

EMR Implementation & Optimization

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PROJECT DESCRIPTION: CHOT is conducting a longitudinal, multi-site mixed method (qualitative, quantitative) matched sample-repeated measures designed project focused on EMR implementation and/or optimization at four clinics within an integrated health system in central Texas. The project objective is to identify and monitor factors affecting acceptance, utilization and optimization of the EMR. These factors will include but are not limited to training, end user perceptions and expectations and work process engineering.

PROGRESS TO DATE: Semi-structured interviews have been conducted with twenty-two clinic leaders across four clinics. These leaders include physician, administrators, managers, supervisors and nurses. Direct observation was done with the Core Implementation Team on two separate occasions. An electronic survey has been developed and distributed to 776 EMR end users at the four clinics with 339 responding (44% response rate).

HOW THIS PROJECT IS DIFFERENT: This project seeks to identify factors that are barriers or benefits to EMR implementation and/or optimization among clinics within a health care system. Clinic characteristics will be identified and assessed for impact on implementation and/or optimization of the EMR.

POTENTIAL MEMBER COMPANY BENEFITS:

- Identifying and overcoming barriers to EMR implementation and/or optimization
- Additional staff satisfaction, productivity, financial, and quality benefits via optimal use of the EMR
- A framework for continued long-term monitoring of EMR use to sustain and enhance gains related to optimal use
- Insights regarding future implementation of other large scale changes within the organization

MILESTONES ACHIEVED TO DATE: The information from the interviews and surveys has been presented to the Chief Information Officer and a report on end user survey has been developed.