

HCCN Survey Results

Results are in from a survey of medical providers across the HCCN network of 26 Arizona and Nevada CHCs conducted in July. The responses are surprising and not so surprising. Let's review highlights:

Respondents were asked whether their EHR improved their job satisfaction. A surprise is the high percentage who strongly agreed, approximately **5 percent!** I would be hard pressed to remember any colleagues with this level of affection for an EHR. My head hurts thinking about all the lost notes, crashed computers, eye strain, wrist strain, brain strain I have experienced over the years. For the remainder of the responses, early equal percentages of 22 percent for each value, *agreed, felt neutral, disagreed, or strongly disagreed* with that statement. The results likely reflect a wide range of EHR experience with varied EHR products with implementations that might or might not have been successful. Not to be overlooked is the demographics of the respondents: Boomers, gen Xers, or millennials will likely experience the EHR differently (for the record, I am Gen X). Whether site-specific maintenance, updates and modifications are happening at regular intervals is another possible contributor but impossible to know from these survey results.

The same reasons would explain why there is no clear consensus that the EHR improves the quality of care. However, providers do clearly feel that "EHR and HIT tools help provide value"—a surprising 40 percent thought so.

Thirty percent feel they spend a "very high" amount of time on the EHR and forty percent thought they had moderate high proficiency in using the EHR. Medical providers seemed to value telehealth platforms in overcoming day to day challenges and least value scribe tools such as the Dragon dictation software (with 60 percent feeling they are "not applicable, it may be that many providers have no experience with these tools)."

What stands out most overall is the tepid feelings about Health Information Technology in the medical workplace. It seems the developers across a wide range of electronic tools need to rework these tools so that they integrate well with existing programs and offer an efficient, intuitive interface that support the operations of a medical practice.