve the requirements set forth by New York State and CMS. If there are tasks that need to be completed, ensure deadlines are established and hold your team accountable to achieve them.



VESTED LEADERSHIP TEAM

Select a team who has a vested interest in the success of the project. Empower them to lead and make sure the Executive Team is backing them up to hold people accountable. The team/person leading the implementation should be confident, organized and have the energy, time and enthusiasm to push things along effectively.



VENDOR INVOLVEMENT AND ACCOUNTABILITY

Establish and maintain a connection with your vendor. Understand changes being made, integration with the aggregator, and how that impacts your business. Hold them accountable for deliverables by agreeing on timelines and keeping communication transparent. Make sure the values of the vendor and your organization are in alignment.
