IIHMR UNIVERSITY

THESIS DEFENCE

Examining The Impact Of Electronic Health Records Healthcare Provider Workload And Job Satisfaction.

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AGENDA

INTRODUCTION

What is EHR?

OBJECTIVE

What the study aims to do?

METHODOLOGY

How was the study conducted?

RESULTS

What was found from the study?

LIMITATIONS

What are the factors that are holding back EHR from developing

RECOMMENDATIONS

What can be done to improve EHR in India?

CONCLUSION

What can interpreted from the study?

ABOUT EHR

Electronic health records (EHR) are a process to manage the patient's information in one place with a unique identity of the patient to which the patient and the hospital will have access to. This unique identity will help doctors to fetch all previous information off the patient's X-ray MRI or any other records, so the patient does not need to carry all his documents every time he visits a physician.

OBJECTIVES

01

OBJECTIVE 01

To assess the changes in healthcare provider workload following the implementation of EHRs

02

OBJECTIVE 02

To explore the factors influencing healthcare provider workload in the context of EHR utilization.

03

OBJECTIVE 03

To investigate the relationship between EHR adoption and healthcare provider job satisfaction.

04

OBJECTIVE 04

To identify the key challenges and benefits associated with EHR implementation in relation to healthcare provider workload and job satisfaction

HISTORY

- ❑ **EHRs came into existence in the early 1960s.**
- ❑ **The Mayo Clinic in the USA developed the first EHR system.**
- ❑ **The Mayo Clinic identified problems with paper-based medical records.**
- ❑ **They saw an opportunity to develop a more innovative system.**

- *Early EMR systems emerged for managing clinical data.*
- *1970s saw development of VA's VistA system still in use today.*
- *1990s with affordable PCs and internet led to web-based EMRs.*

METHODLOGY

This study has employed the use of Qualitative type of research design where in various surveys were done with doctors and other hospital staff to find out whether EHR was seen as a good thing or a terrible thing. A questionnaire was prepared to get basic understanding of what the physicians and nurses thought of the EHR systems. The questionnaire consisted of questions in such a way that insights could be drawn from them as to the objective of weather.

Doctors

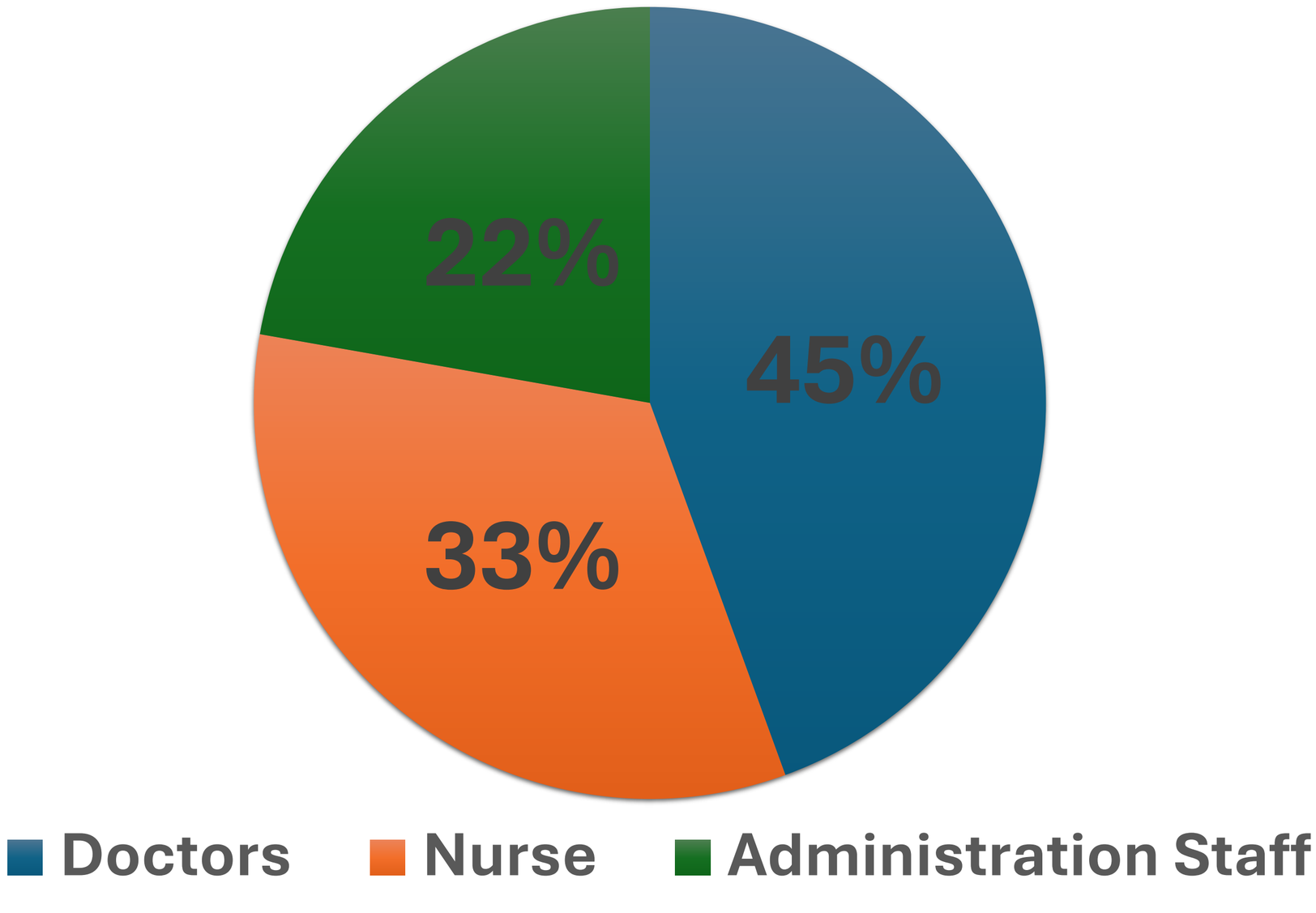
Questions for doctors and Nurses and admin staff.

Nurse/Administration staff

Duration of using EHR systems
•Do you experience any technical issues when performing actions in the system
• Would you recommend EHR Systems to your colleagues and other people in general
Is EHR compatible with your day-to-day requirements
Has it made any meaningful change in your daily routine activities

Has EMR made your activities better or worse
Has EMR made your activities better or worse Do you have to take out time from your normal day to day activities to tend to the EHR systems
What did you love about the earlier system over EHR and what would you change or add or remove from the current EHR system?
Is the system causing customers as Indian crowds are not used to the only want quick solutions to their problems
Has EMR had a meaningful change in your daily activities

STAFF SURVEYED



APPROACH

Research Focus:

- Conduct secondary research to identify hospitals in Jaipur using EHR/EMR systems.

Hospital Selection:

- Shortlist 50 hospitals based on the initial research.
- Approach these hospitals to make appointments for conducting surveys.

Survey Participation:

- Out of the 50 hospitals, 22 hospitals granted permission to conduct surveys.

Survey Design:

- Prepare a well-thought-out questionnaire aimed at analyzing whether EHR systems reduce the workload of doctors, nurses, and other hospital staff, and whether these systems improve job satisfaction.

Data Collection:

- Administer the survey to doctors, nurses, and administrative staff to understand their experiences and challenges.
- Continuously update the survey questions based on responses to ensure comprehensive data collection.

Objective:

- Analyze the impact of EHR systems on the workload and job satisfaction of hospital staff.

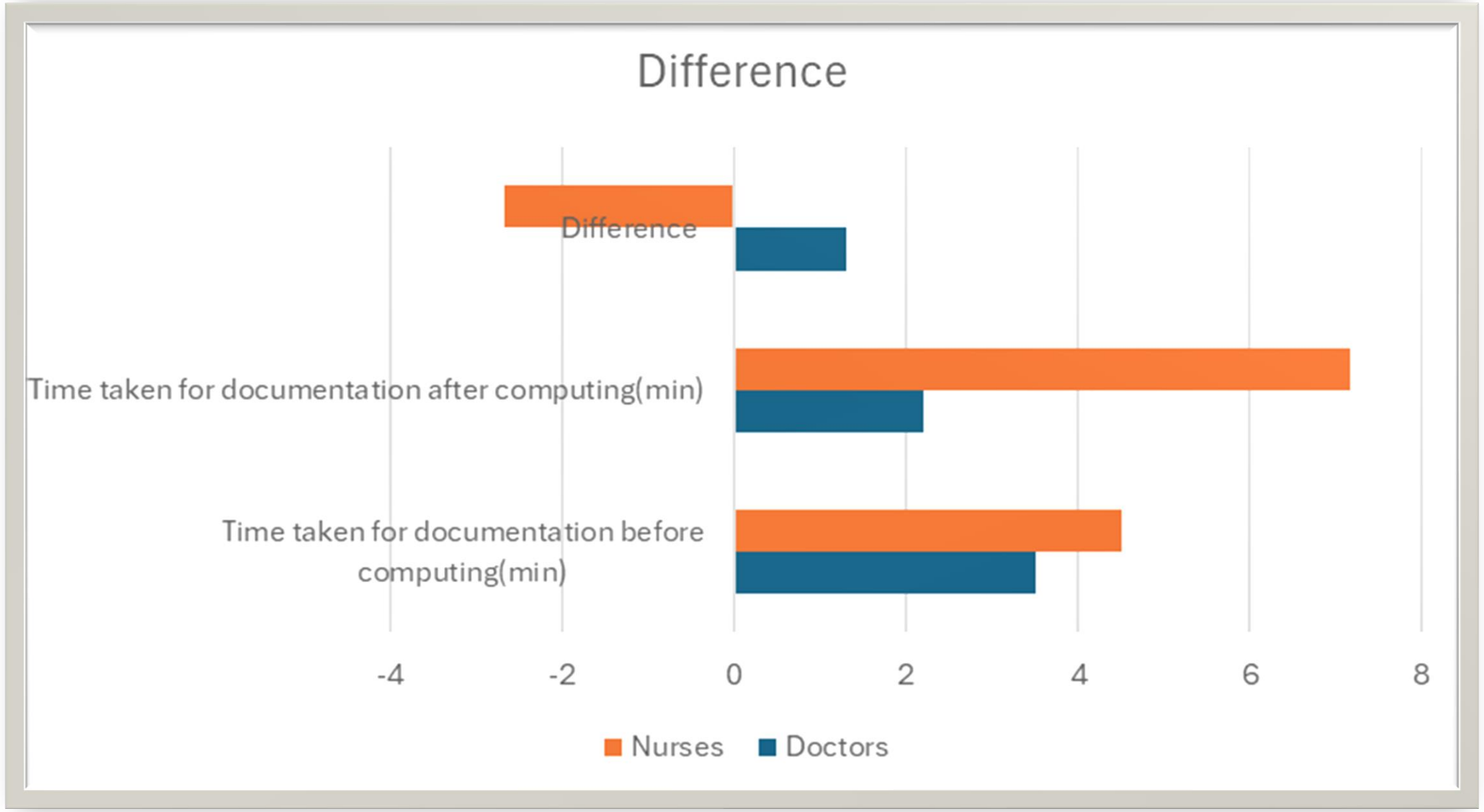
RESULTS

- **Physician Time Saved:**

1. Physicians save an average of 1.3 minutes per patient using EHR.
2. Increased Time for Nurses and Admin Staff:
3. Nurses and administrative staff spend an additional 2.68 minutes per patient with EHR.

- **Overall Impact:**

1. EHR systems increase the total time required to serve a patient.
2. Job Satisfaction:
3. While time efficiency is not the only measure of EHR success, it significantly impacts job satisfaction for healthcare providers.



QUALITATIVE RESULTS

Doctors' Benefits:

•EHR systems decrease doctors' workload and increase job satisfaction.

Hospital Profits:

•Reduced costs of raw materials and storage outweigh the costs of software and staff training.

Time Efficiency:

•EHR systems take time to enter patient details but save time for repeat patients, although they are few.

Accounts Department:

•The department benefits from EHR systems by meeting budget targets and earning incentives.

Increased Stress:

•Hospital staff report increased stress due to higher workloads, leading to suboptimal work results.

Innovative Ideas:

•Staff suggested improvements like patient self-entry data software to save time.

Shortcomings:

•Increased nursing workload leads to delays, inaccuracies, and concerns about efficiency.

Overtime Work:

•Nursing and administrative staff work overtime, increasing their workload and decreasing job satisfaction

LIMITATIONS

- This study was done with referencing papers from 1997 to 2012, so the data may be outdated, but compared to the data in the old papers and what we found in observations was that much different.

- The old papers hinted at technology growing at fast speed, but there have not been any major changes in the field of EHR.

- As the hospital is completely dependent on the system, there are certain times when the system is down which leads to chaos of the highest order in the hospital.

- When the server is down, as the hospitals are completely dependent on the software, the hospitals come to a stand still and lead to chaos This study also has a few drawbacks like this study was performed in a confined geographical area thus limiting our observations to only that region.

- All hospitals have their own software in which they store data, so this means that patient must fill in the same data every time he visits a different hospital, and that doctor would not have access to the previous data of the patient from different hospital. There is a need for unified software system that could run across entirety of INDIA

CONCLUSION

- **Overall Impact**:
- EHR systems have an overall negative impact, increasing workload and decreasing job satisfaction.
- **Progress of EHR Systems**:
- EHRs have evolved and are now widely implemented in hospitals.
- **Increased Patient Time**:
- Patient time in hospitals has increased due to EHRs, contrary to expectations.
- **Focus on Software**:
- Hospitals prioritize EHR software at the expense of employee well-being.
- No plans to address increasing workloads and decreasing job satisfaction among healthcare providers.
- **Physician Benefits**:
- EHRs help avoid errors due to inaccurate reporting and improve physicians' work by providing complete patient histories.
- Physicians report decreased workload and increased job satisfaction, leading to better treatment accuracy and higher hospital approval ratings.
- **Challenges for Nurses and Admin Staff**:
- Nurses and administrative staff experience decreased job satisfaction and increased workloads.
- Staff often work extra hours to maintain and update EHR systems.
- System downtimes cause significant chaos in hospitals.
- **Conclusion**:
- The overall impact of EHRs is negative, with contrasting views between doctors (positive) and nurses/admin staff (negative)