

# Preparing for WITS Implementation

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In an effort to provide assistance to programs preparing for WITS Implementation, a few weeks ago the WITS Help Desk sent out a Training Calendar and Training Timeline with dates and times that training will be offered. This information is now posted at [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov). We also forwarded a WITS Implementation Toolkit with additional information and tools to help prepare your agency to make a successful transition to using WITS. You are all encouraged to frequently peruse the [website for WITS Implementation](#) to review announcements, FAQs, training schedules, and other tools to assist you with successfully implementing WITS in your agency.

Regarding the training in the calendar, please note: The multiple training dates are meant to allow flexibility to you by providing you with different opportunities to obtain the core trainings at different times. You do not need to attend every date noted for the training topic. Choose one training date for each type of core training. Please be sure to register for training by using the calendar link in the notice.

We are lucky to work with such a large and diverse group of providers and we understand that each provider agency is different. For this reason, the information we send out may be too general or you may have additional questions about how to implement WITS in your agency. If you find you need additional guidance, please call the WITS Help Desk at 208-332-7316.

We encourage you to start assessing your agency's readiness to use WITS by reviewing the information below and taking action.

## Assessing Agency Readiness

- Evaluate Management Buy-in

Management buy-in and participation is an essential element of a successful implementation. Ensure that management and supervisors have an understanding of their role in the successful implementation of the WITS system.

- Determine how you will plan for your implementation

A committee designated to make decisions about the use of WITS in your agency is a worthwhile investment of staff time. Note which of the following are planned for your office or facility

Have Done	Plan To Do	No Plans
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- |                          |                          |                          |   |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Establish a multidisciplinary team to do project planning   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Map out key workflows such as intake, medical records   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identify program inefficiencies, problems   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Discussions at staff meetings to ensure staff awareness   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Identification of who will lead EHR implementation  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Determine the best person to monitor and set policies for the organization around the use of the system |

## Workflow Analysis

- The first task is the determination of how you will use WITS and who will enter data into WITS modules. This determination should be made prior to completing the workflow analysis.
  - Consider who will enter data such as client profiles, intake and program enrollments - Will you use all clerical staff or will clinical staff enter this data?
    - Note the GAIN assessment will continue to be completed by GAIN certified staff.
  - Determine staff who will take care of:
    - connection issues
    - resetting user passwords
    - setting up new staff with WITS User Accounts
    - submitting security access forms
    - accepting referrals and authorizations
    - billing
    - generating billing reports

To assist you with these decisions, you can attend the monthly WITS Q & A sessions (please check the training schedule for dates at [www.WITS.dhw.idaho.gov](http://www.WITS.dhw.idaho.gov)).

- The second task is to consider how the use of WITS will change your current work procedures. Analyze existing paper workflows for Client Referral, Client Check-in, Intake, and Discharge. It is critical that you consider your current workflows and determine if your program will need to make changes in the process in order to facilitate the use of WITS. The most effective way to do this is through process mapping or workflow diagram.

Below is a mini workflow diagram of a typical intake process as an example (your program's process will likely differ from this example).



Additional samples of workflow diagrams to assist you in developing effective workflow analyses can be found on the website for WITS implementation, under [WITS Decision Trees for SUD Providers](#).