

Patient's Experience with Electronic Health Records

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Why Choose the Subject

- * There have been many studies on physician's experience about EHRs but there have few if any studies about patient's experience with EHRs.
- * Therefore with the support of the Massachusetts Health Data Consortium we decided to conduct a pilot study of 50 patients whose physicians had recently converted from paper charts to EHRs.

Part of complete coverage on
TEDTalk Tuesdays



Doctors, listen to your patients

By **Abraham Verghese**, Special to CNN
updated 9:34 AM EST, Sun October 2, 2011

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Abraham Verghese: A doctor's touch




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(CNN) -- I have for some time been collecting the phrases that patients use to complain about us doctors, and it is amazing how often you hear, "(S)he never touched me!" or "... never laid a hand on me!" or "never looked at me" or "never listened" or "was too busy looking at the computer screen."

Abraham Verghese MD

http://www.cnn.com/2011/10/02/opinion/verghese-doctors-touch/index.html?eref=mrss_igoogle_cnn

Hypothesis

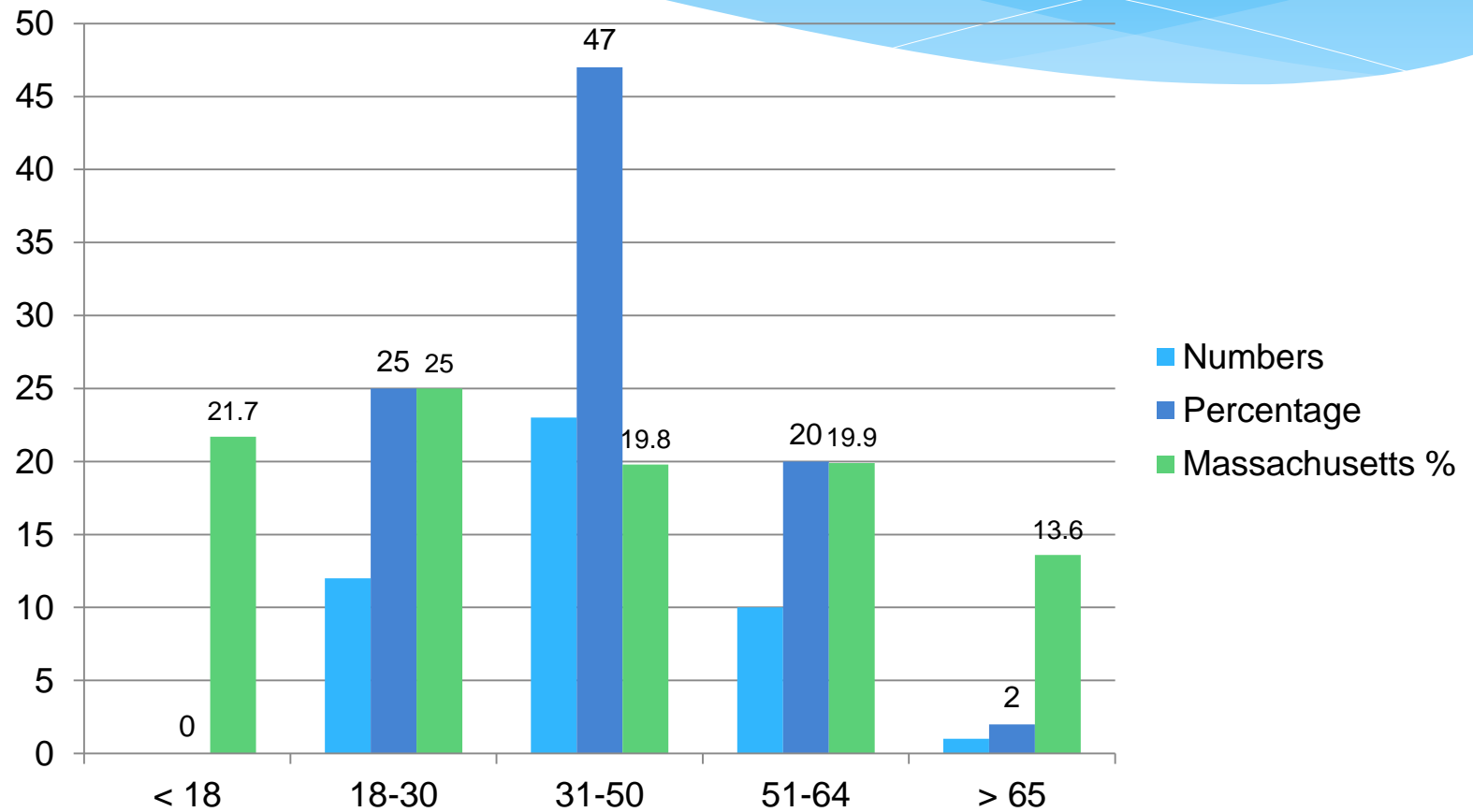
- *The hypothesis was that EHR implementation would not significantly interfere with the physician-patient relationship.

Method

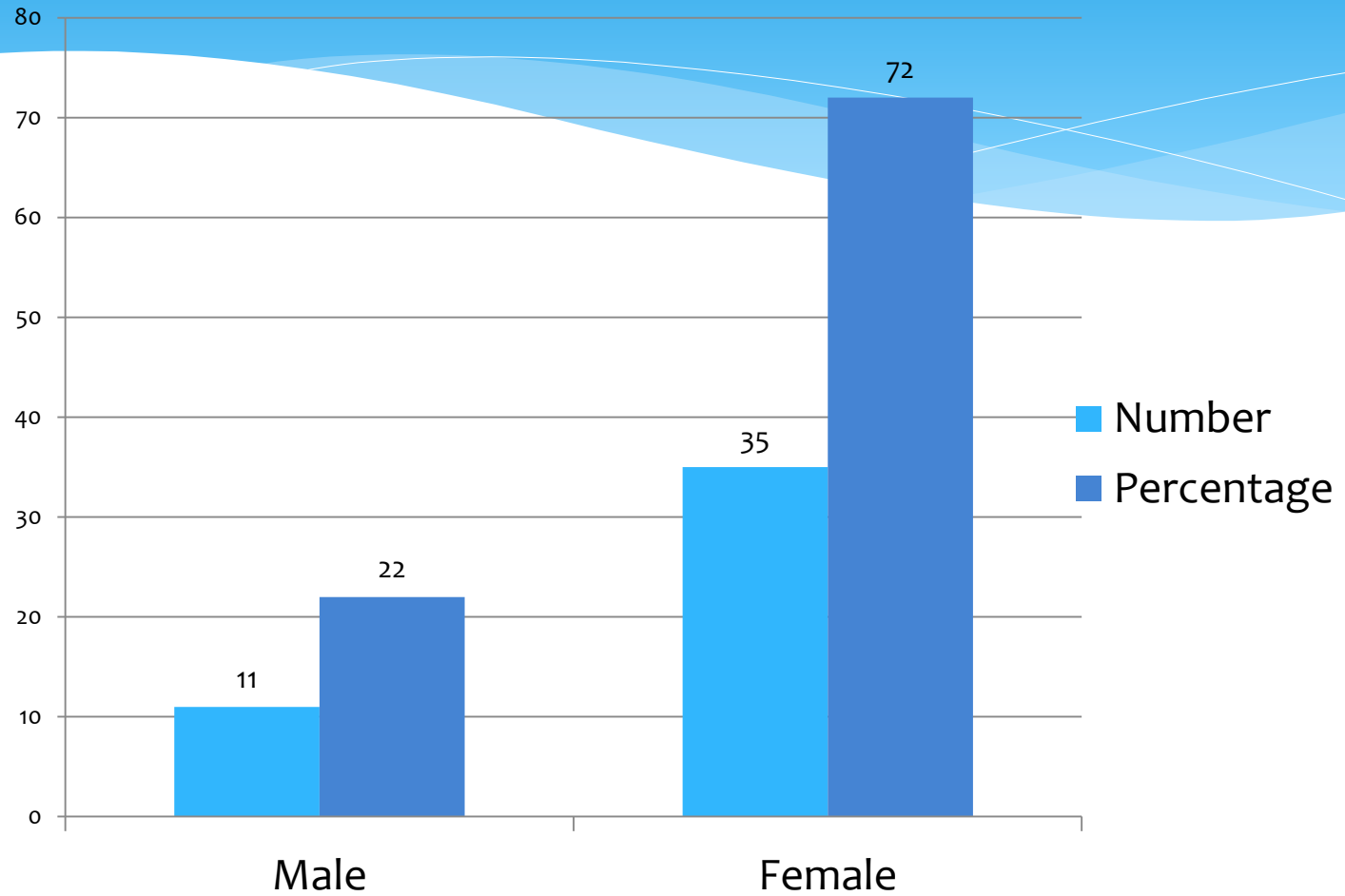
- * 50 Questionnaires were handed to patients in the waiting room of different medical practices.
- * 49 Questionnaires could be used.
- * 4 Different practices were chosen.
- * 15 Different Practitioners.

Study Population

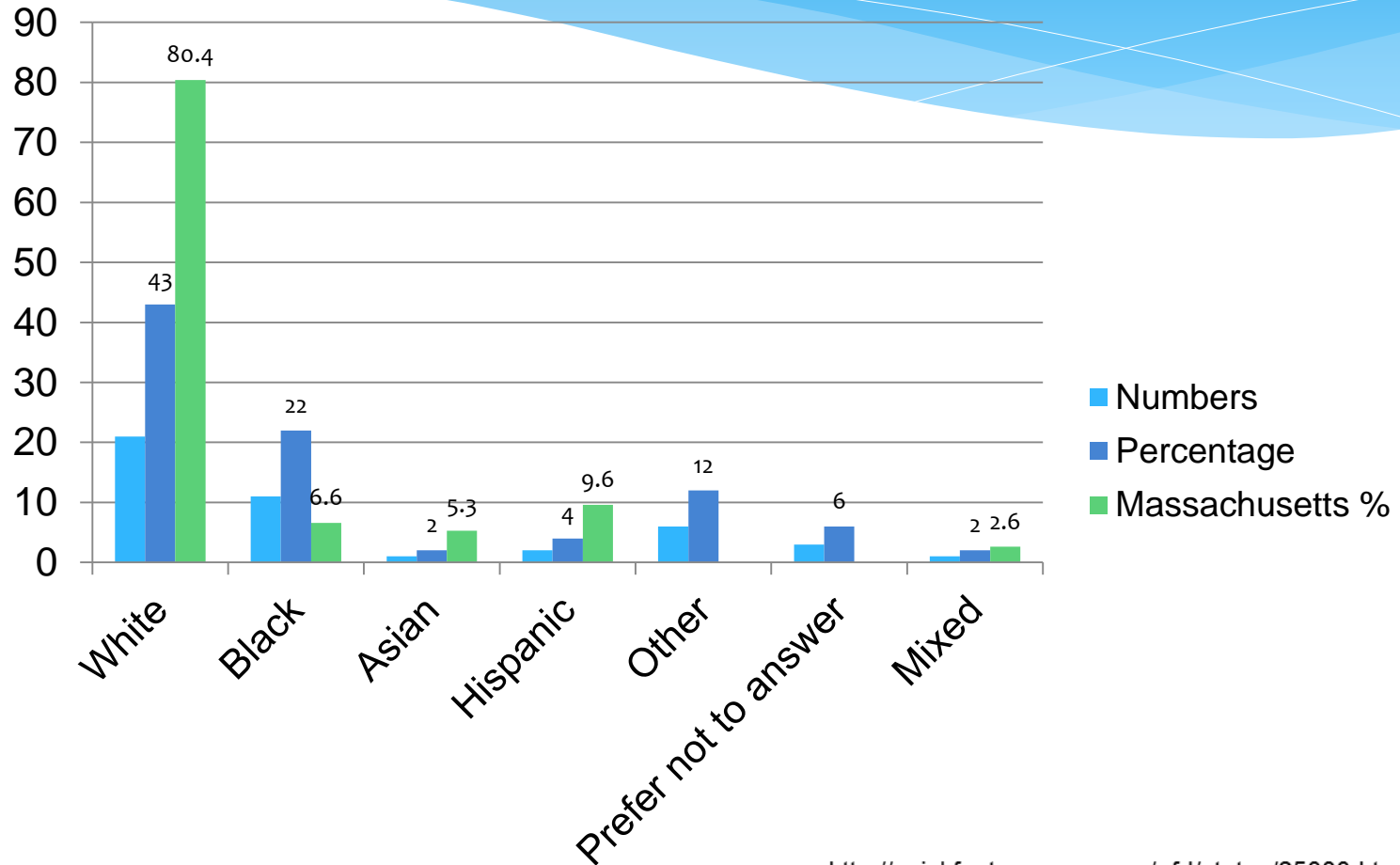
AGE



Sex

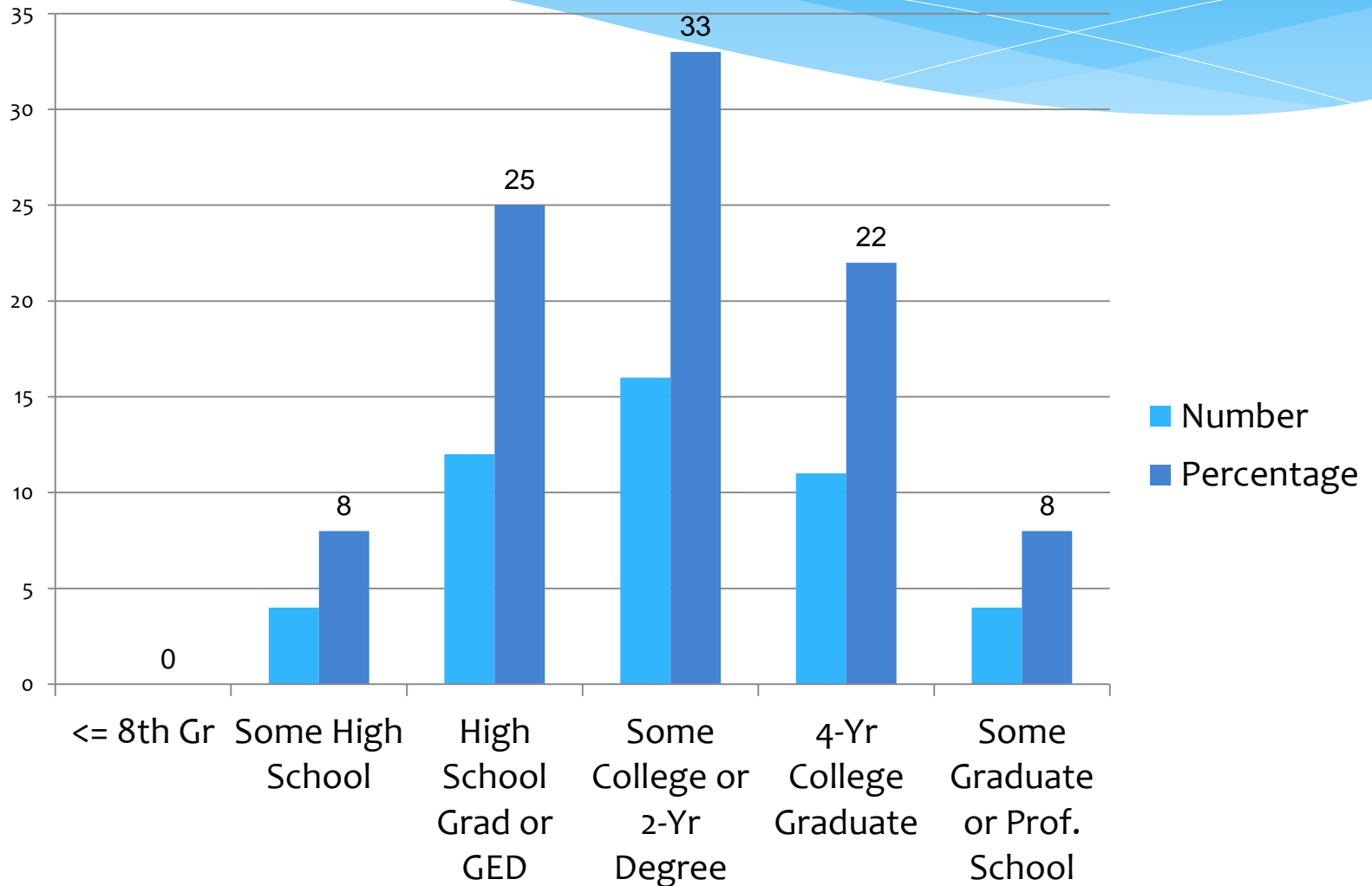


Race

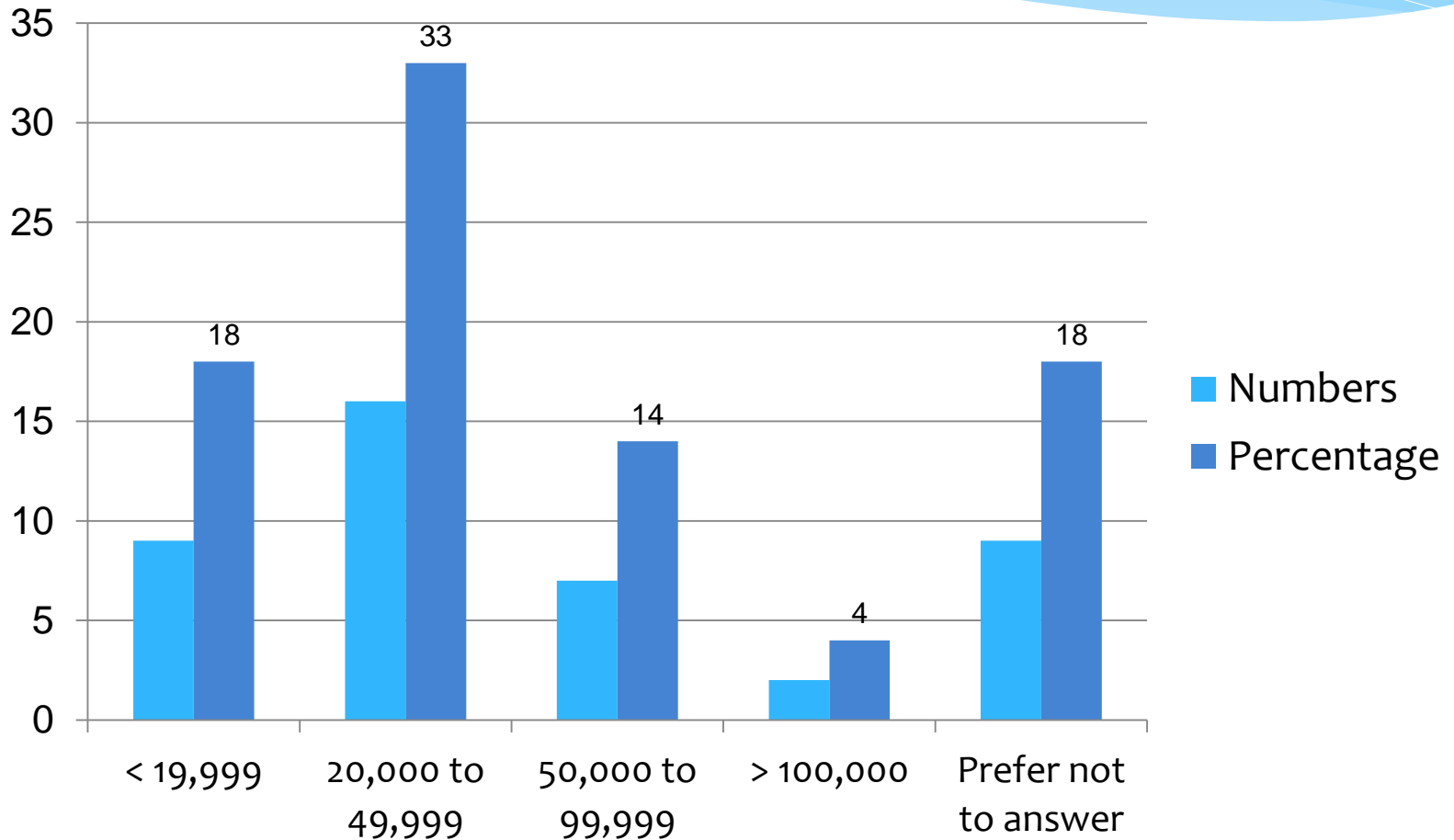


<http://quickfacts.census.gov/qfd/states/25000.htm>

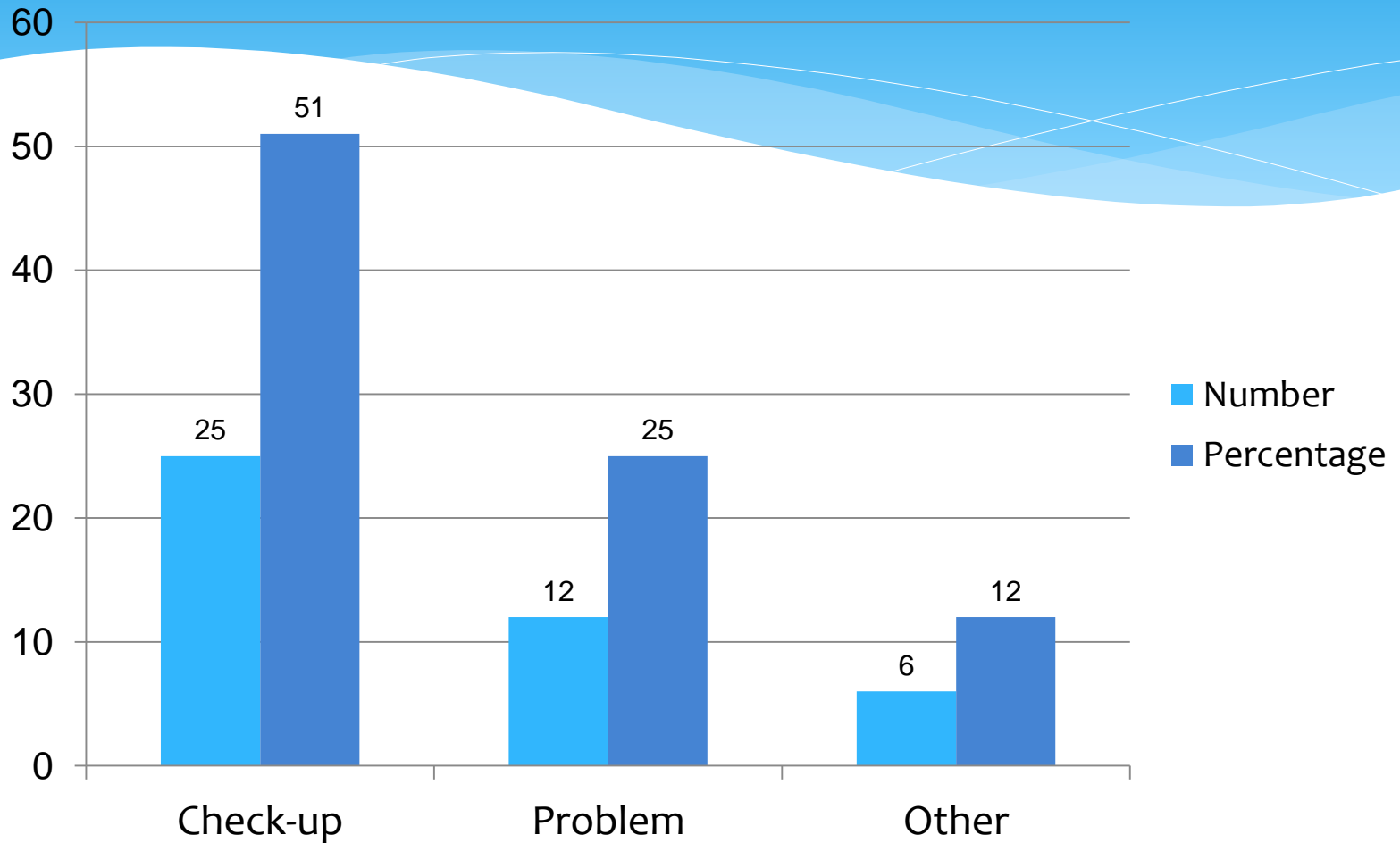
Education



Yearly Income



Reason for Visit

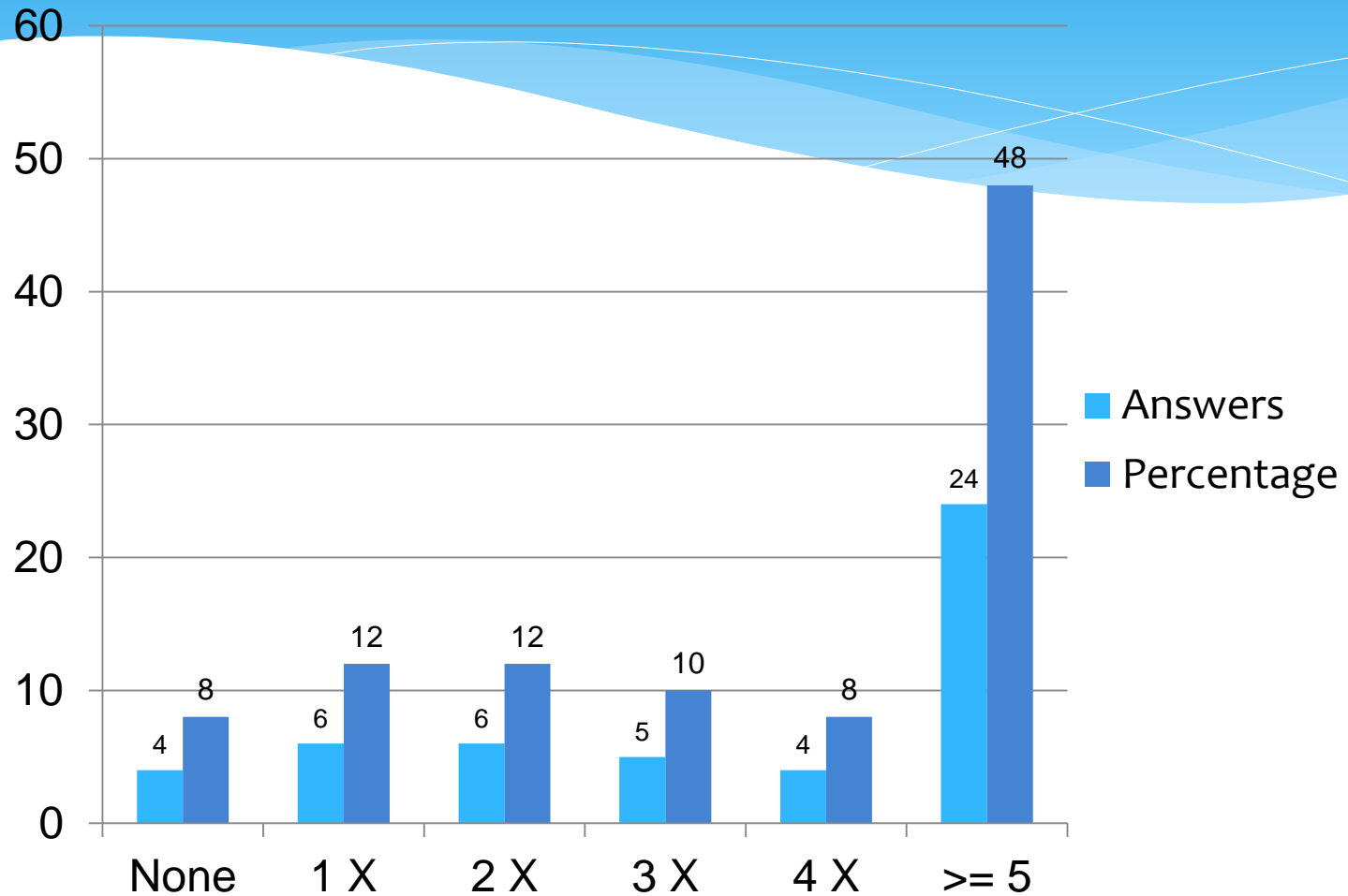



Results

Type of Practitioner

Type of Practitioner	Number of Patients	Percentage
PCP/Generalist	36	73
Specialist	13	27

Number of Visits in the Past 12 Months

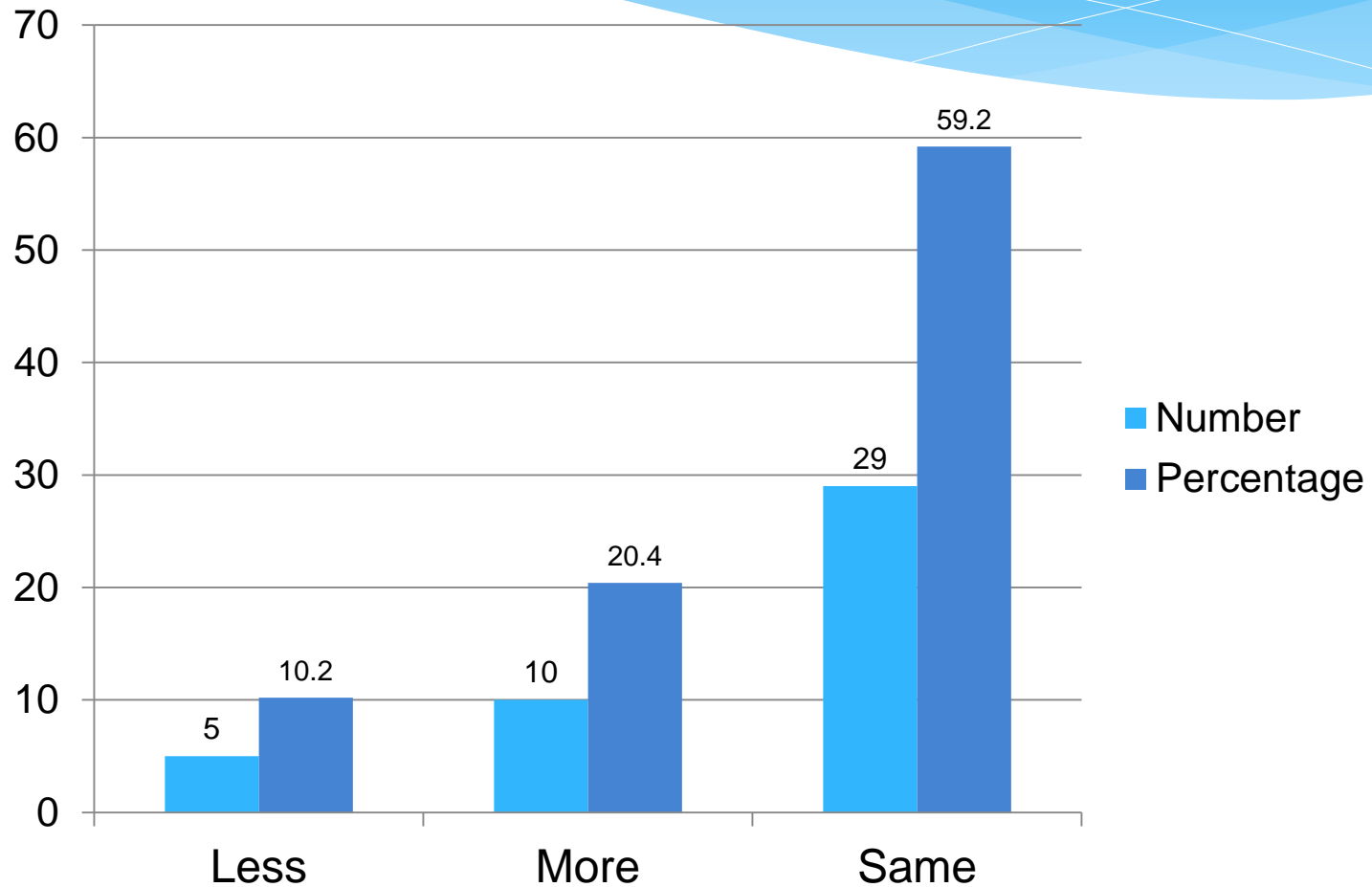


- 
- * Of the 24 patients who saw their provider 5 or more times in the past year:
 - * 15 saw a PCP
 - * 9 saw a specialist

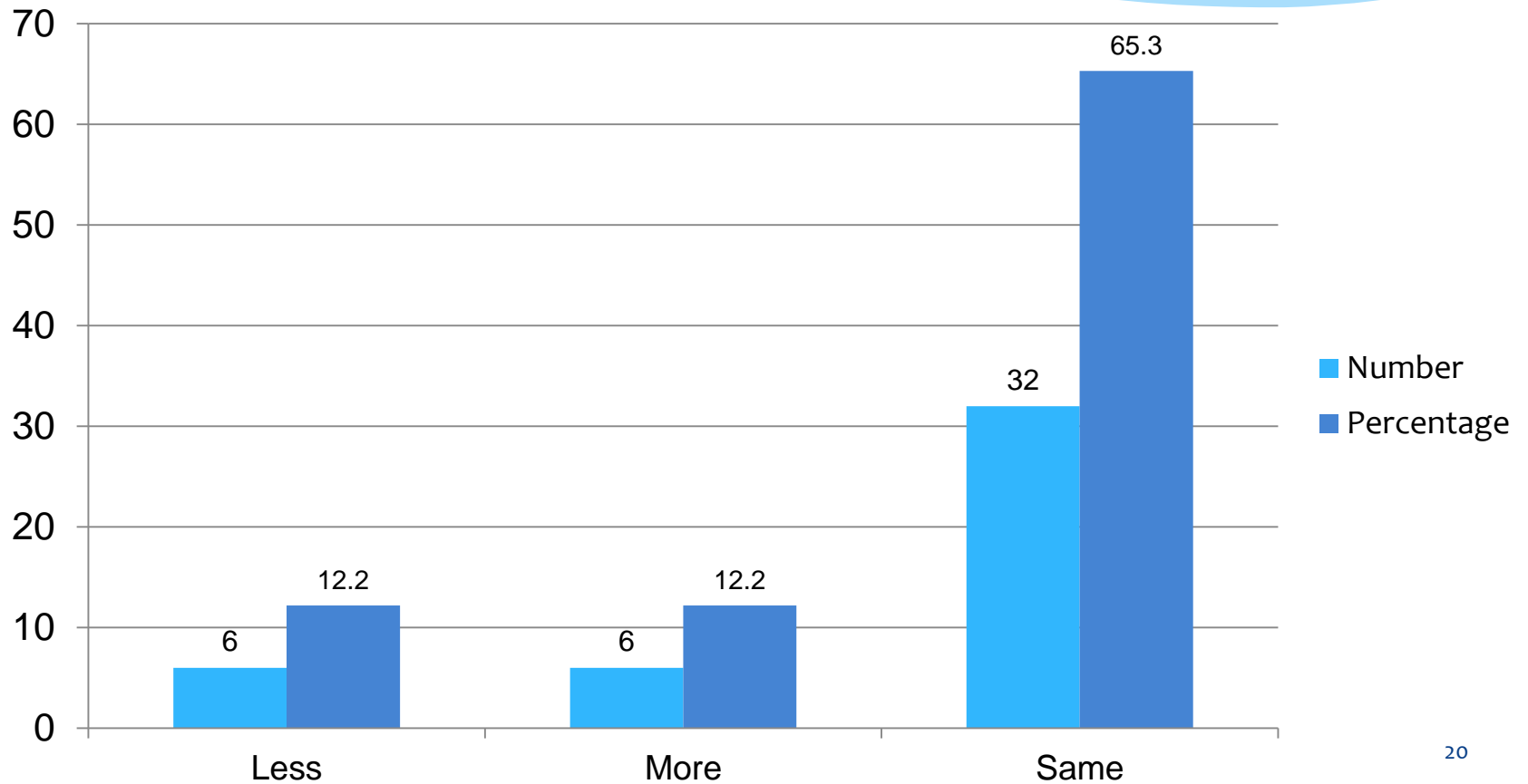
Reason for visit when seen 5 times or more

Reason for visit	Check-up	Problem visit	Other	Blank
Number	16	3	4	1

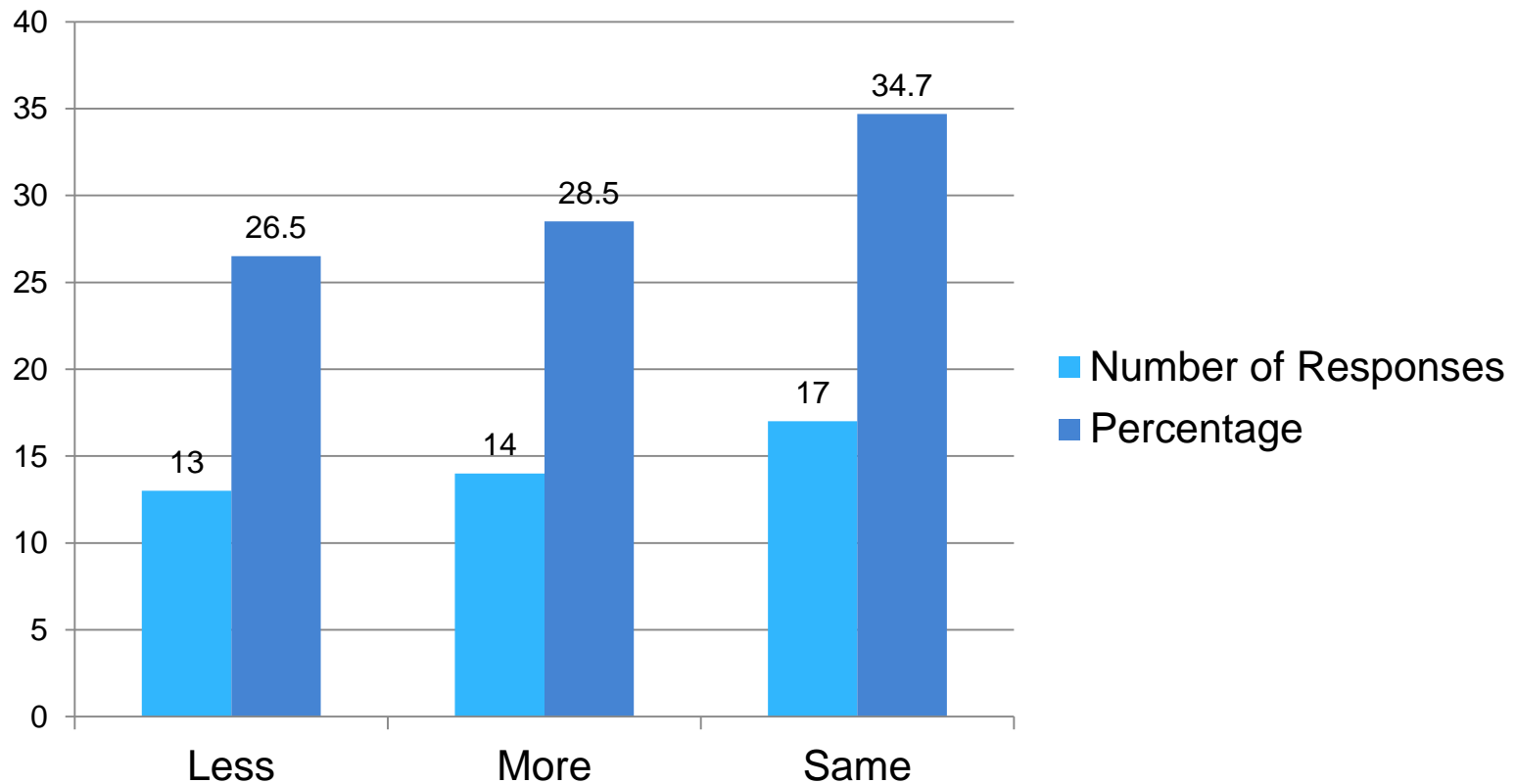
Time Spent With Provider



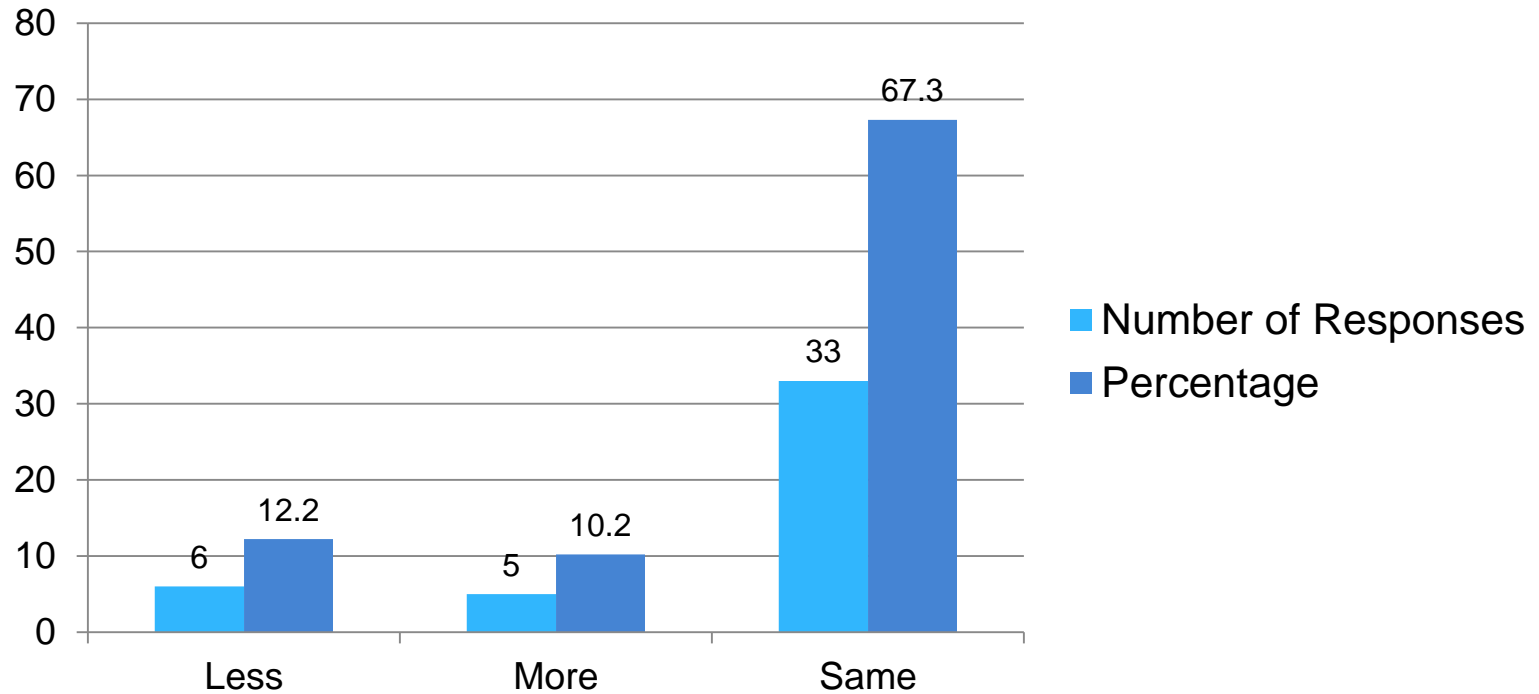
Eye Contact/Attention



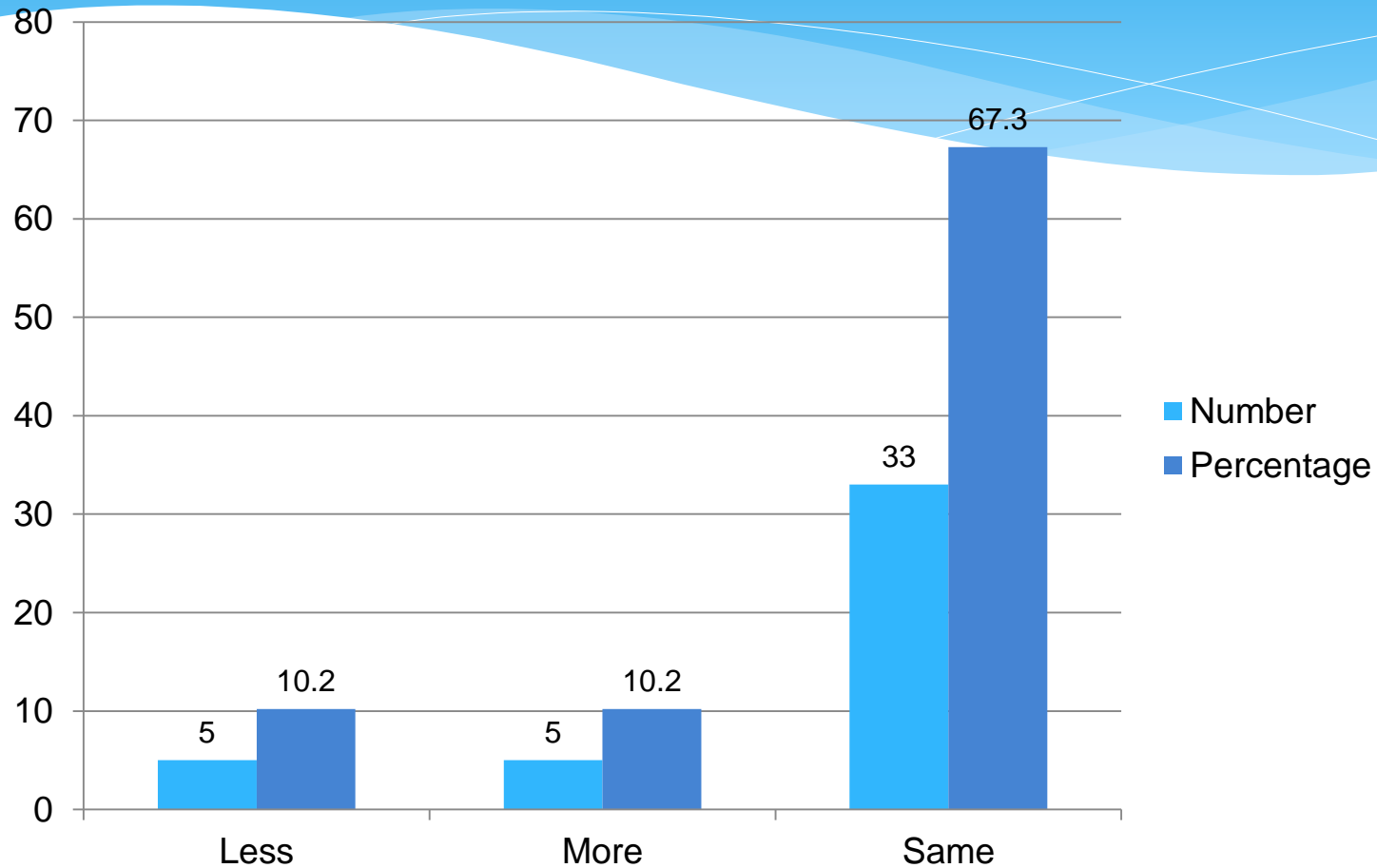
Finding Information/labs/Reports



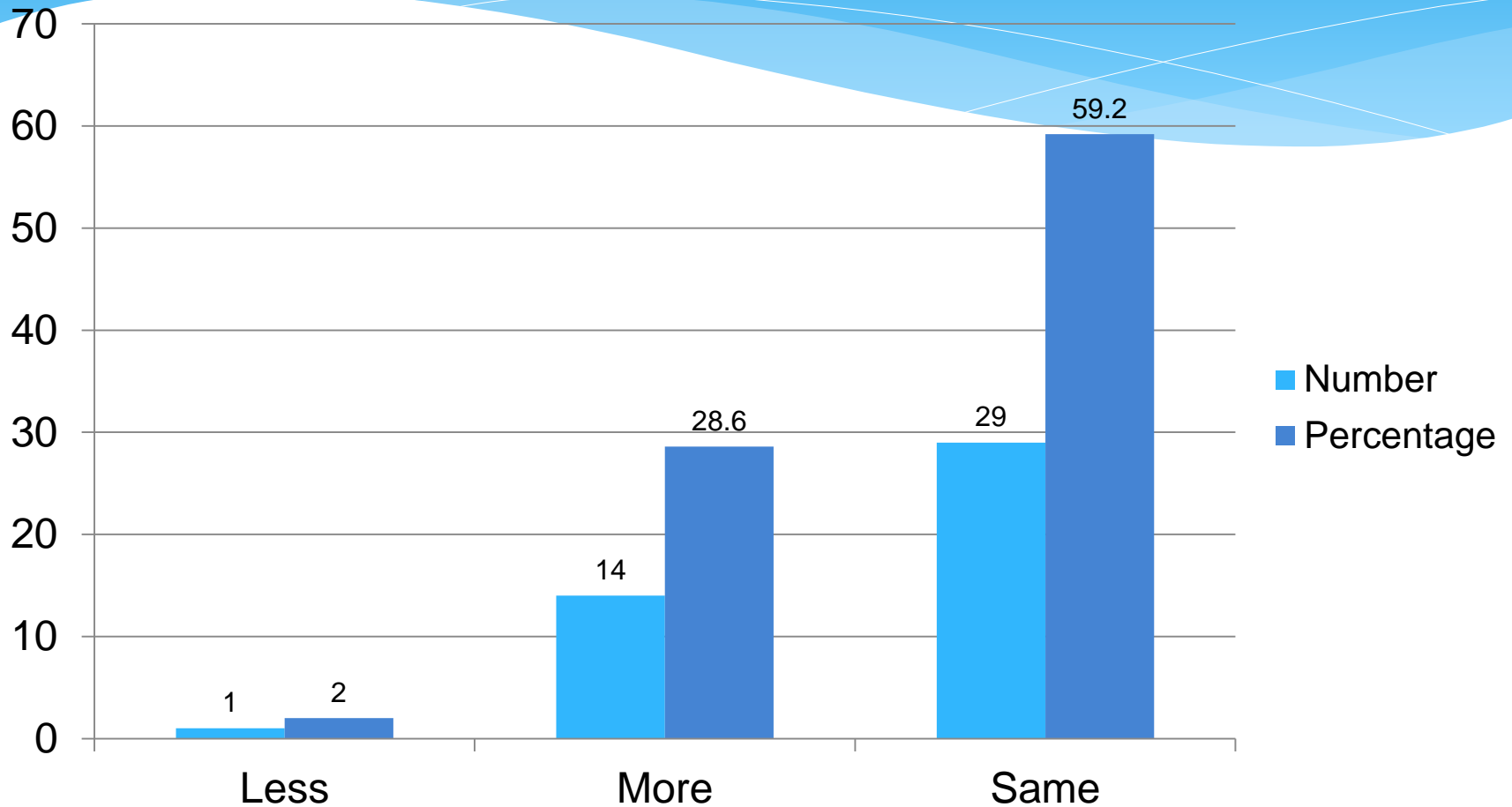
Wait Time in the Office



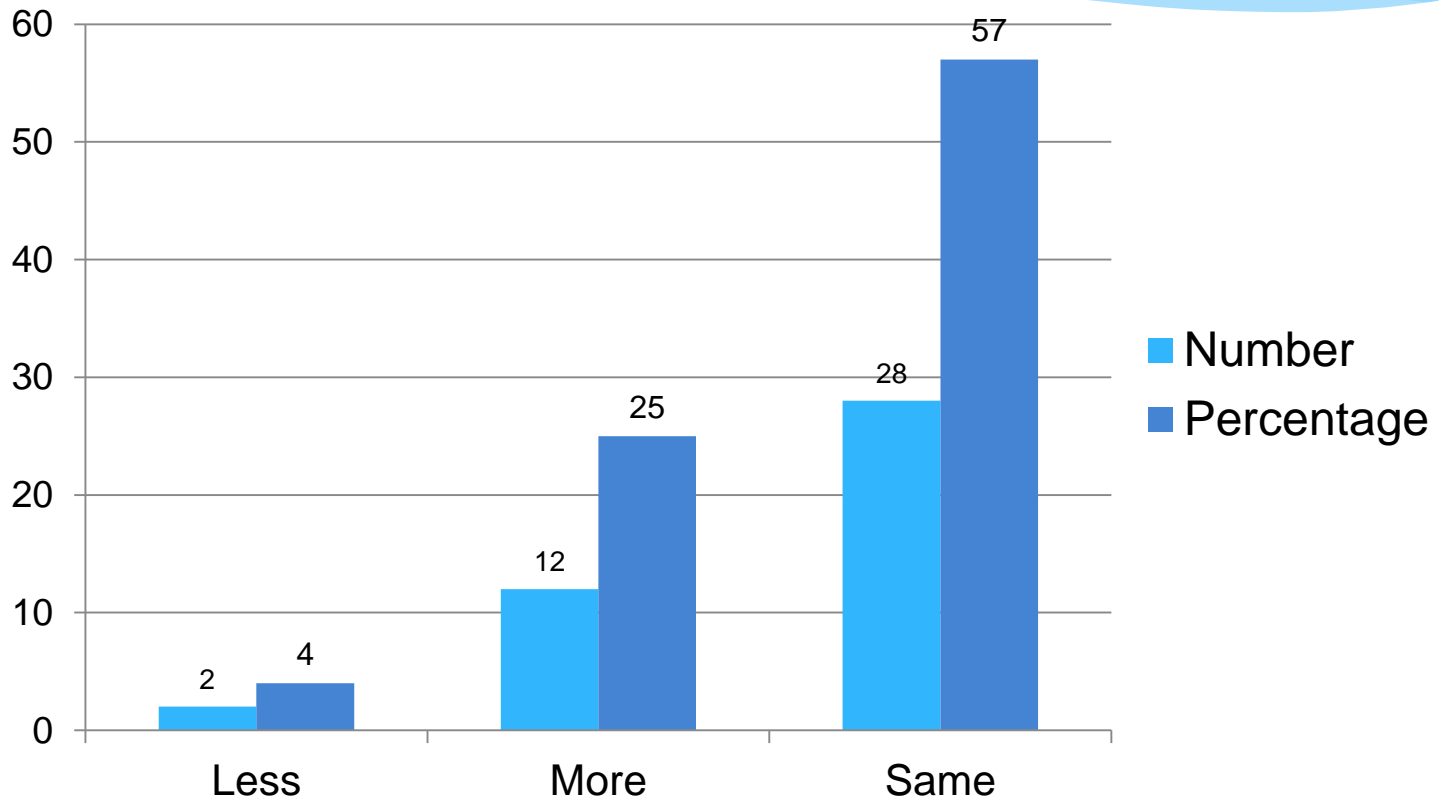
Total Time Spent in the Office



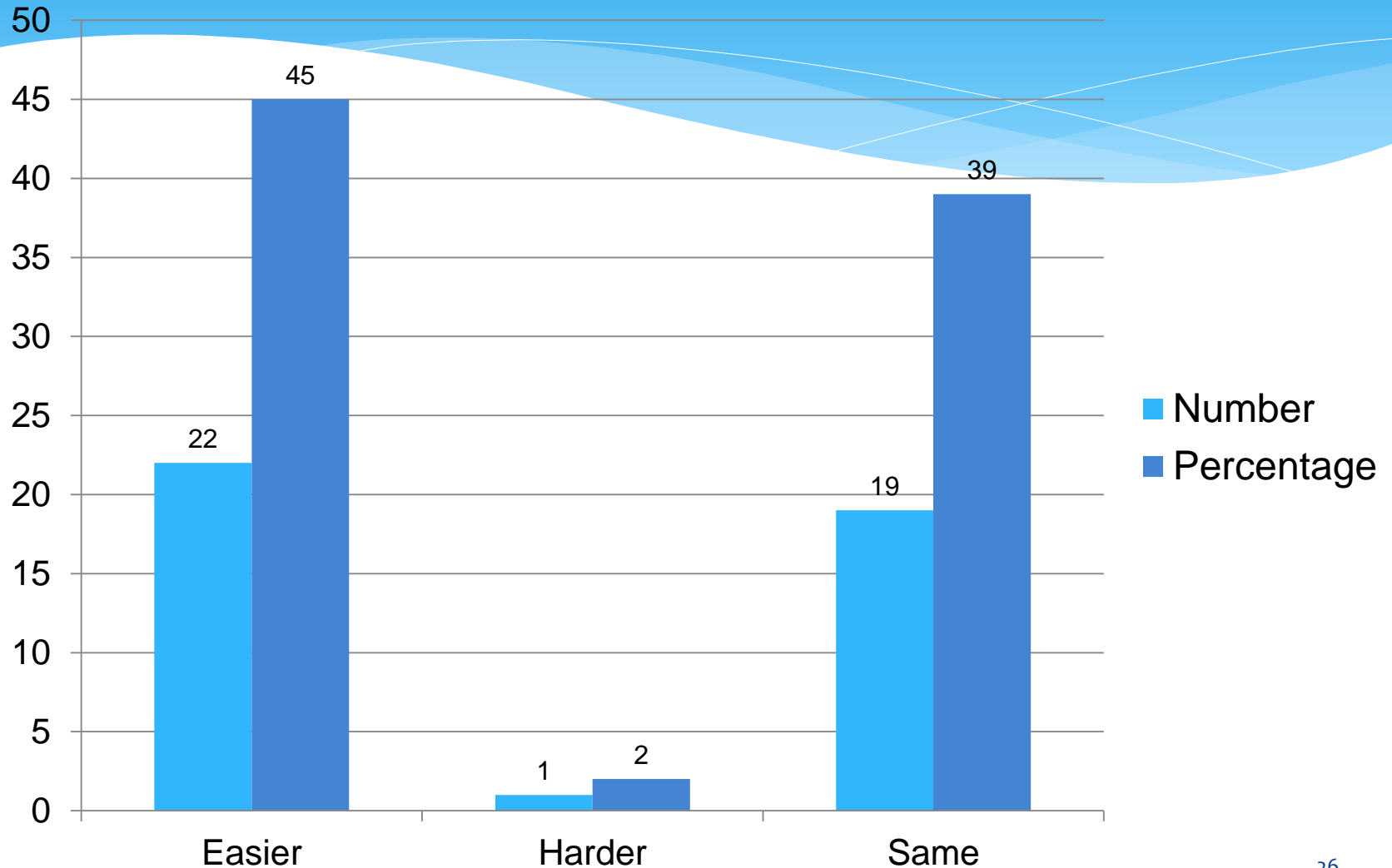
Overall Satisfaction with the Visit



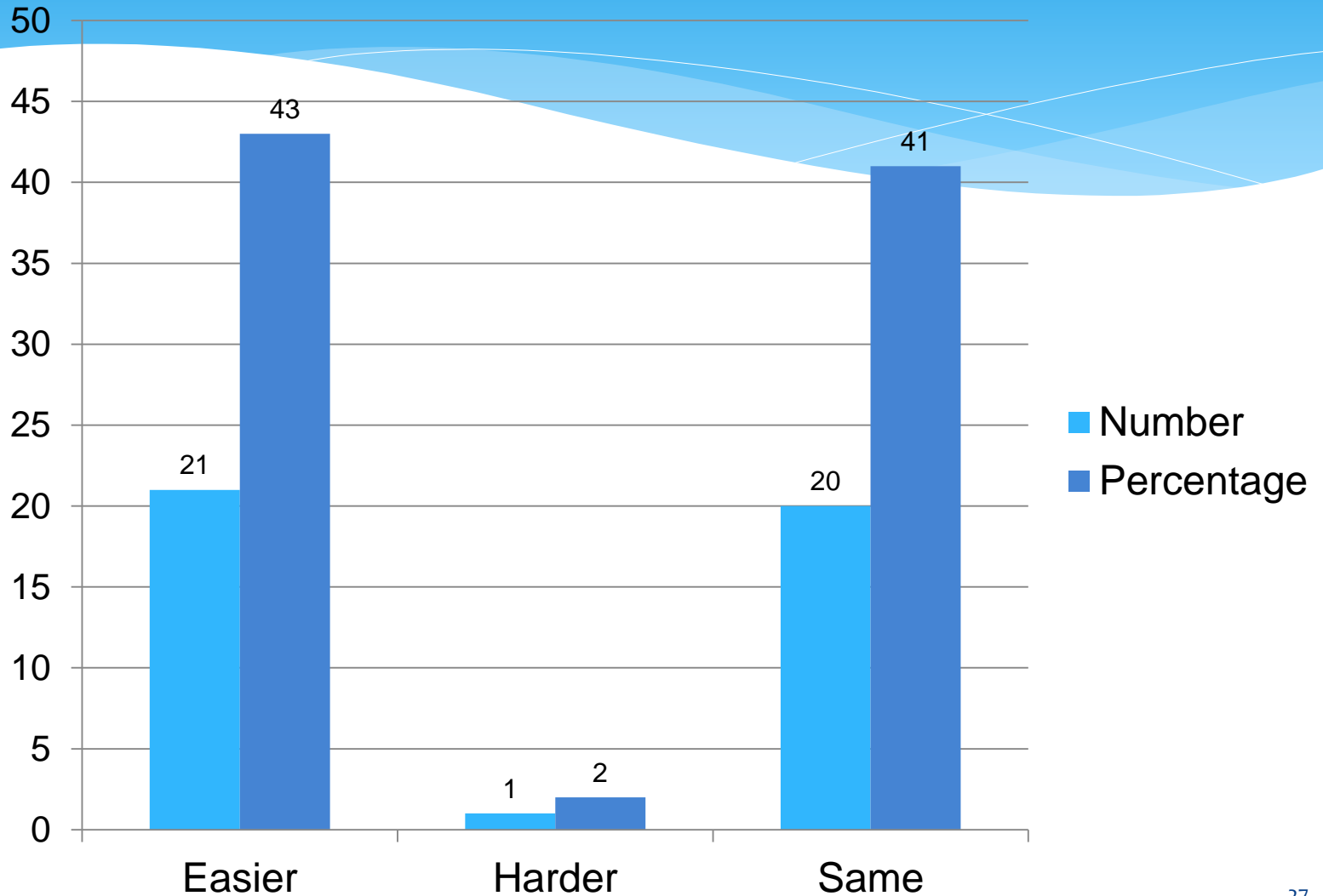
Did you feel the Doctor Listened to You?



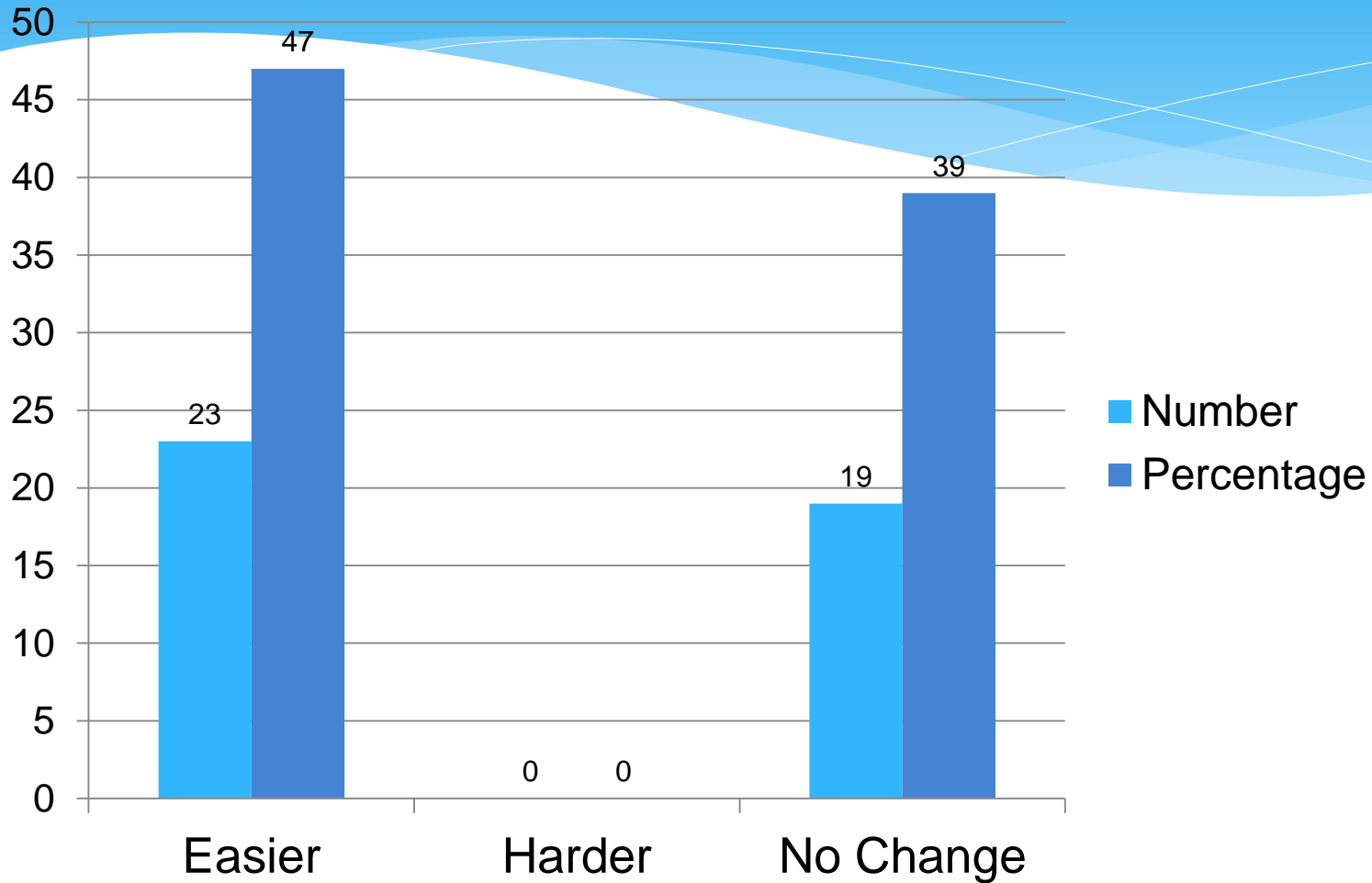
How Easy Was the Check Out



How Easy Was the Check-In



Test Ordering: Paper vs. EHR



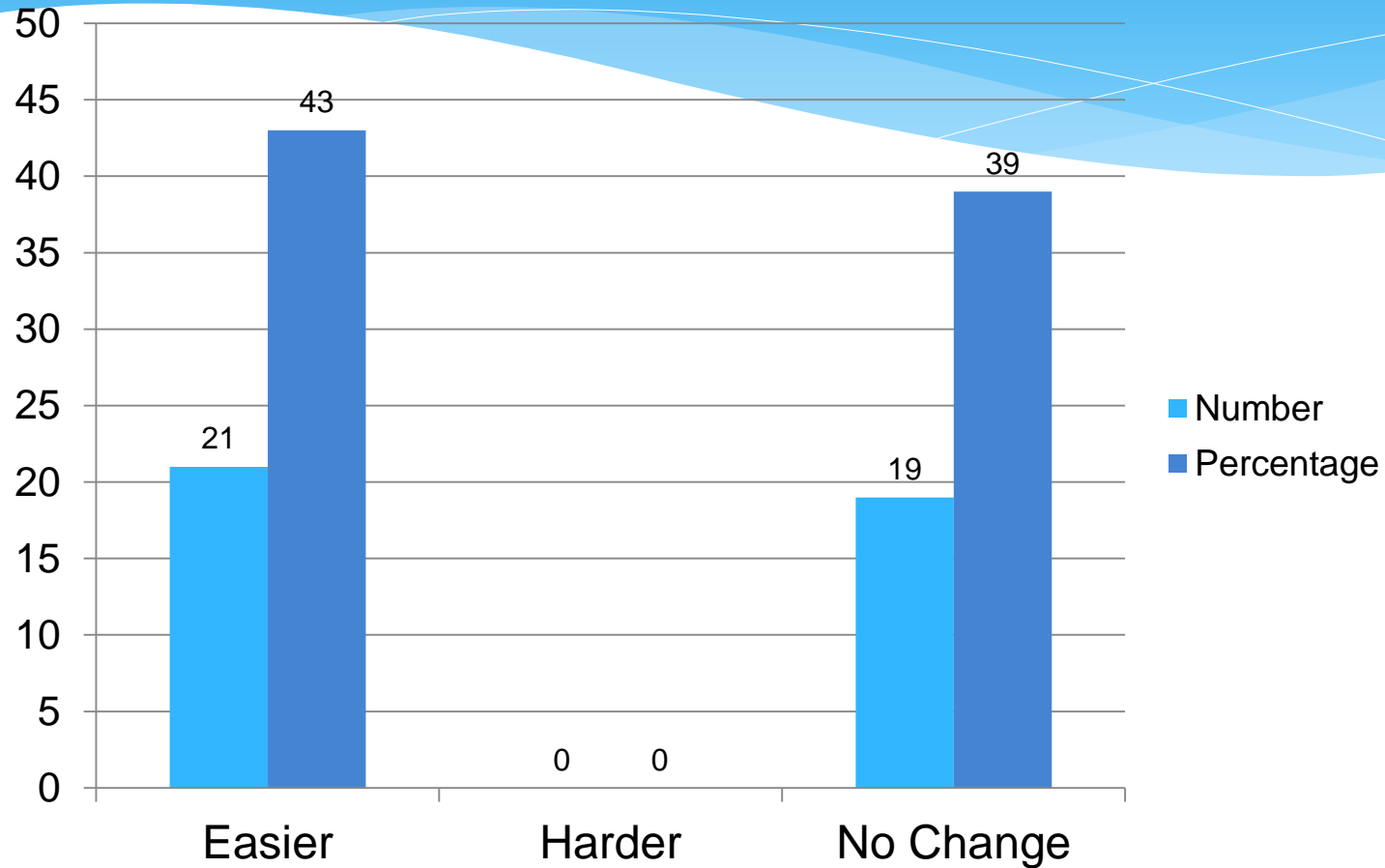
Was a Prescription Handed to You or Transmitted to the Pharmacy?

Answer	Number	Percentage
Paper	3	6
Transmitted	32	65
Both	2	4
Blank	12	25

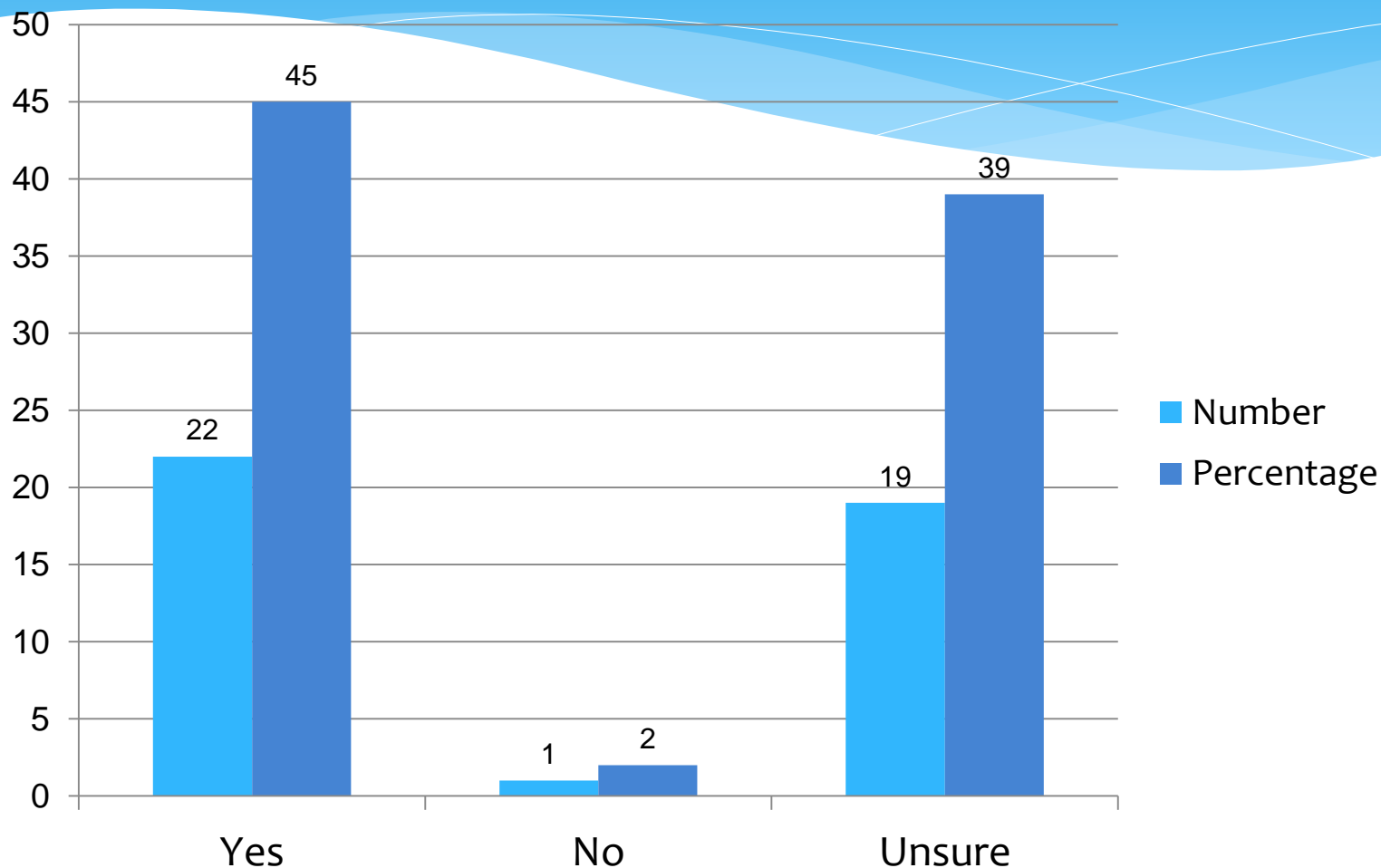
If the Rx was transmitted to the pharmacy, how was the process?

Answer	Number	Percentage
Better	29	59
Worse	0	0
No Change	7	14
Blank	13	27

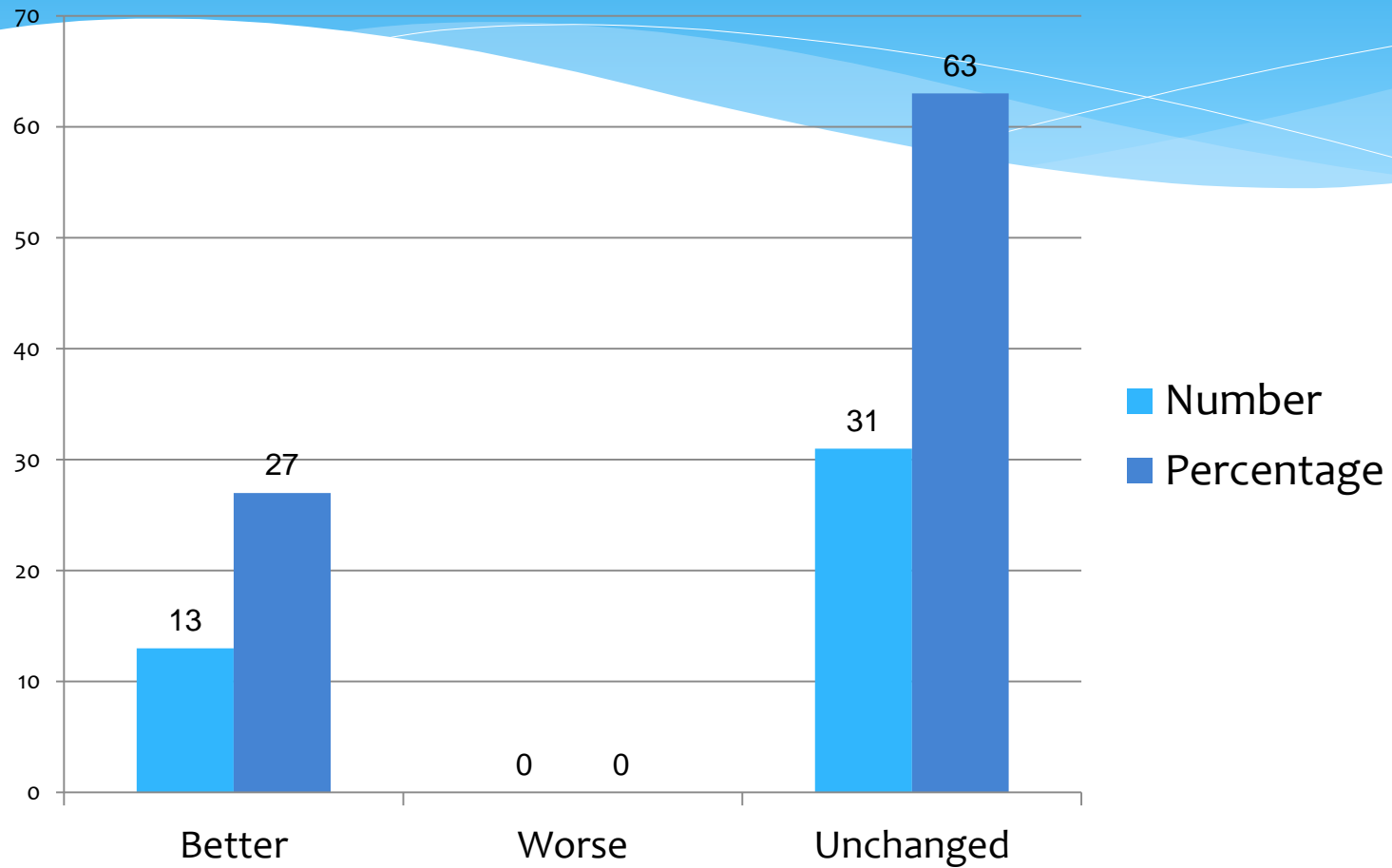
Specialist Referral



Did the Hospital Have Your Information?



How Is Your Care Now?



Conclusion

1. Overall there has been little change in the perception of patients in the majority of questions we asked them when their doctor changed from paper to electronic records. And any change that was noted was positive
2. Patients felt that it was easier to check-in and check-out, order tests, send their prescriptions to the pharmacy , being referred to a specialist, and have the hospital access their records if they were referred there.
3. The patients felt that there was little change in their care once their provider started using EHRs compared to when they were using paper records. And any change was positive

Recommendations for Further Studies

1. A bigger patient sample
2. More in-depth interviews.
3. Multiple practice sites across regions or the country
4. Clarification of some of the questions: e.g. in purpose of the visit provide an opportunity to explain "other" .
5. Expand on the reason for the multiple visits to the doctor, compared to the visit at the time the questionnaire is submitted

Recommendations for Further Studies

6. Try to know more about the patients who expressed negative feelings

Thank You

