



WHITEPAPER

EHR FLEXIBILITY IS NOW CRUCIAL FOR USABILITY AND SATISFACTION



A new HIMSS MARKET INSIGHTS study points to the need for more personalization to increase operational efficiency and reduce clinician burnout

Research Overview

The research was conducted among leaders in healthcare to understand their perspective on the use of EHR solutions.

Topics included:

- Understanding how respondents perceive flexibility and personalization
- Key factors considered when assessing an EHR solution
- Benefits of a personalized solution
- Distinguishing must-haves vs. value-add functionalities
- Current levels of satisfaction with their EHR solution

Methodology

- This research was conducted online amongst executives and clinician leaders (directors and above) in healthcare in the United States.
- Respondents were screened for having a role in the decision making or influencing of healthcare software solutions at their organization.
- A total of 100 qualified respondents participated in this research.
- This was a blind data collection effort; Juno Health was not identified as a sponsor of the research.

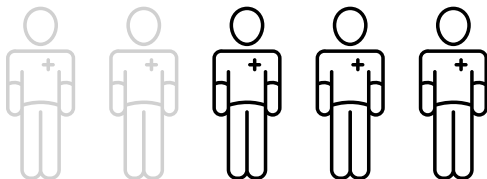
OVERVIEW

Electronic health records (EHRs) add hours to work weeks due to rigid templates and text fields, complicated user interfaces and interoperability issues, including the inability to incorporate unstructured data. That administrative burden contributes to the clinician burnout and operational inefficiencies impacting patient care today.

As they reevaluate business goals to improve workforce conditions and patient care, healthcare organizations are reconsidering the role EHR personalization might play in meeting both aims.

DEMAND IS GROWING FOR A MORE PERSONALIZED APPROACH

A recent study by HIMSS involving 100 healthcare executives and clinical leaders showed that EHR personalization is increasingly a necessity.



Nearly three in five (58%) want users to be able to customize content as needed,

whether that's inserting local terminology or regulations or arranging documents by specialty. They also want an EHR solution that integrates with multiple tools and/or allows seamless data transfers and optimizes workflows for productivity gains.

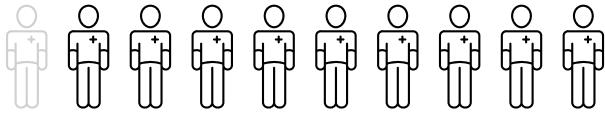
"I have vivid memories of difficulties with the rigid responses, the non-intuitive field options, unclear workflows and complications with navigation," said Angela Bozenbury, a registered nurse who worked primarily in acute-care settings. "It definitely did impact my time and my level of frustration."

Bozenbury, now a program manager for Juno Health, recalls that her experiences using EHRs had one thing in common: a complexity and inflexibility that made it difficult to create modifications best suited to her own work processes.

"I have vivid memories of difficulties with the rigid responses, the non-intuitive field options, unclear workflows and complications with navigation.**"**

– ANGELA BOZENBURY | PROGRAM MANAGER | JUNO HEALTH

EASE-OF-USE TOPS MUST-HAVES IN AN EHR SOLUTION

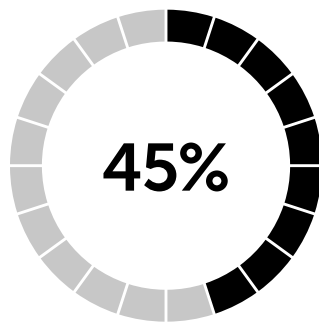
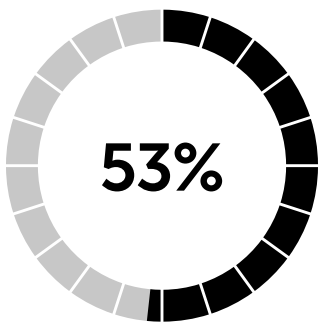


More than nine out of ten healthcare leaders and clinicians in the study want an EHR with an easy-to-use interface and the ability to seamlessly integrate with other systems.

The solution also needs to meet data safety, security and compliance requirements.

Being able to reconfigure fields and create custom templates allows healthcare workers to greatly reduce the friction of having to work within one-size-fits-all platforms.

The study showed that better care quality and patient outcomes (53%), along with greater operational efficiencies and increased clinician satisfaction (45%), were considered the top advantages of using a customizable EHR solution.



Bozenbury's Juno Health colleague, former pharmacy technician Ashley Lee, explained that healthcare workers can spend more time on patient care if they need less time to retrieve records or find data within an EHR solution.

"The right information in the right place at the right time is very important in the healthcare setting."

– ASHLEY LEE | PROGRAM MANAGER | JUNO HEALTH

SIMPLIFYING CLINICAL WORKFLOWS

EHR solutions should be created by involving clinicians in the development process to ensure users can easily interact with the company's technology. User-led customization through personalization tools can allow users to intuitively create or change a variety of clinical content formats, like flow sheets and note templates, without vendor intervention.

This allows the EHR to follow its user's thought process rather than forcing the user to adhere to a specific setup. **Ease of use (86%) and ability to simplify workflows (82%) topped the must-haves among study respondents.**

EASE OF USE

SIMPLIFY WORKFLOWS

86%

82%

"In EHR systems without advanced personalization tools, any change has to be requested by the vendor," Lee said, "and that can add cost by using up your vendor support hours." In addition, when such a change is requested, the turnaround time can be weeks, months or even years if new development is required. "During the COVID-19 pandemic, for example, questionnaires and screenings were done everywhere, and if a system didn't have an EHR flexible enough to adapt, these things would have to be done on paper, creating inefficiencies and possible errors," she added.

Lee's advice to healthcare organizations whose users still struggle with EHRs is to remember that the technology is intended to **improve clinical workflows and patient care**. If that isn't happening due to time spent within the software, it may be time to consider a new EHR strategy.

Bozenbury knows from experience the importance of skill building and vendor support to gain traction for a chosen EHR solution. "Several times, what I experienced was either not enough or inaccurate user training, along with a lack of continuous support," she said. "Everyone had to kind of figure things out as they went along, and that was an additional frustration that could have been reduced."

CONCLUSION

For EHRs to reach their potential and elevate care rather than hinder it, they must be flexible enough to adapt to the way clinicians work. When the system can be personalized to ensure data entry and retrieval are intuitive and efficient, less time can be spent on documentation and more time can be spent with patients. This customization can lead to better ease of use, simplified workflows, improved patient outcomes, and increased clinician satisfaction.

ABOUT JUNO HEALTH

At Juno Health everything we do is driven by the expertise of the doctors, nurses, and clinical professionals on our staff. As a division of DSS, Inc., we combine 575+ years of clinical experience with more than 30 years of proven success in clinical software development.

Our modern, ONC certified EHR solutions offer unprecedented, system-wide customization capabilities that are governed at the organizational level to provide a truly personalized experience for the user, while guaranteeing administrative control. This level of flexibility allows you to streamline workflows, eliminate duplicative tasks, remove roadblocks, and facilitate more successful patient outcomes.

To learn more visit: www.junohealth.com

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