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# The Guide to Changing **EHRything**

## 5 Tips: How to Take Advantage of Change





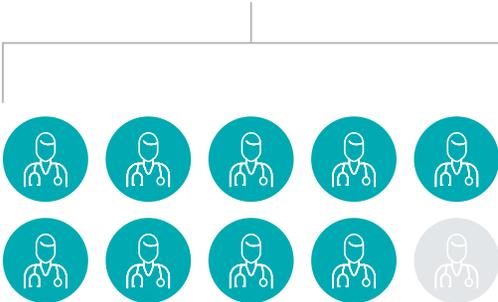
# The EHR Market Needs to Change

There hasn't been a major disruptor to drive improvements in EHRs for over a decade. Let that sink in.

The original vision for EHRs was to simplify care delivery and eliminate paperwork. Today's EHRs eliminate the paper but leave plenty of work. For many clinicians, care delivery is anything but simple. It's no secret EHRs have fallen short of their promise. EHRs are moving further and further away from how healthcare providers treat patients and manage workflow.

**9** out of **10**

HIMSS Survey respondents say the EHR is playing a contributing role in physician burnout\*



\* HIMSS study conducted in February 2020. Respondents represented U.S. hospitals and health systems in acute care settings with 500 or fewer beds.

### **EHRs are too complicated**

EHRs today are far from intuitive and come loaded with design and usability issues. Clinicians are forced to use complicated interfaces and clunky workflows that make their work inefficient. Information overload, excessive data entry, the inability to navigate systems quickly and a fear of missing something are some of the top issues facing clinicians daily as they deliver patient care. Usability issues make documentation cumbersome, reducing the time clinicians have available for actual patient care and creating a fundamental problem for clinical effectiveness. Data may be even misplaced or lost if an EHR is too confusing to use, resulting in missed reimbursement and revenue opportunities.

### **EHRs are siloed, closed-loop systems**

EHRs were not originally built to be open platforms and are in fact closed-loop systems. EHRs do not effectively connect with other EHRs or technology providers, leading to systems closed off to innovation that could add value to healthcare organizations. It's also not hard to find instances in which EHRs don't even communicate well with themselves.

Not being able to integrate with other systems like RX, revenue cycle management, practice management and scheduling decreases clinical effectiveness and leads to fragmented care even within the same four walls.

### **EHRs are too expensive**

Today's EHR partners try to sell healthcare organizations software for every single thing they do, and make it seem like the system won't work properly if it all isn't bought together. Organizations are left betting the house on one partner rather than picking and choosing the systems and solutions that truly enhance how clinicians deliver care. As a result, EHRs have become cost prohibitive for many small and rural hospitals, leaving these organizations without the latest technologies and innovations.





## Fundamental Change

Demands from providers and clinicians across the country for a fundamental change are growing louder and will be heard. At industry events, whether in person or virtual, the same resounding message of frustration comes across from all types and sizes of healthcare organizations: "We need something different!" There is a shift coming in which EHRs will need to be more interoperable and easier to use. Simply put, the EHR market needs to evolve to survive.

EHRs have come a long way, but now we need to move from meaningful use to meaningful usability. Your job is to treat and heal patients – everything else is just a means to that end.

**It's time for EHRs to change.**

### Top-5 EHR-related challenges with the most urgent need for improvement according to HIMSS survey respondents:

56%

**High number of clicks** or actions required to complete routine tasks

34%

**Dissatisfaction, burnout** among clinical staff

35%

Large amount of staff/clinical **time devoted to maintaining patient records**

33%

**Difficulty accessing the right data** at the right time

29%

**Inflexibility in implementation**, including difficulty to customize



## How Juno EHR is Bringing Change

At this moment, the EHR is being reimagined as a clinical tool. Health data interoperability, system integration and the digital transformation of everything are forces shaping a future in which EHRs actually live up to their promise.



### **Intuitive design**

EHRs are being intuitively designed with the clinician top of mind. Technology will operate in a way that aligns with how clinicians deliver care and follow workflows that demand less time and focus so they can give more of both to patients. Thoughtful user experience will remove obstacles to key data, keeping it where providers need it. Clinicians will no longer require a “PhD in EHR”, instead it will be easy to navigate systems and find patient information when it’s needed most.



### **Open platform approach**

The healthcare industry is practically begging for increased interoperability and connectivity. The next wave of EHRs are being built on cloud-based, open architecture, making them future ready. Connectivity across all of a healthcare organization’s systems, like revenue cycle management and practice management, will bring improved clinical effectiveness and efficiency. EHRs will also seamlessly integrate with third-party software and platforms through FHIR APIs, and open healthcare organizations up to advanced technologies like artificial intelligence (AI) or machine learning (ML), to pull out critical insights that better inform patient care. The previous generation of EHRs weren’t built on open principles and have to work backwards to achieve any meaningful level of connectivity, let alone true interoperability.

## What Will the Future State Look Like?

This change in the way EHRs are designed and operate will bring many advantages for healthcare organizations that are ready and prepared.

Imagine a world in which the EHR was actually an extension of the clinician's care. That means less time on the computer and more time with patients, improving the overall healthcare experience. EHRs intuitively designed by clinicians will also reduce the documentation burden that leads to burnout, stress and professional dissatisfaction plaguing the industry today.

**Easy and simple access to patient information, whenever and however it's needed, puts the power back in the hands of clinicians to provide a higher quality of care.**

It also ensures clinicians put the right data in and healthcare organizations get the right data out for reporting and reimbursement purposes, contributing to financial stability. An EHR that gets out of the way of clinicians and makes providing care less challenging equals improved operational efficiency and clinical effectiveness across the board.

Now, imagine in this same world if EHRs actually connected seamlessly with other systems and technology. Increased connectivity across an organization with systems like revenue cycle management and practice management will ensure instant access to critical information no matter where clinicians are providing care or what part of the patient lifecycle they're in.

On an open platform built with FHIR APIs, the ability to instantly use the latest innovations in healthcare technology has the potential to bring improvements to both patient care and hospital operations. Think about the possibilities – predictive analytics with AI and ML for better patient outcomes, wearable technology for continuous patient monitoring and preventative care, voice-assisted technology for easy note taking and data reporting. The opportunities with an open platform are endless. Gone are the days of being locked in to one vendor for every aspect of care delivery only to rip and replace when the technology doesn't live up to expectations. In this new world, healthcare organizations will have the flexibility to choose the best solutions and have them all integrate and work together seamlessly.

Delivering healthcare is already demanding. You need to focus on taking care of patients. Period. The next-generation EHR won't bog down care delivery like the last one did.



It's Time to Change  
**EHRything.**

**juno** **EHR**

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Forward-thinking partners, providers and suppliers are already building this future into their practices and platforms. If you're ready to start that conversation - here are a few things you'll want to address with your partner:

### **Optimize your workflows for providing care, not for accommodating your EHR.**

- Modern EHRs are built to conform to your clinical workflows and how you provide care. Talk to your EHR provider about aligning to your clinical practices or find a provider and platform that can. Great providers can offer recommendations for streamlining those workflows too.

### **Think about your data and when/where you need it.**

- Does your EHR user experience give you access to patient, lab and other critical chart data at your fingertips? Can you capture and enter data without disrupting your clinical flow? Pinpoint places where data access and availability is a problem so you can properly configure new platforms.

### **Itemize your technology investments and costs.**

- Identify areas where you might be overspending and have a conversation with your partner. An open platform EHR will give you the flexibility to optimize both costs and effectiveness of each system you need. Can your partner provide you with customized solutions?

### **Evaluate your clinical pain points and what needs to change.**

- Have an honest discussion with your EHR partner to see if they can solve those problems and how they plan to do so. The right partner will enhance your ability to provide care. Does your EHR enhance the care process? Does the technology make your life easier when you need it to?

### **Look at contracts in place, when they expire and if they are still the best fit.**

- It is possible your organization has outgrown your technology and partnerships. It may be time to explore new, modern options that align better to your current state.





## How Juno EHR Delivers Change

Juno Health is here to help healthcare organizations prepare for this shift. We understand that you may want to change EHRything, but not have to change everything. Fresh thinking is desperately needed when it comes to the EHR market. We've been talking to customers all over the country, and they've laid out clear vision of how technology can and should improve daily operations. We're answering the call and pioneering the Change EHRything movement, collaborating with wary providers to unburden them from old technology.

### **As such, Juno Health believes you deserve:**

- An EHR built with passionate clinicians at every step of the process.
- Training that makes it easier to get up to speed and navigate your EHR.
- A powerful, comprehensive solution that's simple and effective.
- Relevant data where and when it's needed.
- Cloud-based architecture that is right-sized but can grow with you.
- An easy-to-use EHR that unburdens staff.
- An EHR built with an open platform to work with your existing infrastructure or technologies you may want to leverage in the future.
- A partner in technology that understands you are not a technology organization.
- A partner that picks up the phone with an eagerness to be helpful when you call.

**Together, we can put a better EHR in the hands of clinicians.**

# We're about to Change **EHRything...** together.

Backed by more than 30 years of proven success in health information software development and systems integration, Juno Health is transforming digital healthcare. We think like healthcare providers because we listen to them first. Our team of experienced physicians, pharmacists, nurses and healthcare leaders drive our decisions and our process.

Providing seamless access to patient data is our lifeblood. From implementation through successful day-to-day use, our solutions are powered by our people, and our people empower you. We take a more human approach to create more user-friendly healthcare technology solutions.

Juno Health is the Commercial Division of DSS, Inc.

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