
SYNOPSIS

Dissertation Topic: “Examining the Impact of Electronic Health Records on Healthcare Provider Workload and Job Satisfaction”

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Abstract:

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. This becomes very convenient for both the patient and the doctor. This also reduces the time hospital administration needs to recover any past document of the patients. The study objective of this research paper was to understand whether electronic health records help doctors and hospital staff to decrease their workload and increase their job satisfaction.

Introduction:

EHRs are becoming more prevalent in healthcare settings, yet they may be detrimental to the workload and job satisfaction of healthcare providers. Some studies suggest that the use of EHR increases the amount of time that is spent by the hospital staff to document all things rather than on the patients. According to qualitative findings, it would be found that approx. 10 mins increase per patient is observed in the overall process with EHR. Combining this problem with technical problems increases the amount of process time and workload on the healthcare providers. The conclusion that can be derived from this research paper is that even though EHR are useful tool with many positive aspects to it and also a must in the ever-growing population, it has a downside on the workload and job satisfaction of the healthcare providers, which will, in turn, result in improper healthcare treatment to the patients.

Literature Review

The overall status of EHR systems and the effects of using them are topics of growing interest to researchers. A recent study, conducted in 2006 by the Healthcare Financial Management Association (HFMA), surveyed senior healthcare finance executives at hospitals and health systems of many sizes and regions. The purpose was to identify how healthcare financial executives view the

barriers to EHR adoption and the actions the government can take to encourage adoption. Based on the 176 responses, the functions in which the greatest number of hospitals reported considerable progress were order entry (38 percent), results management (27 percent), and electronic health information/data capture (23 percent). The most significant barriers were lack of national information standards and code sets (62 percent), lack of available funding (59percent), concern about physicians (51 percent), and lack of interoperability (50percent).

Aim And Objective:

Aim: The aim of this study is to examine the impact of electronic health records (EHRs) on healthcare provider workload and job satisfaction.

Objectives:

- To assess the changes in healthcare provider workload following the implementation of EHRs.
- To explore the factors influencing healthcare provider workload in the context of EHR utilization.
- To investigate the relationship between EHR adoption and healthcare provider job satisfaction.
- To identify the key challenges and benefits associated with EHR implementation in relation to healthcare provider workload and job satisfaction.
- To provide recommendations for optimizing EHR systems to mitigate workload challenges and enhance job satisfaction among healthcare providers.

Research Methodology:

1. Research Design:

- This study has employed the use of Qualitative type of research design wherein various surveys were done with doctors and other hospital staff to find out whether EHR was seen as a good thing or 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. Separate questionnaires were drawn up for doctors and hospital administration staff. The questionnaire for doctors included questions such as–
 - 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? The questionnaire for administration staff included the following questions–
 - 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?
 - Do you have to work extra hours to keep the system updated?
 - Has EMR had a meaningful change in your daily activities.
 - 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 this and only want quick solutions to their problems?

Research Objective:

- i. To assess the changes in healthcare provider workload following the implementation of EHRs
- ii. To explore the factors influencing healthcare provider workload in the context of EHR.
- iii. To investigate the relationship between EHR adoption and healthcare provider job satisfaction.
- iv. To identify the key challenges and benefits associated with EHR implementation in relation to healthcare provider workload and job satisfaction.

Conclusion:

The overall conclusion can be summed up as– The Impact of Electronic Health Records on Healthcare Provider Workload and Job Satisfaction has an overall negative impact. It has increased the workload and decreased job satisfaction. From the above studies it can be considered that EHR systems have come a long way from what they used to be. EHR's are now growing rapidly and now are available in every hospital in the form of some or the other software. The duration of each patient spending time in the hospital has increased, which the software should have reduced. Hospitals are heavily focusing on this software but at the cost of their employees. Hospital administration does not seem to have any plans to combat the increasing workload and decreasing job satisfaction of the healthcare providers.

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