

## White Paper

### STUDY FINDS DOCS OFTEN ILL TRAINED

It is recommended that doctors receive three to five days of initial training to adequately use their EHRs, but a new report indicates that this requirement is not being met.

The report, released by AmericanEHR Partners, highlights physicians' experiences with the usability of EHRs to achieve some meaningful use requirements. The survey data, from more than 2,300 physicians, was collected from April 2010 to July 2011 on satisfaction with their use of EHR systems.

The survey was conducted collaboratively with the American Academy of Allergy Asthma & Immunology, the American College of Physicians, the American Osteopathic Association of Medical Informatics, the Infectious Disease Society of America and the Renal Physicians Association.

Key findings from the report include:

- Overall satisfaction with an EHR was highly correlated with whether the respondent was involved in the EHR selection process.
- At least three to five days of EHR training was necessary to achieve the highest level of overall satisfaction
- Nearly half (49.3 percent) of respondents indicated that they received three or fewer days of training.
- Ratings on ease of use for basic EHR functions required for meaningful use continued to improve with more than two weeks of training.
- Ratings on ease of use for specific meaningful use measures varied significantly. More training – at least one week – was correlated with improvement in the reported usability of advanced EHR features (e.g. checking patient formulary, importing medication lists and medication reconciliation).

The AmericanEHR Partners survey data strongly suggest that many physicians may be receiving an inadequate amount of initial training on how to use their EHR. Often this problem, rests with both the doctors and the EHR vendors, doctors refusing to invest much time away from their patients because of a loss of income, and the vendors who simply want to cover the minimum level of training.

As one of our earlier White Papers recommended, it is important to consider the quality of training in addition to the quantity. Feature and function retention requires a combination of things. First, is to conduct training in an environment that eliminates interruptions. Training should also be completed with the clinical setting, helping to create a real-world scenario thereby allowing association between the EHR system and the normal operating procedures. Then, after training has been completed, coaching support is required to help develop skill retention. Initially we recommend this be done through your support team. It would be also useful to designate "Super Users" who receive extra training that can be available to assist doctors and others when they encounter features that may have forgotten to use.

The important thing to remember in transitioning to a new EHR, is to realize that it involves not only financial capital, but also human capital. So the investment you make in application skill development will offer a satisfactory ROI, and greater employee satisfaction that results in higher productivity and less turn-over.



#### Summary

Doctors should have three to five days training to adequately use their EHR

EHR satisfaction is correlated to involvement in selection process

Study finds nearly half of doctors received three days of less of training

To reach ease of use in meaningful use compliance requires up to two weeks of training

Study ratings varied on specific meaningful use ease of use

American College of Physicians strongly recommend doctors receive an adequate amount of training

Quality of training as important as the quantity

Investment in human capital can also have positive ROI results.

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