

AB/77

A STUDY TO ENHANCE
ELECTRONIC HEALTH
RECORD USAGE AMONG
CLINICIANS

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INTRODUCTION

- ~ 5-10 hospital chains in India are making more intensive use of Information Technology

Leading Players:



*Indicative list (only for illustration)

- 74% increase in patient and doctor satisfaction by adoption of EHR

PROBLEM STATEMENT

- Reluctance among clinicians to use EHR
- Low adoption of the EHR in OPD (10%), as indicated by the internal study conducted by the hospital

OBJECTIVE

1. To identify the main challenges faced by clinicians while using the EHR system

2. To increase the EHR usage from 10% to 80%

METHODOLOGY (1/3)



Location:
Bangalore



Type of facility:
Multispecialty



Specialties:
Neurology,
Neurosurgery,
Orthopaedics



Focus Department:
OPD



Sample Size:
20 clinicians
(Various specialities)



Duration:
10 weeks

METHODOLOGY (2/3)

Objective **I**

Identify the main challenges faced by clinicians

Tools used

Personal Interview with clinicians using IDI checklist

METHODOLOGY (3/3)

Objective 2

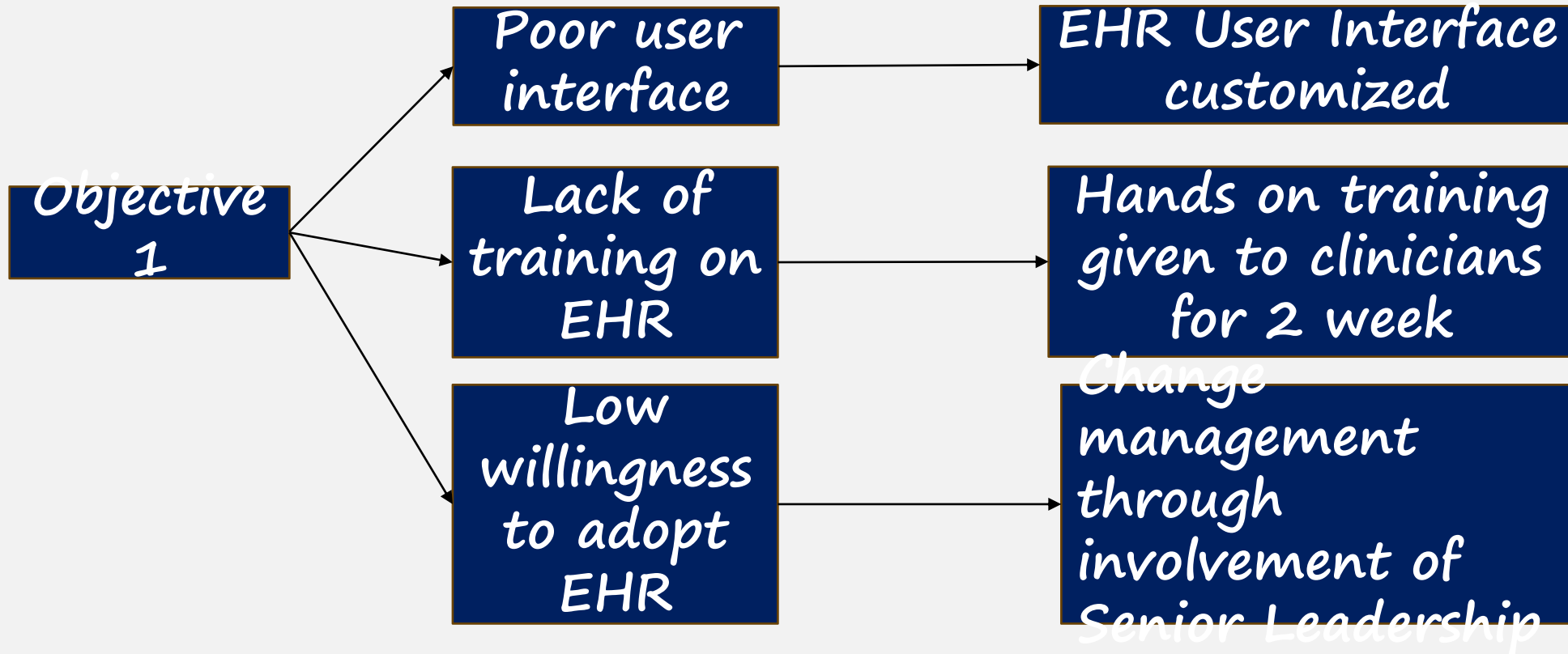
To increase the EHR usage from 10% to 80%

Tools Used

Observation Checklist

Process Checklist

GAPS IDENTIFIED AND ACTION TAKEN



GAPS IDENTIFIED AND ACTION TAKEN

Objective 2

Derived from Objective 1

Absence of Customized Performas

Department specific Customized performas

Missing Click-to-Fill Options

Reduced text entry options and added clickable data entry options

Lack of Centralized billing

Centralised billing adopted with common end point

Low interoperability

All departments interlinked through EHR

OUTCOME

Customization of
User Interface of
the EHR

Hands on training
on EHR for 2
weeks

Involvement of
Senior Leadership

Increase in
convenience for
clinical data entry

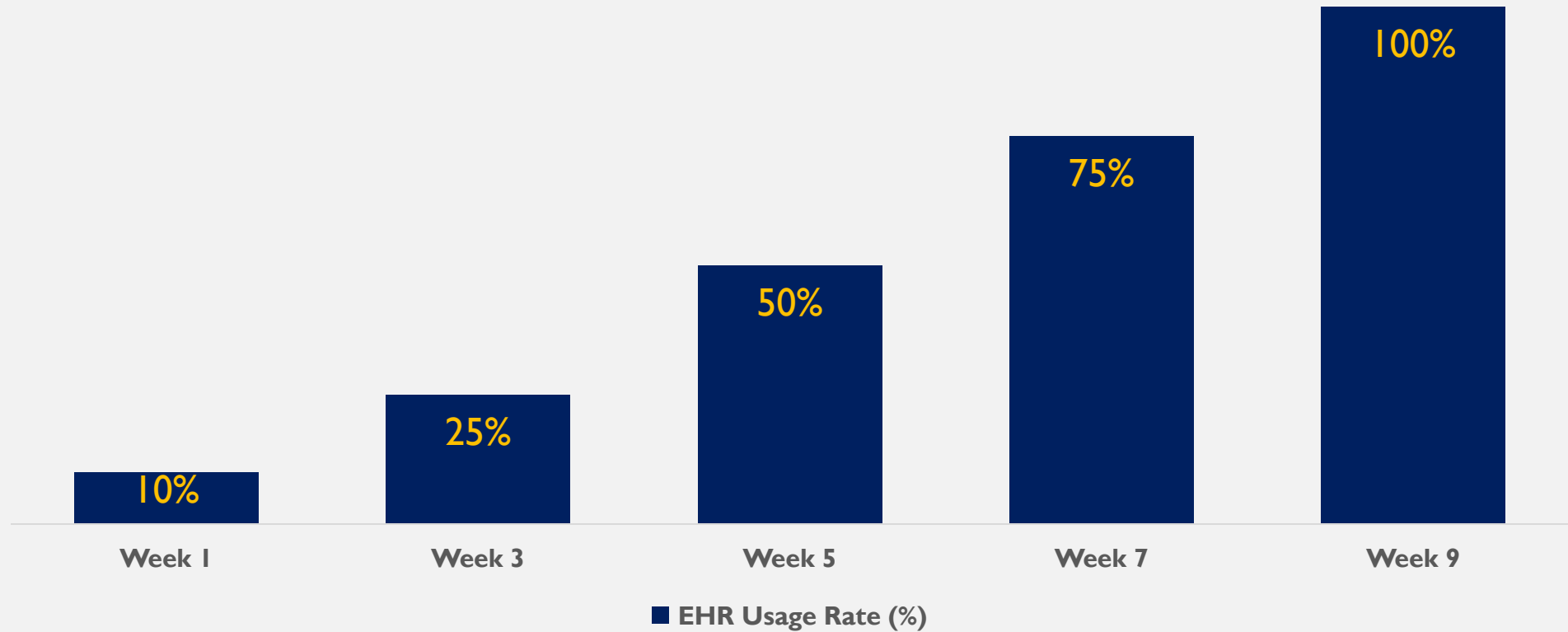
Enhanced
skills and
adaptability
for EHR

Led by example
supporting
change
management

Enhanced adoption of EHR by
clinicians

RESULT

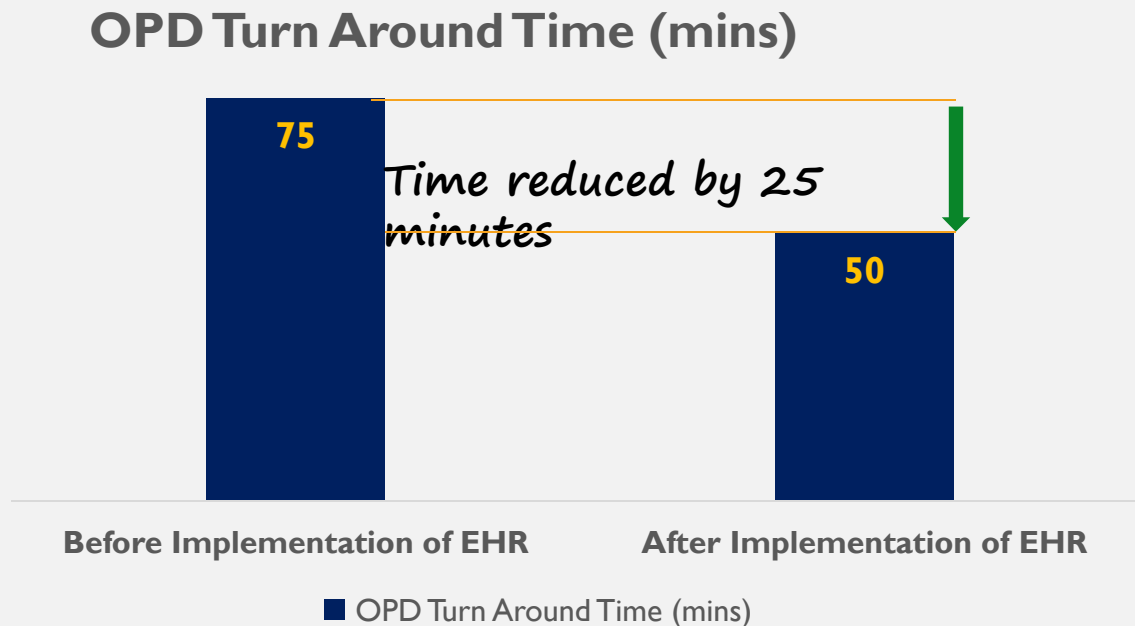
EHR Usage Rate (%)



CONCLUSION AND IMPACT

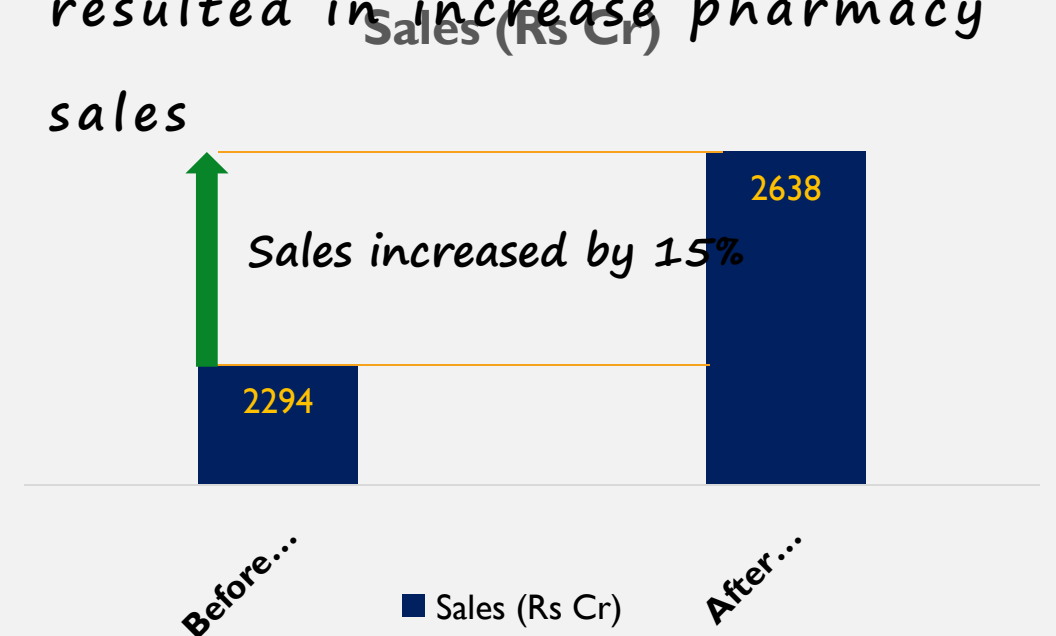
Reduction in OPD Turn around Time

With the increase in interoperability of EHR the Turn around time in OPD was reduced



Increase in Pharmacy Sale

With centralized billing resulted in increase pharmacy sales



THANK YOU