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STUDY ON EHR ADOPTION AMONG DOCTORS OF BRAHMANANDA NARAYANA HEALTH

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ABOUT THE ORGANISATION:

Brahmananda Narayana is a 150 bedded hospital in the city of Jamshedpur focusing on providing quality and efficient healthcare especially to underprivileged who form the majority of the local population with regards to cardiology, neurology, nephrology and general surgery.

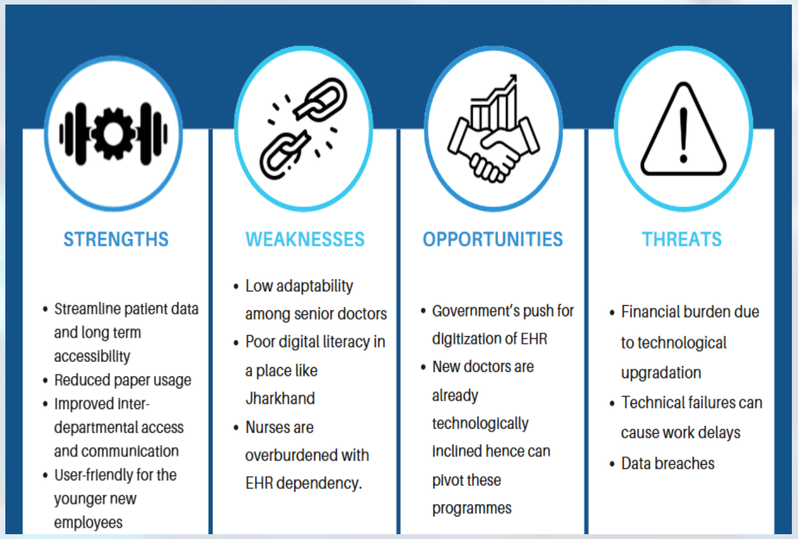
VISION: To provide world-class quality healthcare services with compassion and care on a large scale at a affordable cost.
MISSION: I-CARE which denotes Innovation and Efficiency, Compassionate care, Accountability, Respect for all and Excellence as a culture.

OBJECTIVES :

- To analyze the electronic health record uses by doctors
- To understand the issues faced by medical personnel while using digital platform

Electronic Health Records (EHR):

EHR are digitized version of the patient charts that are made whenever a patient is admitted to any hospital with an added benefit such as instant sharing and easy access of the data . It also a much more promising way for record keeping as compared to the traditional pen paper mode. This includes any kind of medical data that a person has and hence store your entire medical history on a single click

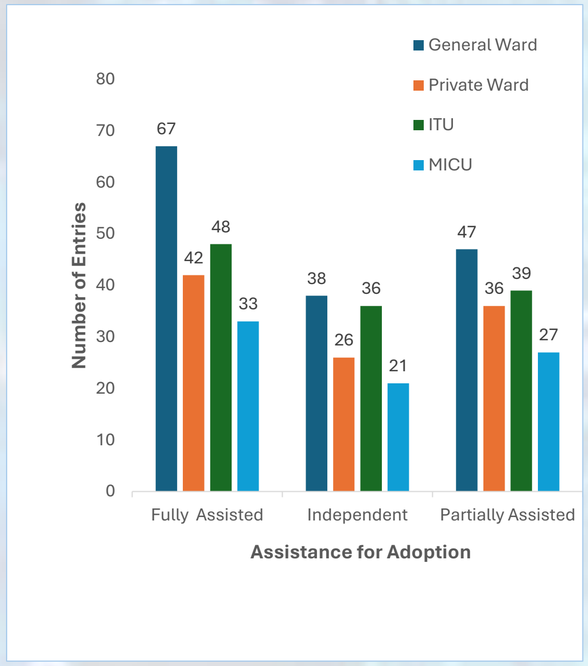


METHODOLOGY:

- **Study setting:** In IPD wards as well as OPD department of Brahmananda Narayana Health
- **Study design**: observational and descriptive
- **Sample** :43 doctors in total on every ward of the hospital and 12 consultants
- **Data collection**: Primary data through observation and secondary data through AATHMA
- **Data analysis**: Adoption rates with and without assistance. Repeated use of the programme with specific to the wards

ANALYSIS:

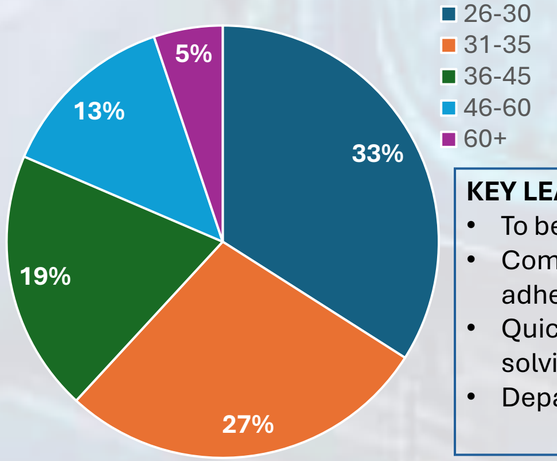
- Adoption rates of EHR were higher in presence of assistance to help them but dropped as soon as the doctors were left for their own means
- Partial assistance did force the doctors to increase their engagement but still not as higher as the initial surge
- Initial hike in adoption shows that presence of admin staff and assistance thus increases adherence in doctors



AGE RANGE	NUMBER OF DOCTORS
26-30	12
31-15	8
36-45	7
46-60	5
60+	2

- Out of the 43 doctors that were part of the study 36 turned out to be repeated users for the EHR platform
- Among these repeated users the number of young doctors (interns, residents etc) showed higher numbers in repeated usage
- The numbers decreased with respect to increase in age range

AGE-WISE DISTRIBUTION OF REPEATED USERS OF EHR



MAJOR REASONS FOR LOWER ADOPTION IN DOCTORS:

- The doctors only gave importance to EHR under administration influence
- Ego clashes due traditional roles of nurses to carry out indent of medicines
- Digitization meant stricter rules to follow in case of compliance which was a little liberal in pen paper mode
- Lack of interest due to increase in screen time
- Typing was a hassle for the doctors

FINDINGS :

- Senior doctors exhibited resistance to adopting the new system ,rigidity towards the technological aspect observed
- The doctors have a strong preference for traditional pen and paper method for EHR
- The hospital currently has limited technological infrastructure and tools which slowed down the process of EHR integration
- Heavy dependency on nursing staff for data entry and EHR management thus low engagement from doctor's side
- Lack of authority over the senior doctors was observed

CHALLENGES:

- Language barriers as the population comprised of three languages majorly spoken in the local community
- Difficulty in communication with doctors due to busy schedule
- Advocating for prioritisation of EHR over other responsibilities of a doctor was difficult

SUGGESTIONS:

- More administrative control over doctors
- Training programmes to make them aware of the importance of EHR and its compliance
- Strict actions in case of non compliance
- Upgradation of systems , tablets ,soft wares etc to encourage more adaptibility
- Monitoring systems to check on adoption

KEY LEARNINGS:

- To be able to optimize available resources
- Communication with healthcare personnel to be able to drive adherence in them
- Quick assessment and solution driven approach of problem solving
- Departmental inter workings in a multi speciality hospital