Study:

EHR and Clinical Documentation Effectiveness

Research conducted by:

HIMSS Analytics
Research Methodology

- Targeted *IT C-suite, director and manager* contacts via

- Web survey link open between August 17 and September 6, 2016

Final Results:

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Healthcare Organizations</th>
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<tbody>
<tr>
<td>167</td>
<td>142</td>
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Perspective of IT and Clinical Leaders

40% • C-Suite • CIO • CMIO • CMO • CNIO

40% • IT Leadership • IT Director • Director of Technology • IT Manager

20% • Additional directors; clinical & IT positions • Division Director • Informatics • Project Manager • Analyst
Study findings
Confidence in ability to realize intended EHR benefits

How confident are you that your organization will be able to fully realize the intended benefits of EHRs (their promise)?

83% expressed confidence in the EHR
Two-fifths to two-thirds increase staff

In what ways has your organization’s administrative staff or resources changed since you moved to an EHR system?

AREAS INCREASED

- Training & support: 77%
- Staff involved in information governance: 63%
- Staff to monitor software performance & security: 61%
- Staff to monitor hardware performance & security: 57%
- Staff dedicated to quality: 54%
- Staff dedicated to data mining: 51%
- Staff dedicated to clinical decision support: 47%
- Physician scribes: 44%
- N = 167
Educating clinicians and enhancing tools to improve clinician satisfaction

When it comes to documenting patient information, what is your organization doing to improve clinician satisfaction with using the EHR? Please select all that apply.

- Educate/train clinicians: 82%
- Enhance existing technology/tools: 75%
- Adopt new technology/tools: 67%
- Increase leadership: 19%
- Add more staff: 16%
- Other: 6%
- None of the above: 1%

N = 167
At least one-quarter of respondents plan to leverage speech recognition, CAPD & mobility tools to optimize EHRs in 2017

Which of these activities is your organization leveraging for EHR optimization? Please indicate those in use now, those also planned for the next year or if it is not in use or planned.
Documenting patient encounters will have the largest financial impact by appropriately capturing data for reimbursement.

As you look to continuously improve the documentation of patient encounters, in which areas do you see the largest financial impact from these enhancements?

- **Ability to capture appropriate reimbursement**: 67%
- **Reduction in denied claims**: 54%
- **Improved performance under Bundled payments**: 52%
- **Reduction in readmissions**: 38%
- **Physician time management leading to more patient flow**: 38%
- **Increased participation in a ACO / at risk agreements / alternative payment models**: 27%
- **Documentation of patient condition leading to appropriate risk adjusted payments by CMS**: 4%

N = 138
Study white paper

All In: Moving from EHR Adoption to Optimization

A HIMSS Analytics Study evaluates healthcare organizations’ adoption of electronic health record (EHR) systems and efforts to augment use with integrated, supportive technologies to improve the clinician experience, better document patient stories and gain greater financial returns on investments.

When The University of Texas MD Anderson Cancer Center was ready to go live with a new EHR, it decided clinicians should no longer use transcription and essentially eliminate that option. Instead, clinicians were taught to use speech recognition tools, starting several months prior to the go-live date to training in their legacy EHR.

Download at nuance.com/go/ehrstudy