EHR – 2018
Where Are We?

Nic Gay, MD
Russell Nord, MD
2018 COA Annual Meeting
Straw Poll
State of Affairs 2018
Global EHR Market Report

- More popular with large health systems
- Just got the VA contract
- More popular with smaller hospitals and larger physician practices

Cerner 17.3%

Epic 8.8%

Allscripts is 3rd position
GE Healthcare is 4th place
Lots of different vendors in physician practices – CHOICES!!
Purchasing Decisions in 1950s
How do Doctors Decide on an EHR in 2018?

• Maybe a consultant...
  • Are docs even allowed to weigh in?
No Aggregated Societal Knowledge...it’s 1950 all over again
“How’s that working out for you?”

- Increased Data Entry Time
- Less Face-to-Face Patient Interaction
- Poor Quality (Not Quantity) Notes
- Increased Work “After Hours”
- Physician Burnout

So, We Do the Best We Can…

How’s that working out for you so far? Being clever…
Why Aren’t EHRs User Friendly To Docs?

• We aren’t the major purchasers of EHRs
• Docs often aren’t the client
• We haven’t lead from a consumer advocacy perspective
• There isn’t a “Yelp” for EHRs...Yet!
• Do we need some public shaming (or at least reporting)?
We need to **start a conversation** about how to improve the situation...and that requires some data.
COA-Sponsored Survey

☑️ 5 min EHR survey

Orthopaedic Surgeons

88 surveys returned
https://www.surveymonkey.com/r/9BSMT3Y

Orthopaedic Practice Managers

44 surveys returned
https://www.surveymonkey.com/r/Y5BRBP3
COA EHR Survey – 88 Ortho Docs

Practice Settings

- 11% Employed Physician by a Health System/Foundation Model
- 6% Contracted with a Health System
- 6% Academic
- 1% Military
- 1% VA
- 75% Private Practice
COA Member EHR Comments

**Financial reports are awful**
Multiple click to move from one screen to another
Lag time between screen changes

**Requires too many clicks**
EHR detrimental to physician-patient relationship and health care

**Tries to do everything for all specialists**
40 clicks later done with patient
Not intuitive and is time consuming

**Not geared to how a doctor thinks – set-up for statistics collectors**
Too much time on data entry
Not a fan – slowed down practice/workflow

**Needs improvement/minimize clicks**
Redundant time wasters, not impressed with charting
Repetition is tremendous
...But what if the poor EHR performance is the doctor’s fault?

• Some docs create special templates
• Some are better at using computers
• Some docs got better EHR support at start up

This would be the Blank Slate Argument
The EHR program should be able to function well for its users overall – we can’t always blame the docs
Given the large number of EHR programs and response heterogeneity, we needed more than 88 responses.

Non-Response Bias?

Orthopaedic Surgeon Survey
Rate your Electronic Health Record – 1 Question
https://www.surveymonkey.com/r/COAEHR
Please fill it out even if you did the first survey
i. Rate Your EHR System
(1 is the lowest rating - 10 is the highest rating.)

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Results ASAP.
Pls Complete Now

https://www.surveymonkey.com/r/COAEHR
Which EHR allows the fewest mouse clicks?

SIX ORTHOPAEDIC SURGEONS ON SIX EHRs:
  Academic & Private Practice Settings
  CA, NY, NJ, TX

THREE PATIENT INTERACTIONS:
  1. Post-op Visit
  2. Return patient requiring x-rays
  3. New Patient Visit

TWO METRICS:
  1. Total Mouse Clicks
  2. % Clinically Meaningful Mouse Clicks

https://www.surveymonkey.com/r/COAEHR
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<td>Clinically Meaningful (%)</td>
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<td>40</td>
<td>50</td>
<td>20</td>
<td>75</td>
<td>60</td>
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https://www.surveymonkey.com/r/COAEHR
Is The Problem Worse in the US?

**Ideas and Opinions**

Physician Burnout in the EHR Era: Are We Ignoring the Real Cause?

**Figure.** Average characters per ambulatory progress note in U.S. and international health systems.

Column height represents number of organizations. Dark columns represent 13 organizations outside the United States (140,000 notes from Canada, the United Kingdom, Australia, the Netherlands, Denmark, the United Arab Emirates, and Singapore). Light columns represent 254 organizations in the United States (10 million notes).

[https://www.surveymonkey.com/r/COAEHR](https://www.surveymonkey.com/r/COAEHR)
Other Root Causes

Billing Concerns
Get that Level 4 visit

Medico-legal Protection

Culture
Do you need a long note to be a good doc?

https://www.surveymonkey.com/r/COAEHR
Move away from data entry

Give doctors “latitude”

AI / Machine Learning

Smart voice assistance

A Receptive Audience? Perhaps.

Athena health CEO: EHRs should give physicians what they need, not burn them out — So I'm deconstructing it

Written by Julie Spitzer | May 09, 2018 | Print | Email

https://www.surveymonkey.com/r/COAEHR
So, What’s Our Job Here?
Start the Conversation
With Some Data

https://www.surveymonkey.com/r/COAEHR
1 Question Survey

https://www.surveymonkey.com/r/9BSMT3Y
5 Minute Survey

Thank you!