

Improving Efficiency After Implementation of an Electronic Health Record: A Program Evaluation

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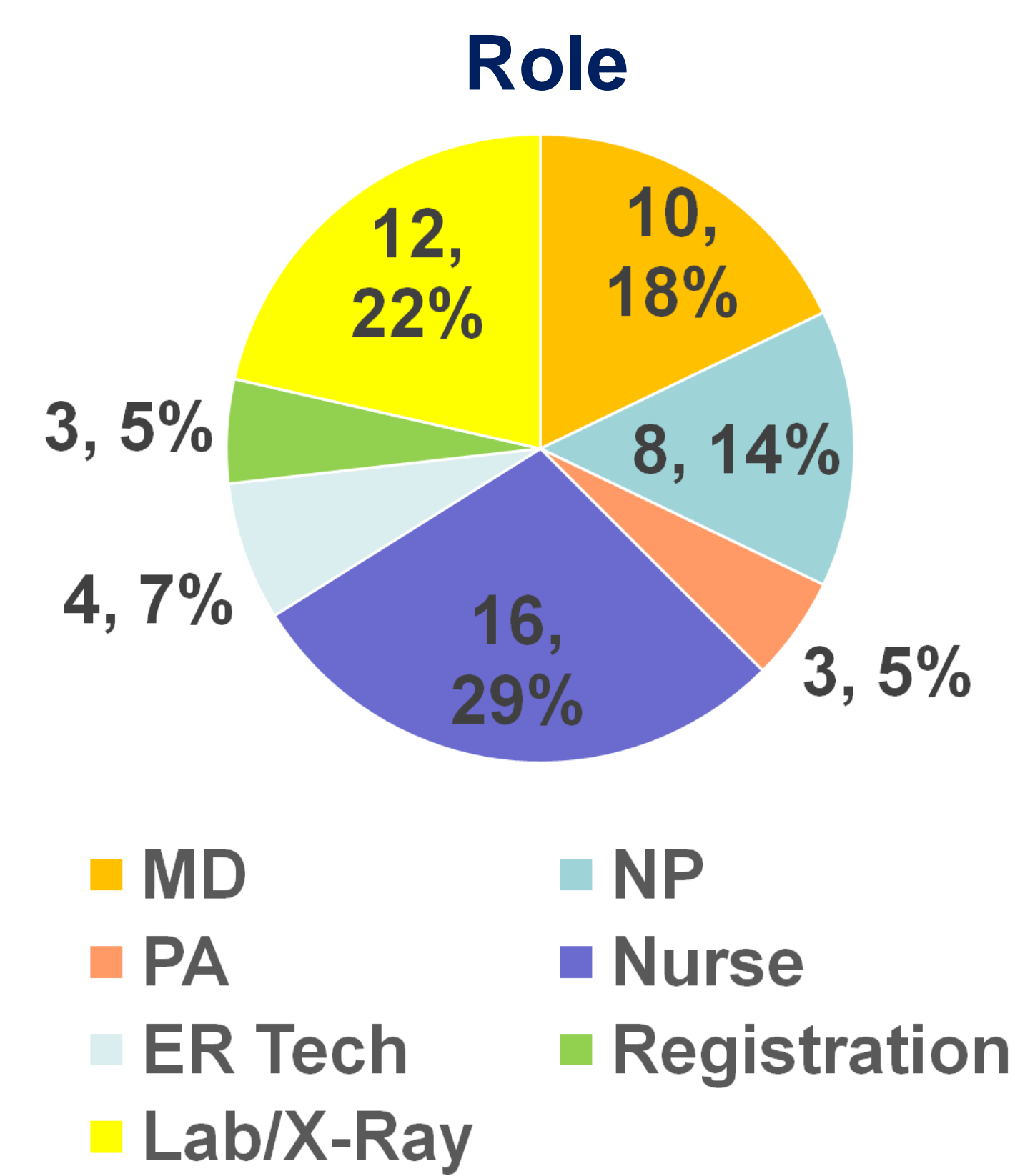
Purpose

The purpose of this project is to evaluate a provider efficiency and workflow program at a hospital owned, free-standing urgent care system after implementation of an EHR.

Background

- Productivity loss is a deterrent to EHR adoption
- Understanding context (i.e., workflow, information requirements, patient mix) prior to EHR implementation is essential

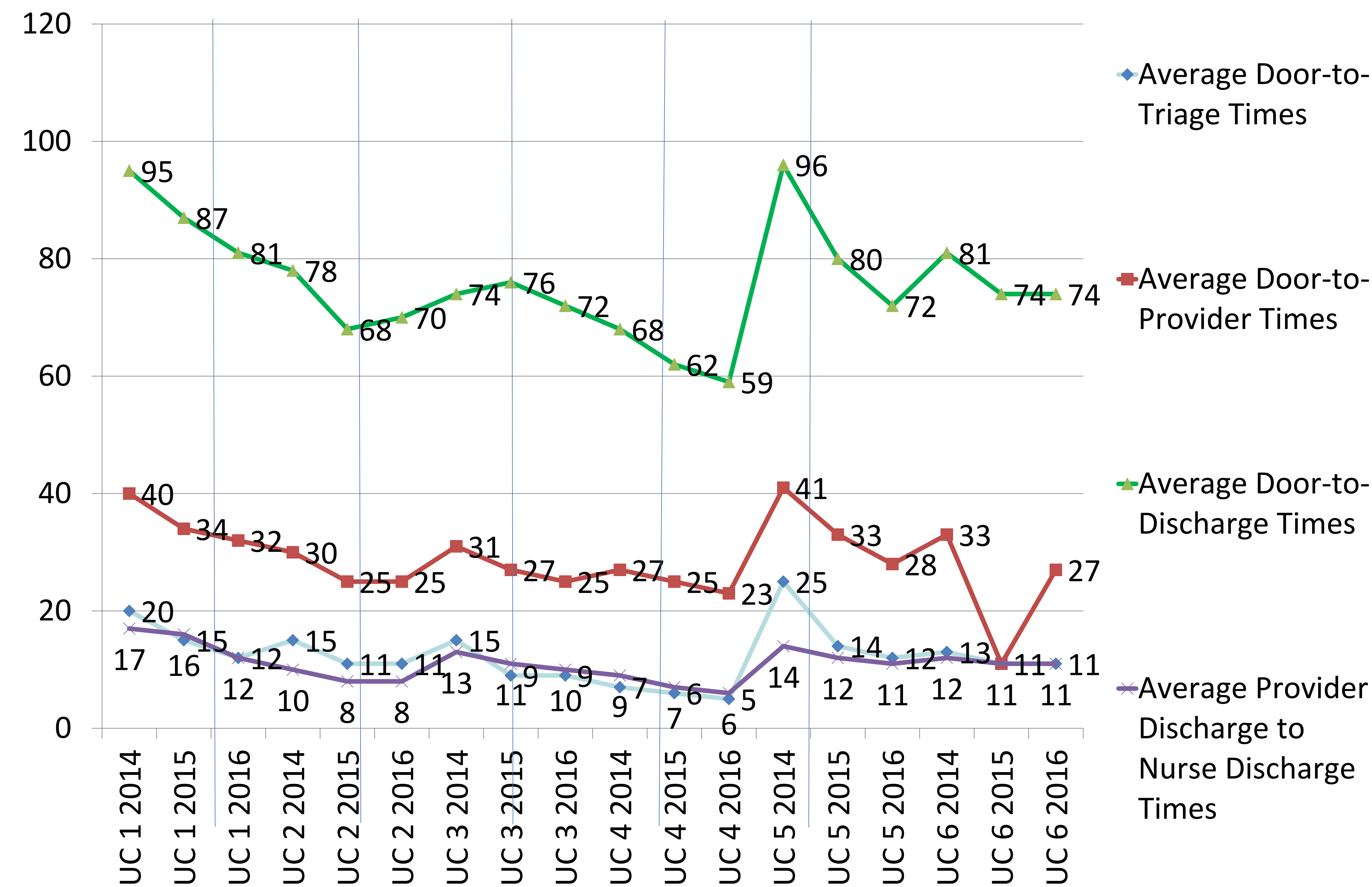
Sample (n=57)



EMR Training

10 or > Hours	11 (19.64%)
<10 Hours	24(42.86%)
Informal	16 (28.57%)
None	5 (8.93%)

Results



Survey Data

	Completely Agree	Slightly Agree	Slightly Disagree	Completely Disagree	Don't Know
Accomplishes Tasks Quickly	10	13	4	12	18
Work Longer to See Patients	10	13	7	8	19
EMR Makes Job Easier Useful in Job	4	16	12	7	8
Decreases Time with Patients	6	14	10	9	18
Causes Disruptions in Workflow	13	14	8	6	16
Improves Patient Flow	3	18	7	11	18
Improves Patient Care Decisions	9	18	9	4	17
	10	11	13	6	12

Methods

- Retrospective, longitudinal approach used
- Paper chart review prior to EHR implementation
- EHR data review performed post-implementation
- Direct observation of 15 providers

Conclusion

- Improvement in all areas after EHR implementation except provider-to-RN discharge
- Average length of stay decreased from 109 minutes to 73 minutes
- All providers verified allergies prior to e-prescribing
- Chart review showed missing data suggesting EHR data collection is a better option

Discussion

- Overall, EHR system improved productivity and efficiency
- Need improved RVU productivity tracking using EHR and the ability to filter vacations, summer leave, change in work status for increased accuracy
- Participants accepted EHR as a standard of care
- Ideas for improving patient flow were illuminated during this project