

A study on perspective of doctors on newly implemented EMR system on the healthcare delivery at Moolchand Hospital

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Introduction

- **What is EMR?**

Electronic medical record (EMR), refers to the systematized collection of patient and population electronically-stored health information in a digital format. These records can be shared across different health care settings.

Research Question

- What is the perspective of doctors on newly implemented EMR system on the healthcare delivery at Moolchand Hospital.?

Objective

- To know the perspective of doctors on EMR implementation in Moolchand Hospital.
- To assess the extent of compliance in EMR implementation.

Methodology

- **3.1 Study Design:** Descriptive Study,
- **3.2 Period of Study:** February 6, 2017 to May 6, 2017.
- **3.3 Study Population:** Clinicians from all departments.
- **3.4 Total Interviews:** 30
- **3.5 Inclusion Criteria:**
Clinicians working for more than 1 year in the organization and using EMR.
- **3.6 Exclusion Criteria:**
Other staff(Nurses and Billers) working on EMR except Physicians Clinicians.
- **3.7 Study Tool:**
Self-administered reliable and validated paper based EMR questionnaire, including 24 clinical tasks.(Source:<https://bmcmmedinformdecismak.biomedcentral.com/articles/10.1186/1472-6947-4-1>)

Questionnaire

Clinical Tasks in EMR	
Sno	I considered the task to be part of my work as a physician in this hospital : Agree or Disagree
1	Review the patient's problems in EMR
2	Seek out specific information from patient records
3	Follow the results of a test or investigation over time
4	Obtain the results from new tests or investigations
5	Enter daily notes
6	Obtain information on investigation or treatment procedures
7	Answer questions concerning general medical knowledge
8	Produce data reviews for specific patient groups
9	Order clinical biochemical laboratory analyses
10	Obtain the results from clinical biochemical lab. analyses
11	Order X-ray, ultrasound or CT investigations
12	Obtain the results from X-ray, ultrasound, or CT investig.
13	Order other supplementary investigations
14	Obtain the results from other supplemental investigations
15	Refer the patient to other departments or specialists
16	Order treatment directly (e.g. medicines, operations etc.)
17	Write prescriptions
18	Complete sick-leave forms
19	Collect patient data for various medical declarations
20	Give written specific information to patients
21	Give written general information to patients about the illness
22	Collect patient information for discharge reports
23	Check and sign typed dictations
24	Register codes for diagnoses or performed procedures

Response(5 point Likert scale)

5.Agree

4.Slightly Agree

3.Neigther agree nor Disagree

2.Slightly Disagree

1.Disagree

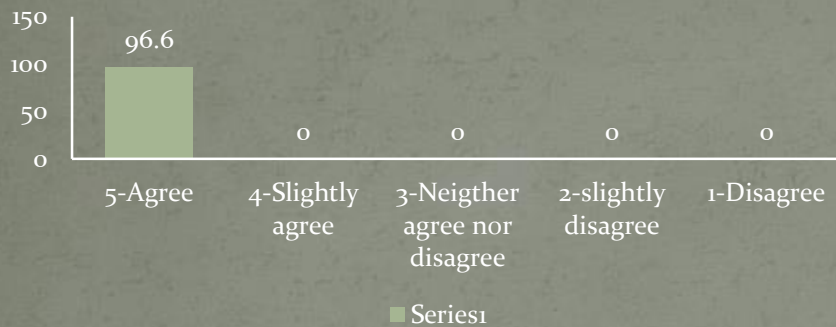
Review the patient's problems in EMR

- As per data 100% doctors agreed that reviewing the patient's problems in EMR is a part of their work. And they are doing it willingly.

Seek out specific information from patient records in EMR

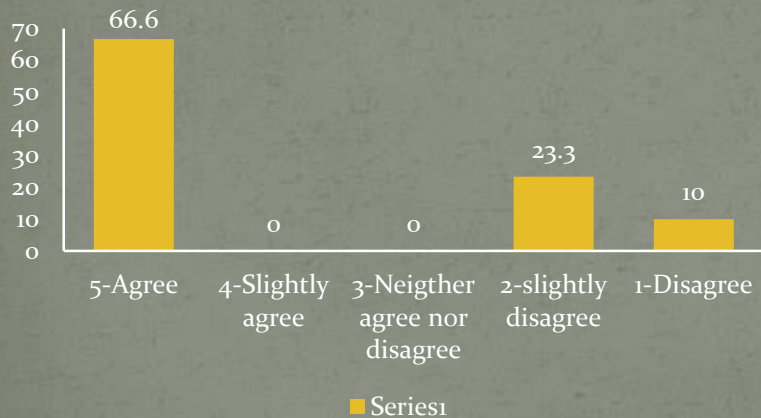
100% doctors agreed that seeking out specific information from patient records in EMR is their part of work.

Follow the results of a test or investigation over time in EMR



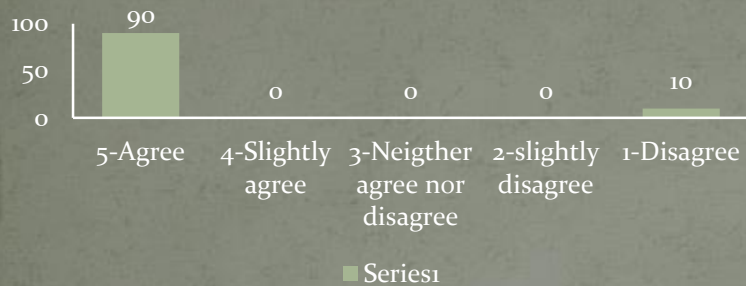
96% doctors agreed that following the results of a test or investigation over time in EMR is part of their work. And remaining doctors partially agreed for same.

Obtain the results from new tests or investigations



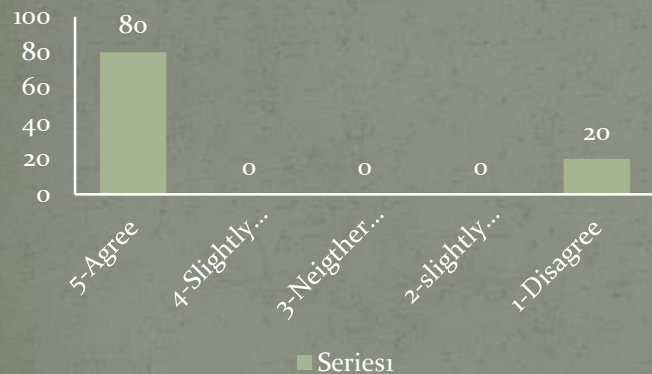
As per the graph 66.6% doctors agreed that obtain the results from new tests or investigation is relevant to their task and 23.3% slightly disagree with this and rest 10% disagreed.

Enter daily notes



As per the graph 90% doctors agreed that enter daily notes is relevant to their task and 10% disagreed for the same.

Obtain information on investigation or treatment procedures



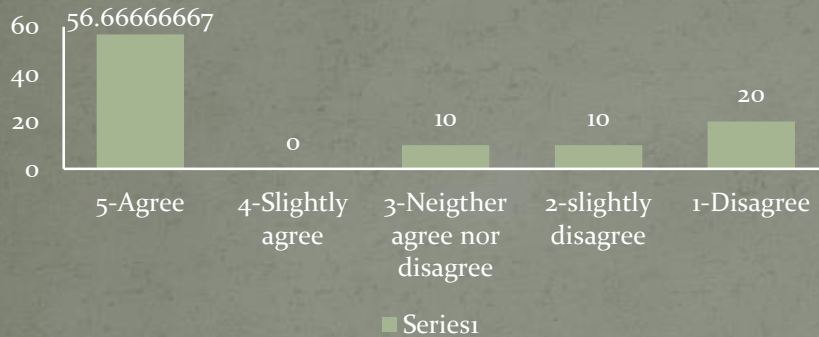
As per the graph 80% doctors agreed that Obtain information on investigation or treatment procedures is relevant to their task and 20% 10% disagreed for the same.

Answer questions concerning general medical knowledge



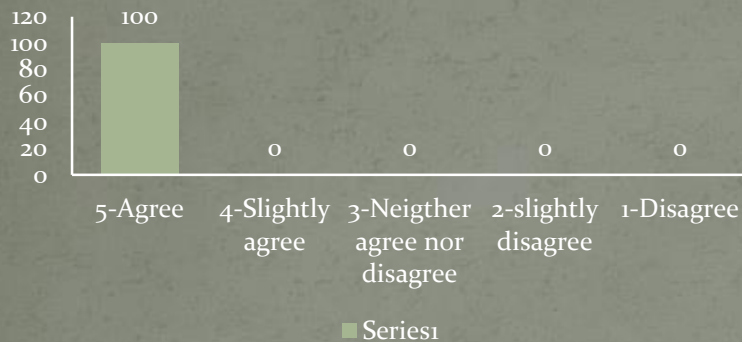
As per the graph 53.3% doctors agreed that Answer questions concerning general medical knowledge is relevant to their task and 10% slightly disagree with this and rest 40% disagreed.

Produce data reviews for specific patient groups



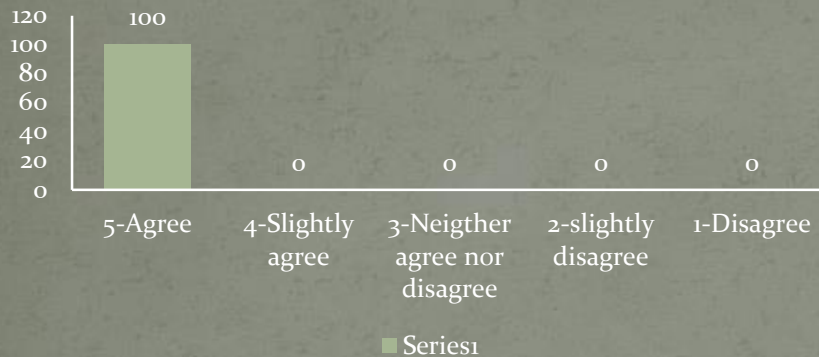
As per the graph 56.6% doctors agreed that Produce data reviews for specific patient groups to their task and 10% neither agree nor disagree 10% slightly disagree with this and rest 20% disagreed.

Order clinical biochemical laboratory analyses



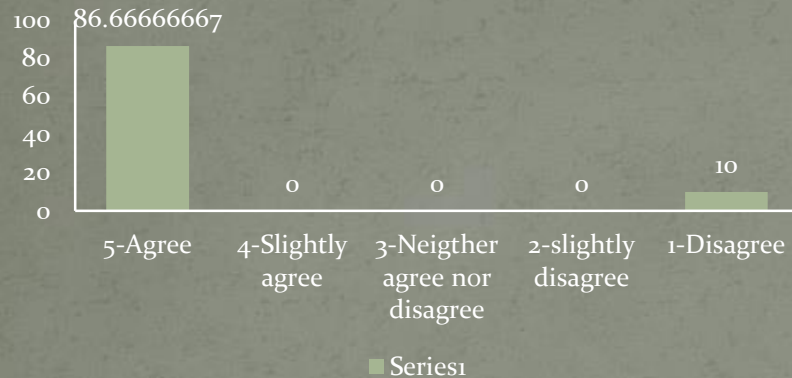
As per the graph 100% doctors agreed that Order clinical biochemical laboratory analyses is relevant to their job.

Obtain the results from clinical biochemical lab analyses



As per the graph 100% doctors agreed that Obtain clinical biochemical laboratory analyses is relevant to their job.

Order X-ray, ultrasound or CT investigations



As per the graph 86.6% doctors agreed that Order X-ray, ultrasound or CT investigations is relevant to their job and 10% disagreed for the same.

Obtain the results from X-ray, ultrasound, or CT investig.



As per the graph 86.6% doctors agreed that obtain the results from X-ray, ultrasound or CT investigations is relevant to their job and 10% disagreed for the same.

Order other supplementary investigations

- 100% doctors agreed that Order other supplementary investigations is relevant to their job in emr.

Obtain the results from other supplemental investigations

- 100% doctors agreed that Obtain other supplementary investigations is relevant to their job in emr.

Refer the patient to other departments or specialists

100% doctors agreed that refer the patient to other departments or specialists relevant to their job in emr.

Refer the patient to other departments or specialists



93.3% doctors agreed that refer the patient to other departments or specialists relevant to their job in emr. And 6.6% disagree.

Order treatment directly (e.g. medicines, operations etc.)

- 100% doctors agreed that Order treatment directly (e.g. medicines, operations etc.) is relevant to their job in emr.

Write prescriptions

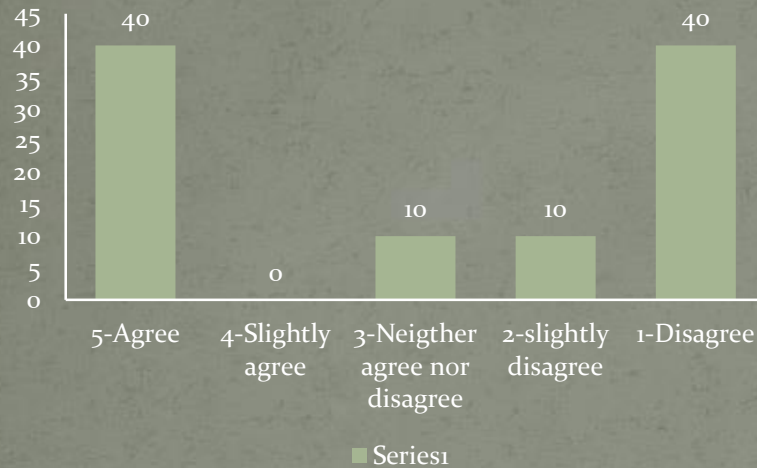
- 100% doctors agreed that write prescriptions is relevant to their job in emr.

Complete sick-leave forms



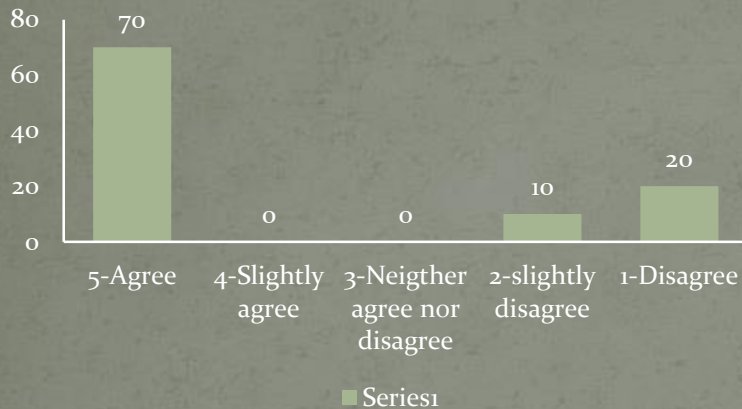
- 70% doctors disagreed that Complete sick-leave forms isn't relevant to their job in EMR and 20% agree and rest 10% slightly agreed.

Collect patient data for various medical declarations



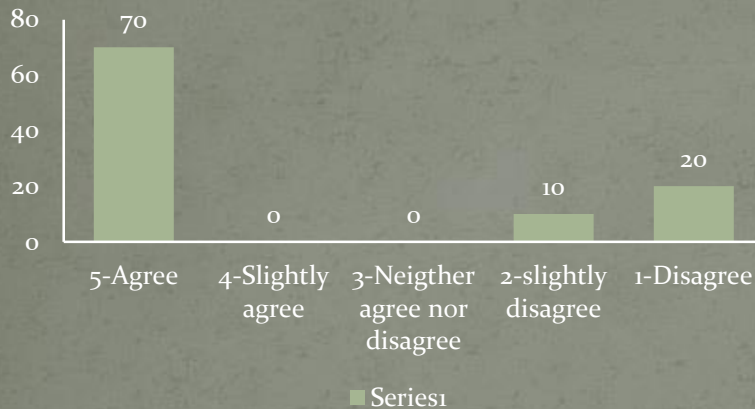
- 40% doctors agreed that Collect patient data for various medical declarations is relevant to their job in emr and 10% neither agree nor disagree and 10% slightly disagreed and rest 40% disagreed.

Give written specific information to patients



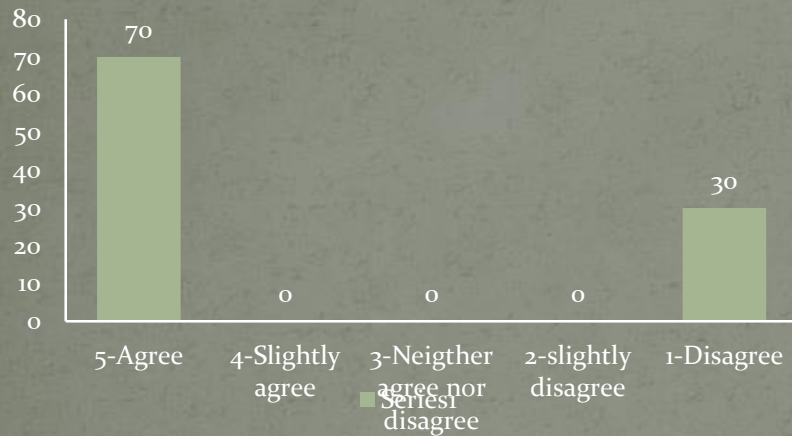
- 70% doctors agreed that Give written specific information to patients is relevant to their job in emr and 10% slightly disagreed and rest 20% disagreed.

Give written general information to patients about the illness



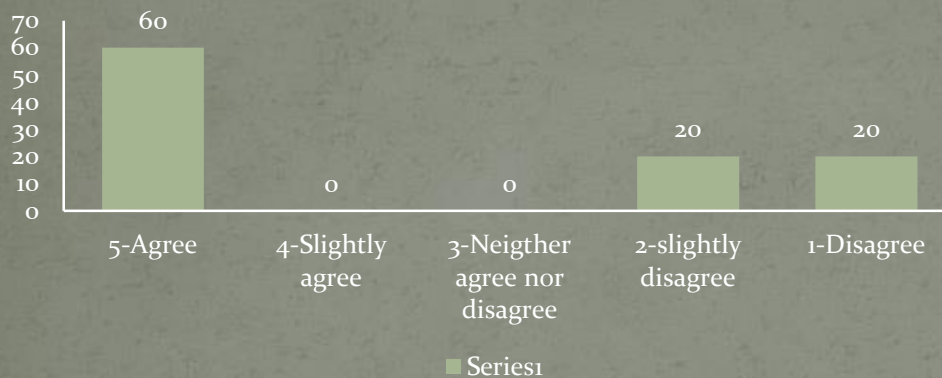
- 70% doctors agreed that Give written specific information to patients about illness is relevant to their job in emr and 10% slightly disagreed and rest 20% disagreed.

Collect patient information for discharge reports



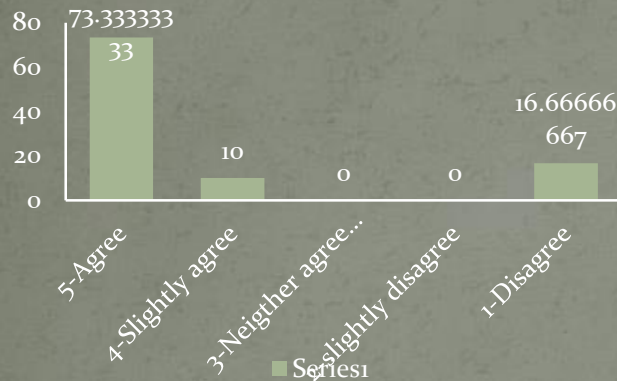
- 70% doctors agreed that Collect patient information for discharge reports is relevant to their job in emr and and rest 30% disagreed.

Check and sign typed dictations



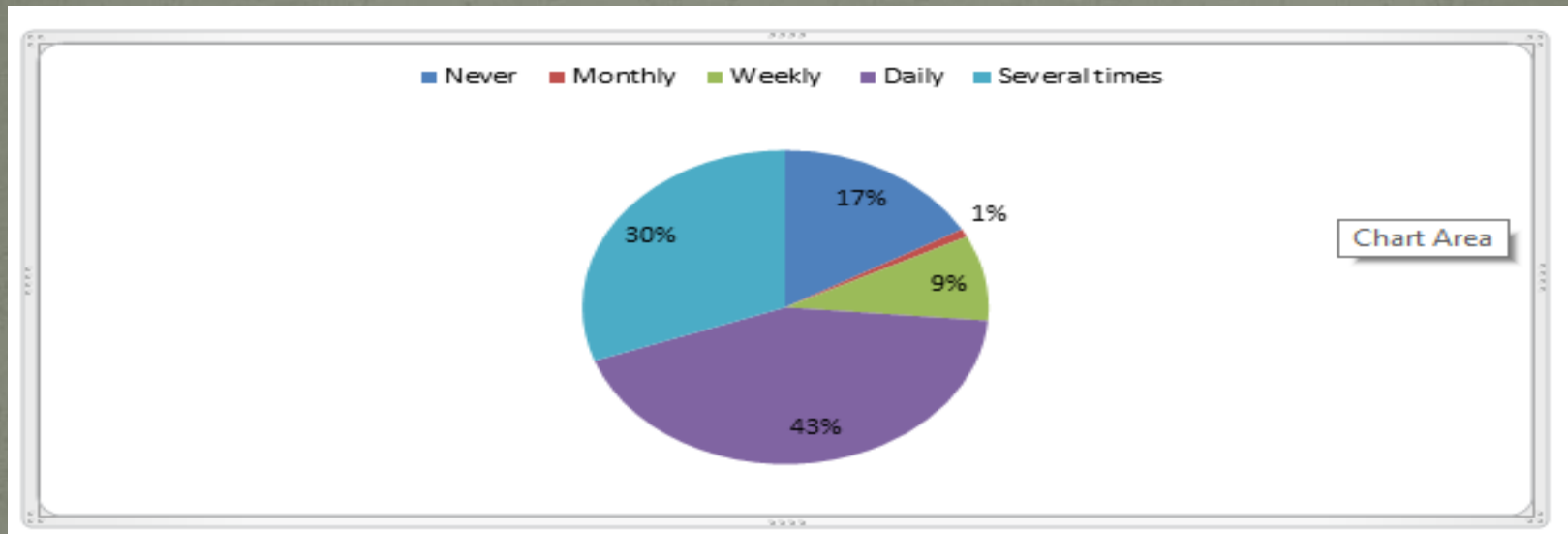
- 60% doctors agreed that Collect patient information for discharge reports is relevant to their job in emr and 20% slightly and rest 30% disagreed.

Register codes for diagnoses or performed procedures



- 73.3% doctors agreed that register codes for diagnoses or performed procedures is relevant to their job in emr and rest 16.6% disagreed.

Compliance of Using EMR



- As is evident from the pie chart, 31% of the staff collects the data several times, that is more often than the other staff. Whereas 17% of the staff never collects the data or the said information. It can be said that it is far more easier to change the attitude of the 31% of the staff from several times to daily with a little motivation and encouragement, as compared to changing the attitude of the 17%, where a much greater effort and innovation or incentive would be required.

Conclusion

Most of the doctors understand and consider that most of the tasks in EMR is their part their work. There is still some scope of change in attitude in some clinical task like Obtain the results from new tests or investigations, Answer questions concerning general medical knowledge, Produce data reviews for specific patient groups Complete sick-leave forms, Collect patient data for various medical declarations, Check and sign typed dictations, so that the new emr can be utilised to the full extent, thus improving the quality of services and patient satisfaction in the long run.”