

Better Care Health EMR Satisfaction and Efficiency



Introduction

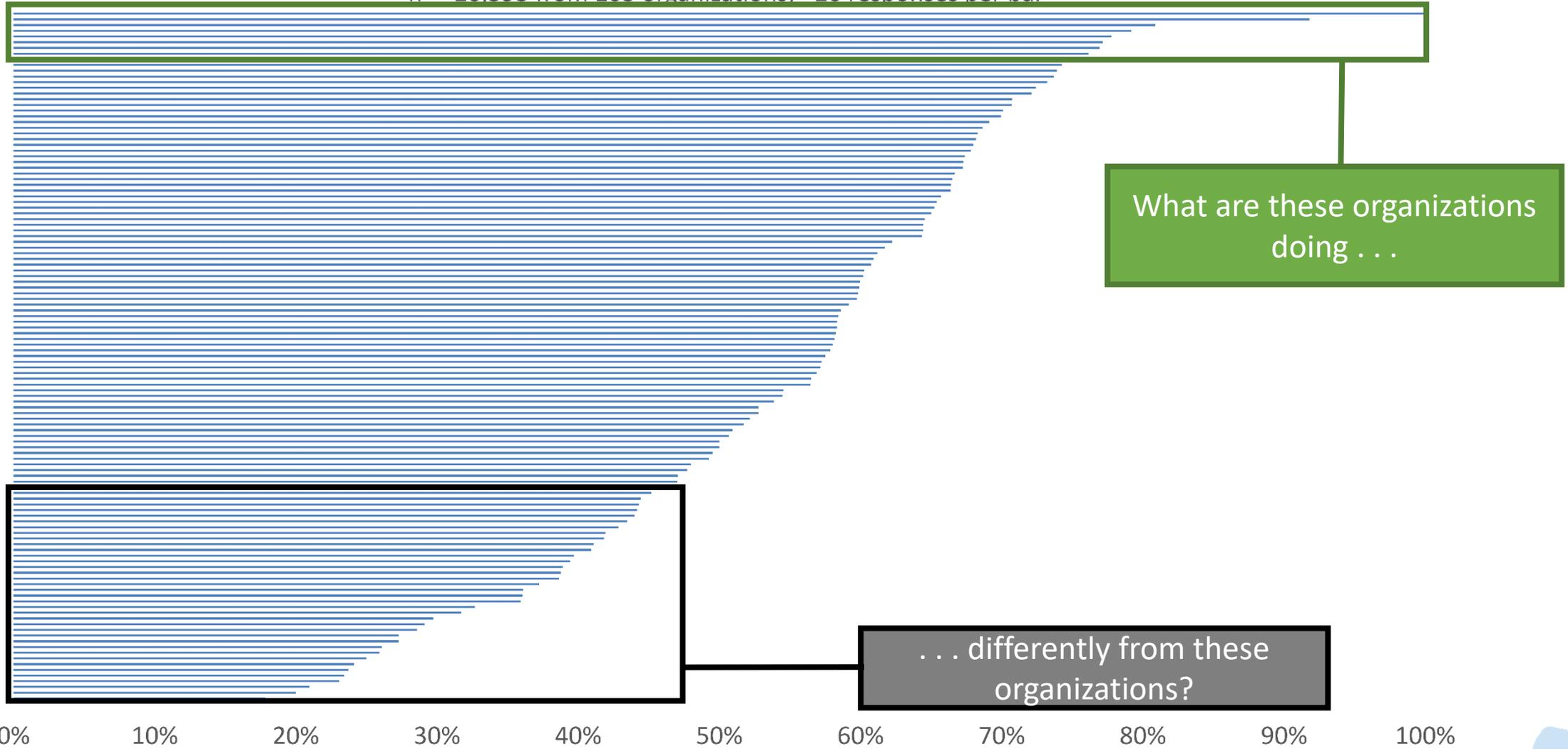
Better Care Health Example Presentation

- These slides include data from an actual organization that participated in the Arch Collaborative, but names have been changed to preserve anonymity.
- KLAS builds a custom presentation for each organization participating in the Collaborative, with a number of standard slides.
- The data from a number of the key findings/overall Collaborative trends have been grayed out for the purpose of this example, but are of course included for participating organizations.

What Can We Learn from Variation?

Percent of Clinicians Who Agree or Strongly Agree that EMR Enables Quality Care

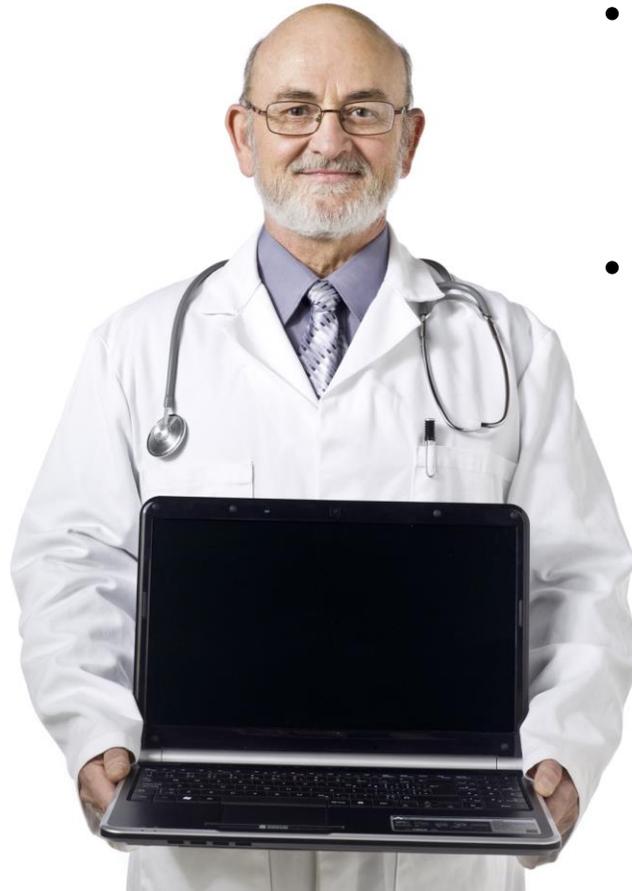
n = 20,593 from 103 organizations; >20 responses per bar



High-Performing Organizations Focus on *the Humans Using the EMR*

High-performing organizations report

- Optimism that they can make users successful—even seeking out the least successful clinicians
- Constant focus on trust with clinician users
- Strong focus on helping users figure out how to effectively learn and use the EMR
- Surprise that their clinicians report above-average satisfaction; “There is so much more we should and could be doing!”



Less-satisfied organizations report

- A strong focus on new technologies that can solve EMR satisfaction challenges (hoping for a technology solution)
- A feeling of acceptance that EMR satisfaction is not possible

Stirring Deep Emotions

The Emotions of Deeply Frustrated EMR Users

“The profound disruption caused by the introduction of this terrible EMR cannot be overestimated. It is the signature disaster of my career in medicine.”

“If there has ever been a day at the mercy of EMR in medicine.”

“I have stopped asking for help because the people teaching me are the ones who are frustrated.”

“I think we have to decide if healthcare is going to be patient driven or top down. I think the top down wins out.”

“It is like finding a needle in a haystack.”

“It is a barrier to patient care.”

“Until I can really use this tool and set it up for my workflow, using it will be like running in someone else's shoes that are tied together.”

Three Common Negative EMR Emotions:

Stupidity: I only know the bare minimum to do my job. I know this EMR can do a lot more, but I don't know how to get there.

Discomfort: Using this EMR feels like a one-size-fits-all shirt—its generic workflows do not meet my specific needs.

Hopelessness: When I work with my IT department, they tell me no and act like I am just “another angry physician.”

Keys to EMR Success

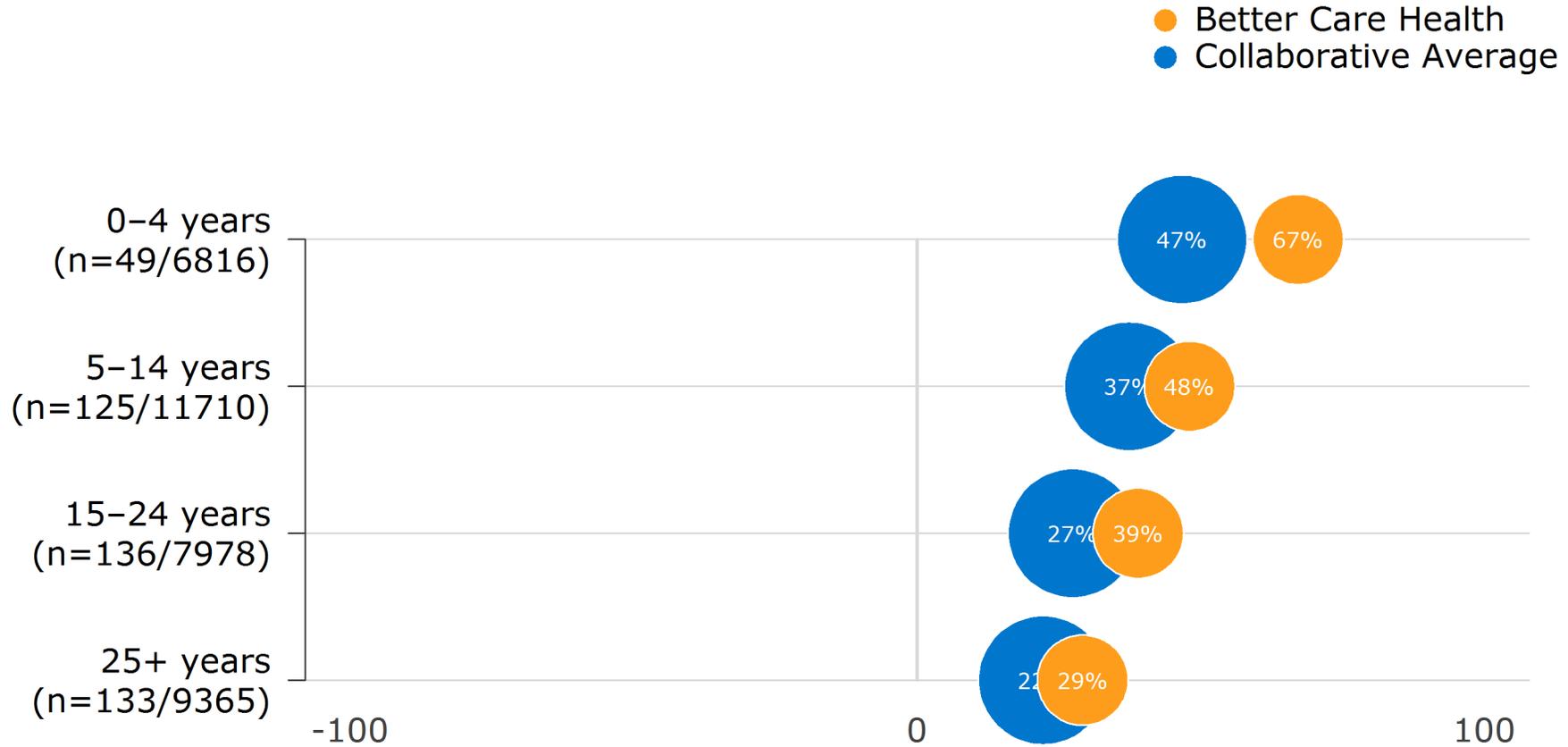
- **Mastery (Training):** Physicians and clinicians are masters of their craft but not of their technology tools. Successful organizations know the following:
 - Time matters: Newly hired physicians need more than six hours of initial training.
 - Quality matters: Teachers need to be able to really teach. They should know and be able to speak to the clinical workflows of the people they are educating.
 - Training users on how to get data *out* of the EMR matters as much as or more than training them on how to get data *into* the EMR.
- **Comfort (Personalization):** Clinicians' level of EMR personalization is the best predictor of organizational clinician EMR satisfaction, and personalizations that help users get data out of the EMR help the most.
- **Hope (Dynamically Structured Governance):** Successful organizations structure their governance so that they can hear a broader voice but still allow small or critical optimizations to move quickly.

Built on the foundation of teamwork and trust

Quick Review: Key Trends

Benchmarked Net EMR Experience—By Years Practicing Medicine

All clinicians

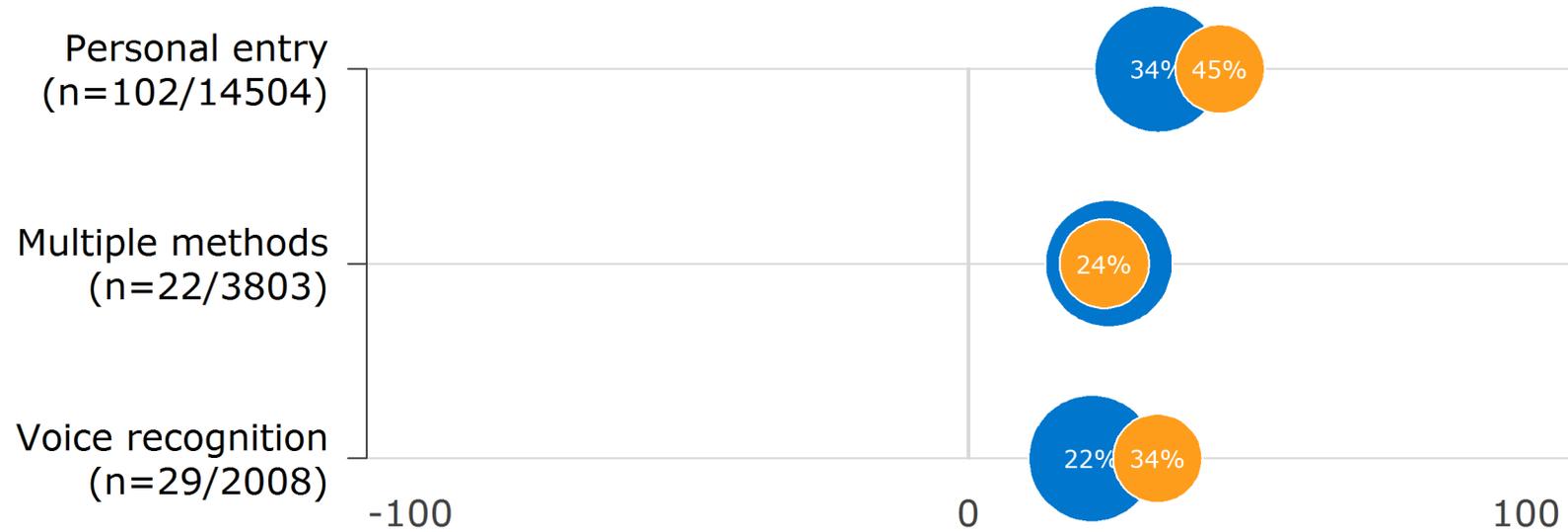


Younger users drive the high satisfaction for Better Care Health. How can BCH reach out to older users?

Benchmarked Net EMR Experience—By Documentation Method

All clinicians

- Better Care Health
- Collaborative Average



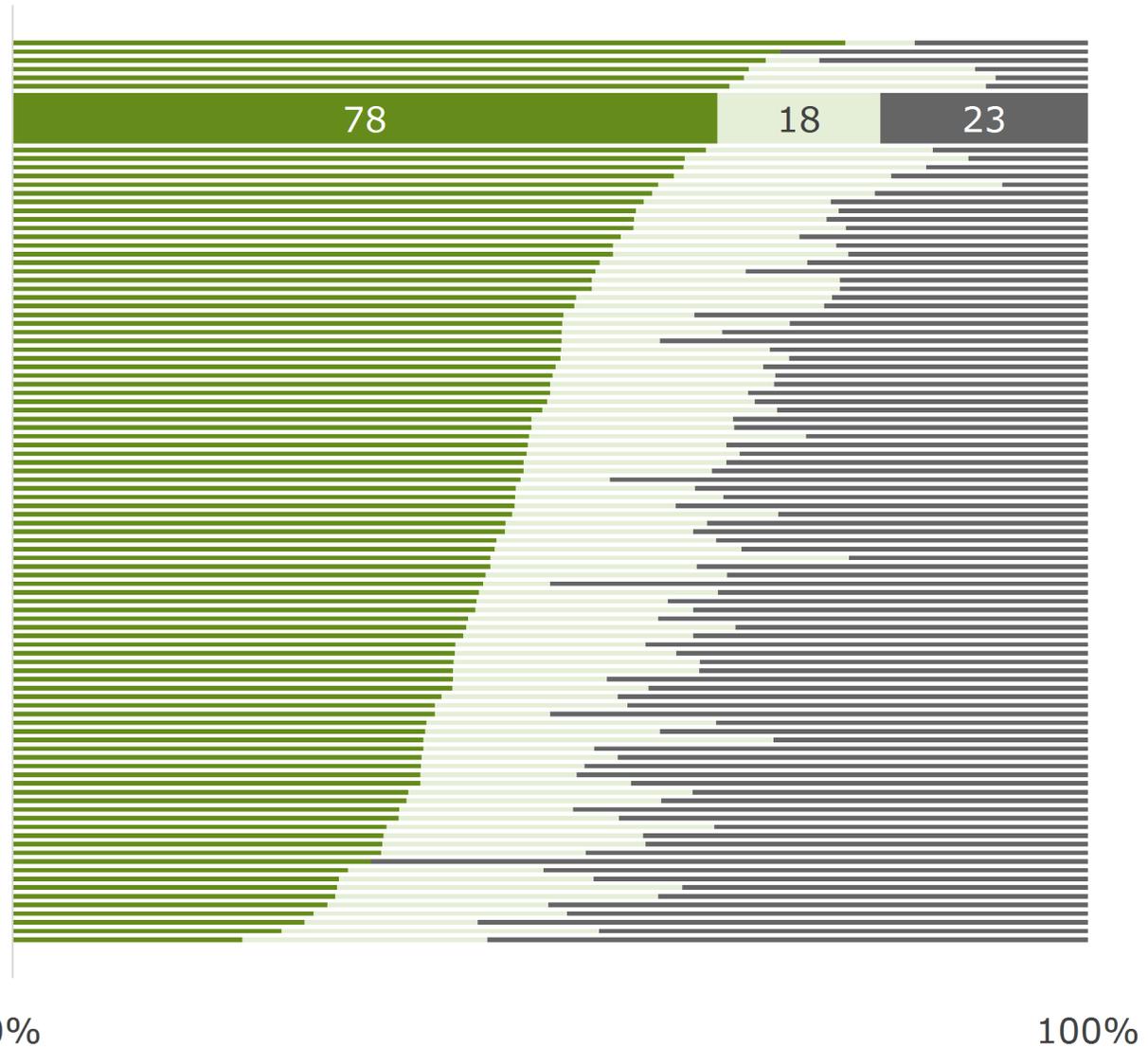
Documentation method has little impact on satisfaction. Voice recognition appears to not be significantly helping.

Self-Reported Ambulatory Charting Efficiency

All clinicians. Efficiency level based on % of clinic charting completed during/immediately after patient encounter. (n=22,316)

- High efficiency
- Medium efficiency
- Low efficiency

Better Care Health



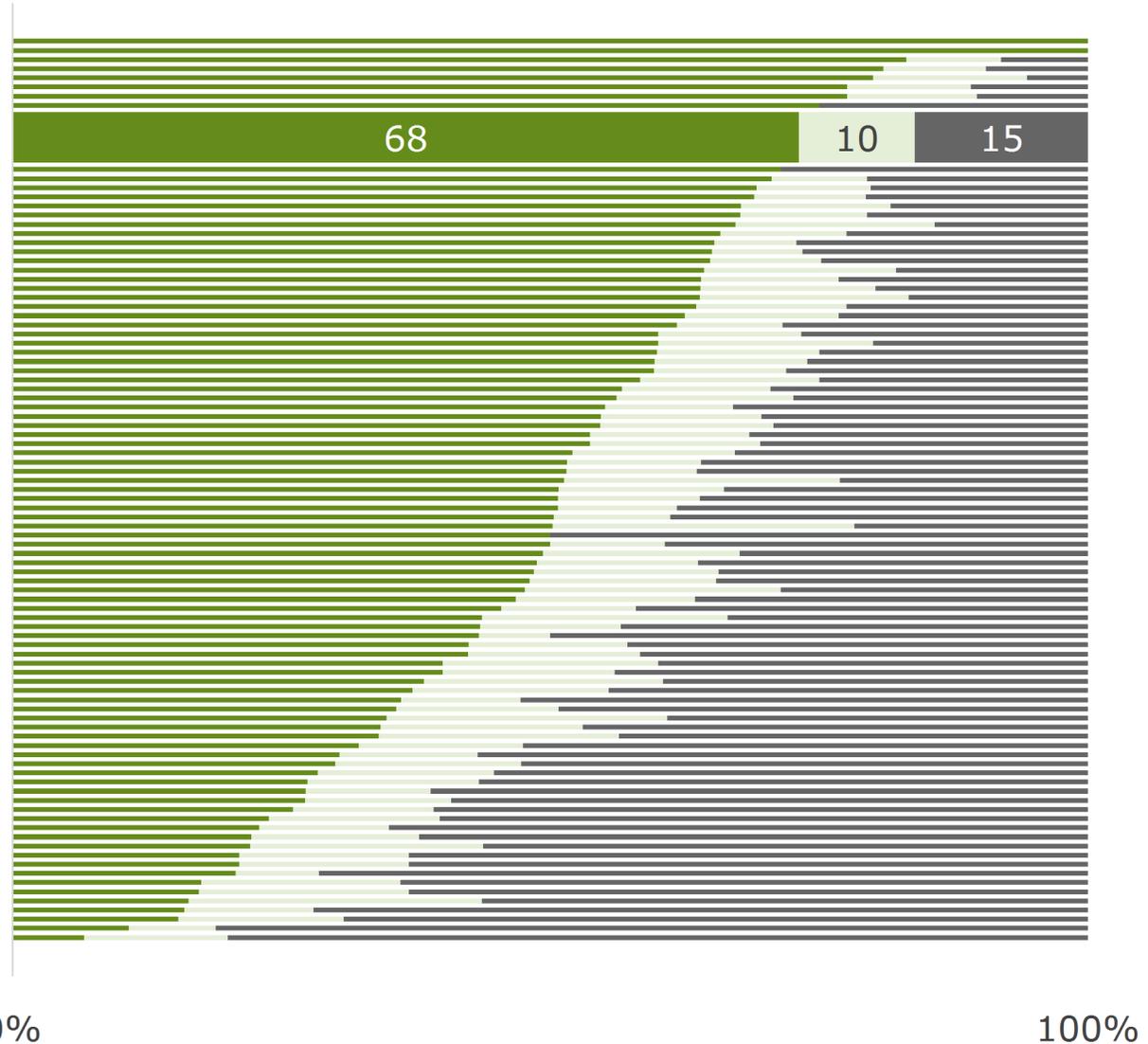
BCH clinicians report very high efficiency/chart closure rates.

Self-Reported Inpatient Charting Efficiency

All clinicians. Efficiency level based on % of inpatient charting completed during/immediately after inpatient rounds. (n=15,323)

- High efficiency
- Medium efficiency
- Low efficiency

Better Care Health



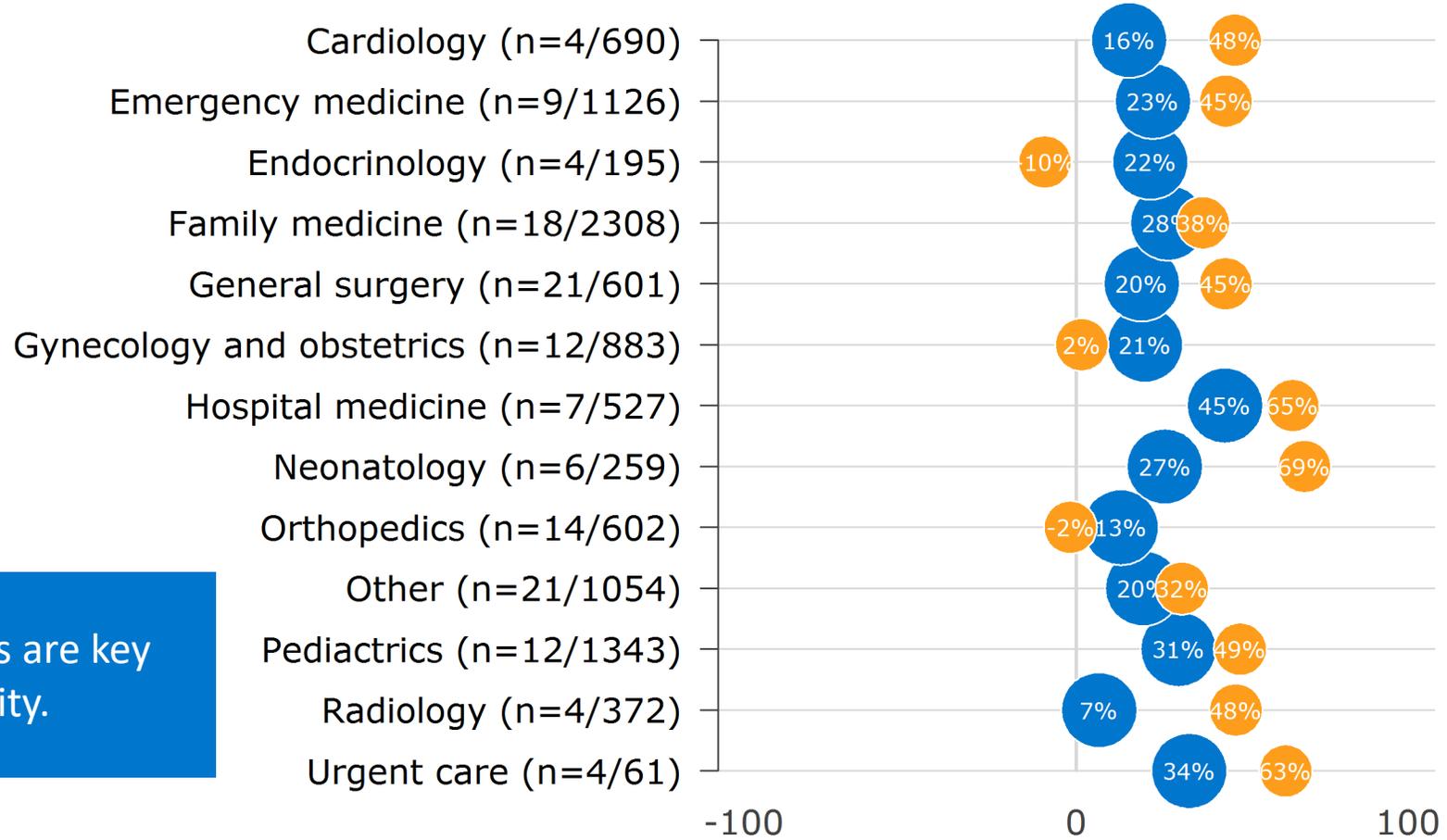
BCH clinicians report very high efficiency/chart closure rates.

KLAS has found these rates to be significantly correlated to reduced central line infections ($p < .01$)

Benchmarked Net EMR Experience—By Specialty

Physicians and advanced practice clinicians only

● Better Care Health
● Collaborative Average



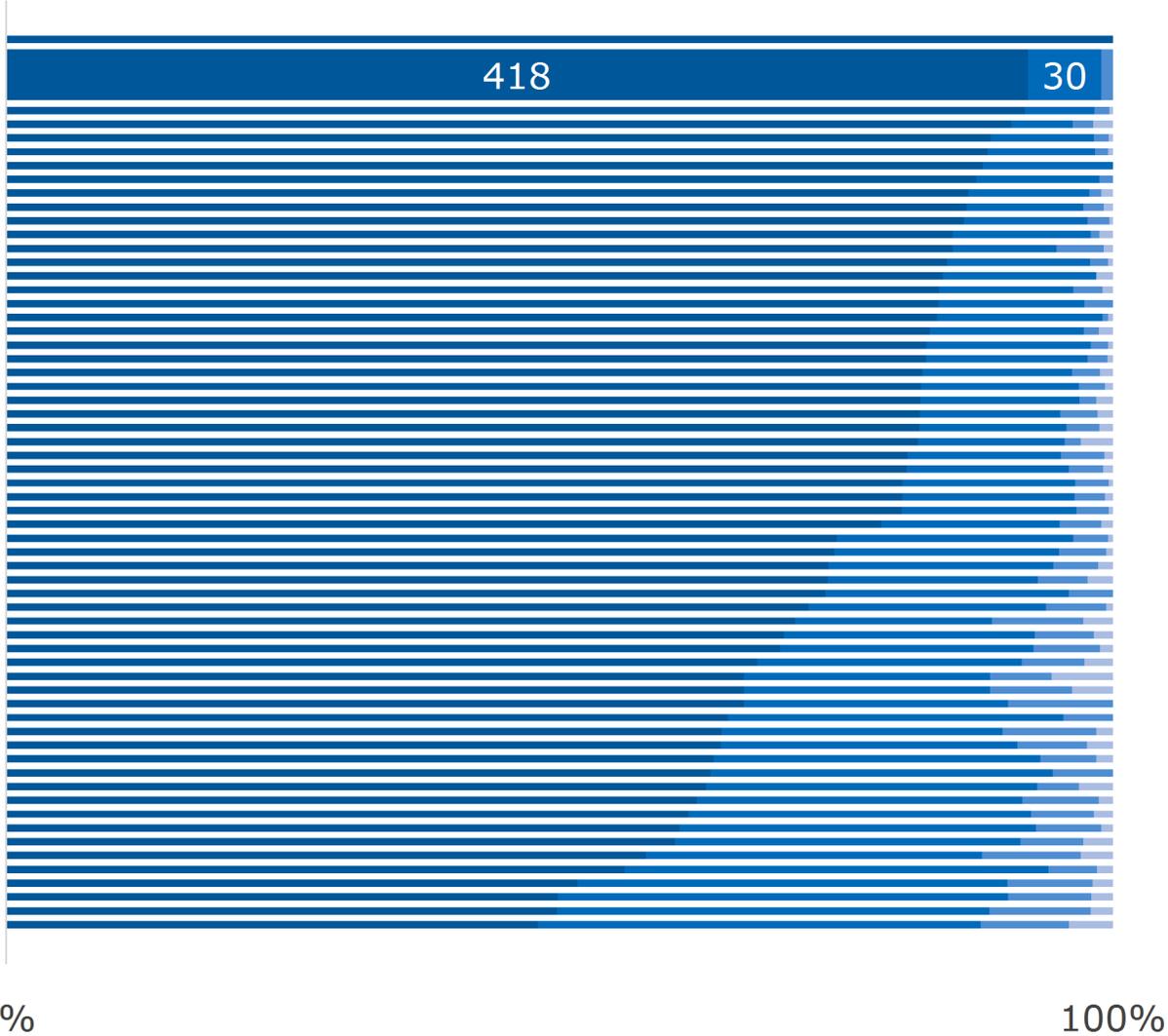
OBGYN and Orthopedics are key areas of opportunity.

Hours Spent Charting Outside Normal Shift Hours

All clinicians (n=23,069)

- 0-5 hours per week
- 6-15 hours per week
- 16-25 hours per week
- 25+ hours per week

Better Care Health

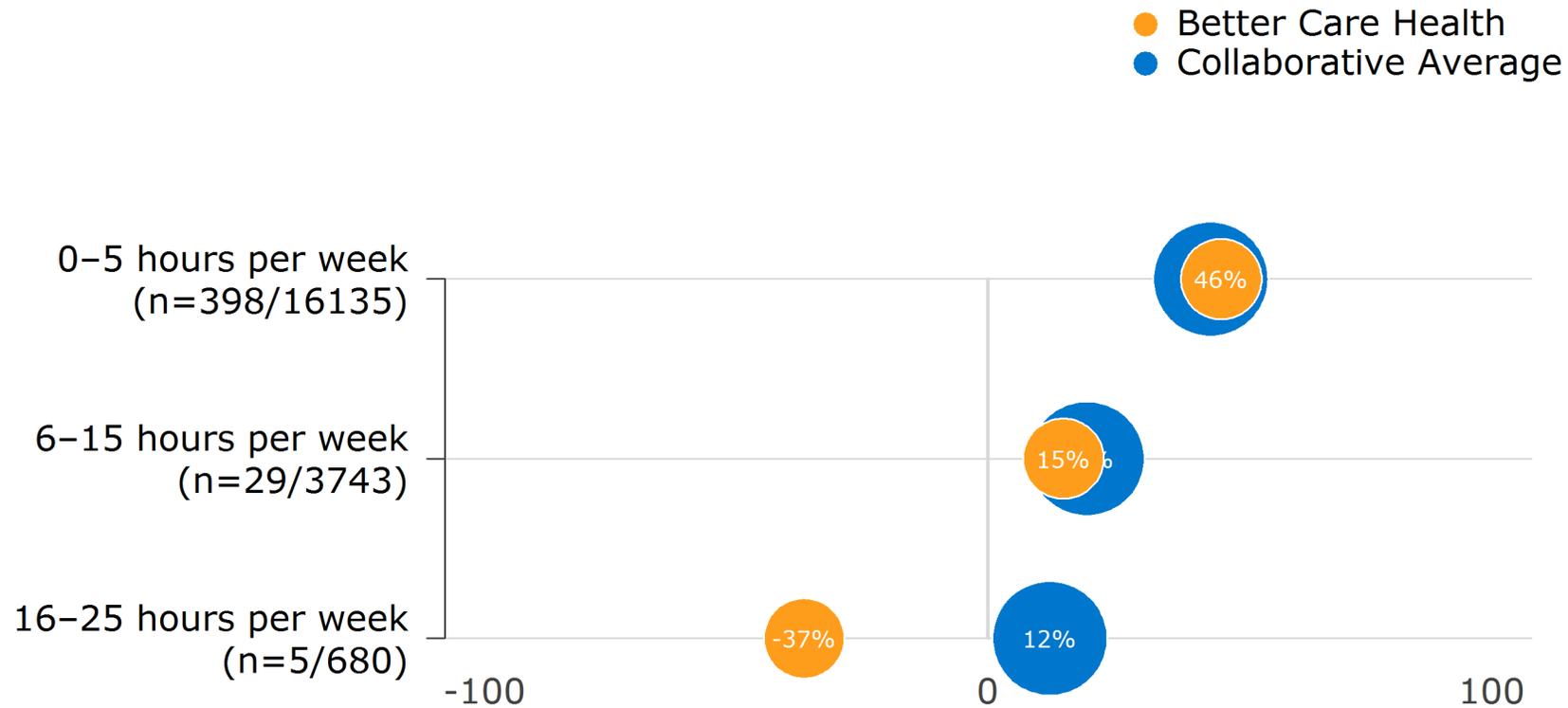


BCH clinicians report very low rates of after-hours charting.



Benchmarked Net EMR Experience—By Hours Spent Charting Outside Normal Shift Hours

All clinicians



The few clinicians with high after-hours charting report significantly lower satisfaction.

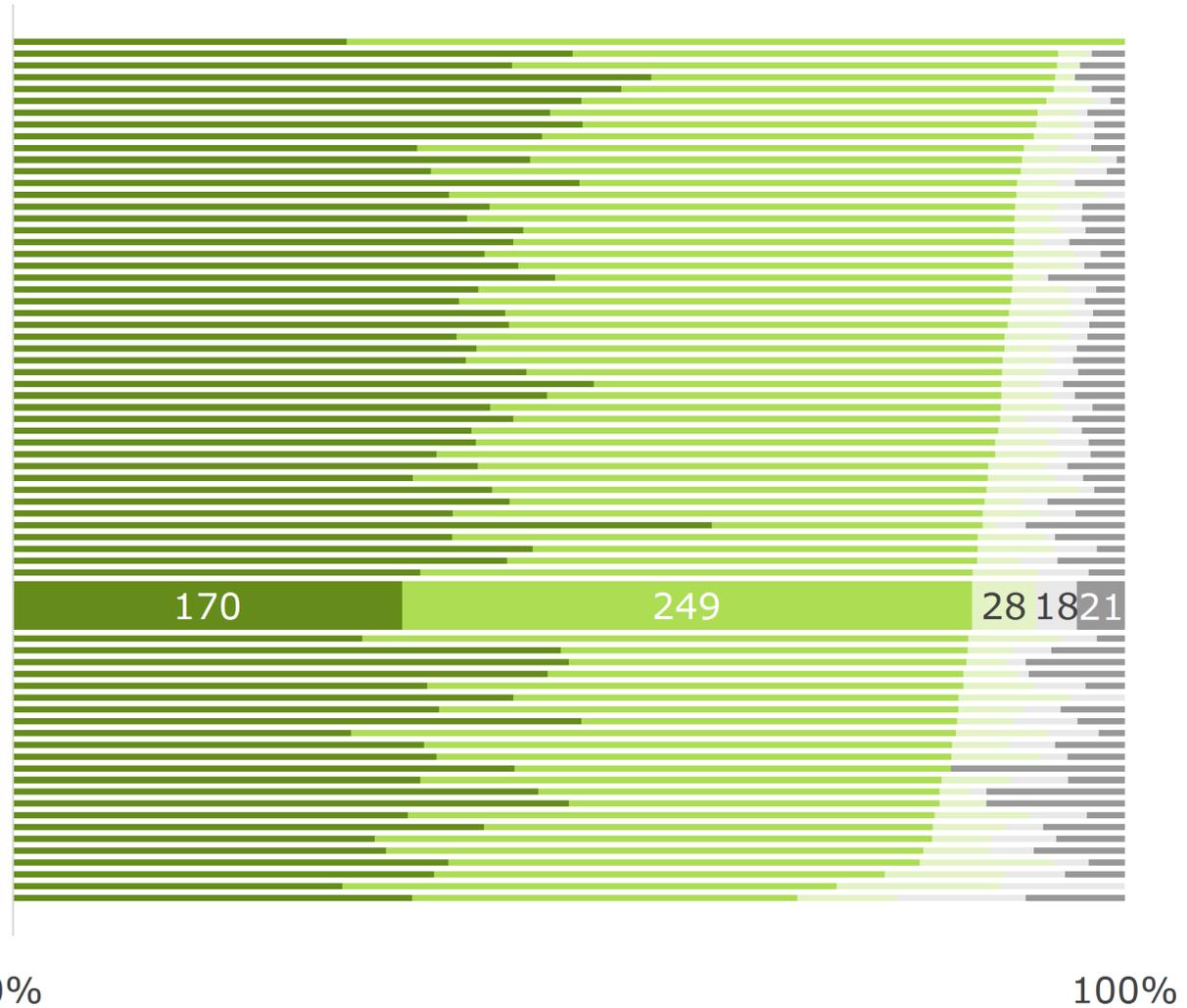
Agreement That Work Is Fulfilling

All clinicians (n=30,252)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health clinicians report below-average fulfillment in their work.

Better Care Health



Opportunity Analysis

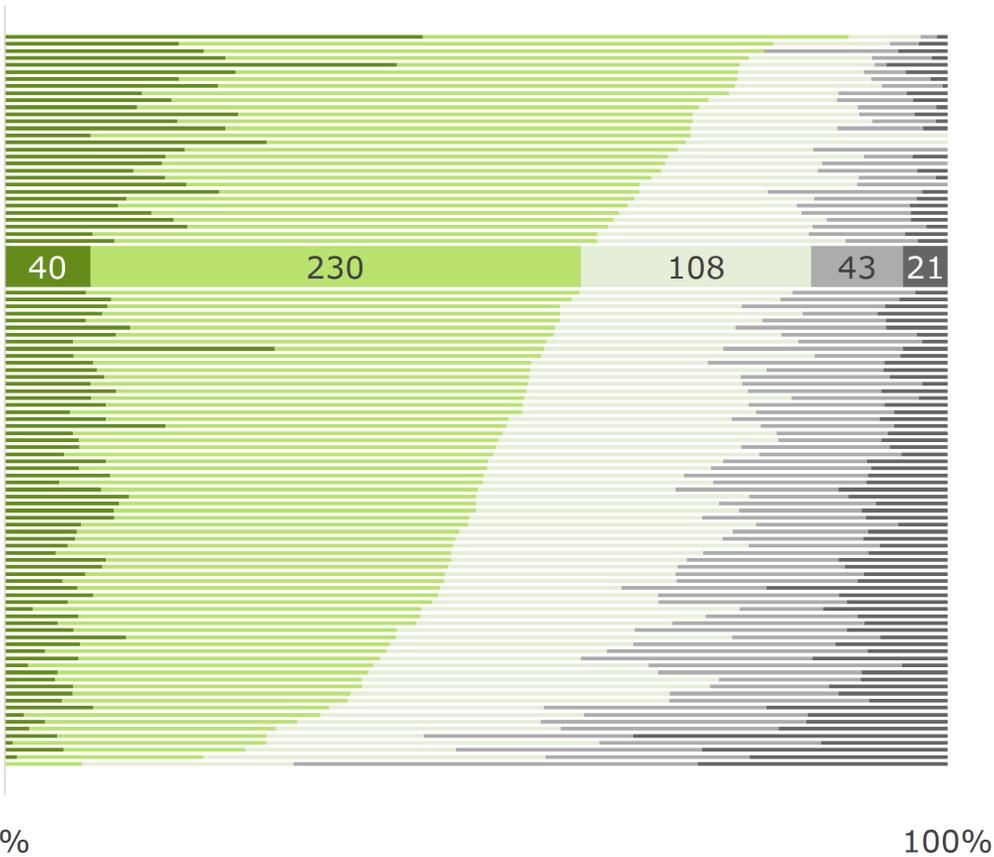
The Foundation: Strong with Opportunities for Improvement

Agreement That Organization Leadership/IT Has Implemented and Supports EMR Well

All clinicians (n=35,162)

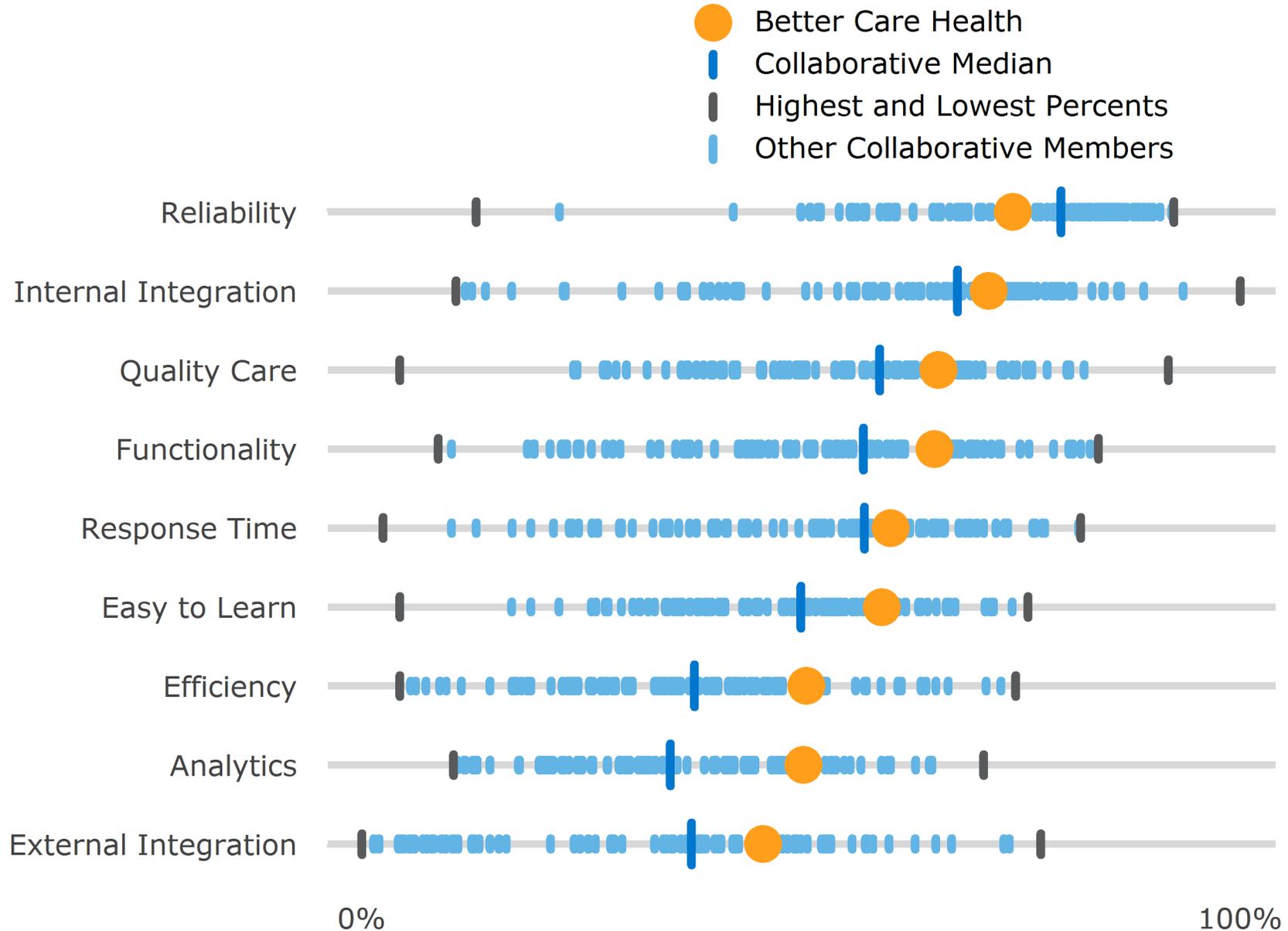
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health



EMR Satisfaction Comparison

All clinicians. Percent of respondents reporting satisfaction.



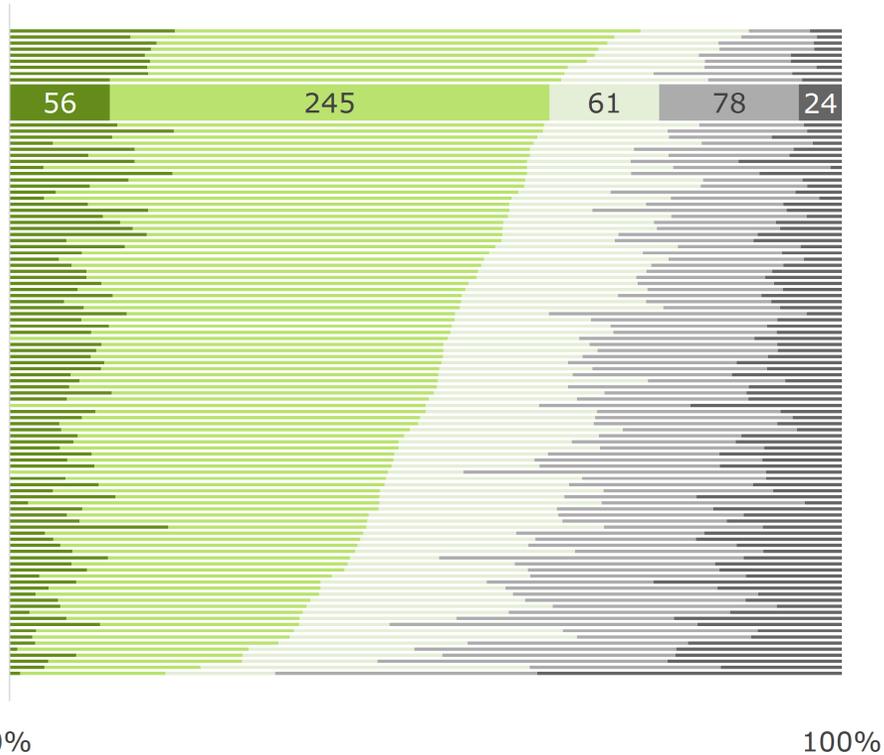
Education Quality: Very Strong

Agreement That Initial EMR Training/Education Provided Strong Preparation

All clinicians (n=39,840)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

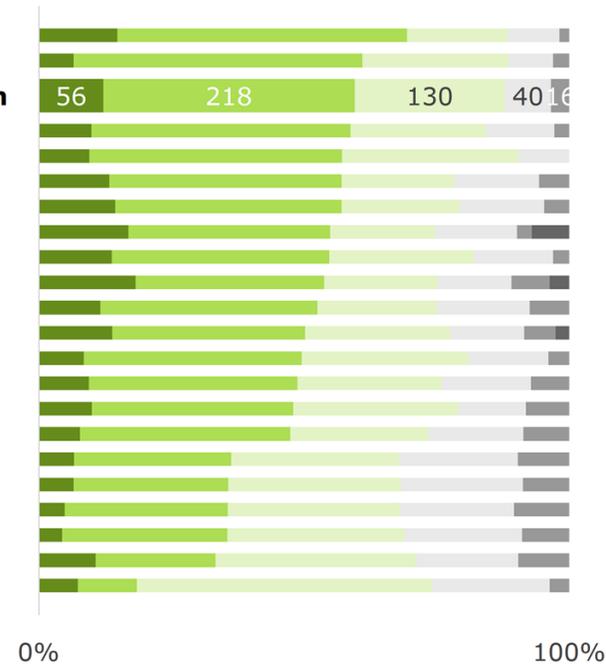


Agreement That Ongoing Training/Education Is Sufficient

All clinicians (n=12,890)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree
- I have not received training

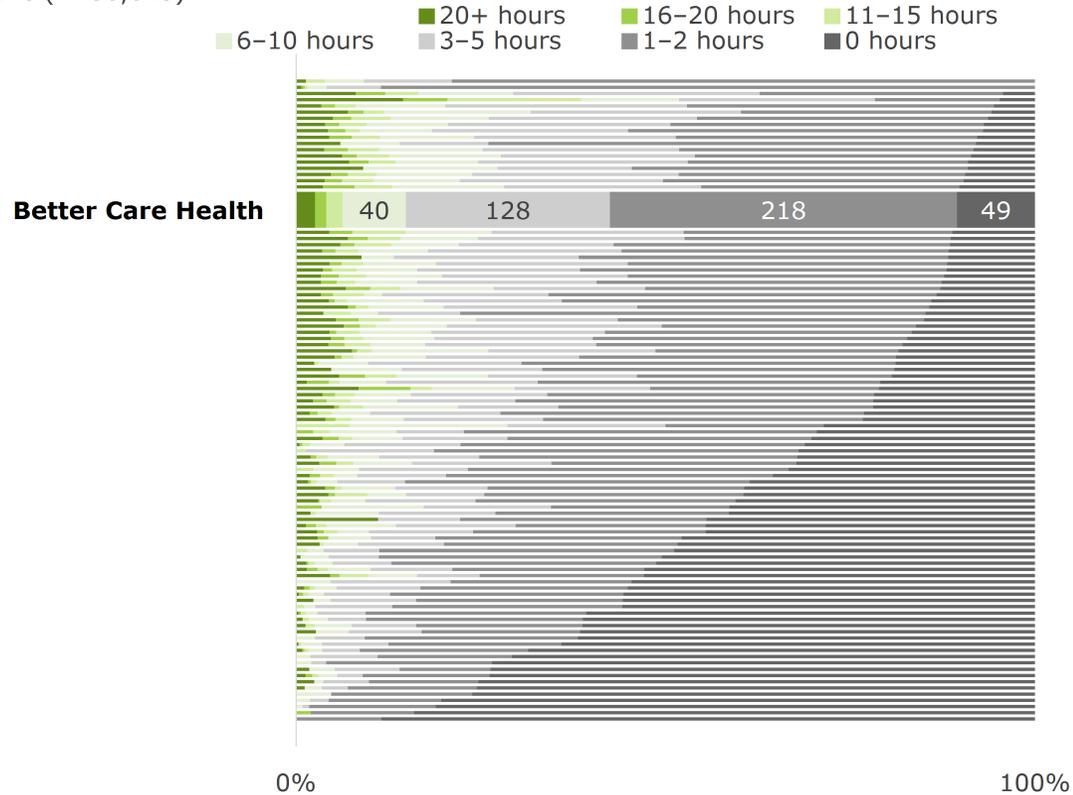
Better Care Health



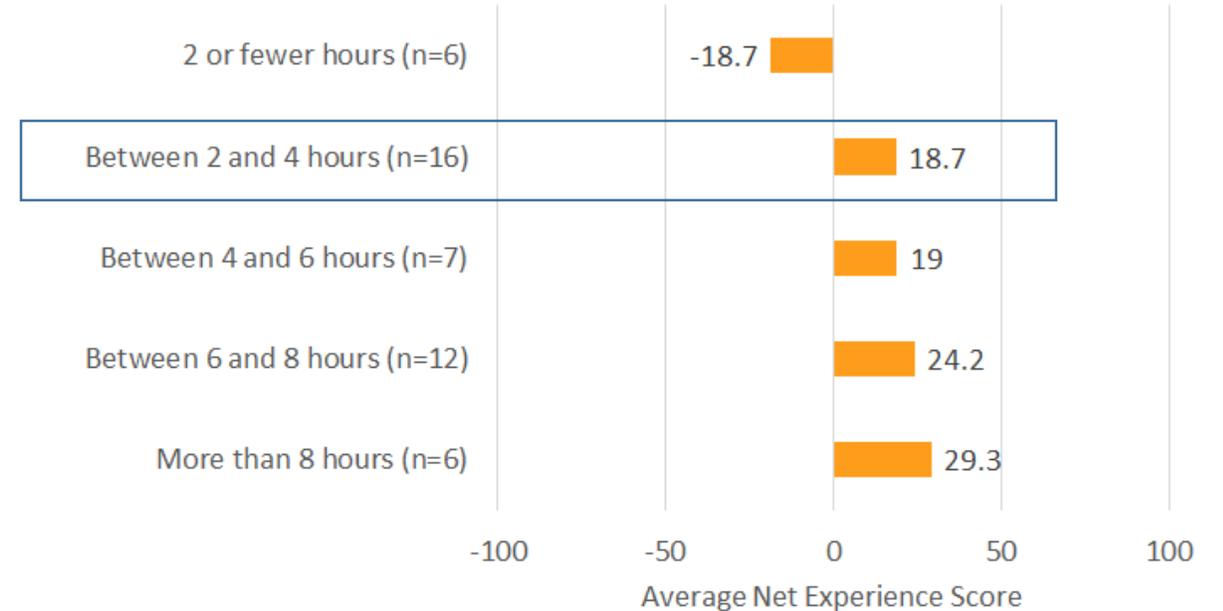
Education Quantity: Opportunity for Improvement

Yearly Hours of Follow-Up Training/Education

All clinicians (n=38,815)



Average Amount of Required Provider Training

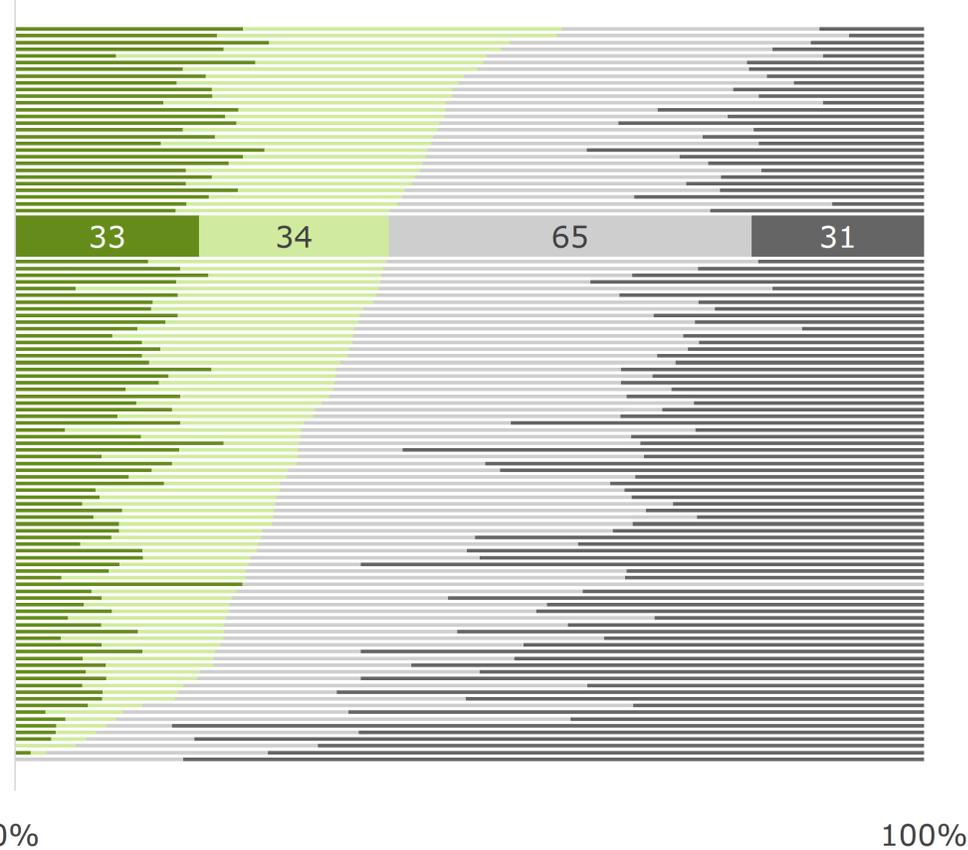


Personalization Adoption: Significant Opportunity for Improvement

Level of EMR Personalization
All clinicians (n=30,592)

- High personalization
- Moderate personalization
- Low personalization
- Very low/no personalization

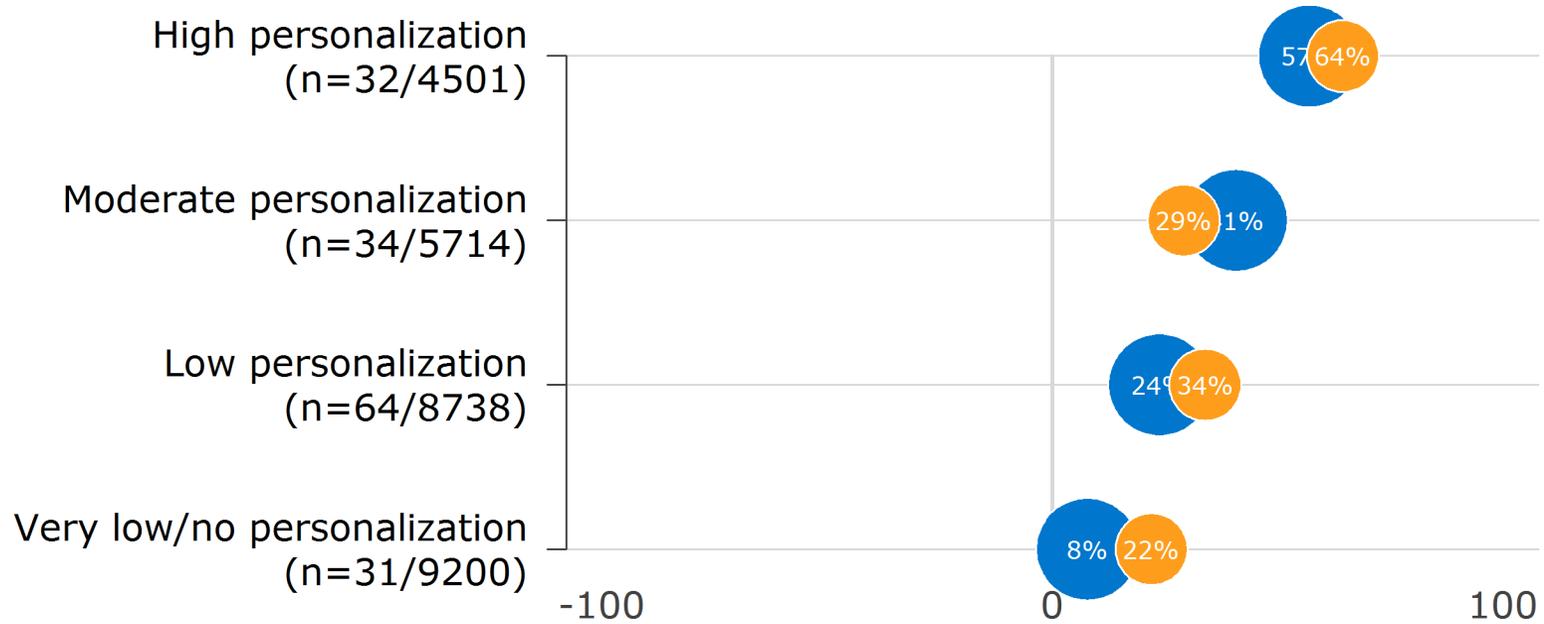
Better Care Health



Benchmarked Net EMR Experience—By Level of EMR Personalization

All clinicians

- Better Care Health
- Collaborative Average

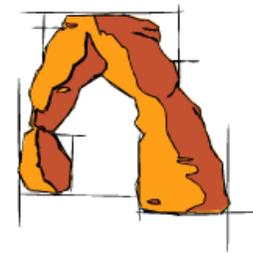


Key Takeaways for Better Care Health

August 8, 2018

- **Staffing/Resources Are Good:** Better Care Health staffing levels are at or above the industry average in every area. These resources are of high quality (as seen by training quality metrics).
- **Needing to Expect More:** While Better Care Health has allocated the resources to make the EHR successful, not enough is being expected from physicians. New physicians only receive 2-4 hours of training.
- **Improving Trust:** Users report frustrations associated with downtime in upgrades, along with concerns that when they are confused they can't find someone who can help them. Better Care Health trainers/IT need to be more accessible, especially during upgrades.
- **Significant Opportunity:** Similar to most other high performing organizations, improved adoption of personalization functionality is one of the greatest opportunities that Better Care Health has to improve the experience for clinical users.

The Foundation: Trust and Teamwork



The Arch
Collaborative[™]
a KLAS[®] initiative



Moving from a Solo Sport to a *Team Sport*



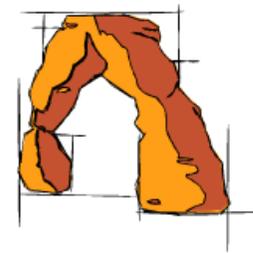
Team sports require trust that individual sports do not.

What Makes an EMR Successful?



Key #1: EMR Mastery

Findings

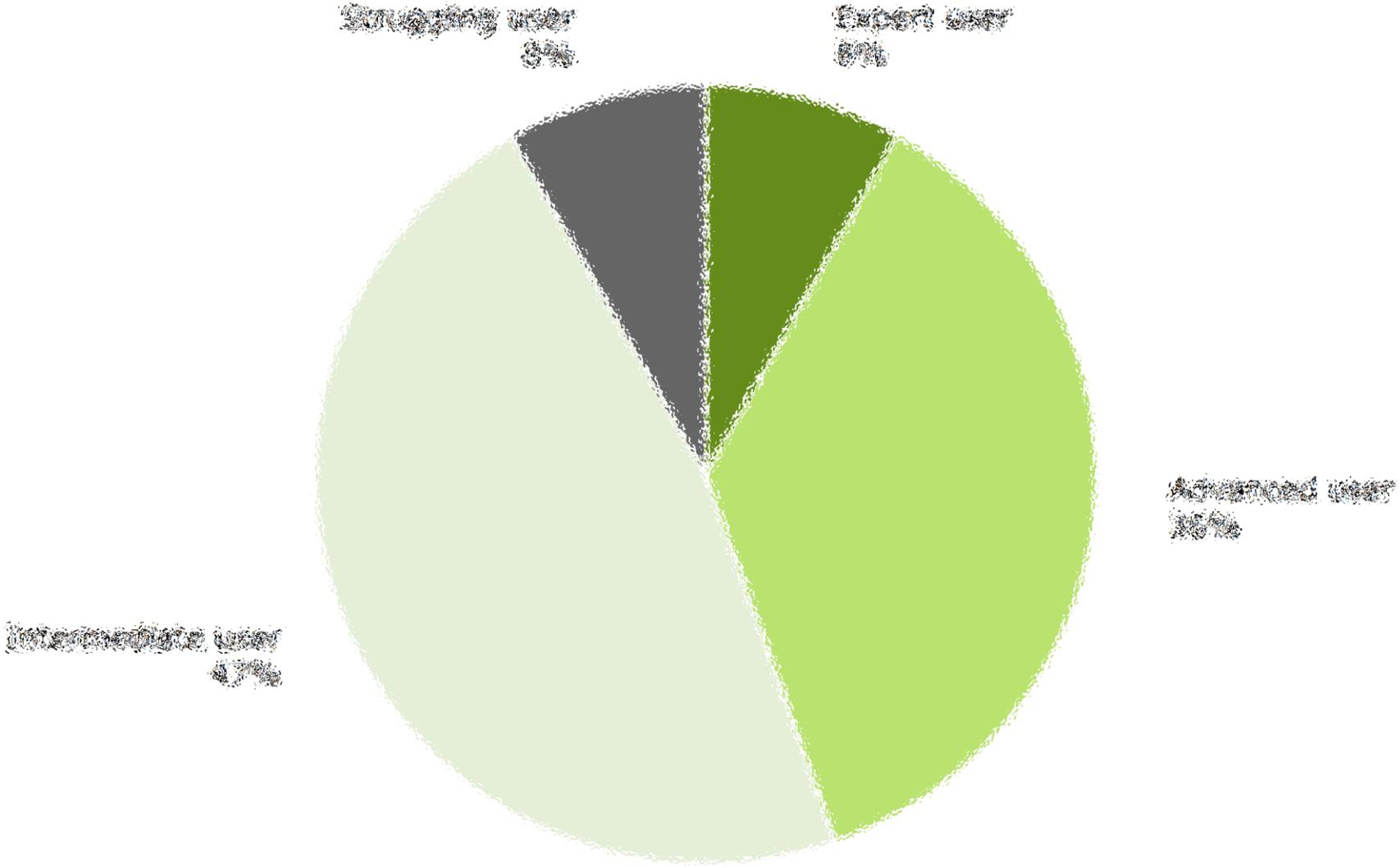


The Arch
Collaborative[™]
a KLAS[®] initiative

Three Indicators That EMR Education Is Lacking Nationally/Globally

#1

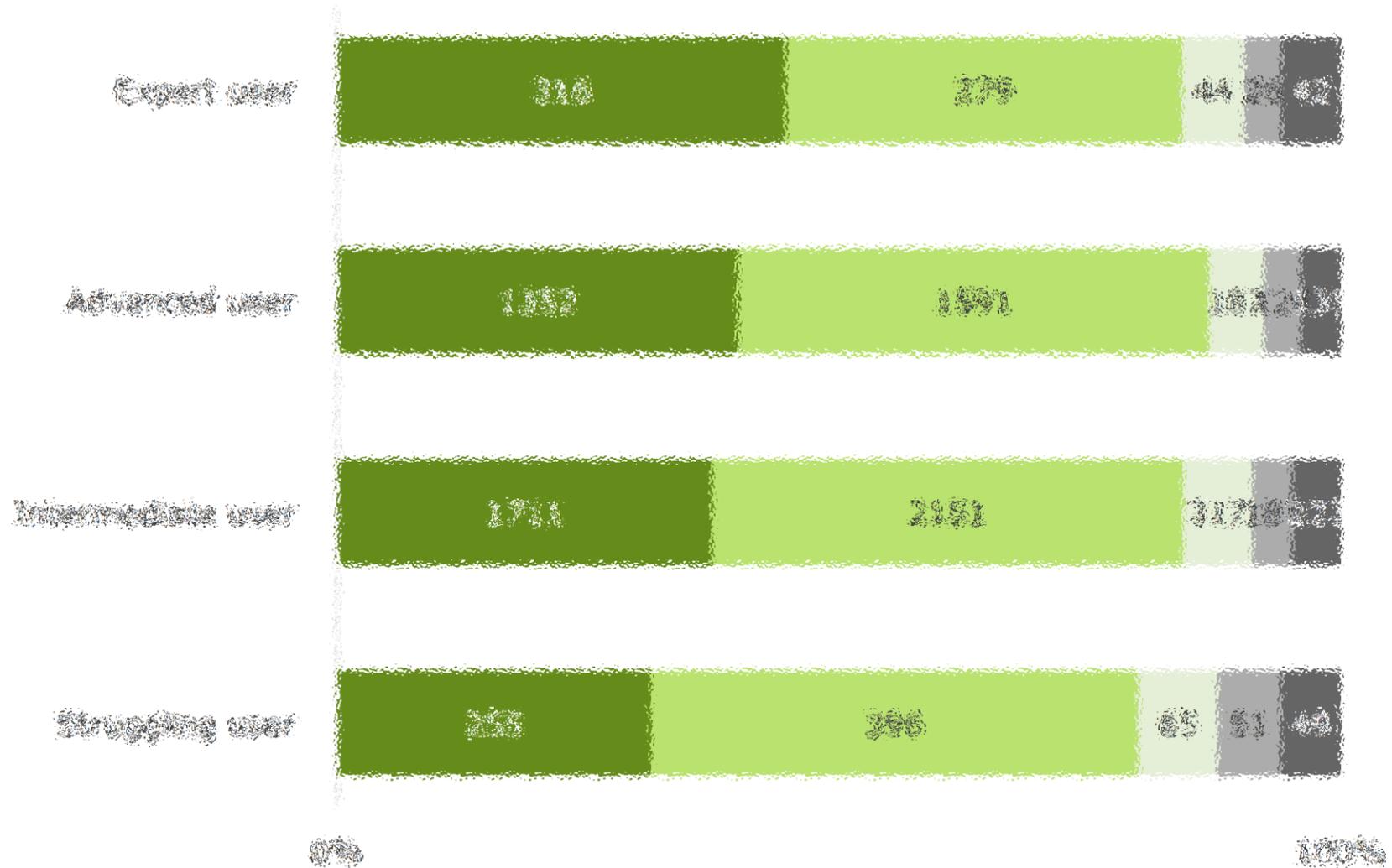
Self-Reported Current EMR Proficiency Physicians Only (n=11,092)



Physician Fulfillment—By Self-Identified EMR Proficiency

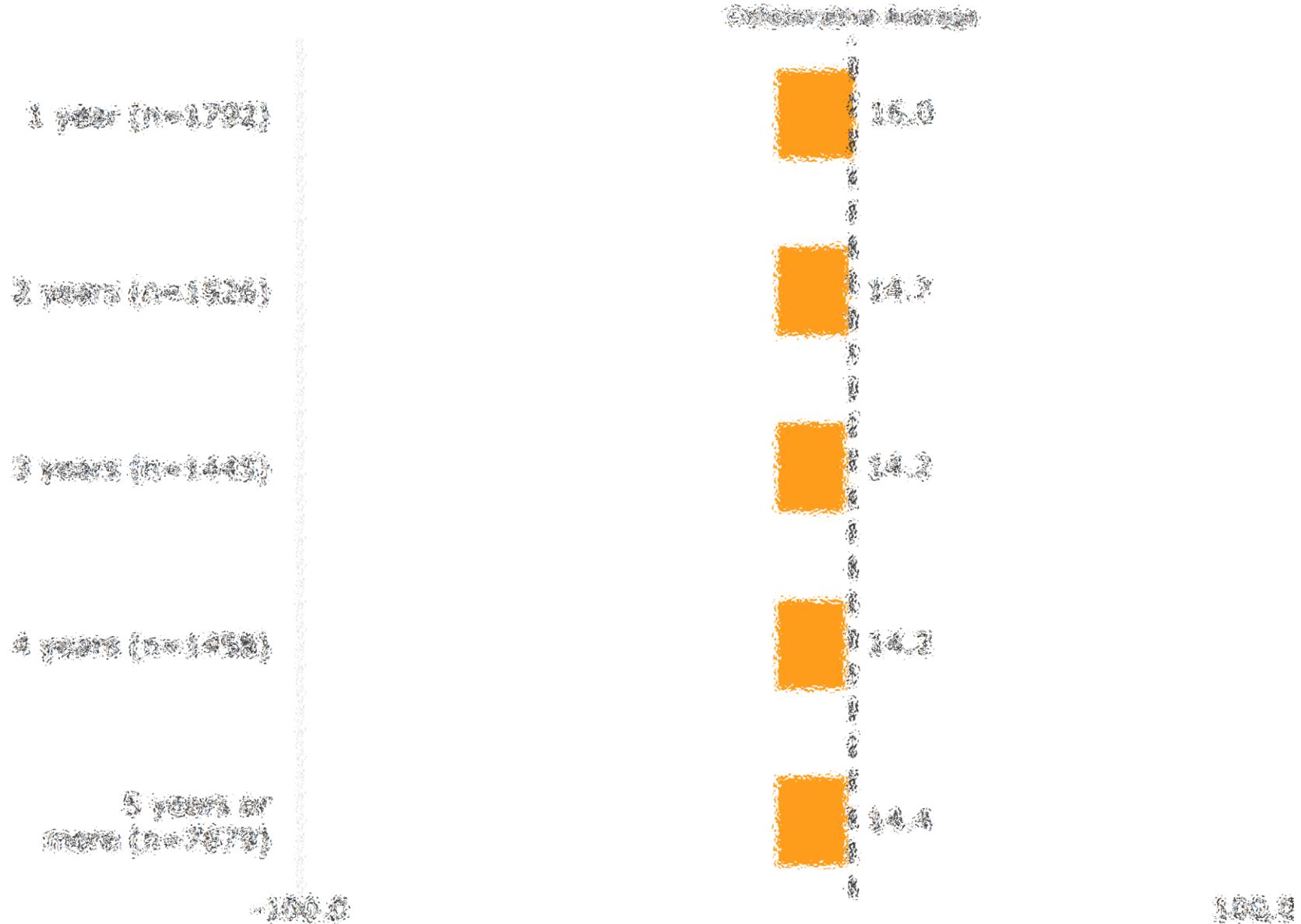
Agreement that user finds great fulfillment in clinical practice—physicians only

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



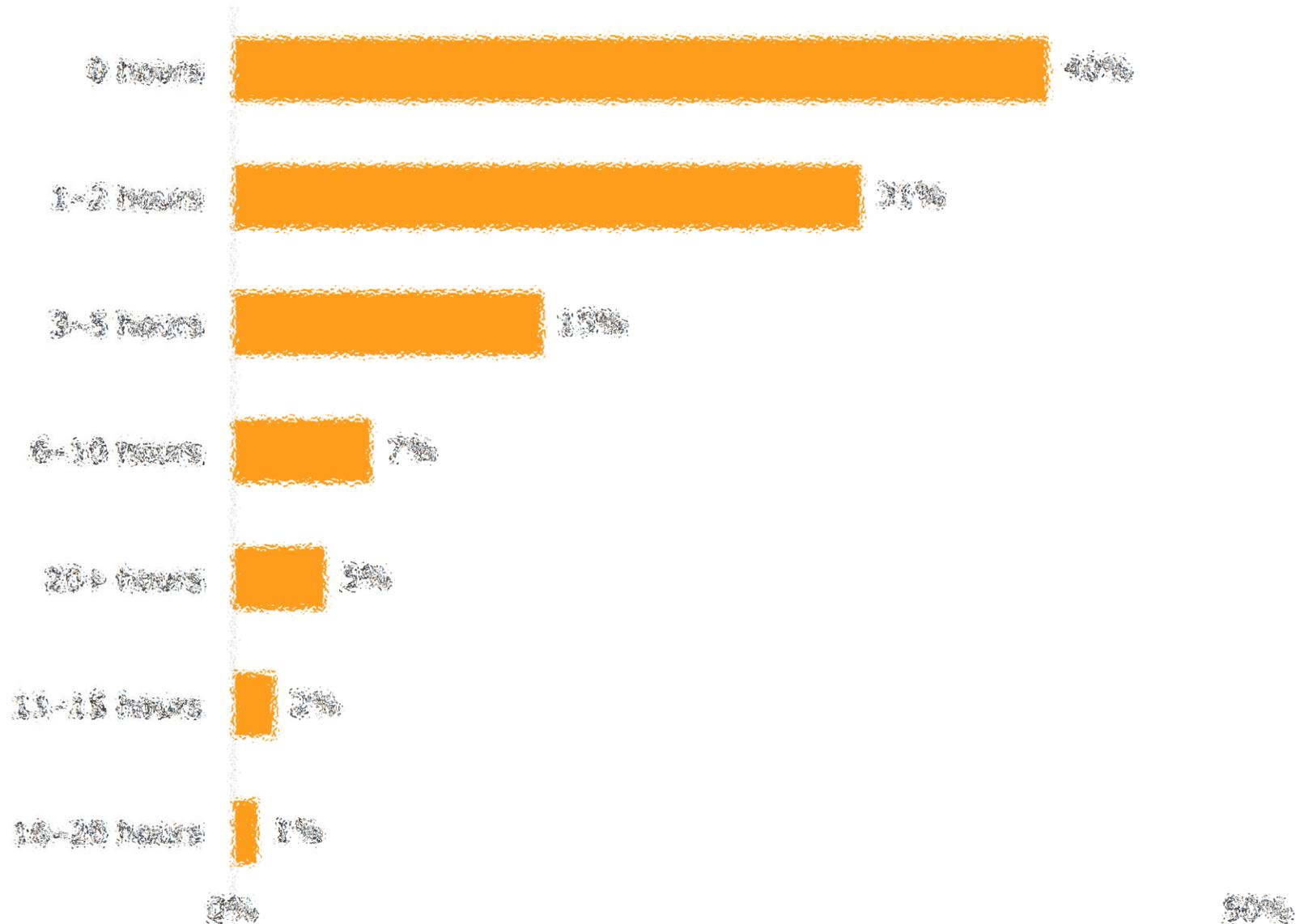
#2

Net EMR Experience Score—By Years Using EMR



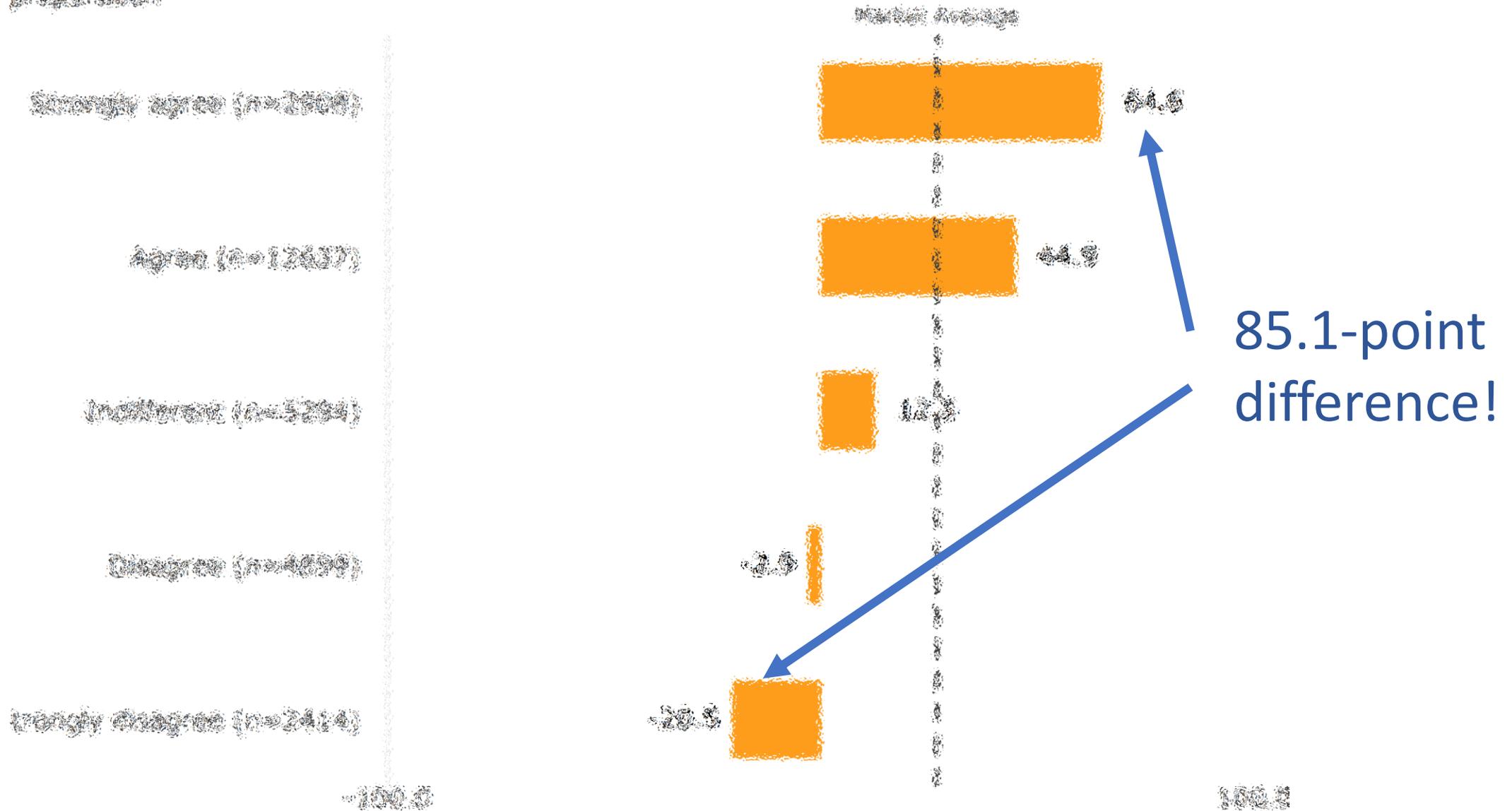
#3

Reported Hours of Yearly Follow-Up Training n=1,978

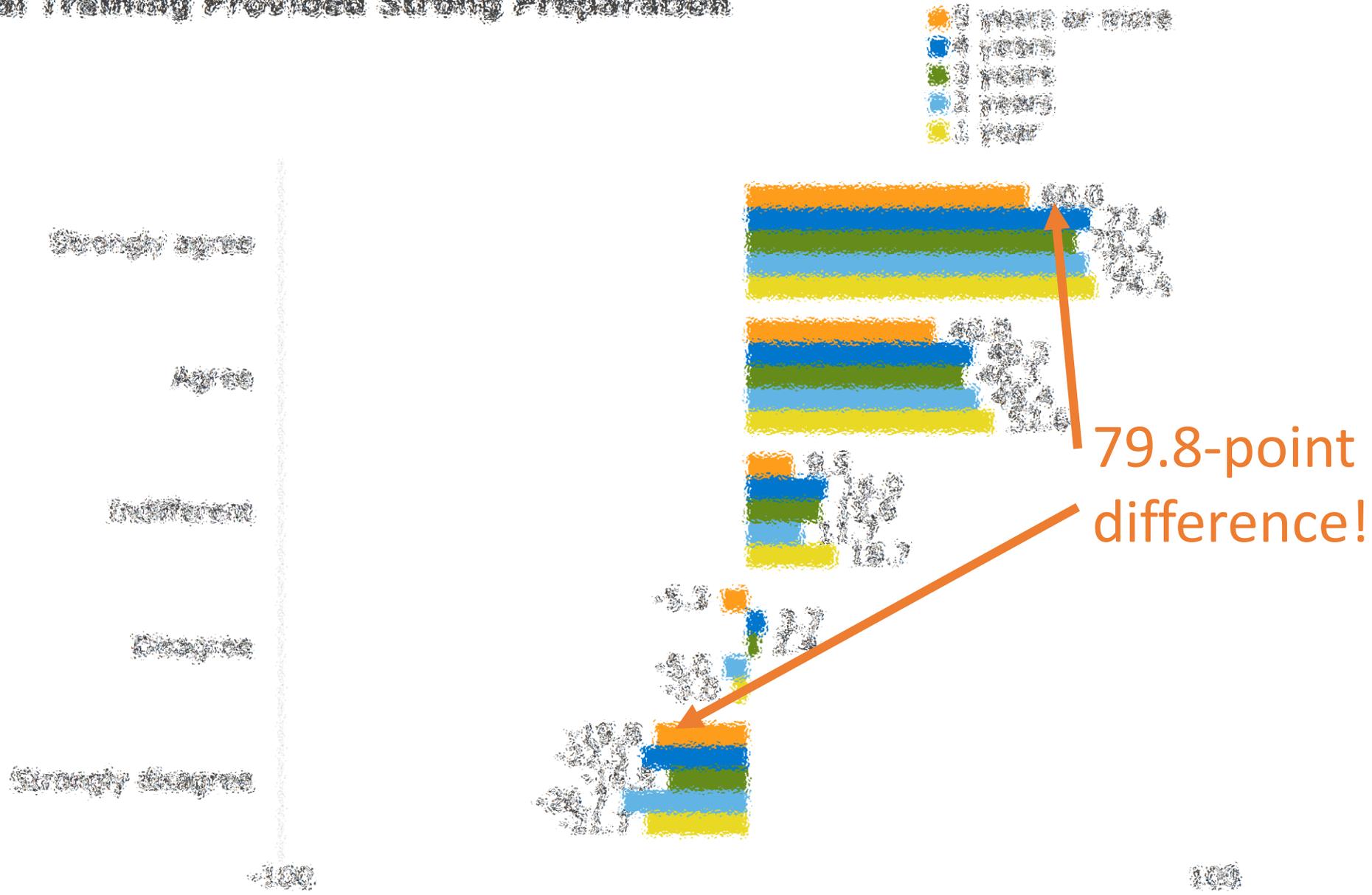


Net EMR Experience Score--By Quality of Initial Training

Quality of initial training measured by agreement that initial training provided strong preparation



Net EMR Experience Score—By Years Using EMR and Agreement That Initial Training Provided Strong Preparation

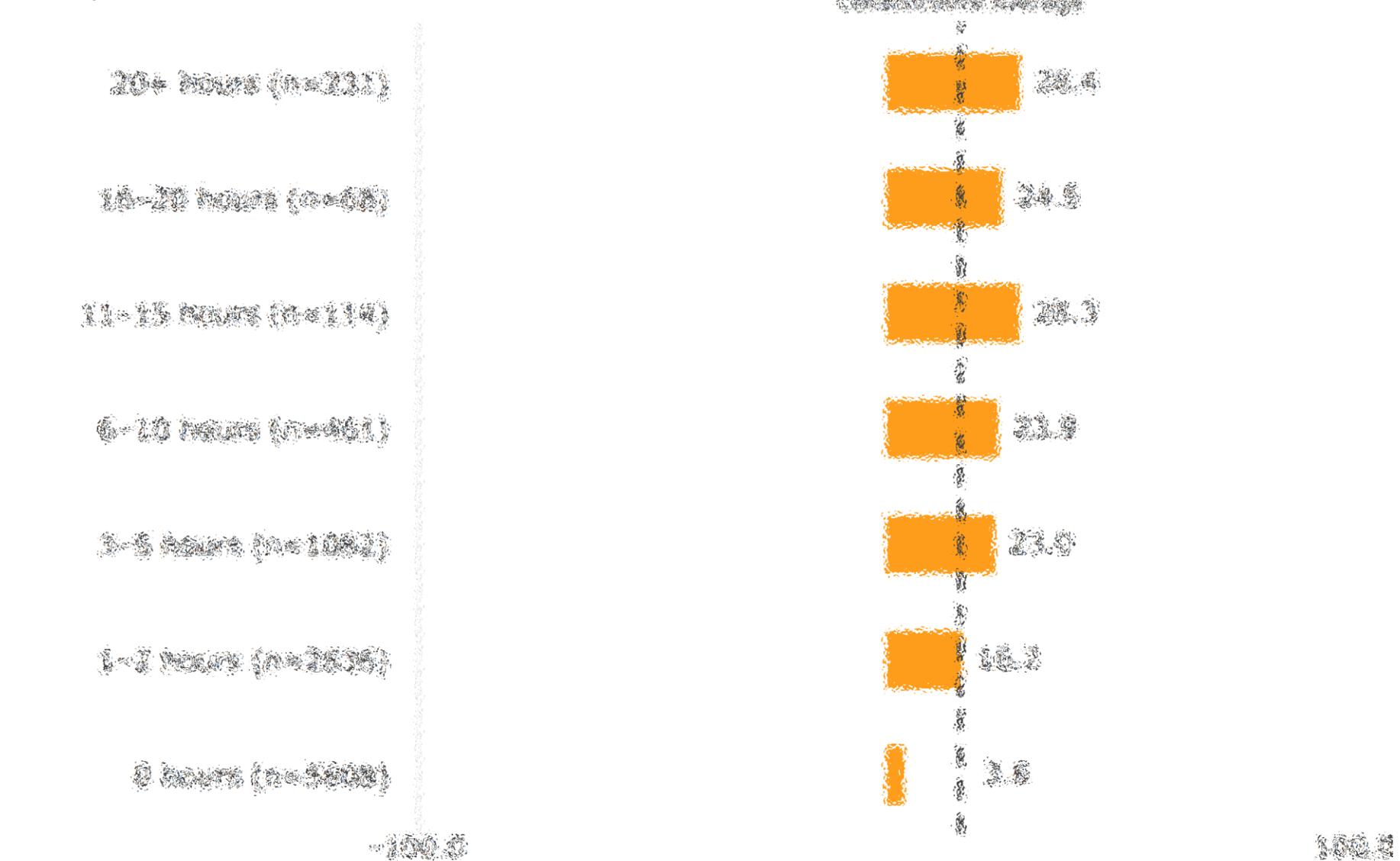


Net EMR Experience—By Average Amount of Required Provider Training



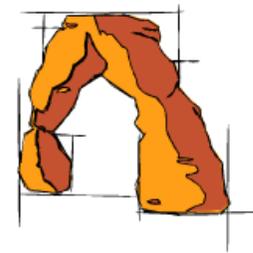
Differences in Satisfaction by Reported Yearly Hours of Follow-Up Training

Average Net Experience Score



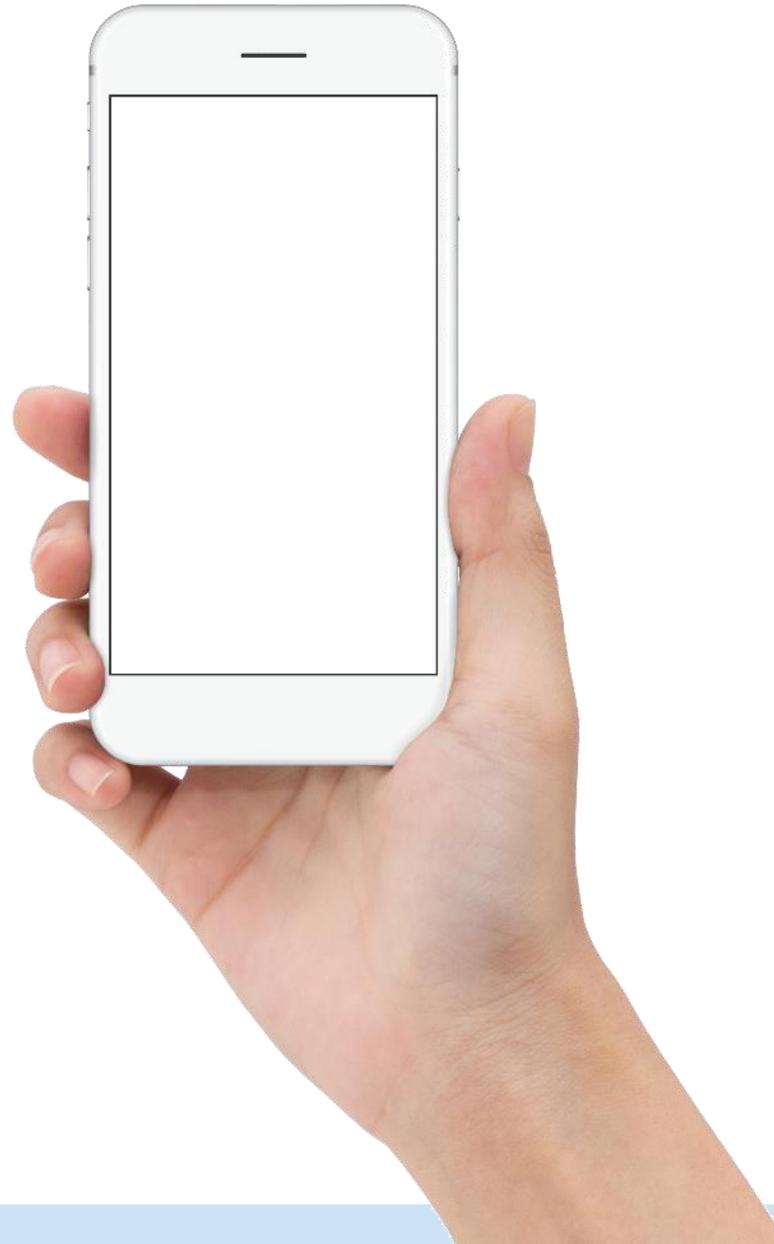
Key #2: Data-Retrieval Personalization

Findings



The Arch
Collaborative[™]
a KLAS[®] initiative

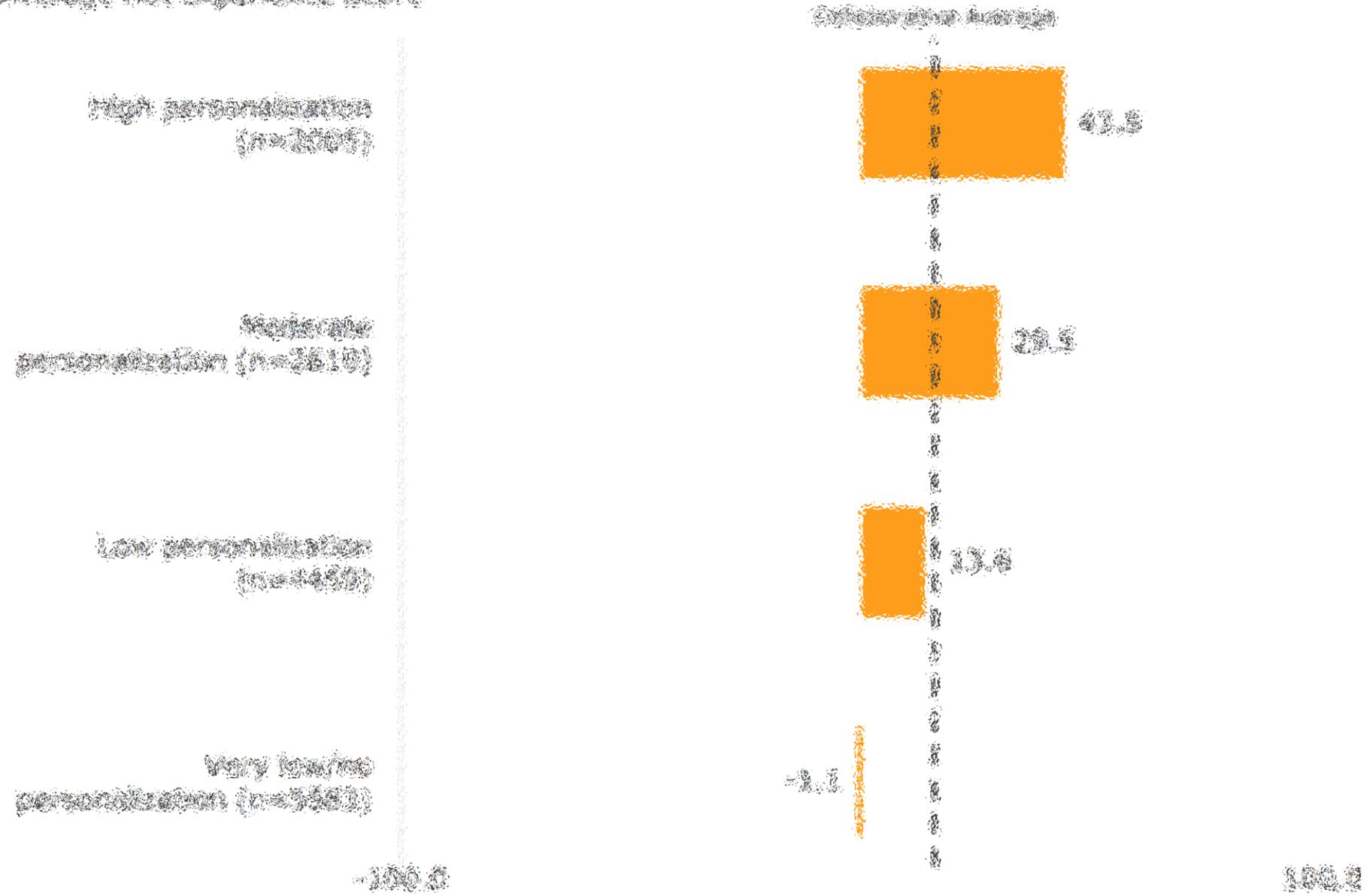
What If . . .



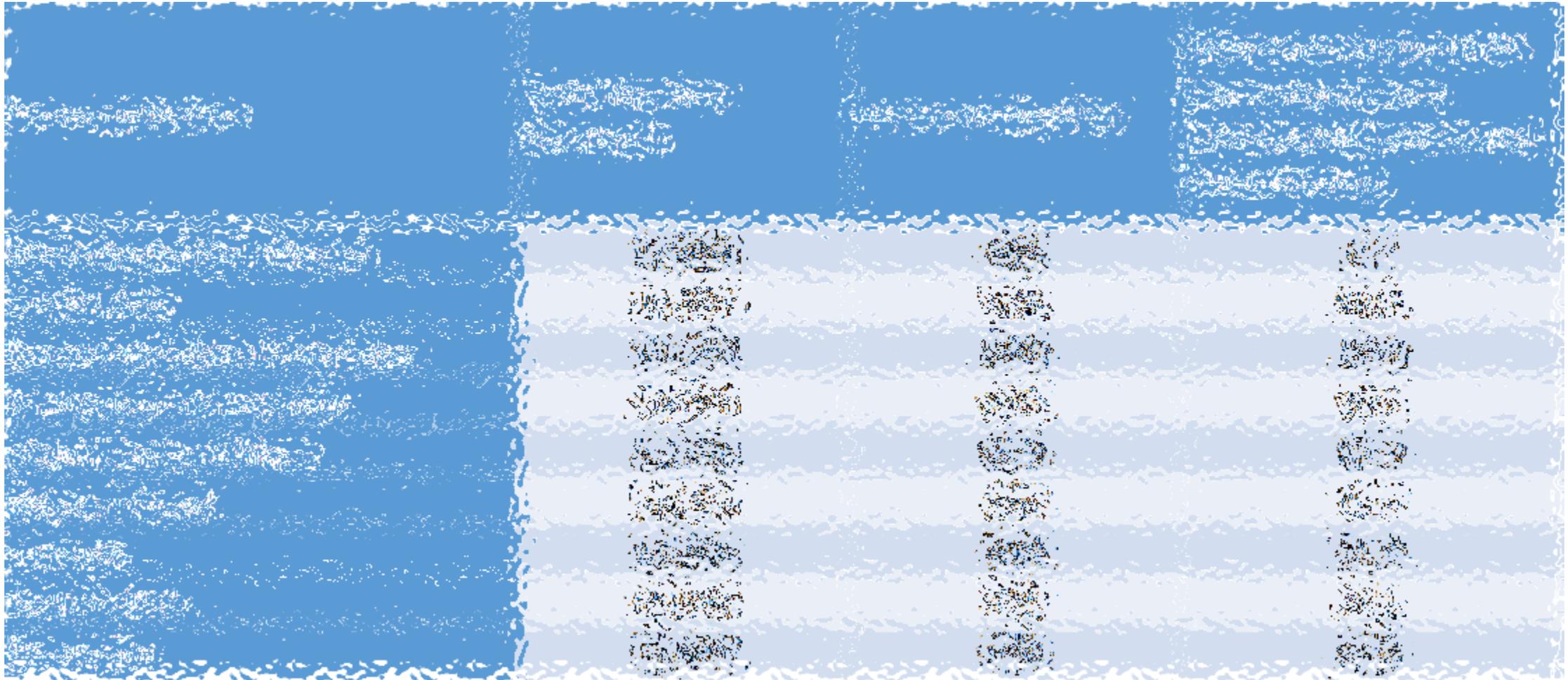
. . . someone removed all of the personalization settings on your cell phone? How would that affect your cell phone satisfaction?

Differences in Satisfaction by Level of EMR Personalization

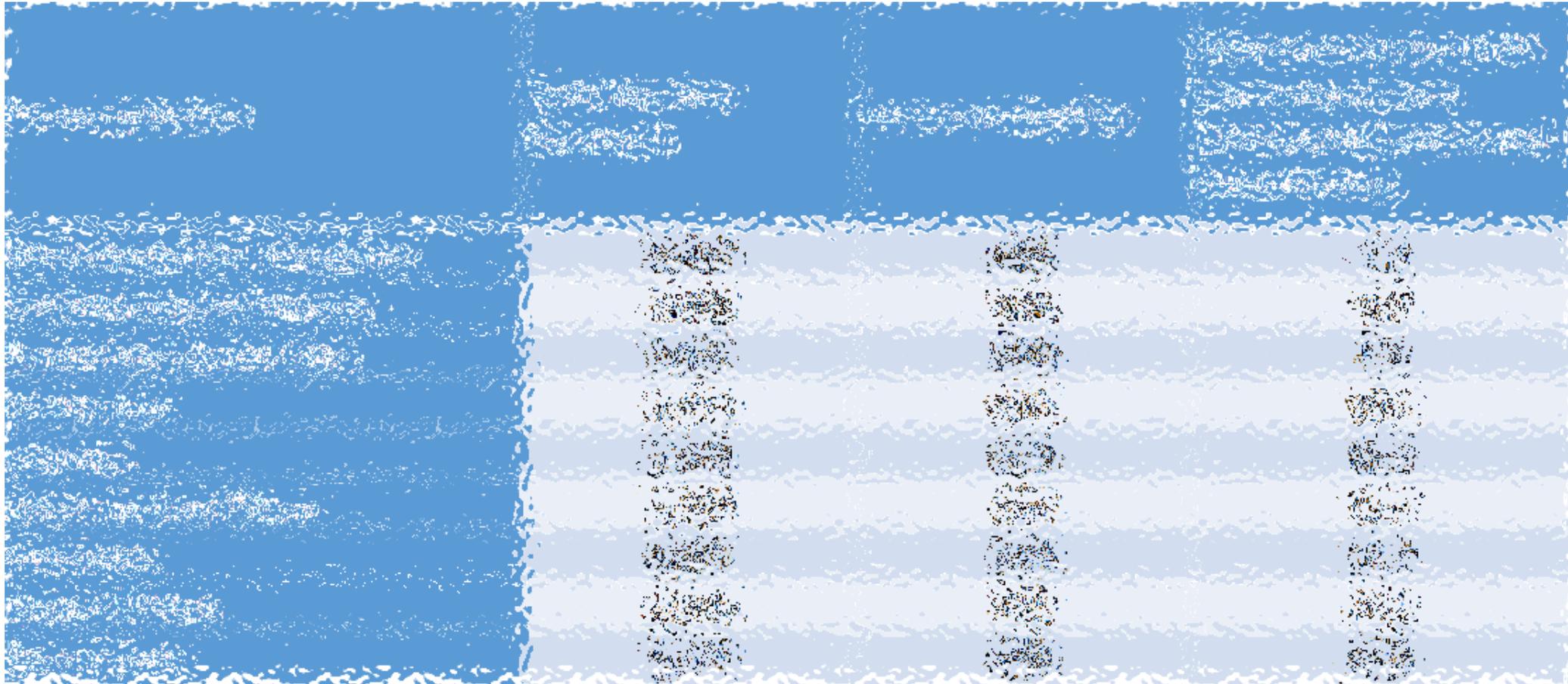
Average Net Experience Score



Satisfaction Differences: Epic Users

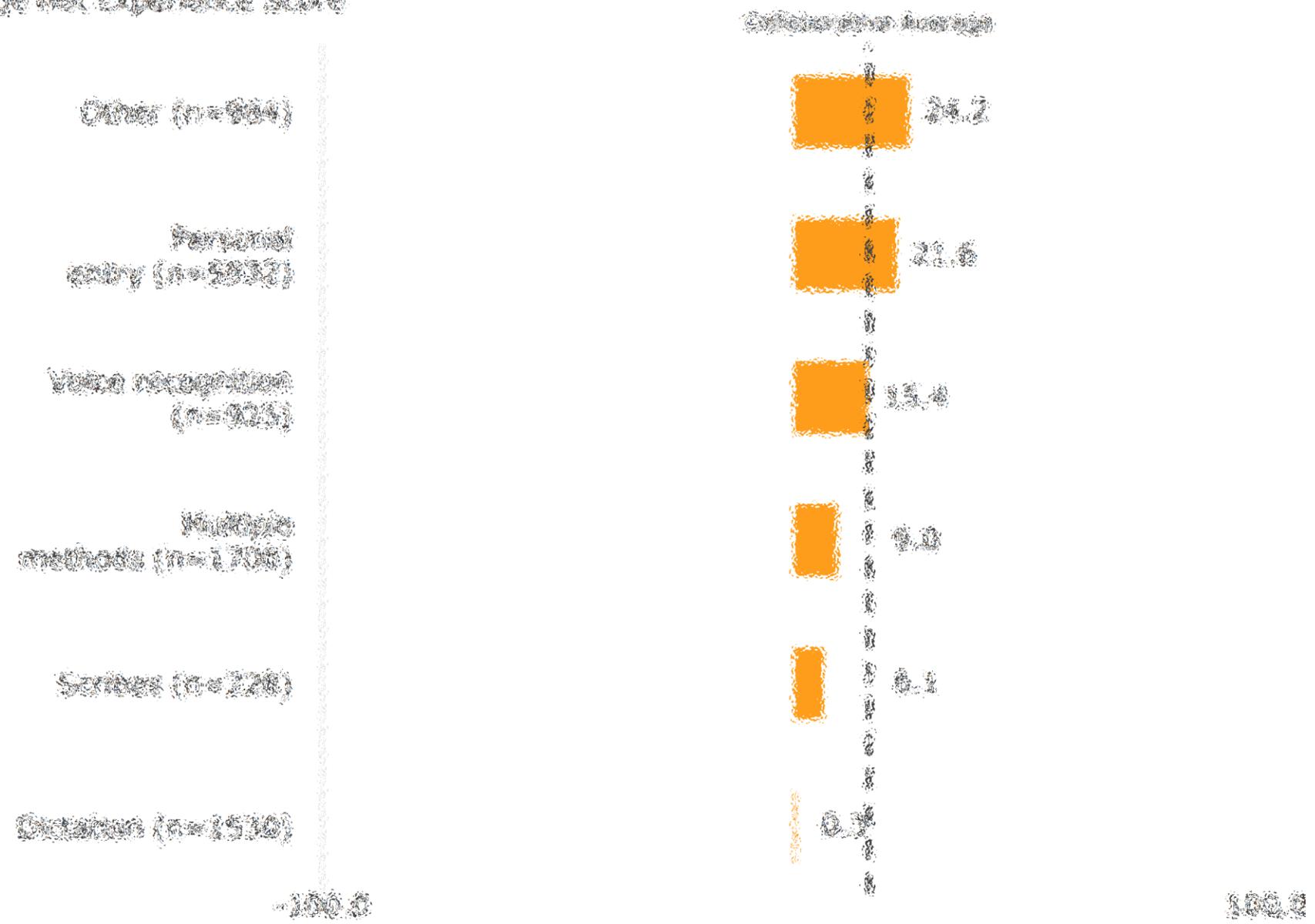


Satisfaction Differences: Cerner Users

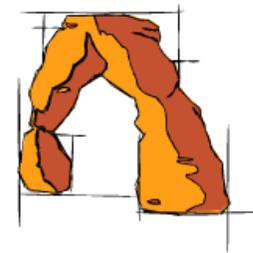


Differences in Satisfaction by Level of Documentation Method

Average Net Experience Score



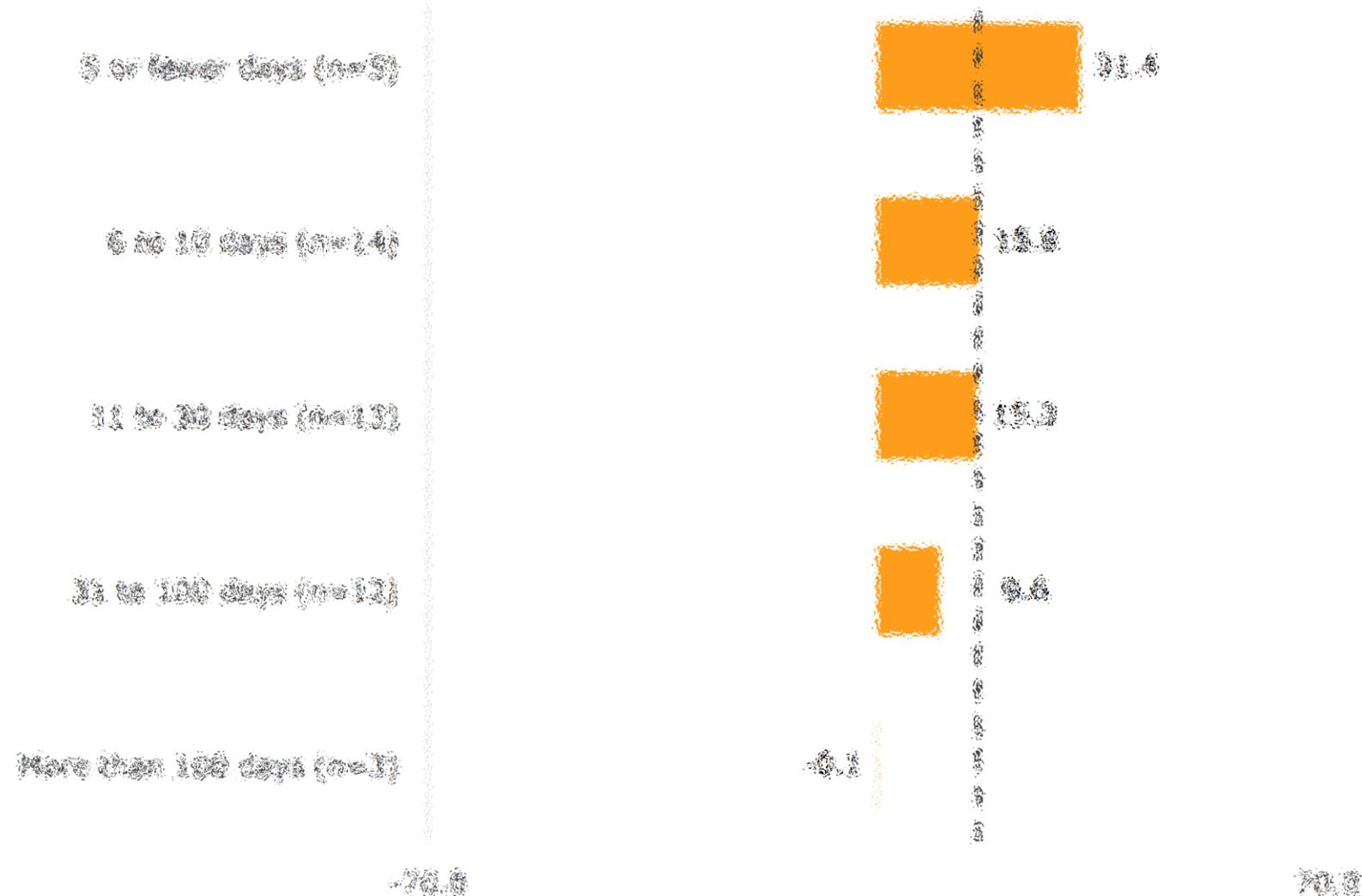
Key #3: Dynamically Structured Governance



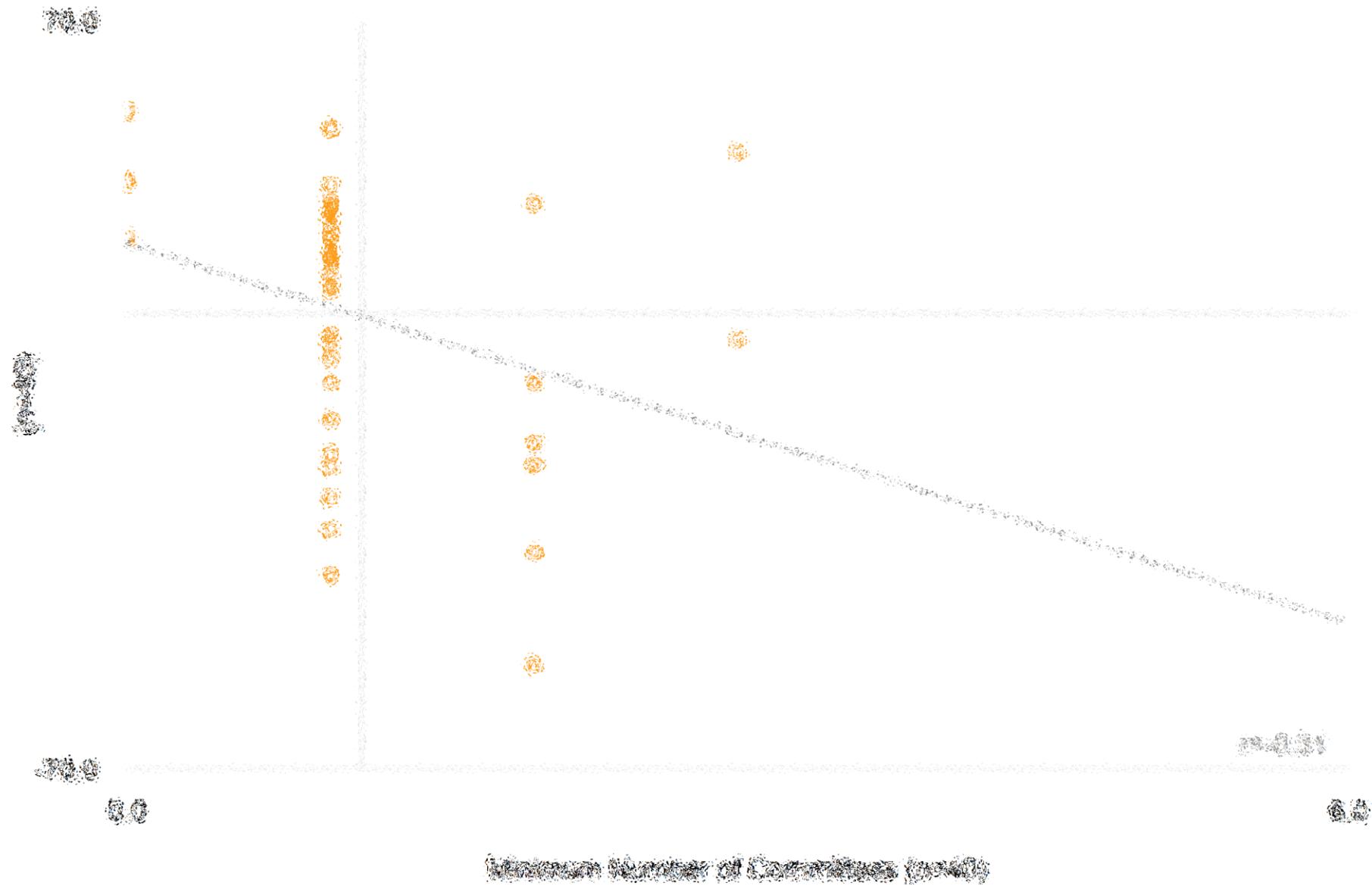
The Arch
Collaborative[™]
a KLAS[®] initiative

Nimbleness Matters

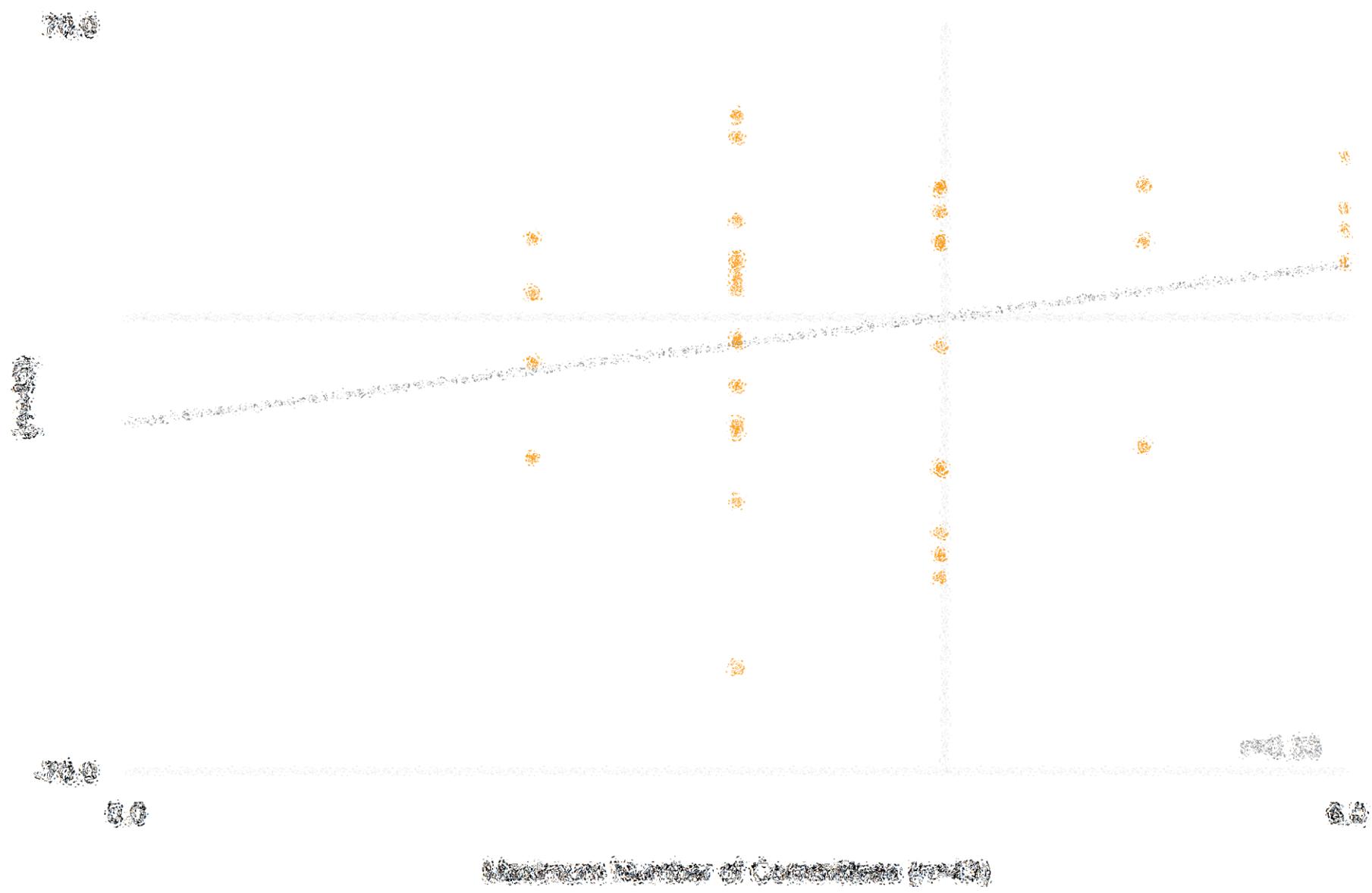
Provider Net EMR Experience Score by Minimum Number of Days Required for an EMR Change



Provider Experience Scores by Minimum Number of Committees a Small EHR Change Must Pass Through Before Being Built

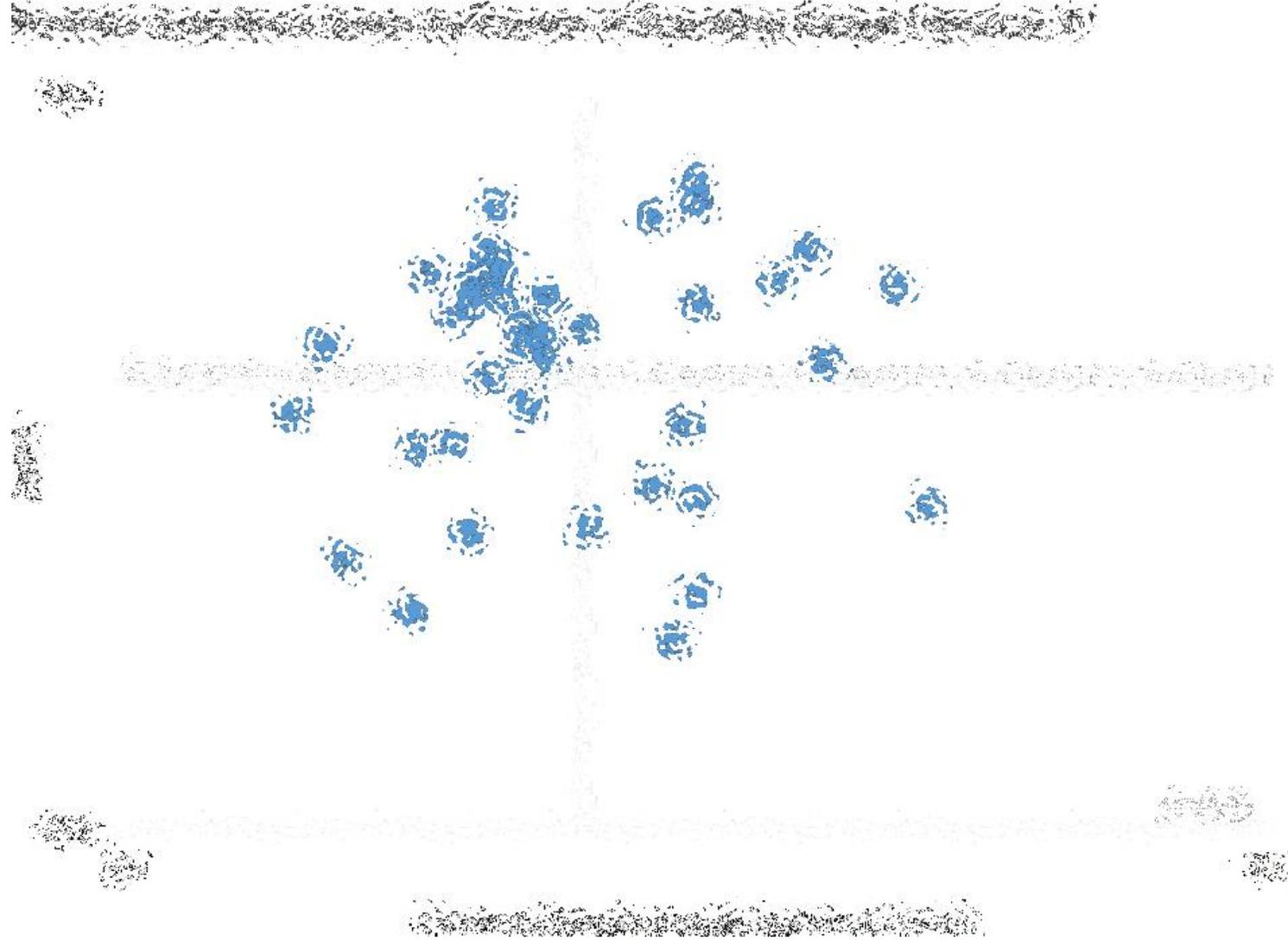


Provider Experience Score by Maximum Number of Committees a EHR Change Can Pass Through Before Being Built



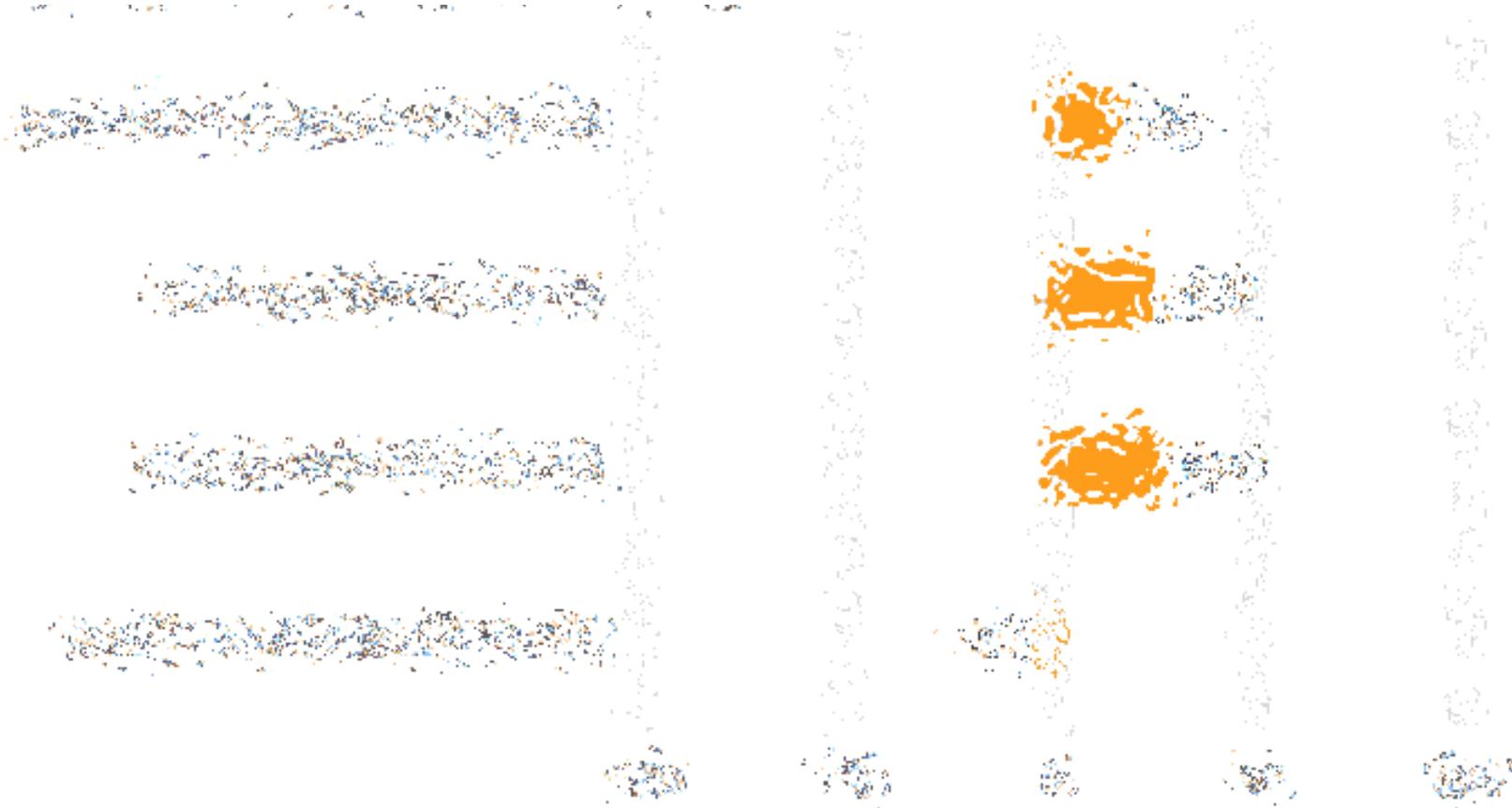
Warning 1: Spending \neq Success

How Much You Spend . . . Doesn't Matter?



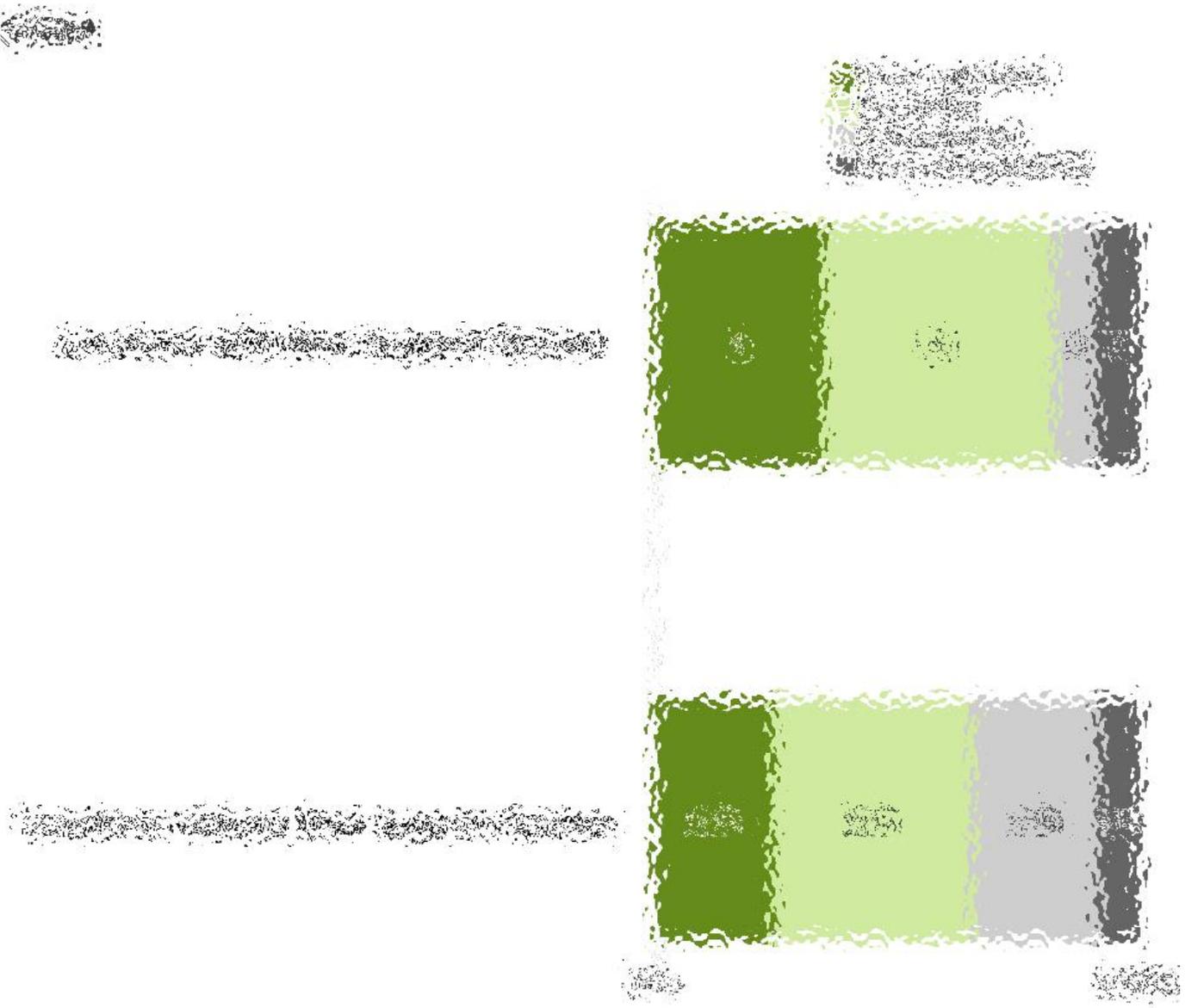
But You Can Be Understaffed

Provider Net EMR Experience Score—By Provider FTEs Employed by IT per 1,000 Provider Users



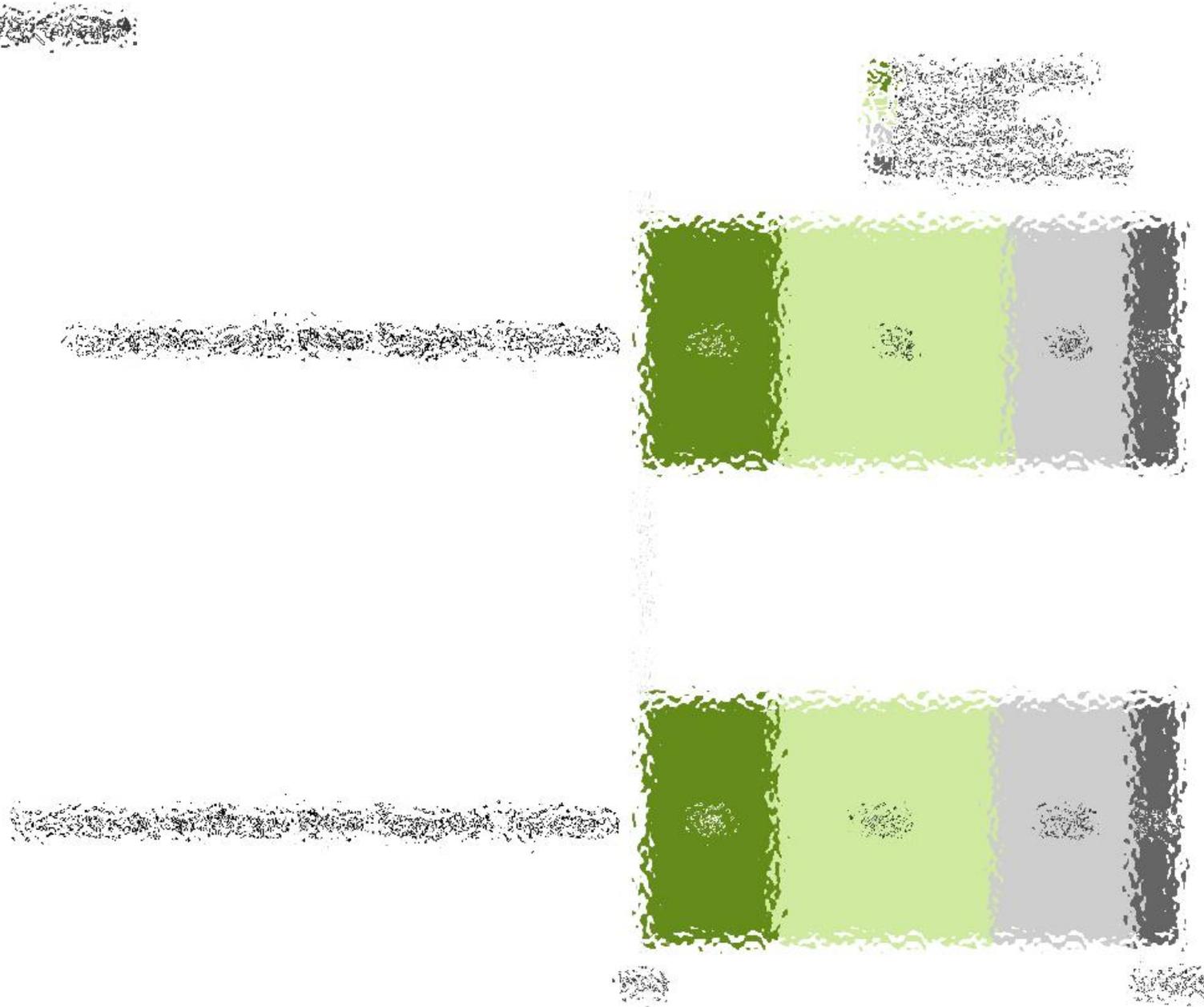
Program A:
Some locations have special support representatives that helped with questions, assisted in extra training, etc.

Finding: This program significantly improves user satisfaction.



Program B:
Other locations have special support representatives that helped with questions, assisted in extra training, etc.

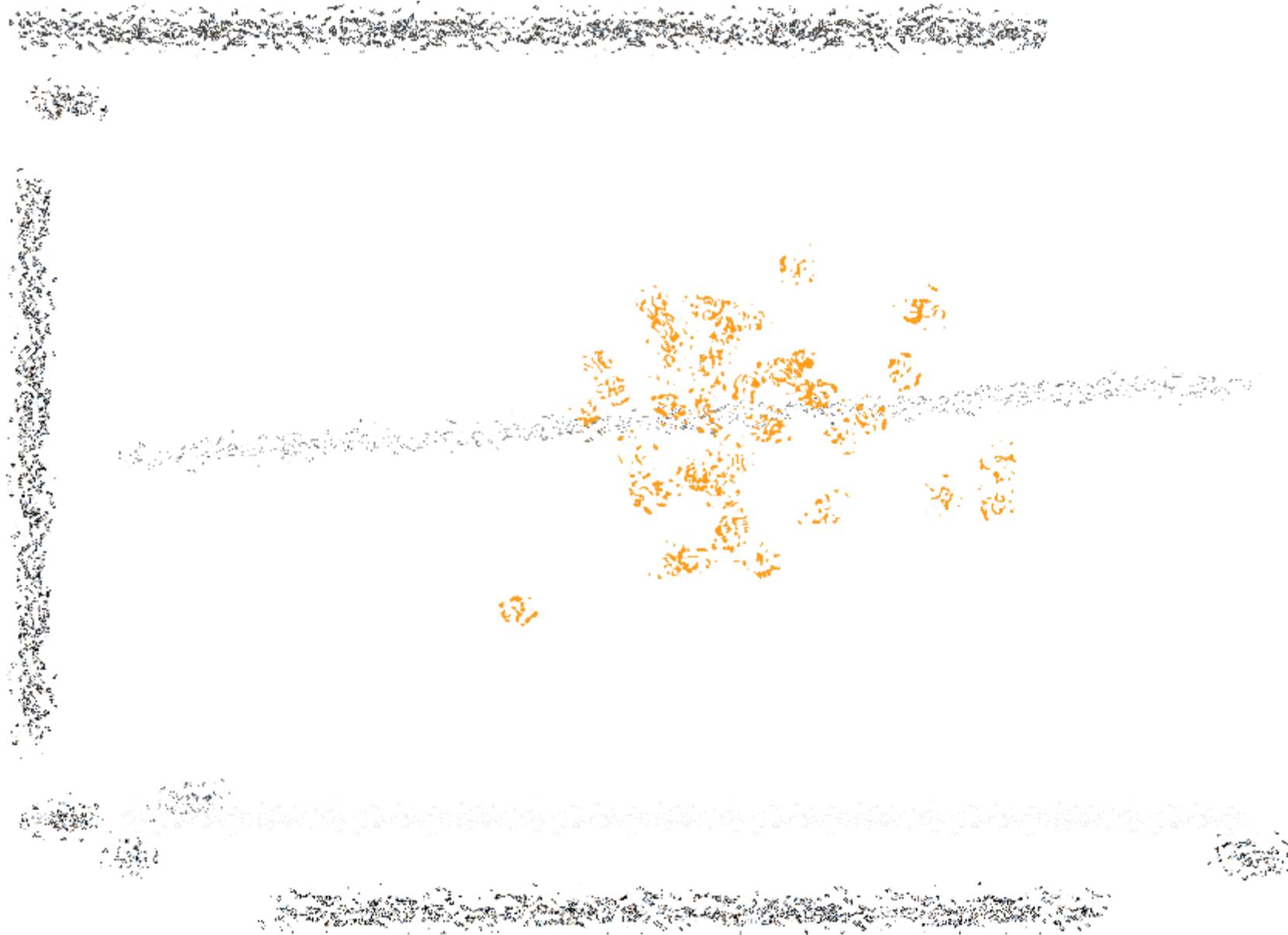
Finding: This program is not improving satisfaction.

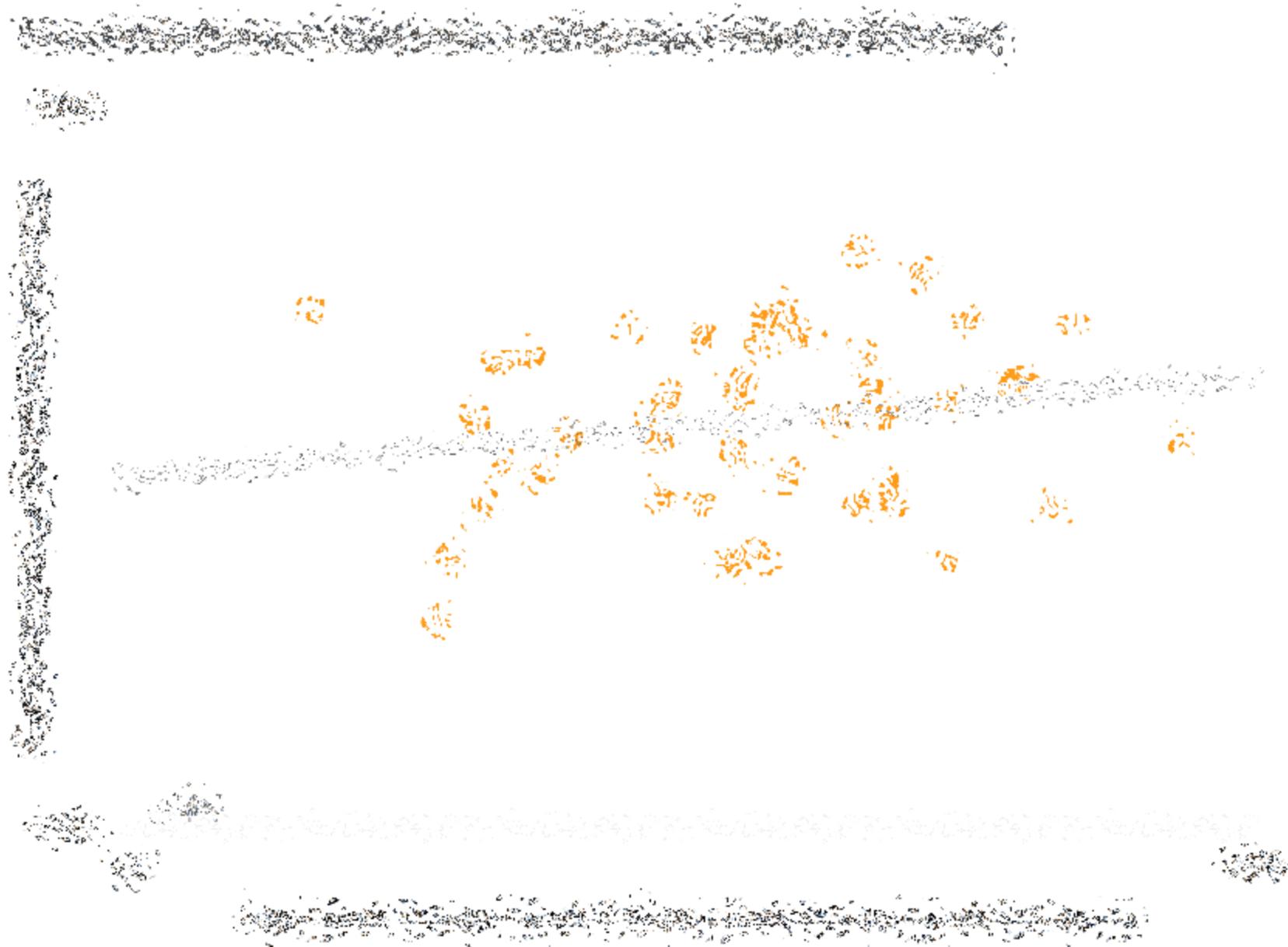


Warning 2: Efficiency \neq Satisfaction

Provider Net EMR Experience Score—By Time in Epic EMR per Appointment (PEP Data)

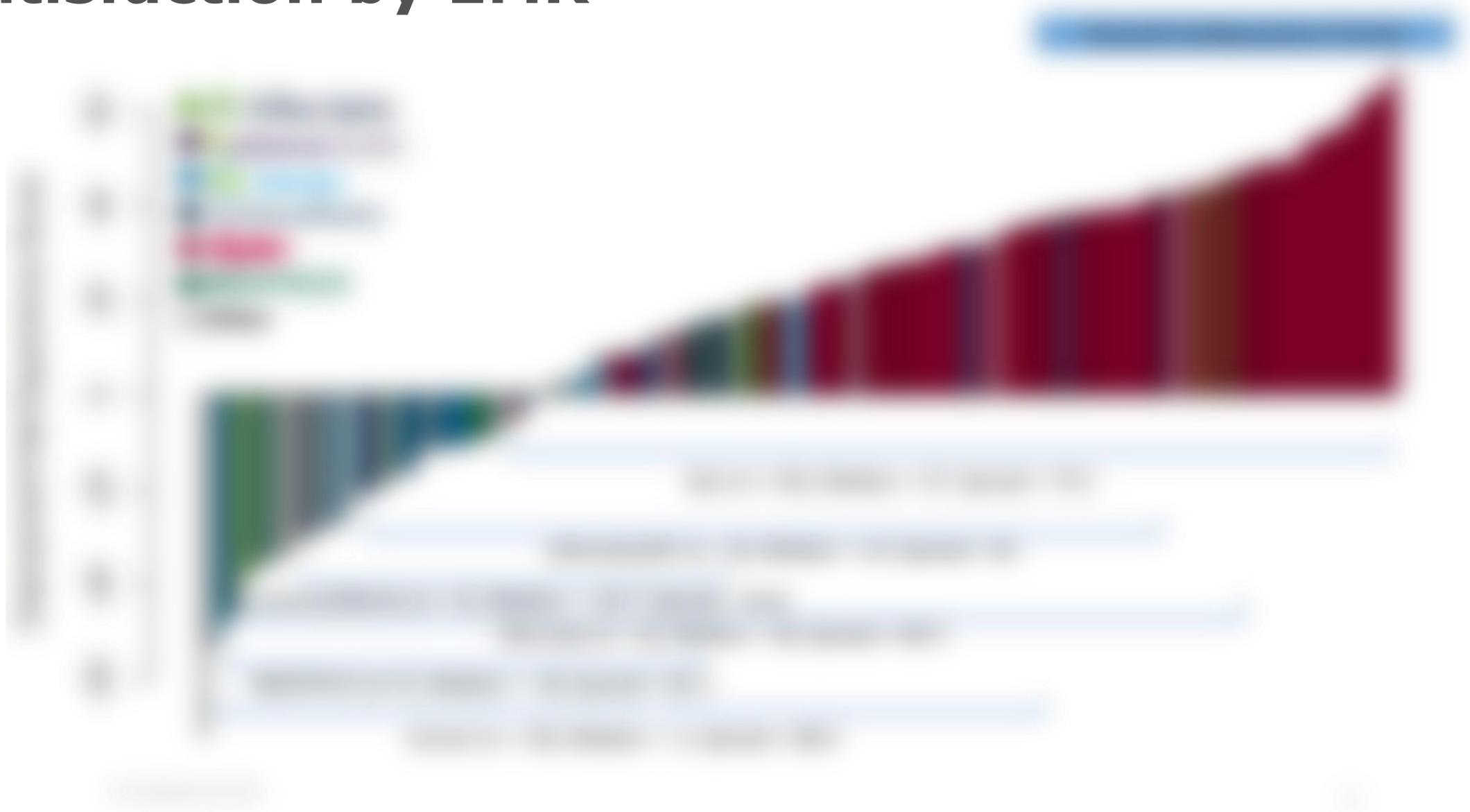






Warning 3: Technology \neq Success

Satisfaction by EMR



Executive Compensation Ranking by Revenue
(2018-2022)



Correlation Between Satisfaction and Percent of Users Using Voice Recognition



Voice recognition can be incredibly successful, but it requires extensive change management.

Data Appendix



Better Care Health
Net EMR Experience:
41%
Collaborative
69th Percentile for Providers
46th Percentile for Nursing

The Net EMR Experience score is a snapshot of your clinicians' overall satisfaction with the EMR environment(s) at your organization. The survey asks respondents to rate factors such as the EMR's efficiency, functionality, impact on care, and so on. The Net EMR Experience score is calculated by subtracting the percent of negative user feedback from the percent of positive user feedback. Net EMR Experience scores can range from -100% (all negative feedback) to +100% (all positive feedback).

Net EMR Experience

All clinicians

Better Care Health (n=443)

41.7

-100.0

100.0

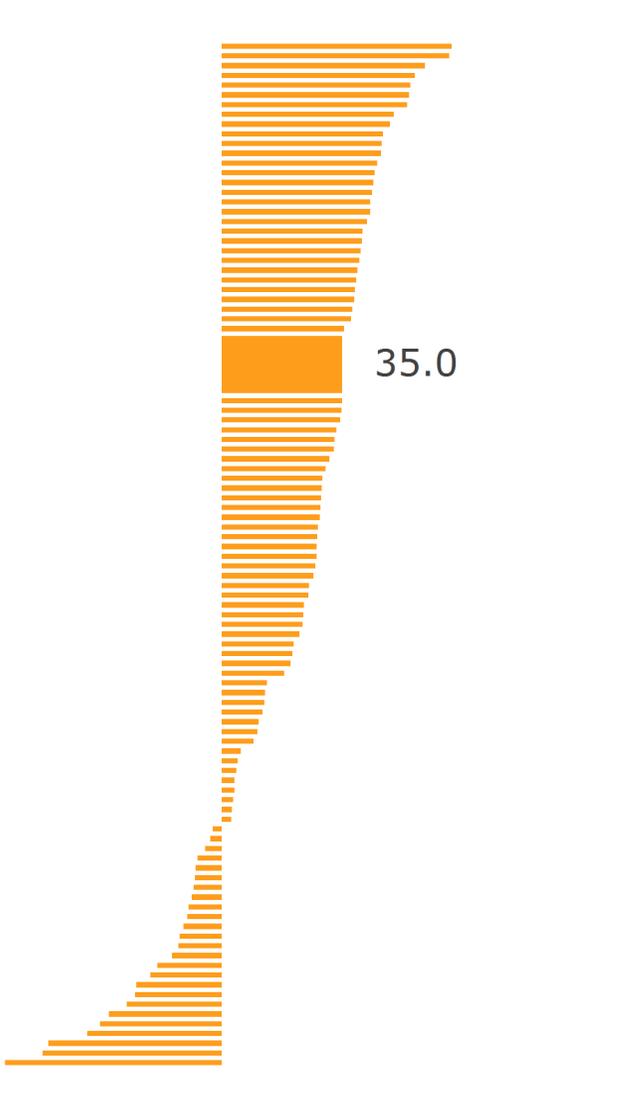


Net EMR Experience

Physicians and advanced practice clinicians only

Better Care Health (n=158)

35.0



Net EMR Experience

Nurses only

Better Care Health (n=279)

45.2

-100.0

100.0



EMR Satisfaction

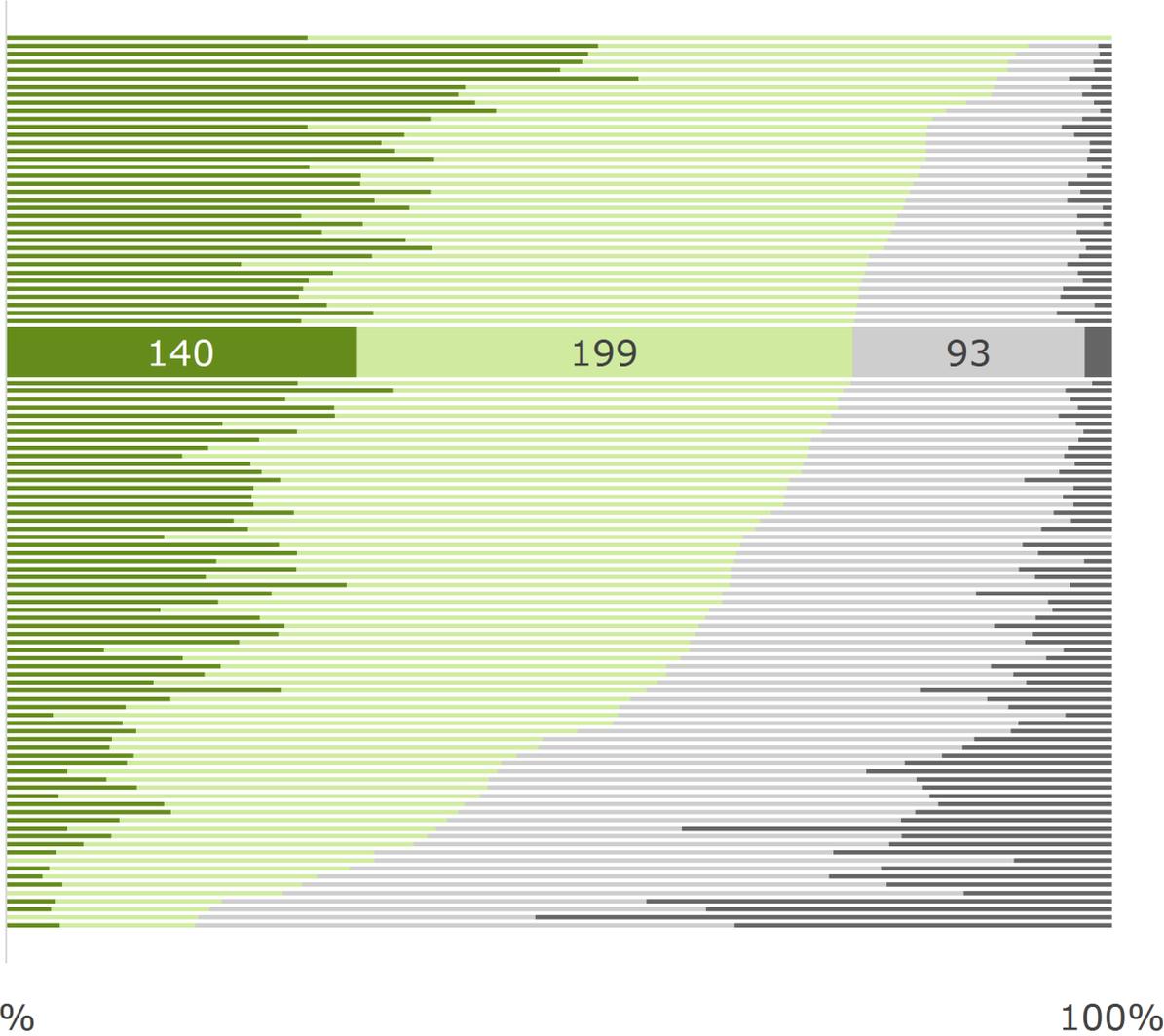


Overall EMR Satisfaction

All clinicians (n=38,369)

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

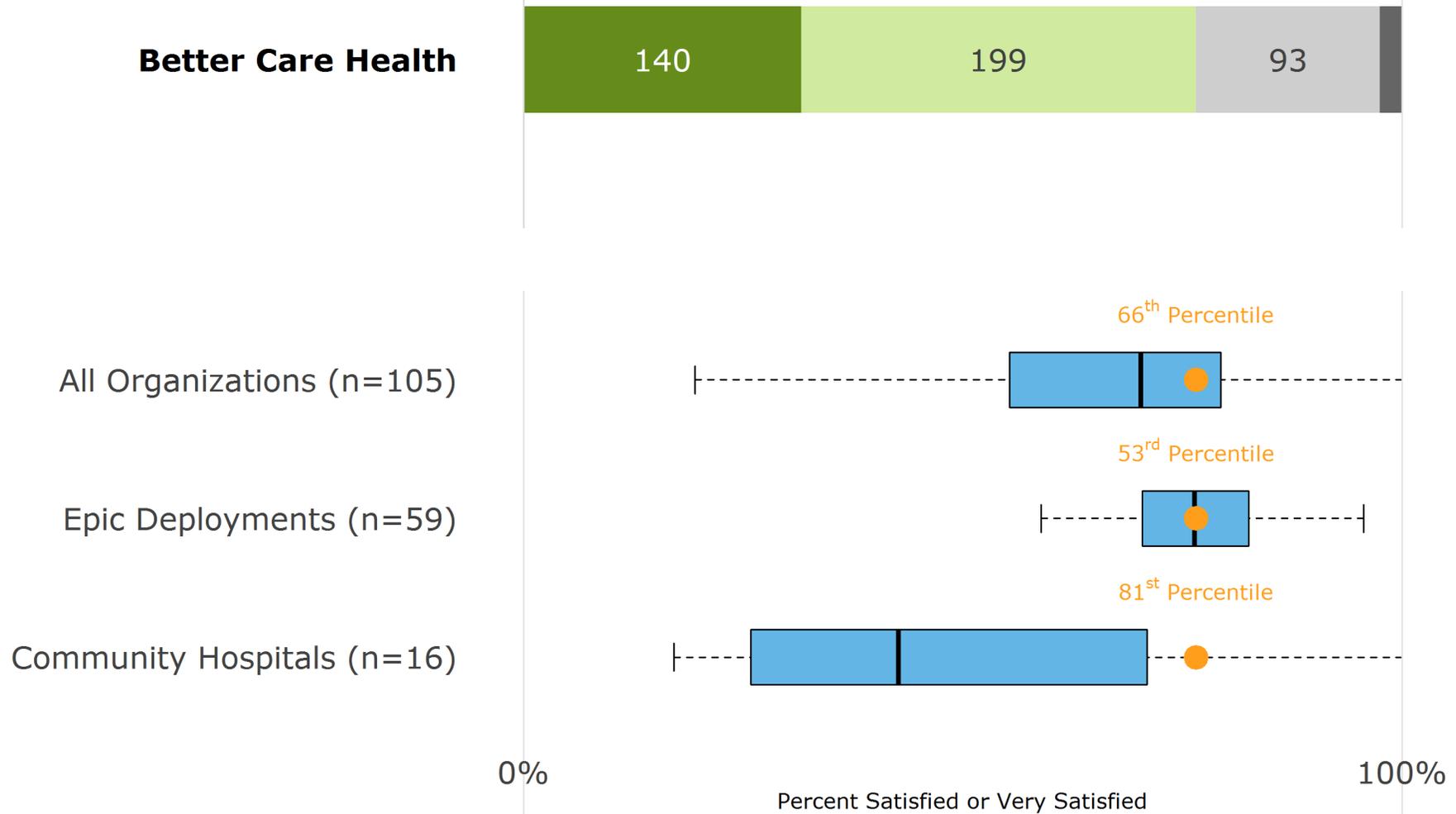
Better Care Health



Overall EMR Satisfaction

All clinicians (n=38,369)

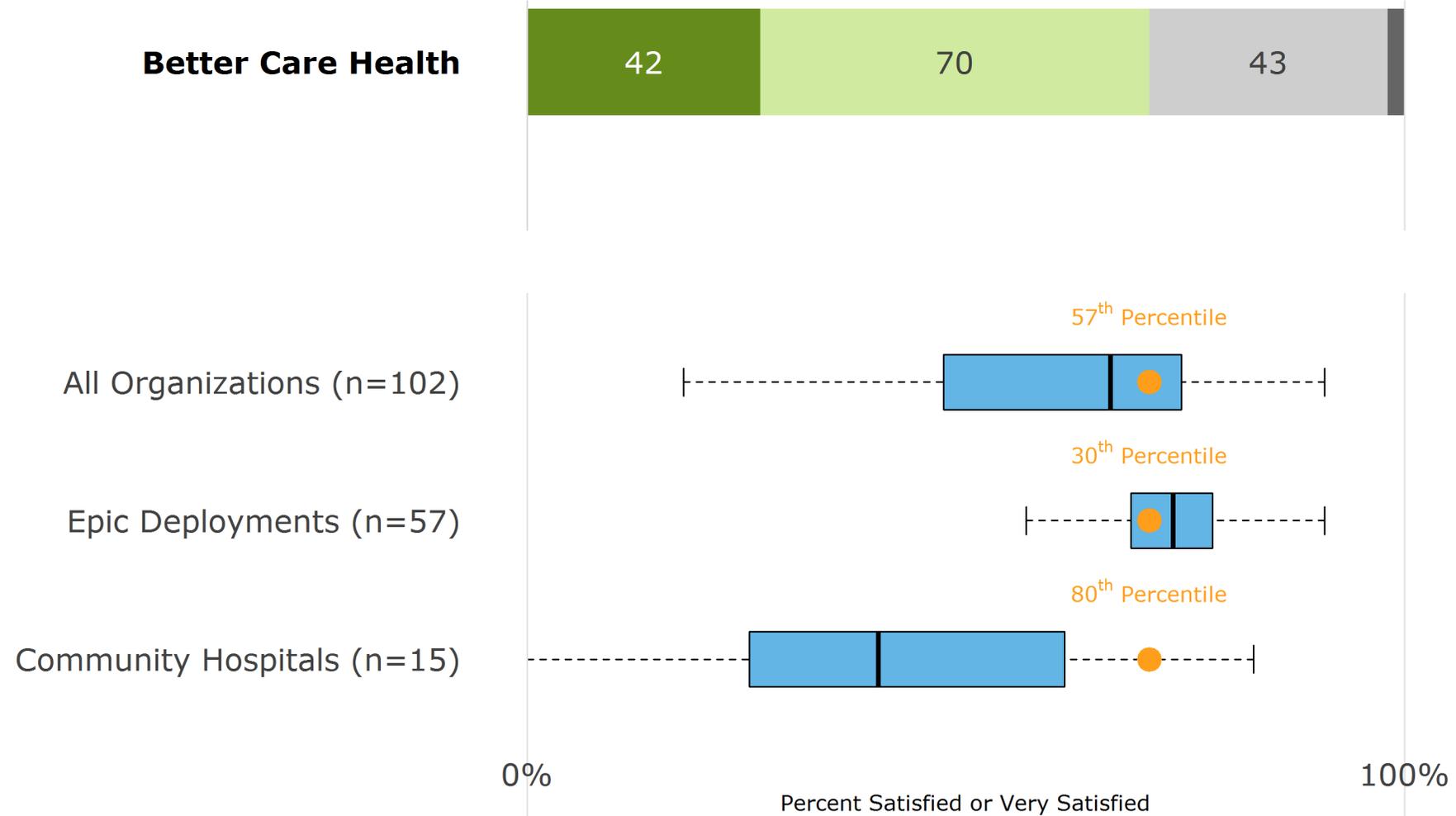
- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied



Overall EMR Satisfaction

Physicians and advanced practice clinicians only (n=20,525)

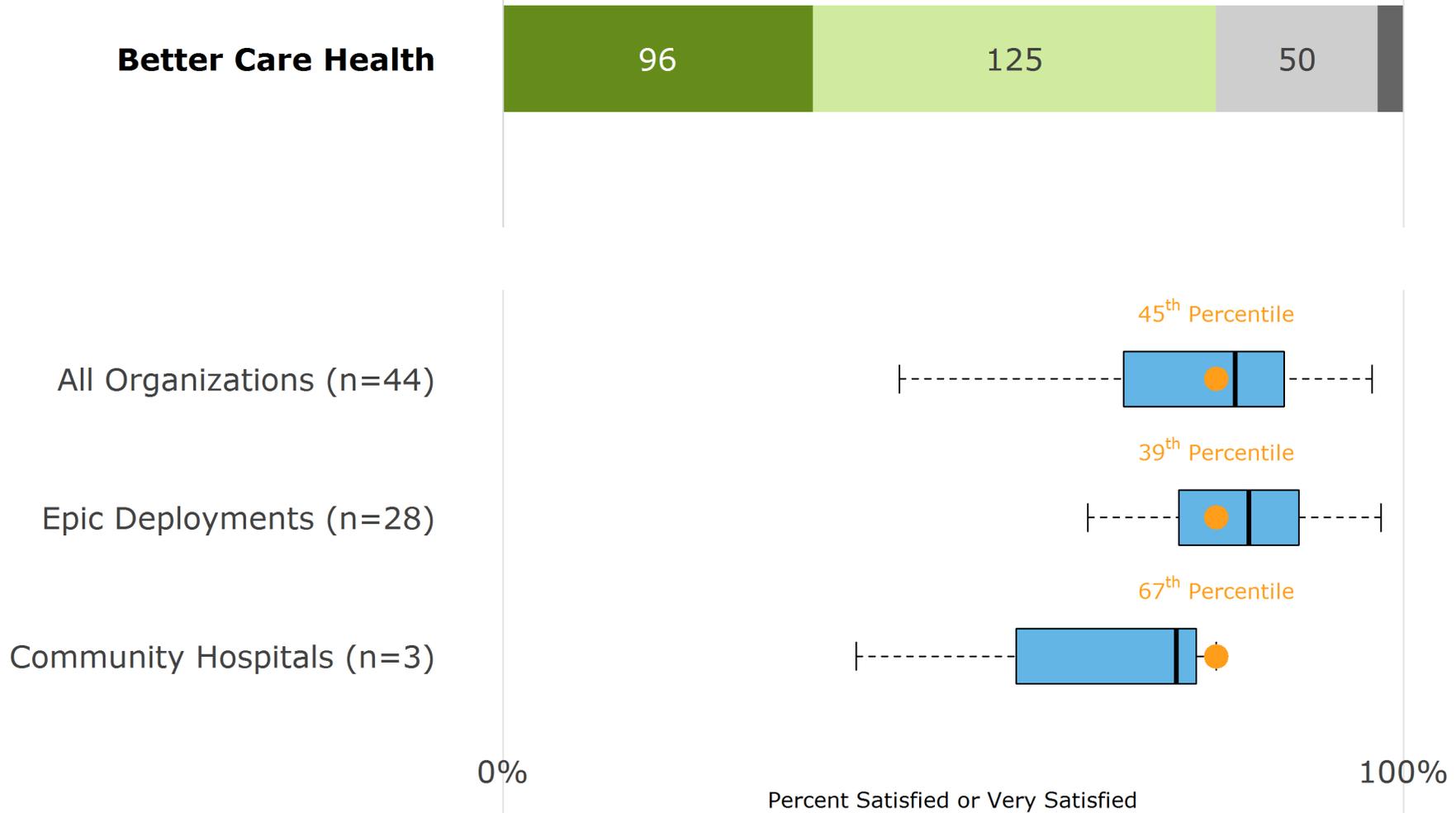
- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied



Overall EMR Satisfaction

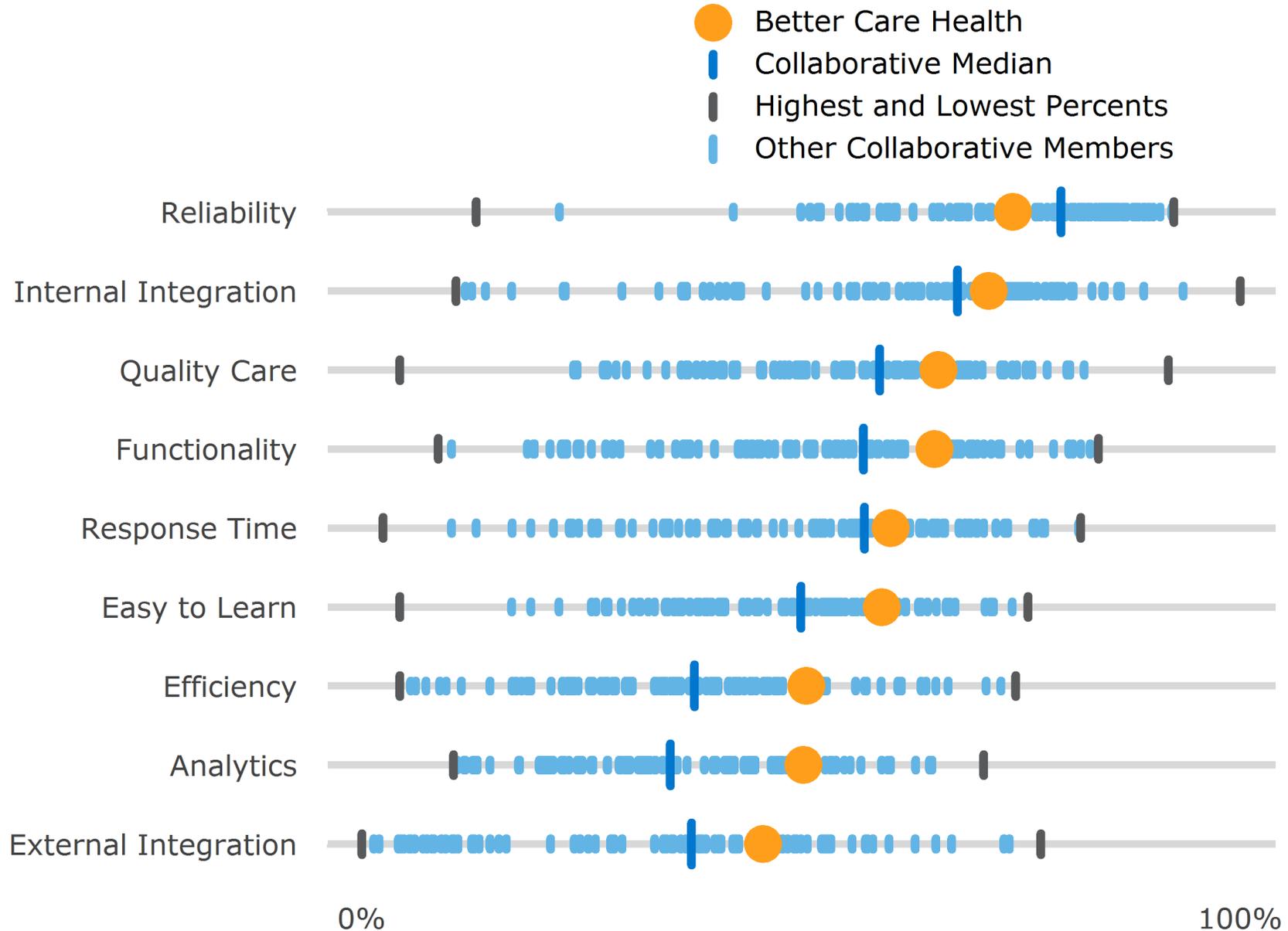
Nurses only (n=12,726)

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied



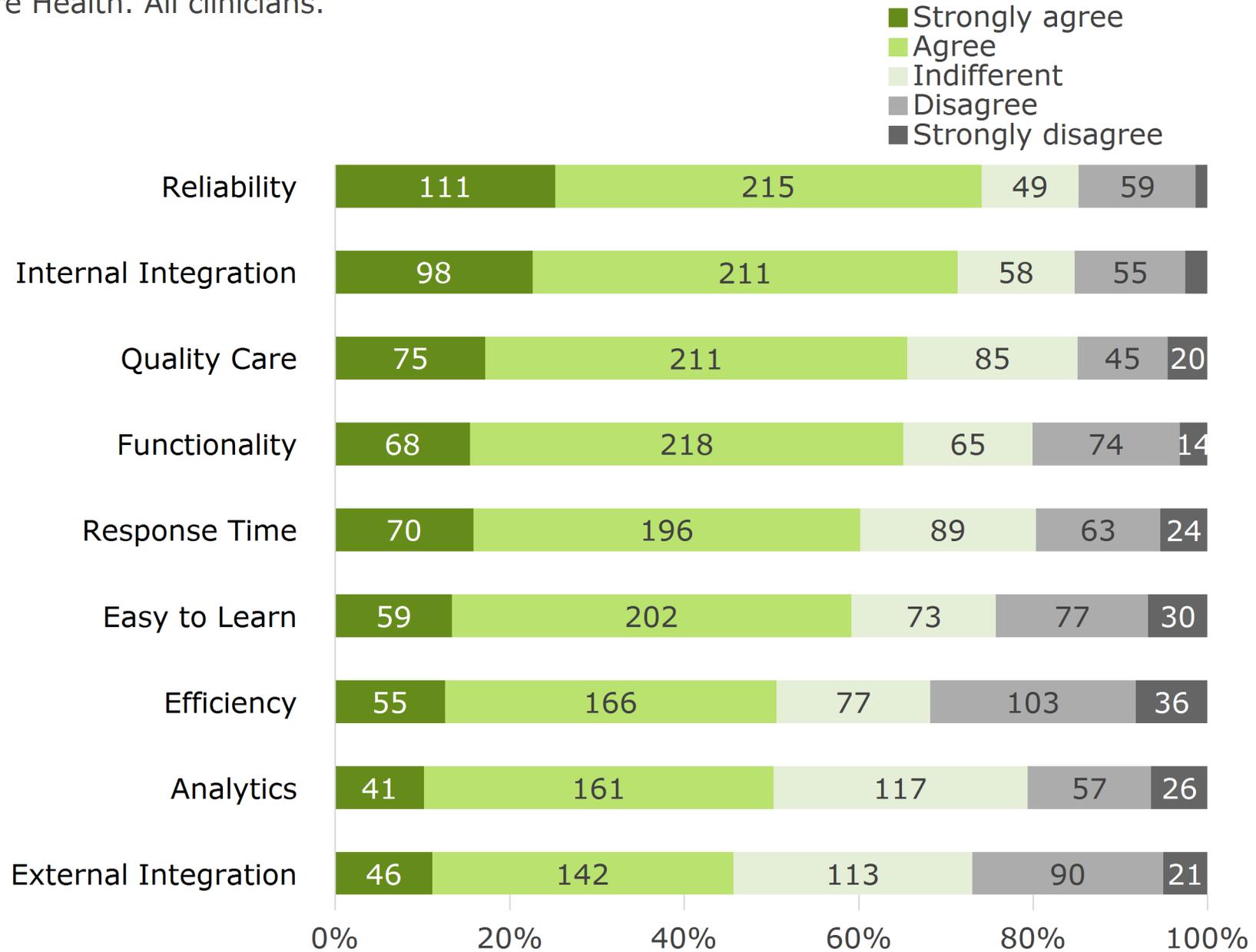
EMR Satisfaction Comparison

All clinicians. Percent of respondents reporting satisfaction.



EMR Satisfaction—By EMR Function

Better Care Health. All clinicians.

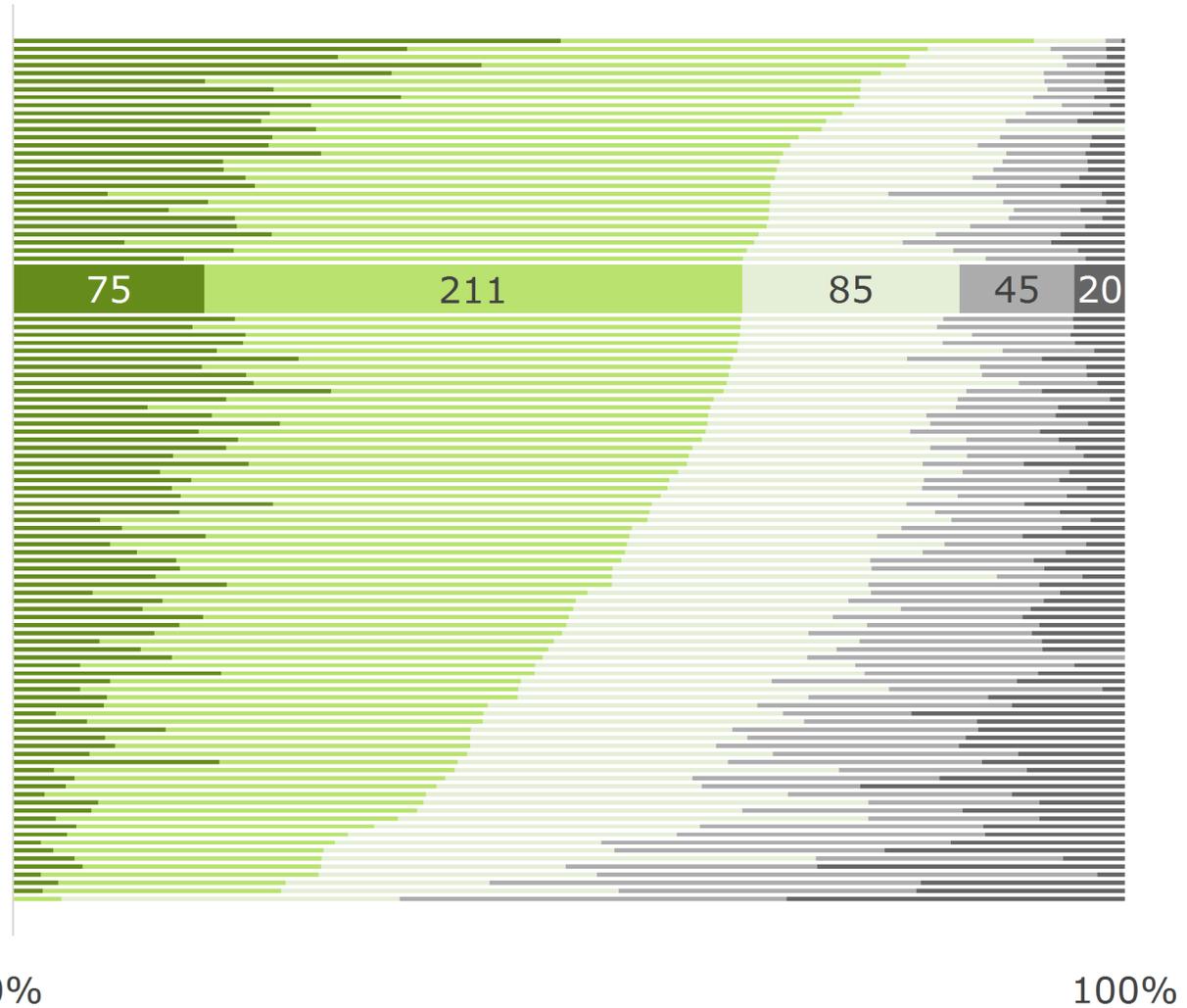


Agreement That EMR Enables Quality Care

All clinicians (n=37,272)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

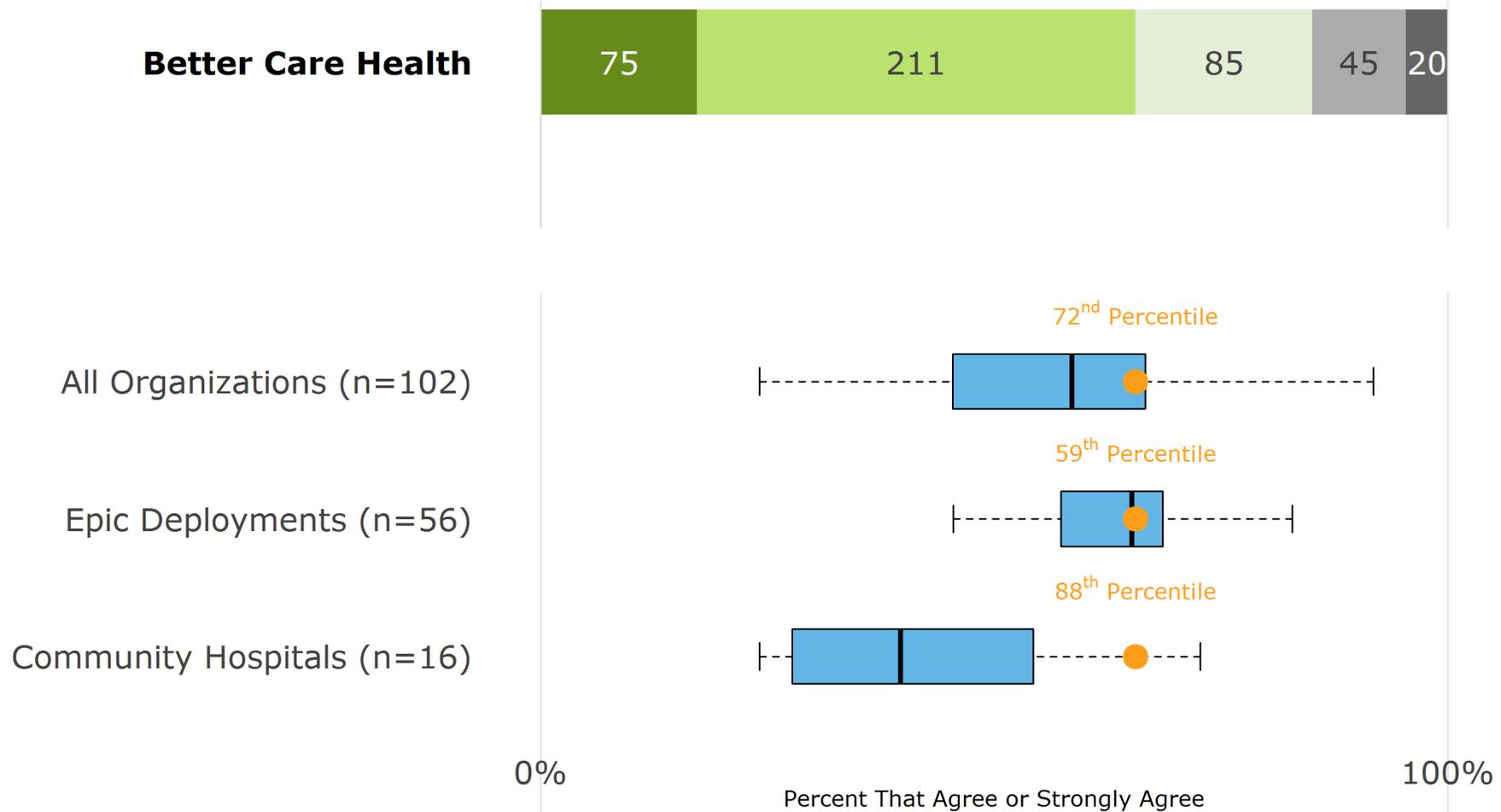
Better Care Health



Agreement That EMR Enables Quality Care

All clinicians (n=37,272)

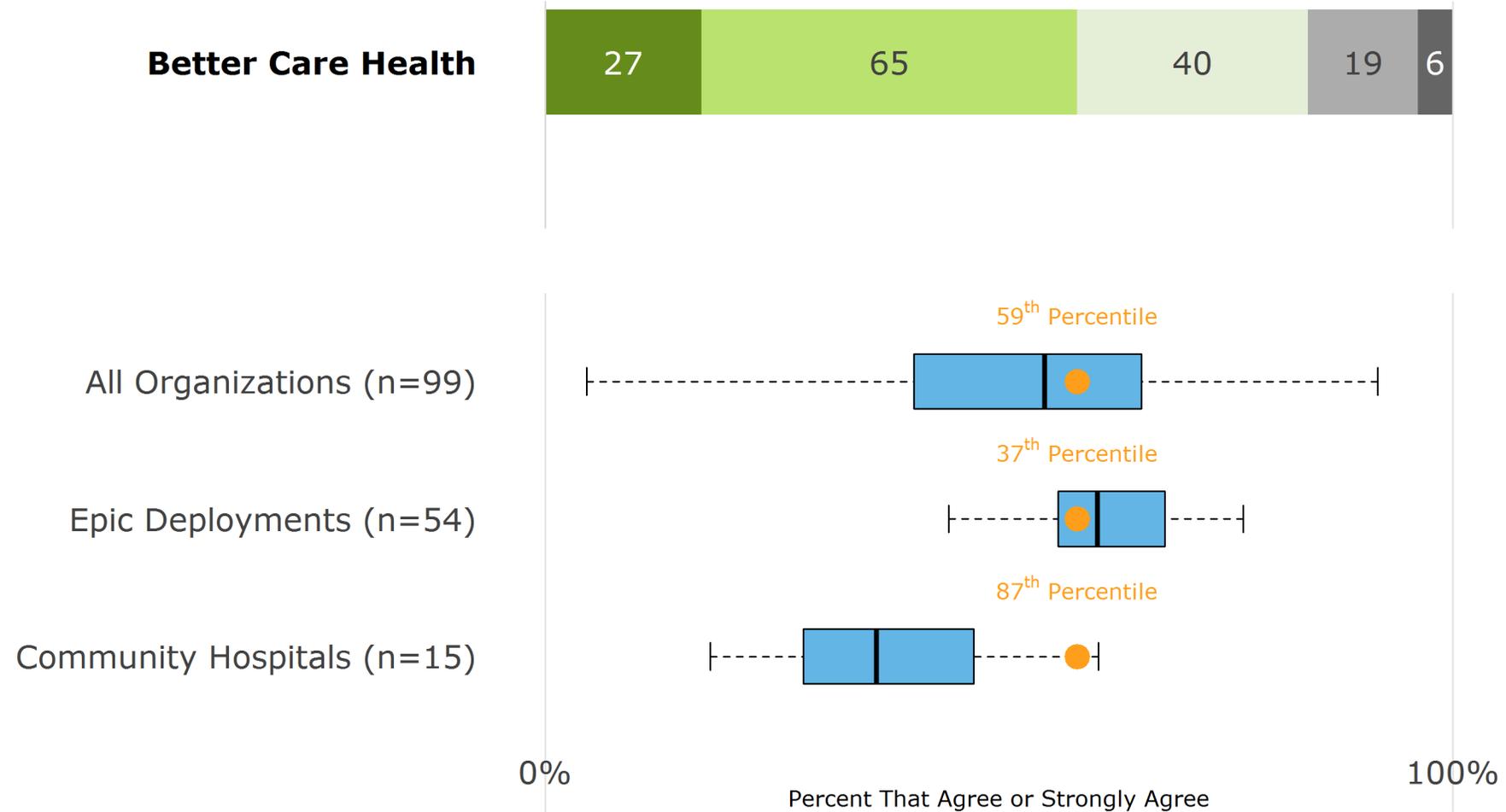
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That EMR Enables Quality Care

Physicians and advanced practice clinicians only (n=20,089)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

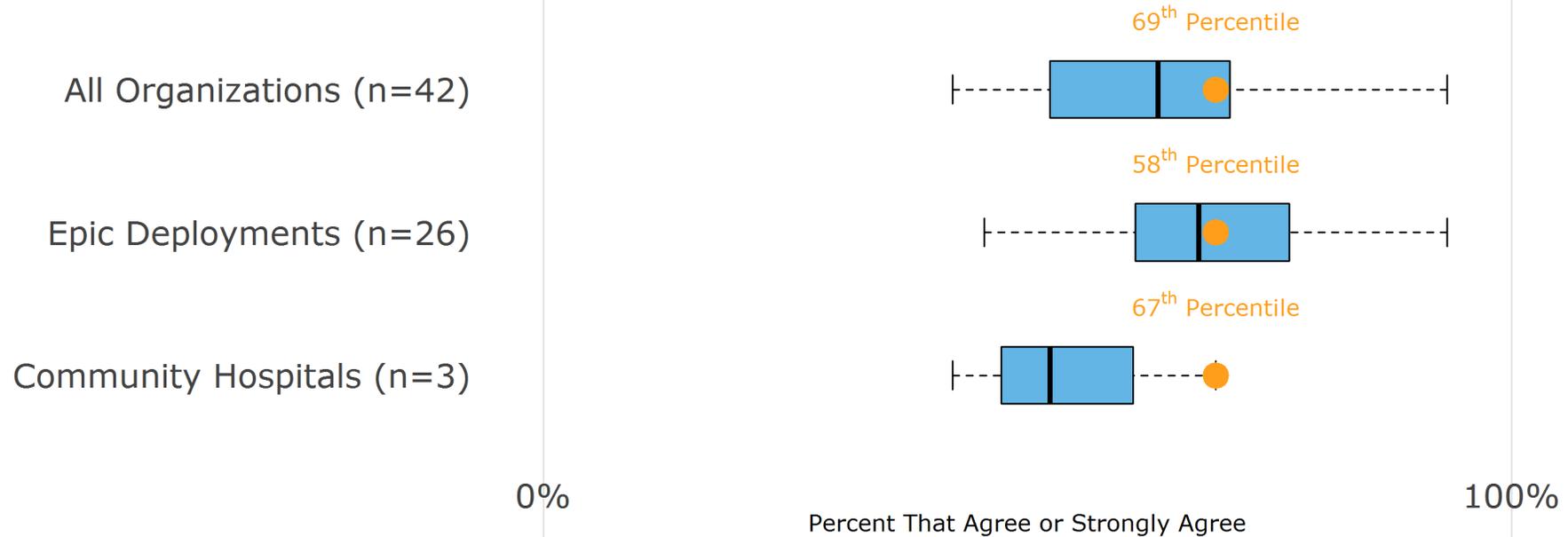
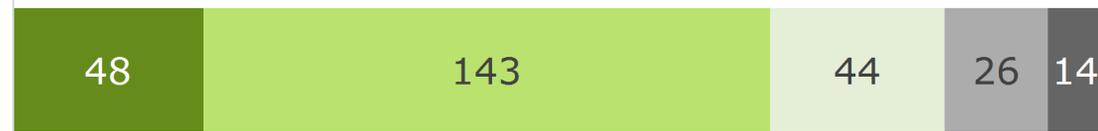


Agreement That EMR Enables Quality Care

Nurses only (n=12,328)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

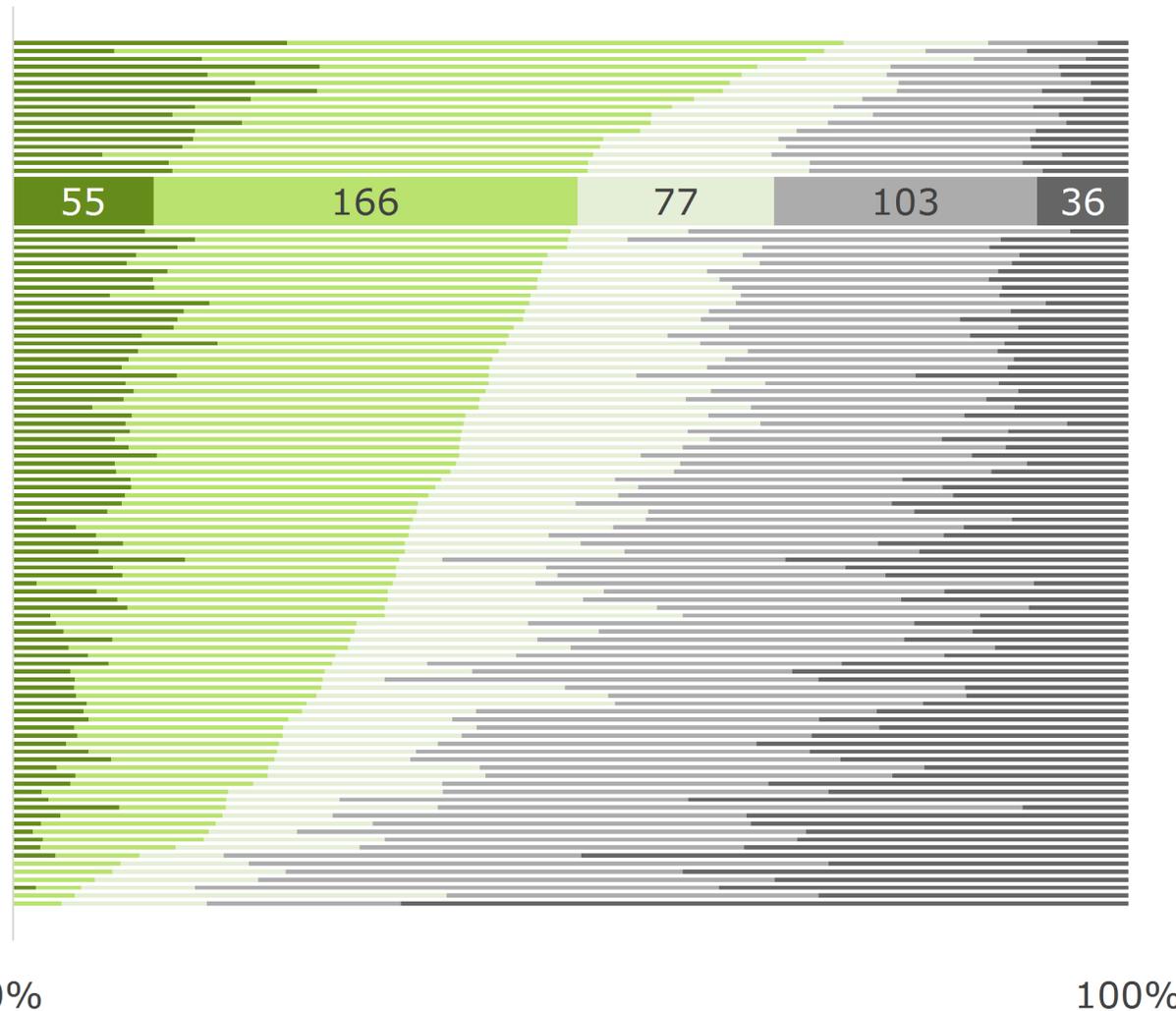


Agreement That EMR Enables Efficiency

All clinicians (n=37,684)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

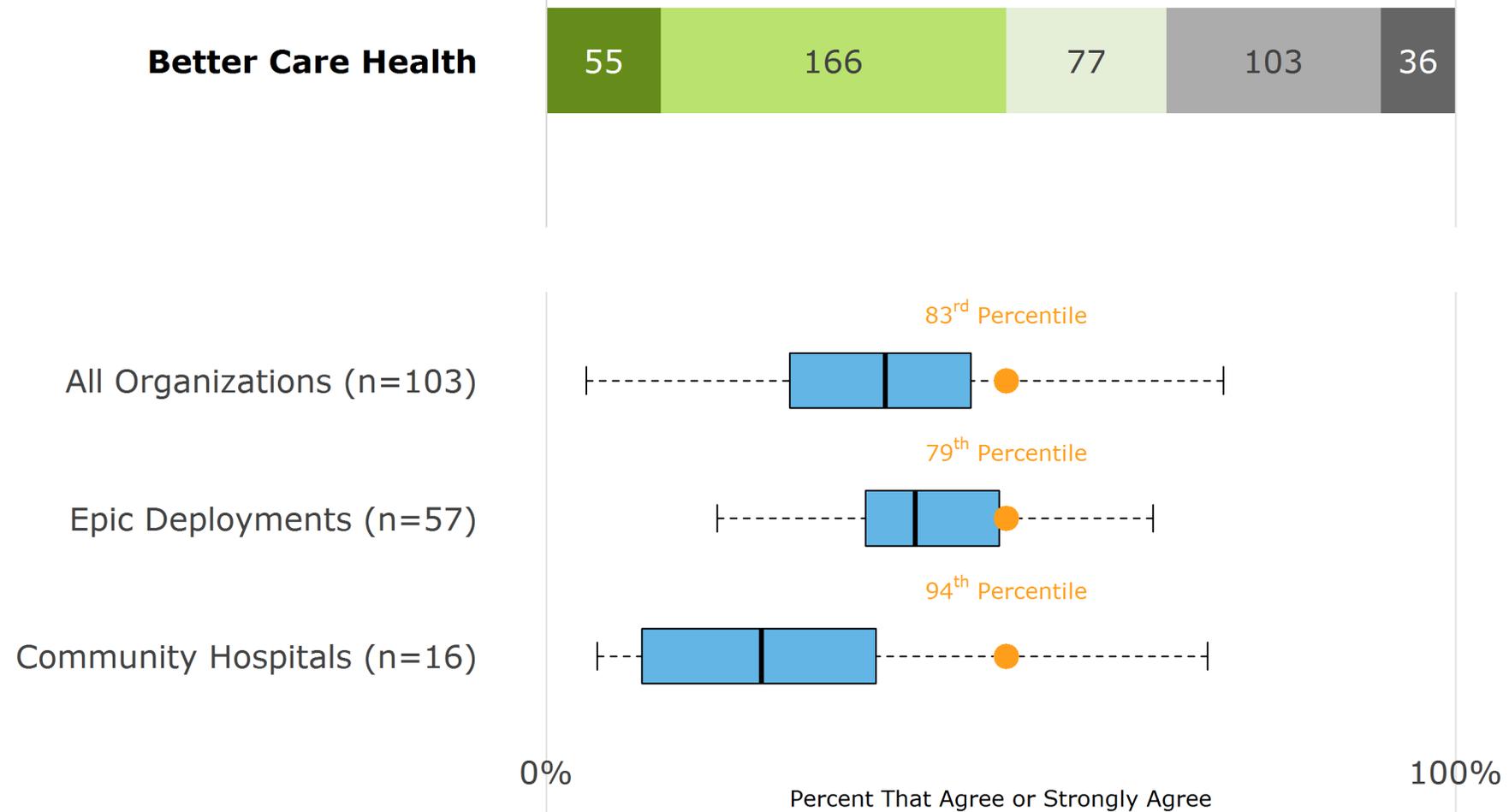
Better Care Health



Agreement That EMR Enables Efficiency

All clinicians (n=37,684)

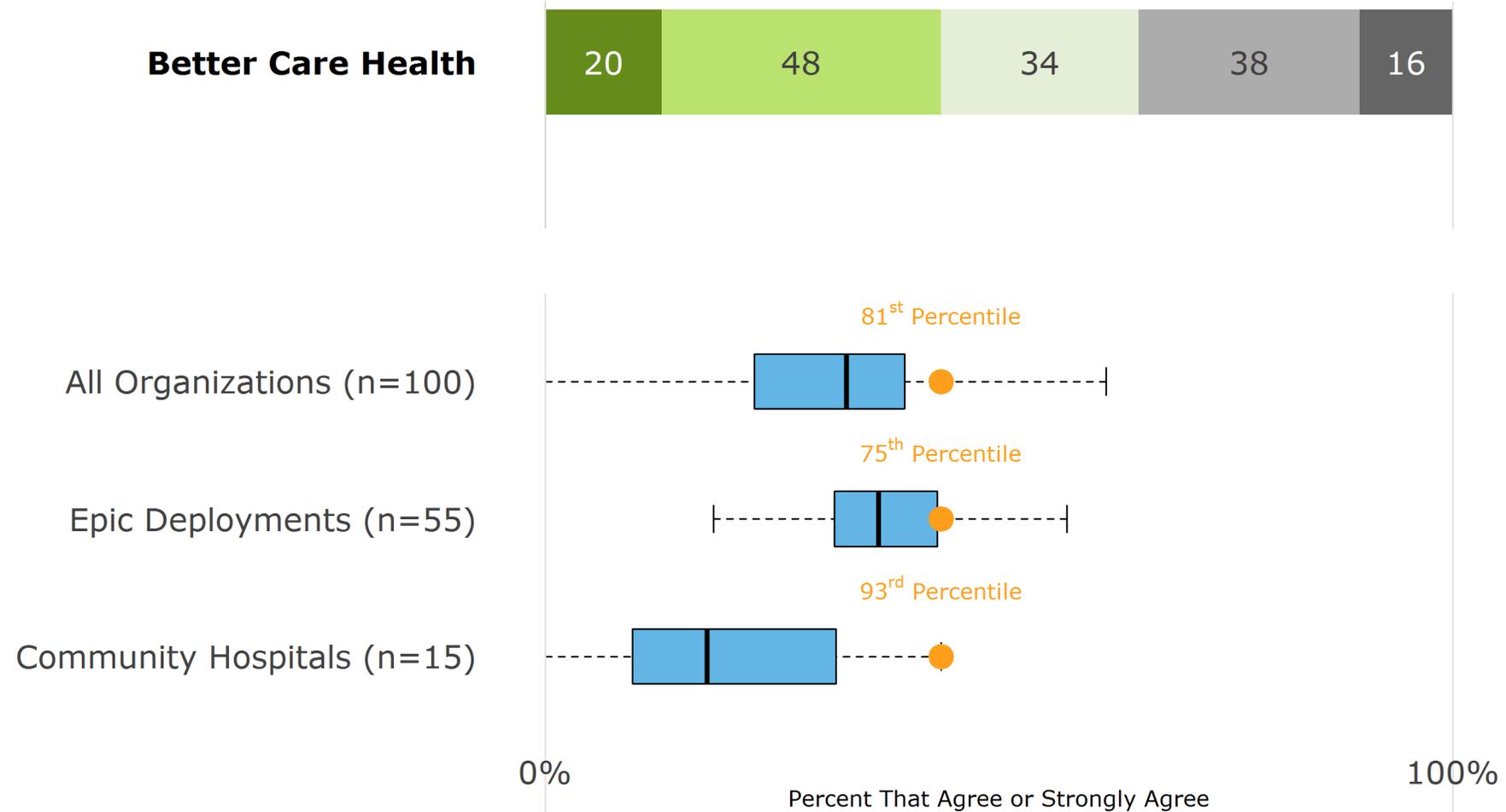
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That EMR Enables Efficiency

Physicians and advanced practice clinicians only (n=20,315)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

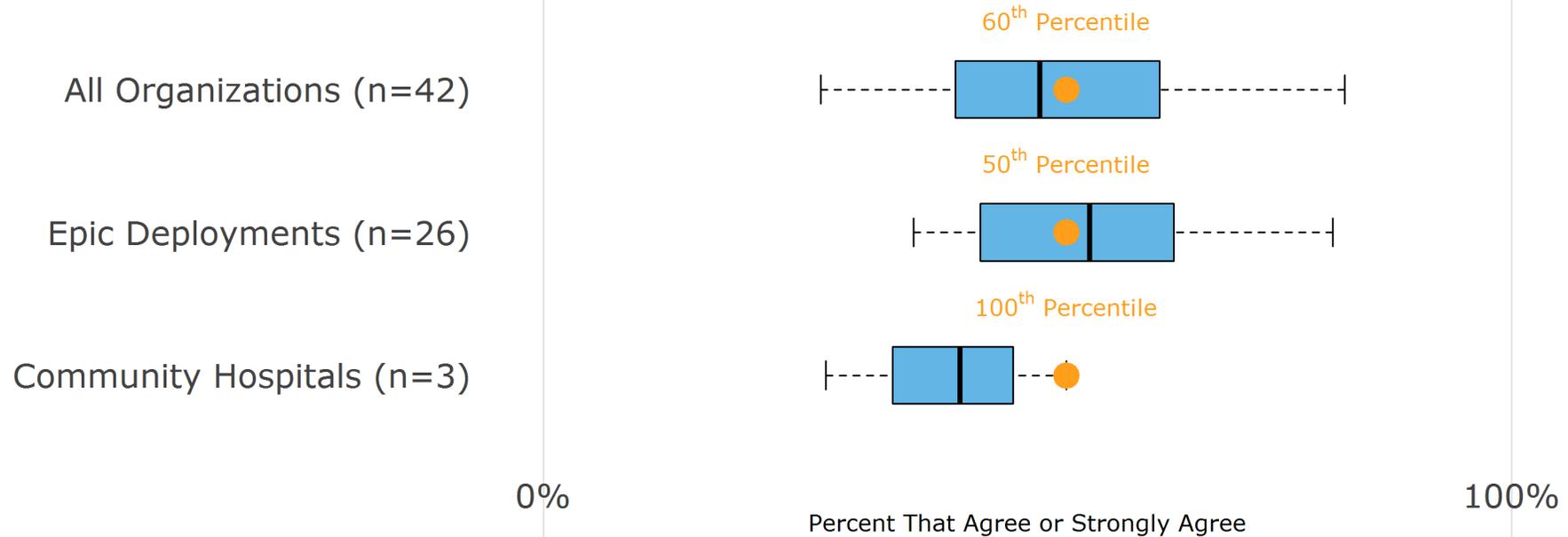


Agreement That EMR Enables Efficiency

Nurses only (n=12,376)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

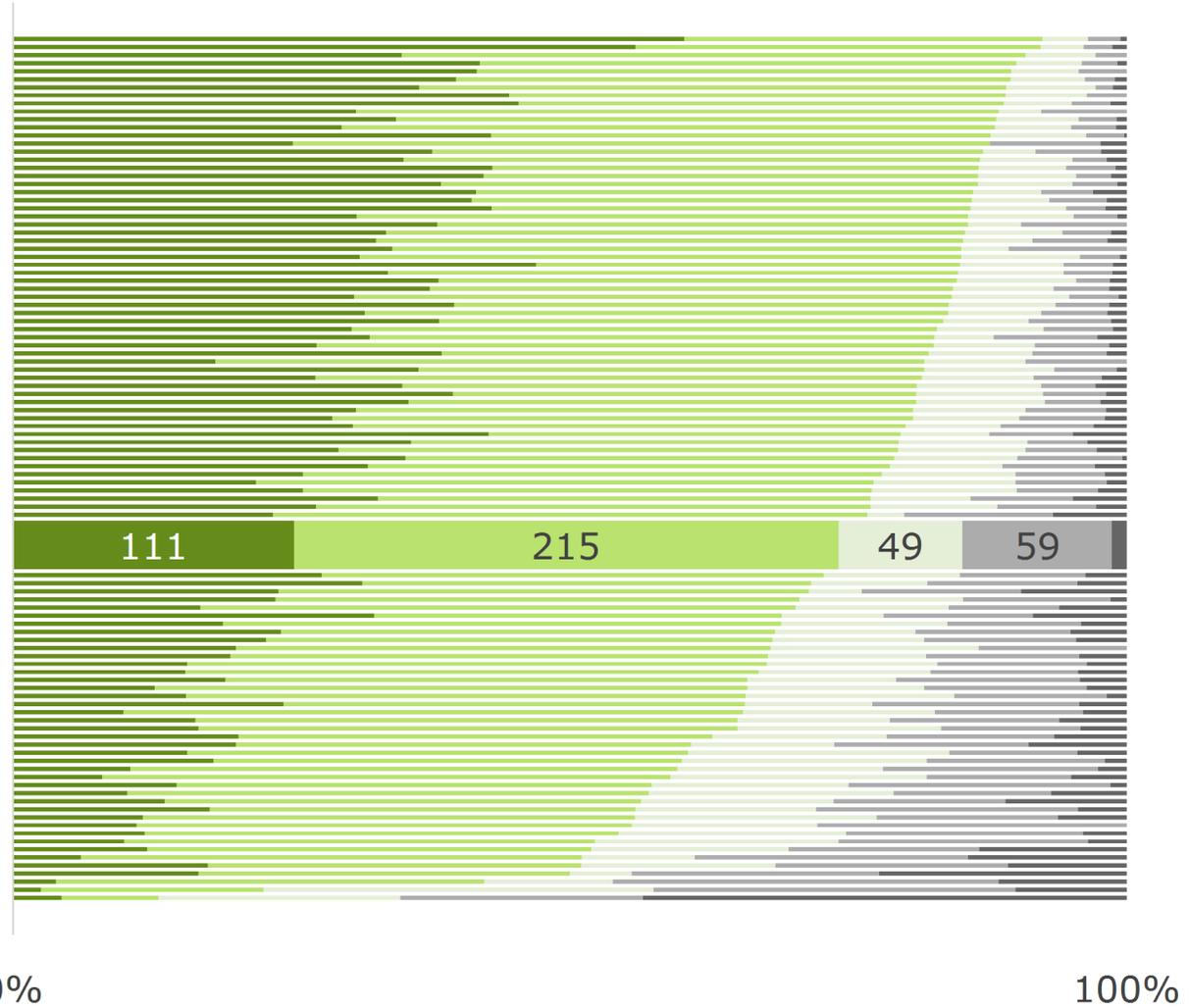


Agreement That EMR Is Reliable

All clinicians (n=37,469)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

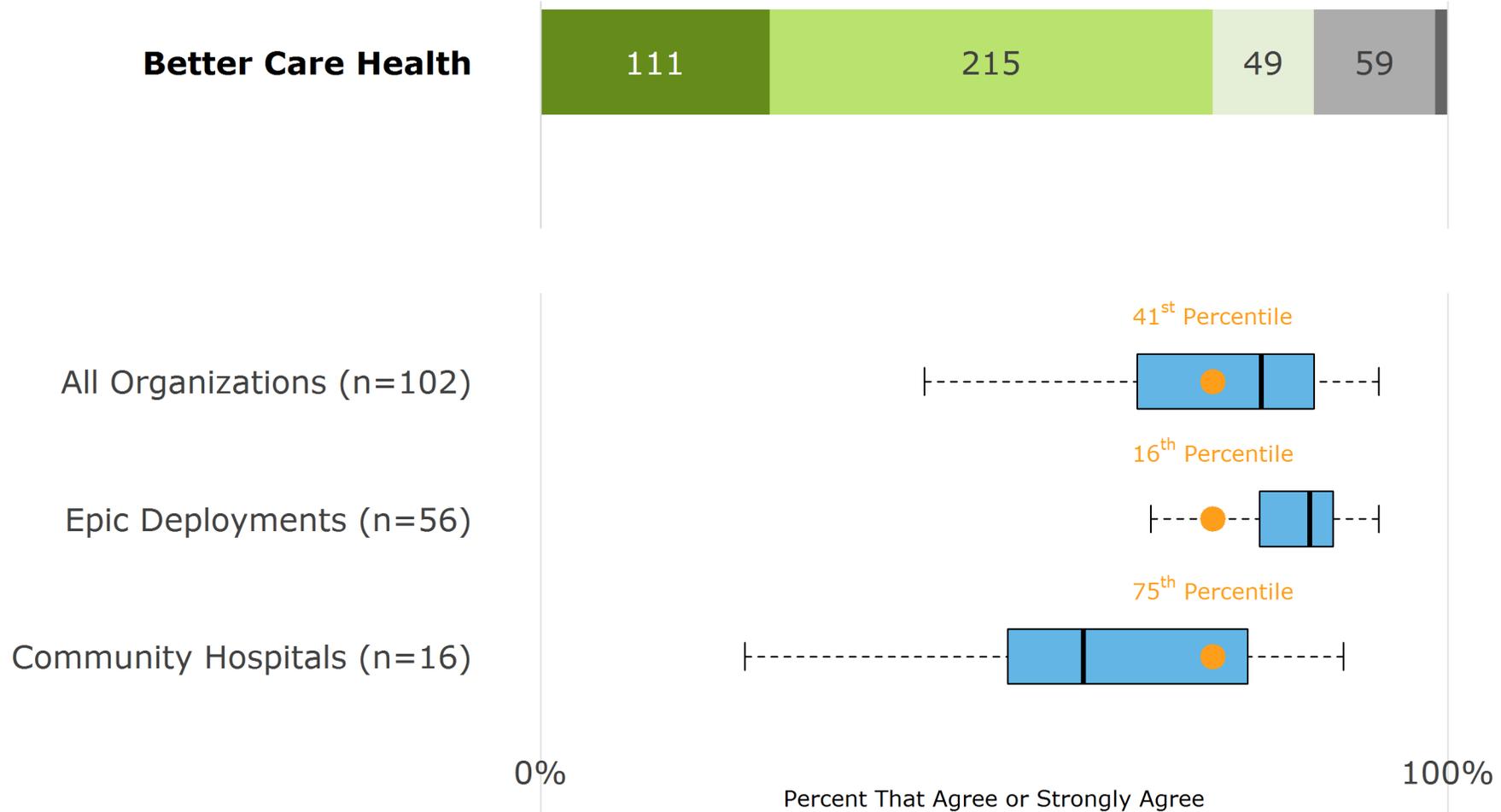
Better Care Health



Agreement That EMR Is Reliable

All clinicians (n=37,469)

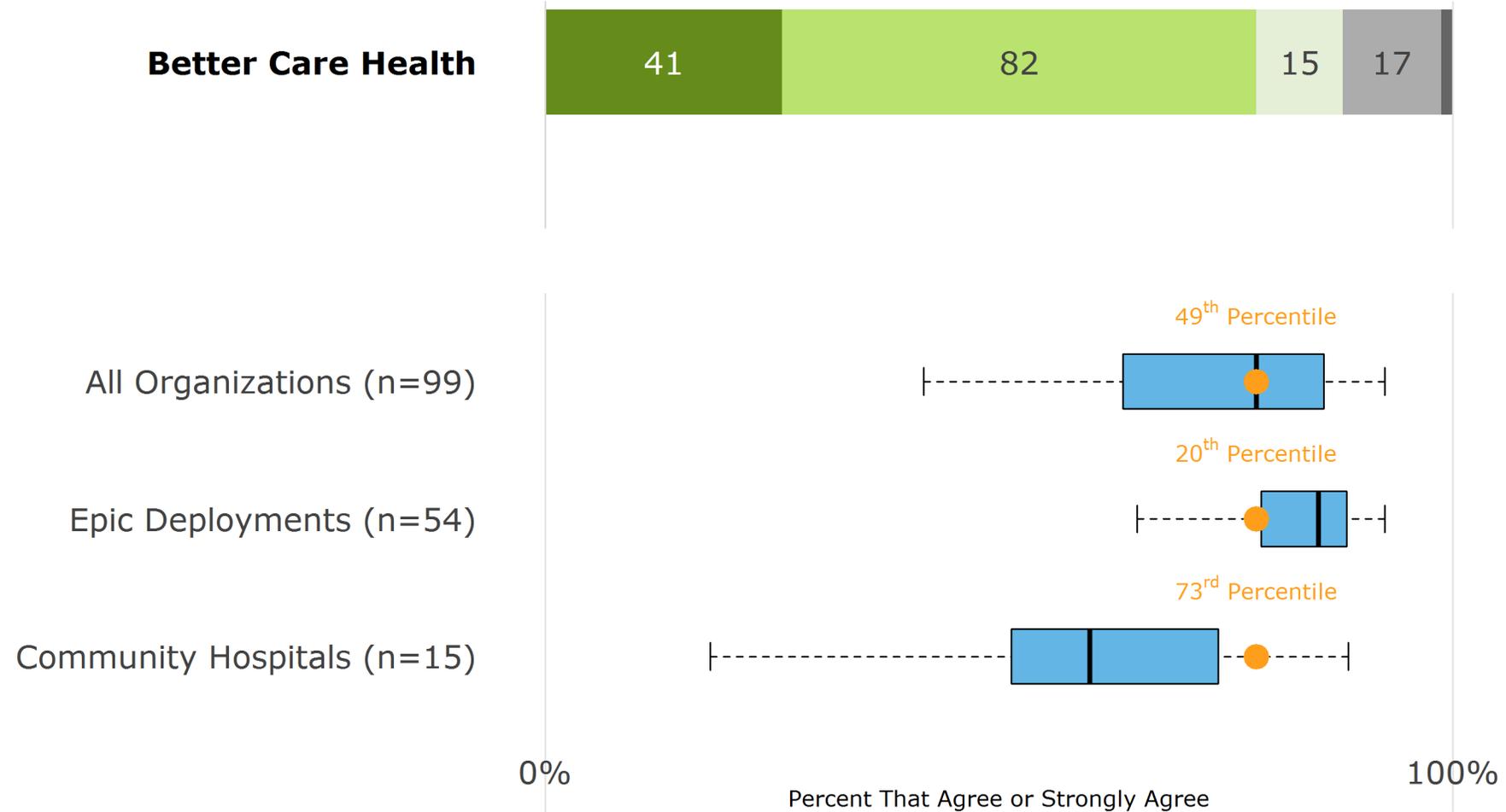
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That EMR Is Reliable

Physicians and advanced practice clinicians only (n=20,120)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

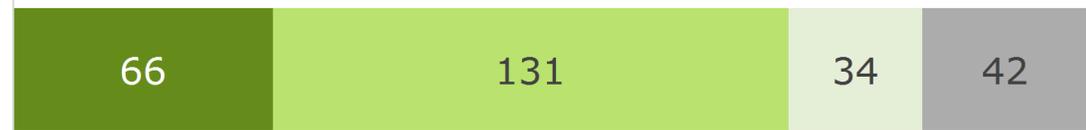


Agreement That EMR Is Reliable

Nurses only (n=12,341)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

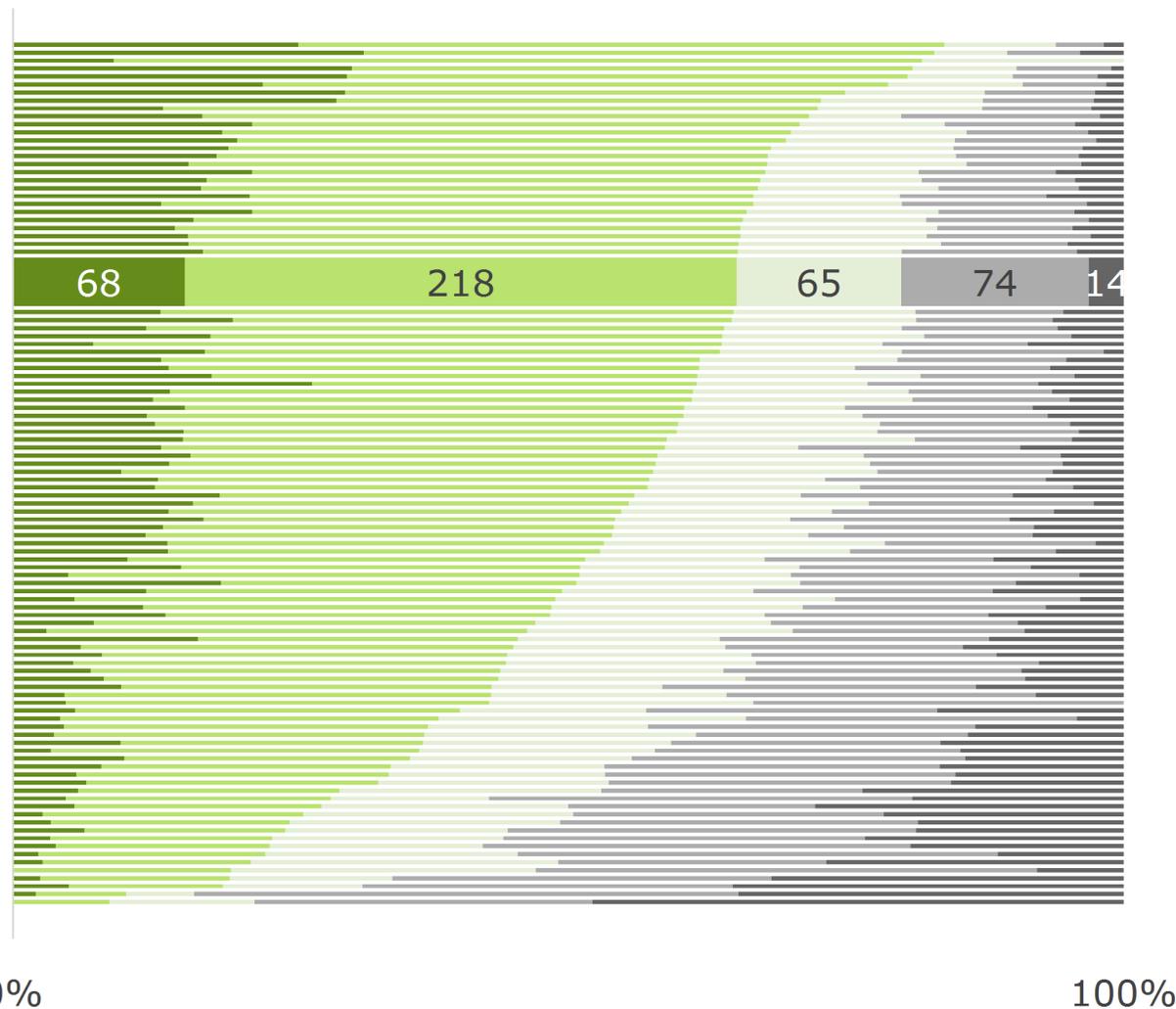


Agreement That EMR Has Needed Functionality

All clinicians (n=37,624)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

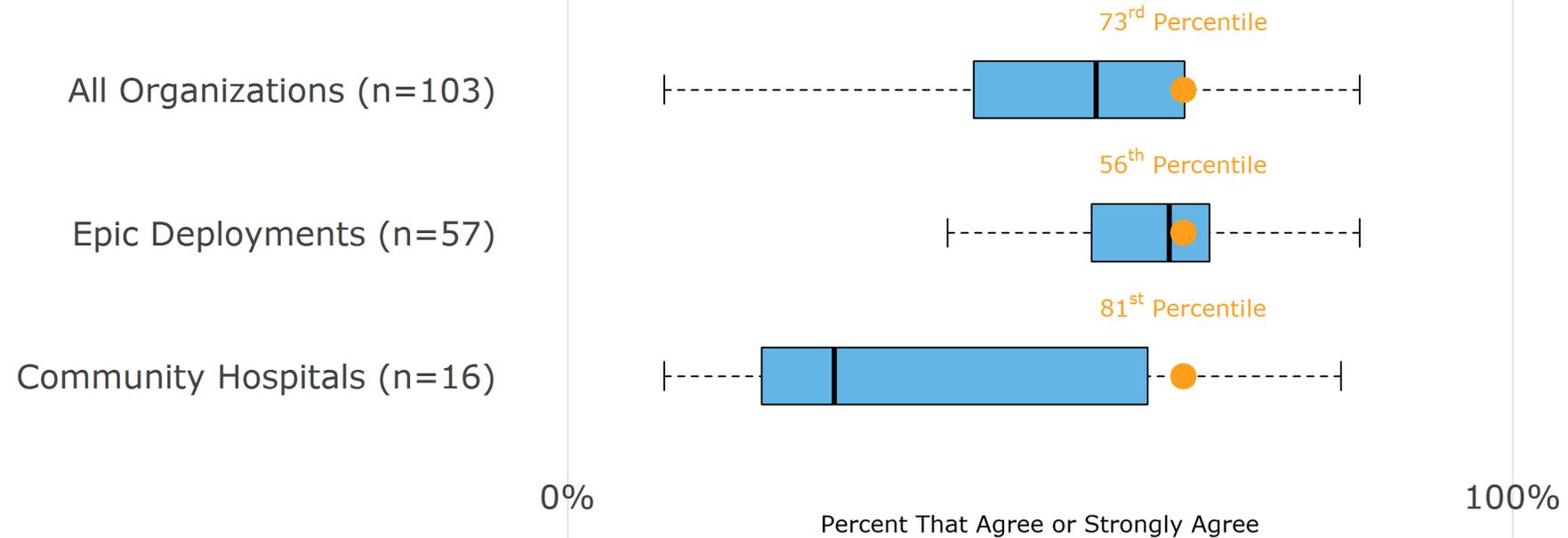


Agreement That EMR Has Needed Functionality

All clinicians (n=37,624)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

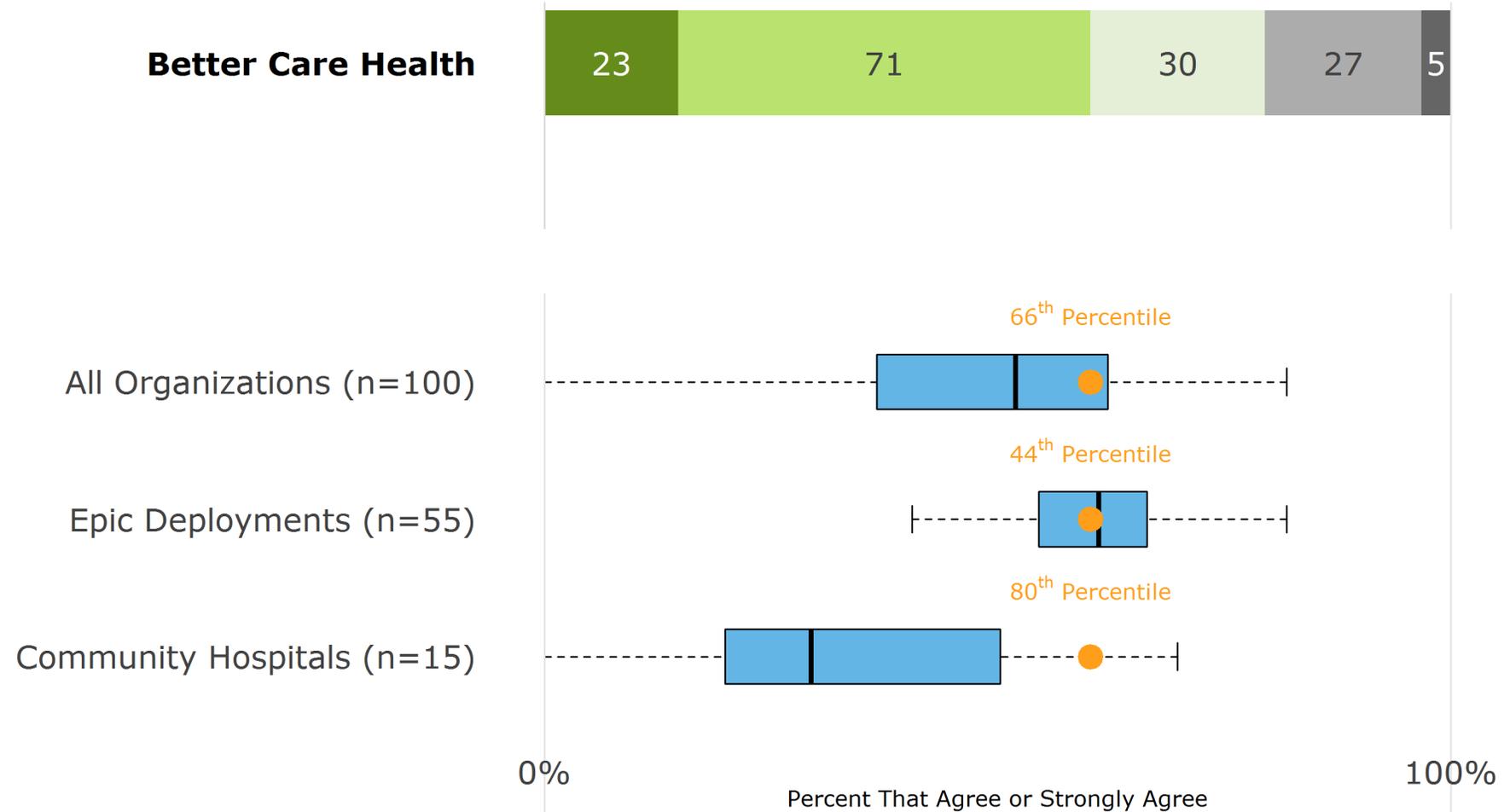
Better Care Health



Agreement That EMR Has Needed Functionality

Physicians and advanced practice clinicians only (n=20,258)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

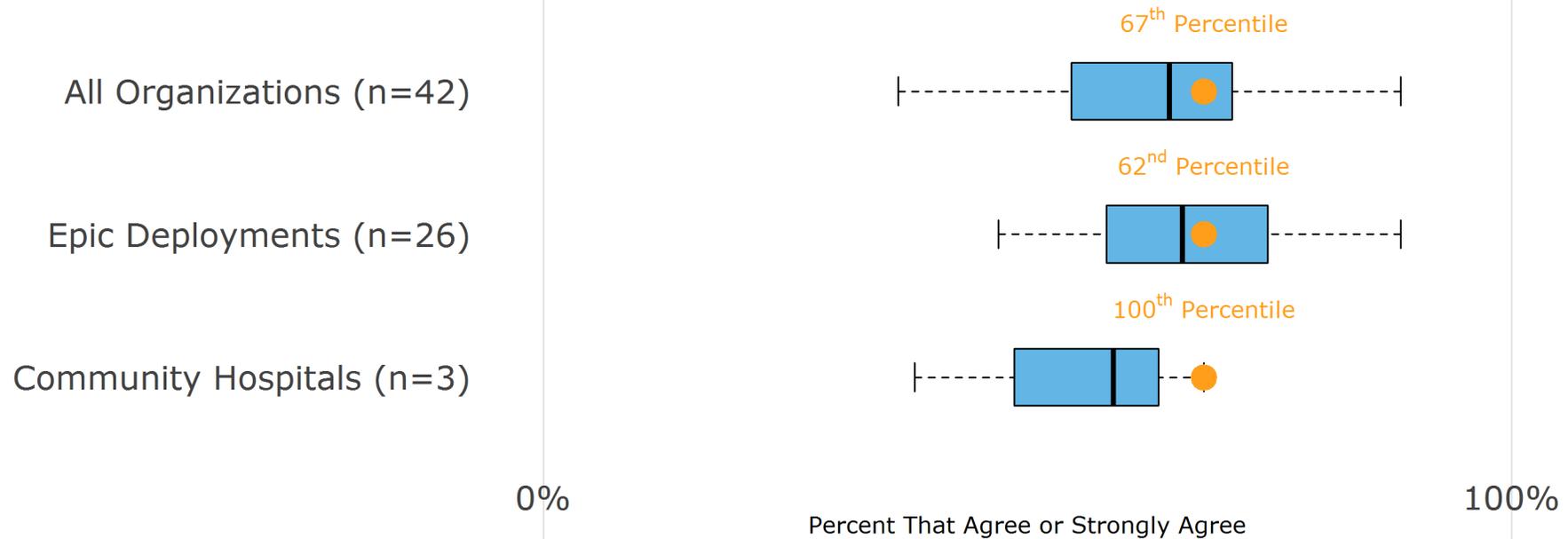
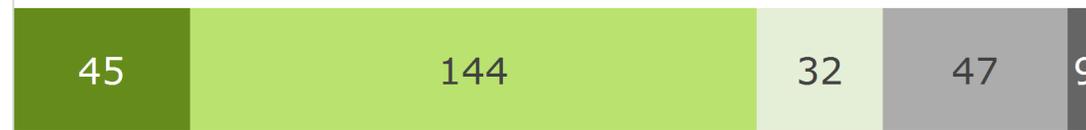


Agreement That EMR Has Needed Functionality

Nurses only (n=12,362)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

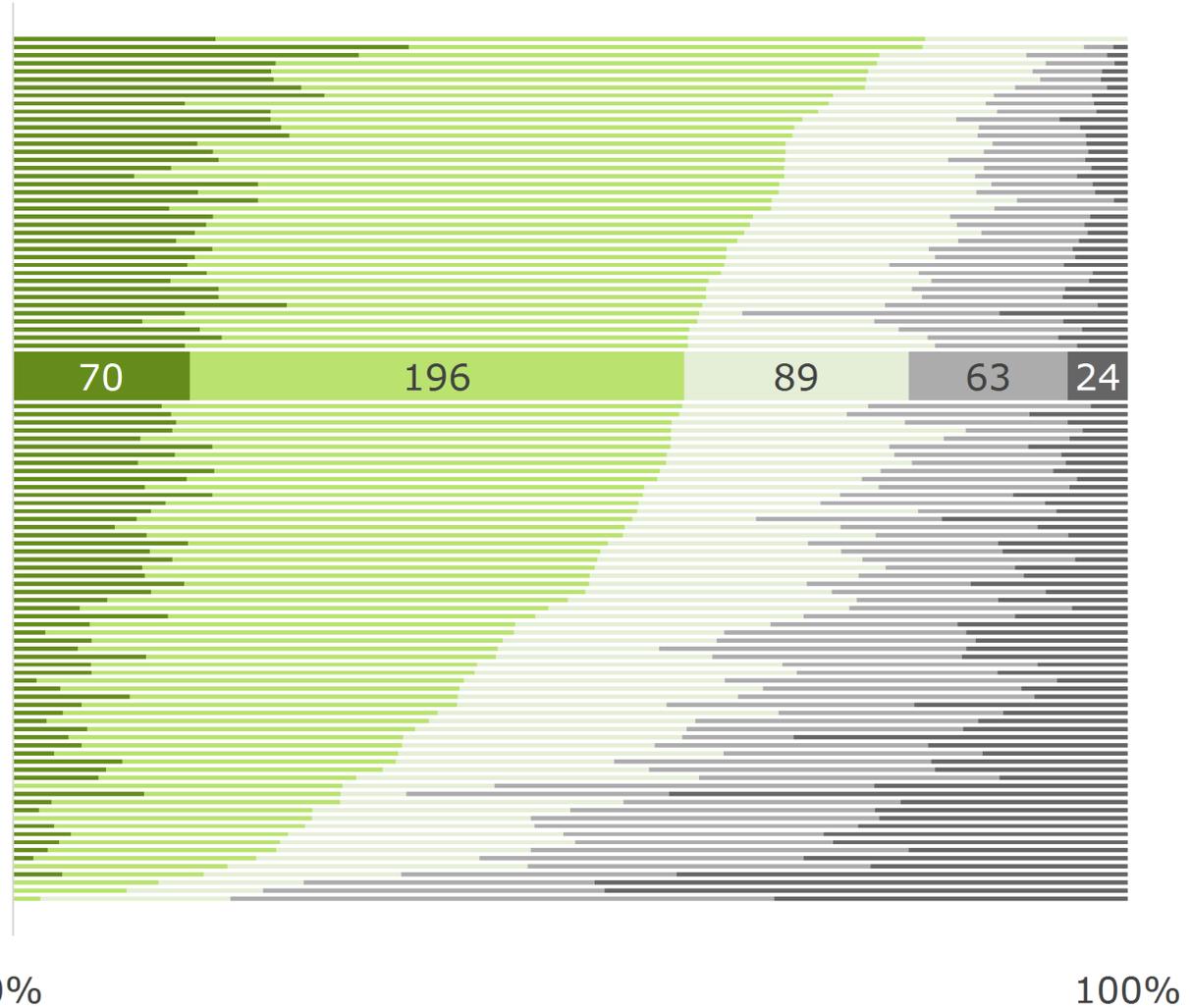


Agreement That EMR Has Fast Response Time

All clinicians (n=37,344)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

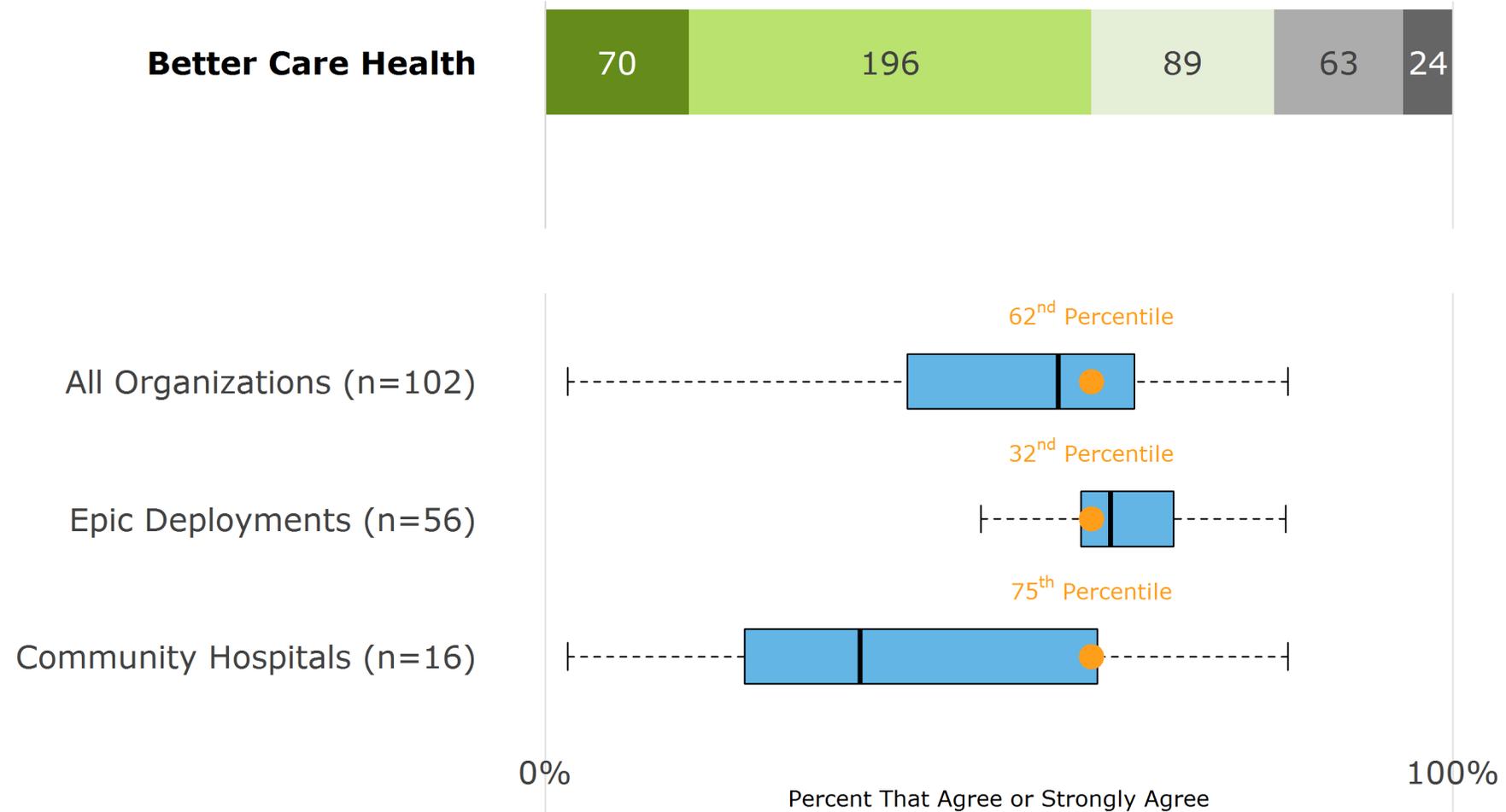
Better Care Health



Agreement That EMR Has Fast Response Time

All clinicians (n=37,344)

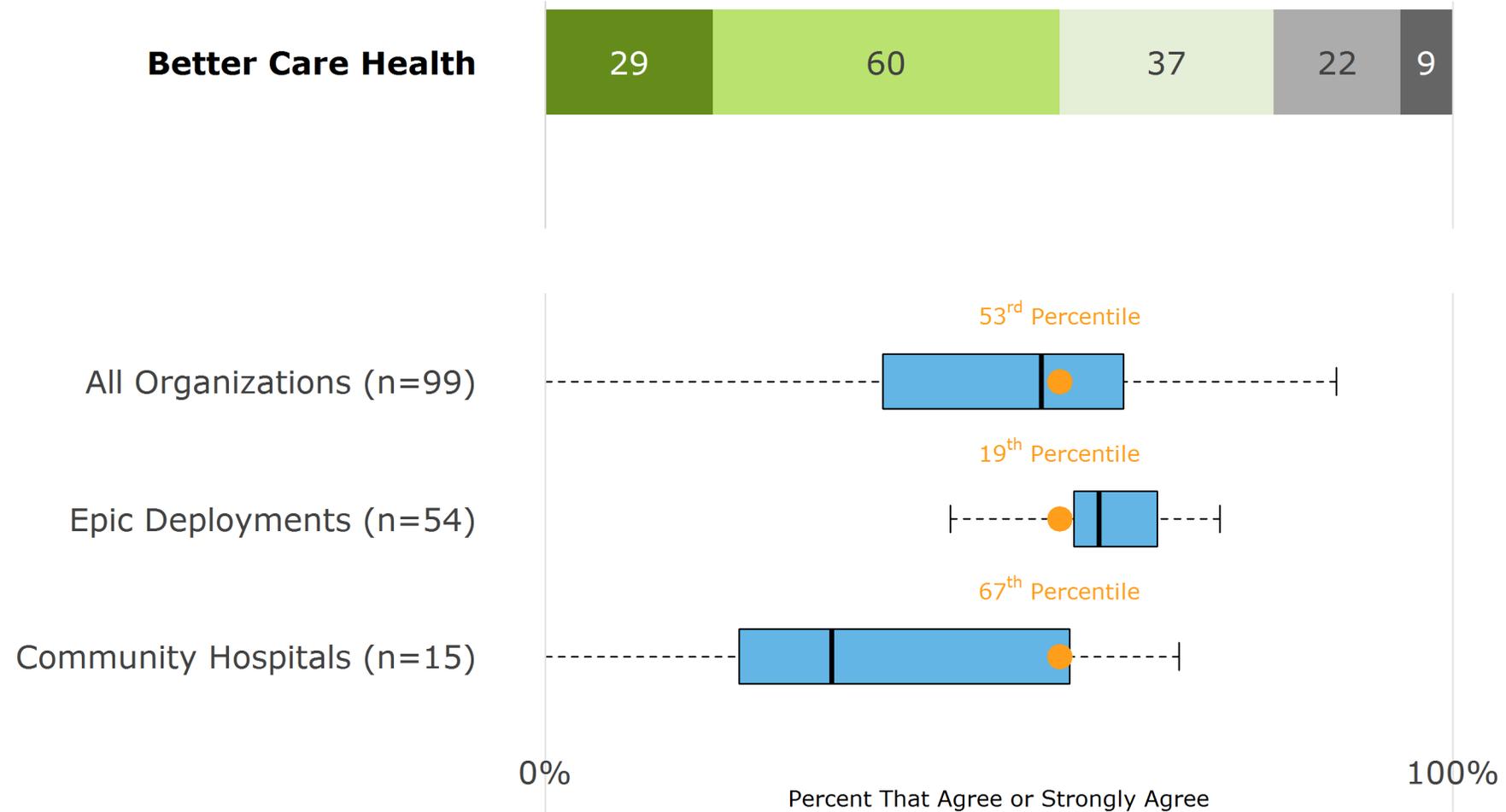
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That EMR Has Fast Response Time

Physicians and advanced practice clinicians only (n=20,036)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

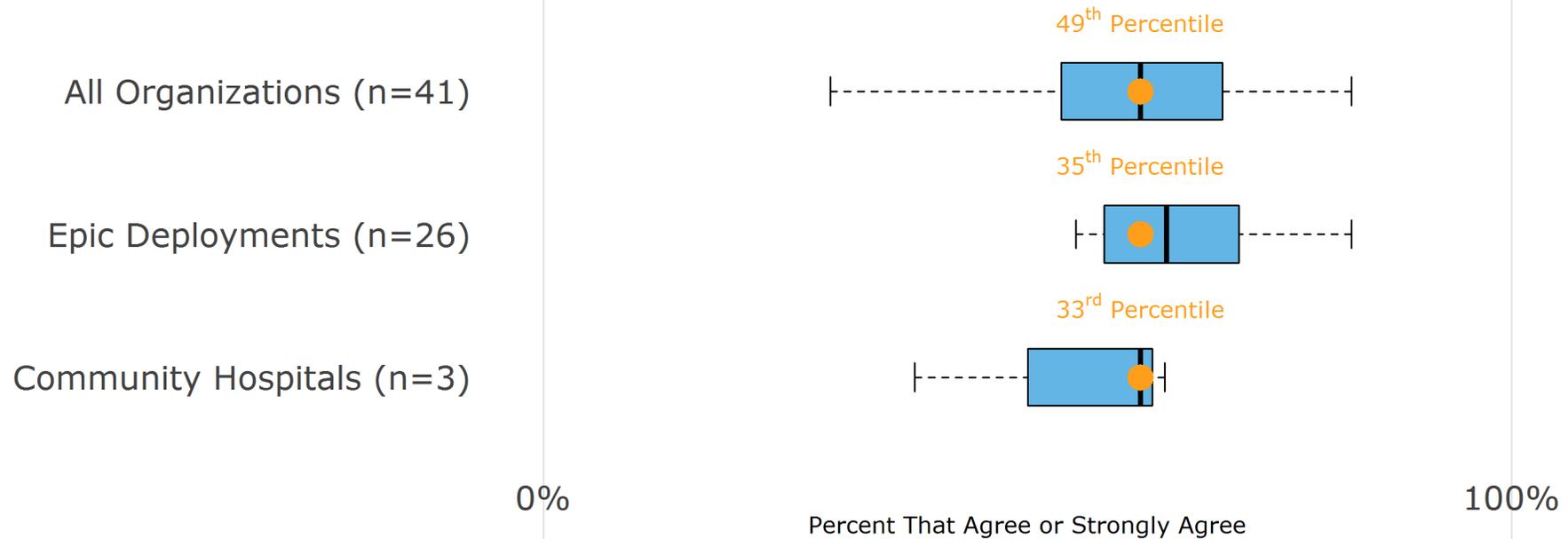


Agreement That EMR Has Fast Response Time

Nurses only (n=12,325)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

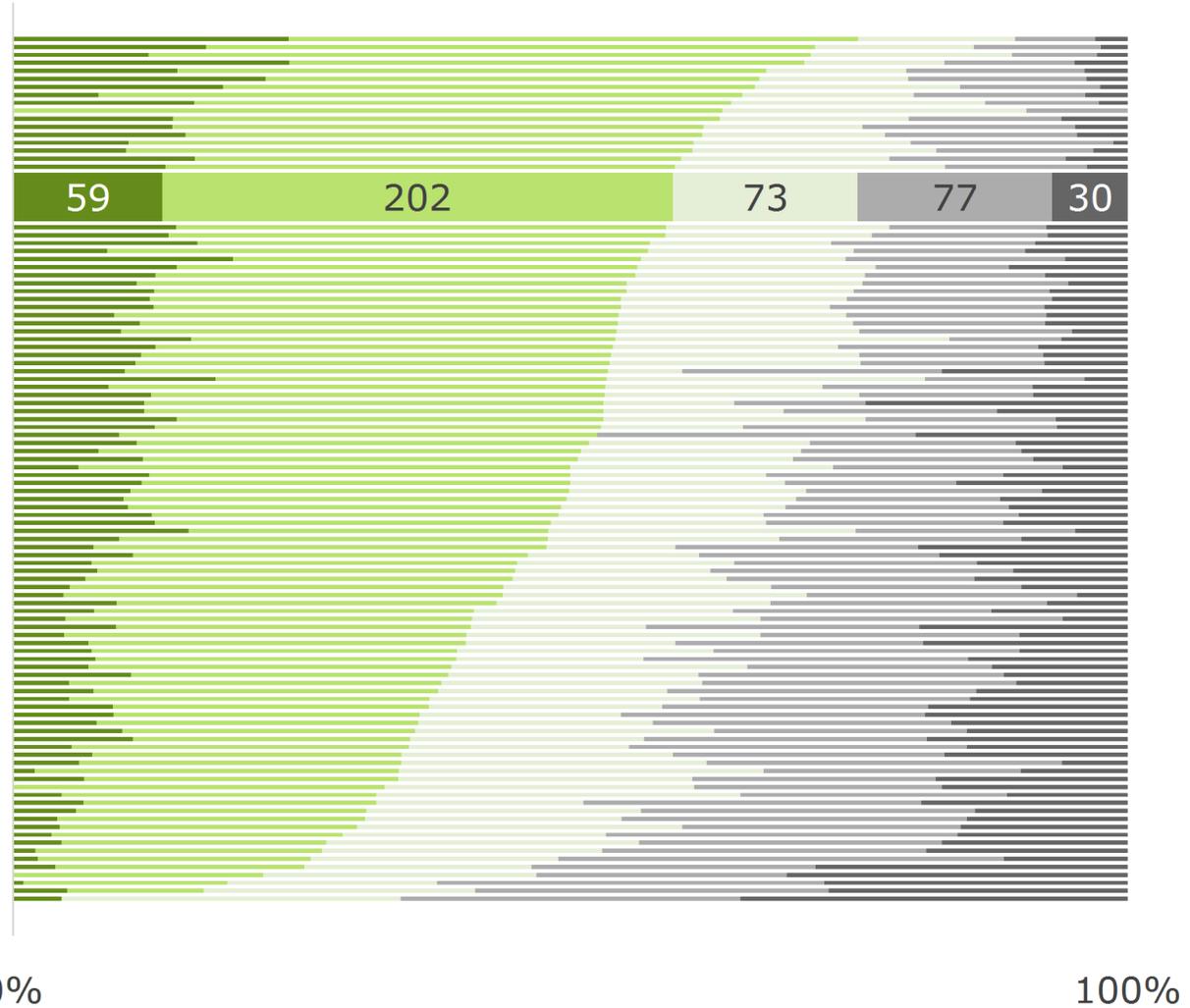


Agreement That EMR Is Easy to Learn

All clinicians (n=37,601)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

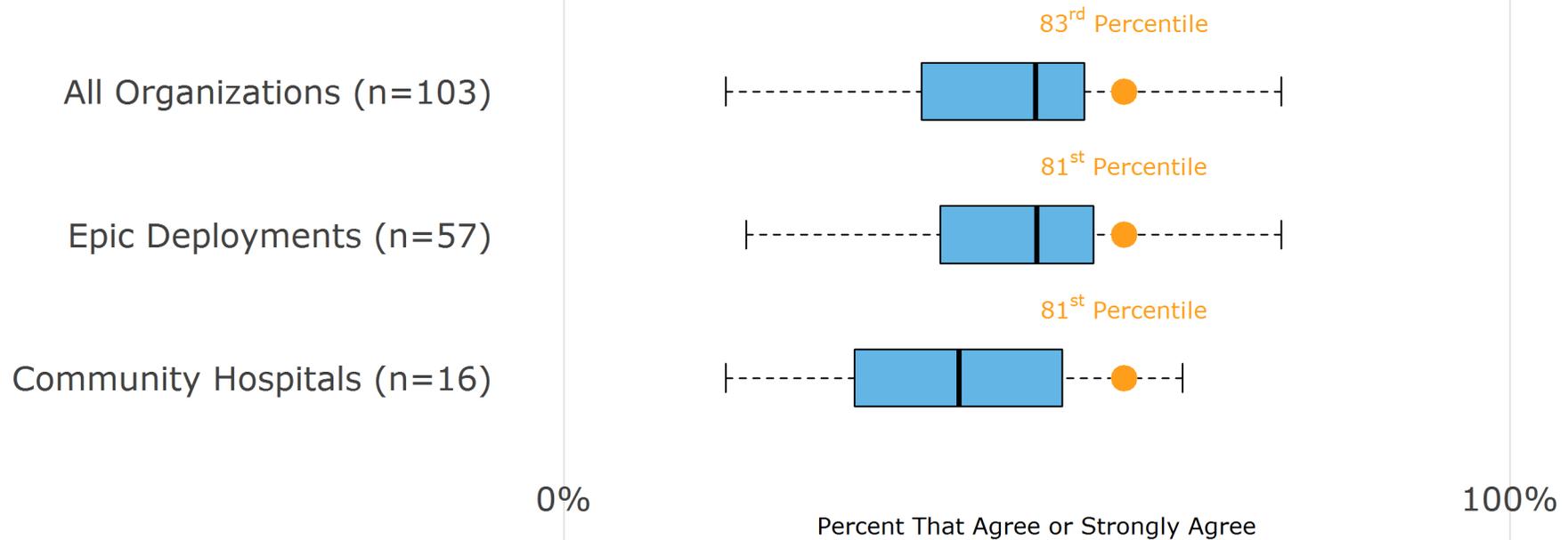


Agreement That EMR Is Easy to Learn

All clinicians (n=37,601)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

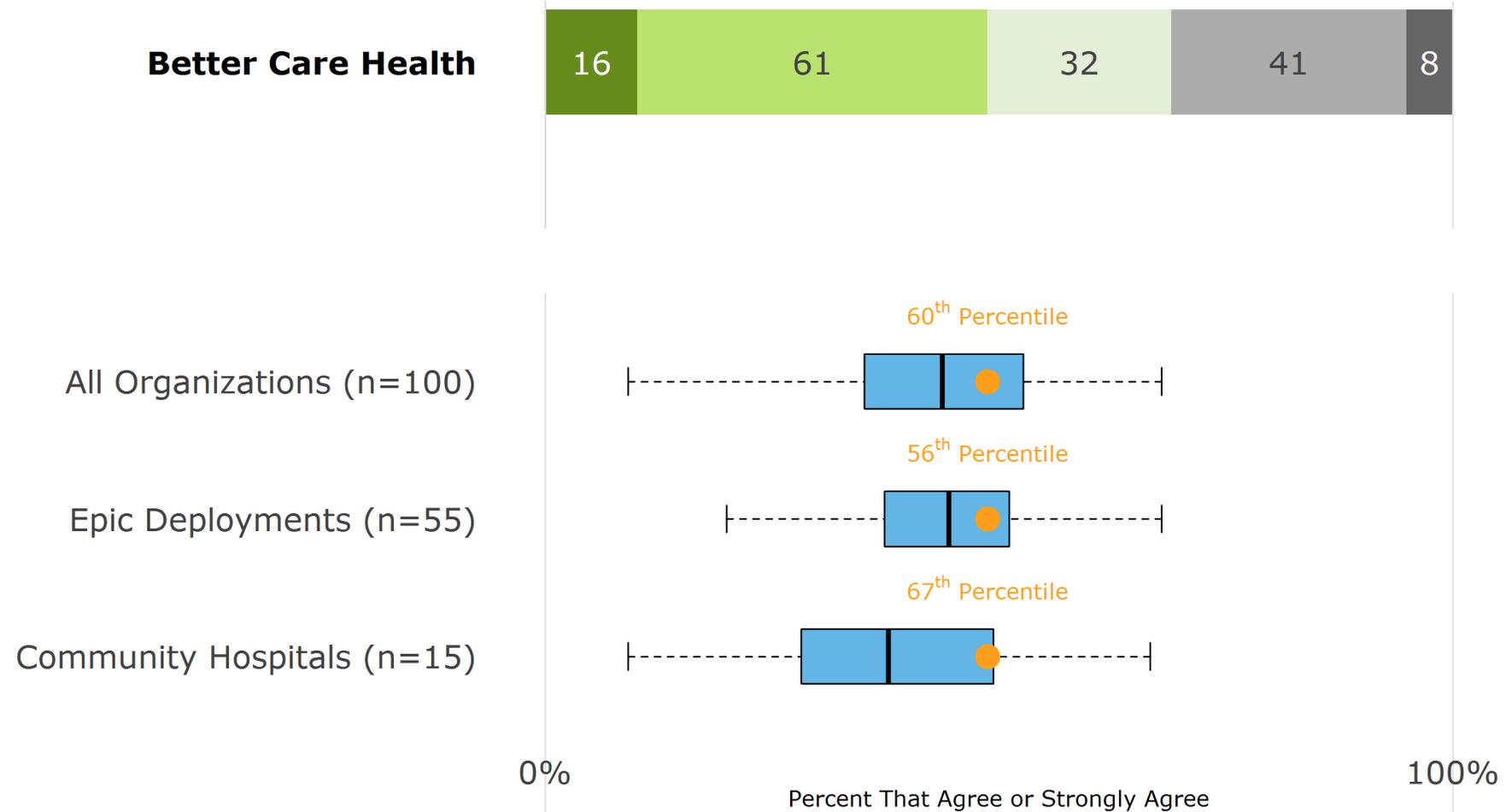
Better Care Health



Agreement That EMR Is Easy to Learn

Physicians and advanced practice clinicians only (n=20,231)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

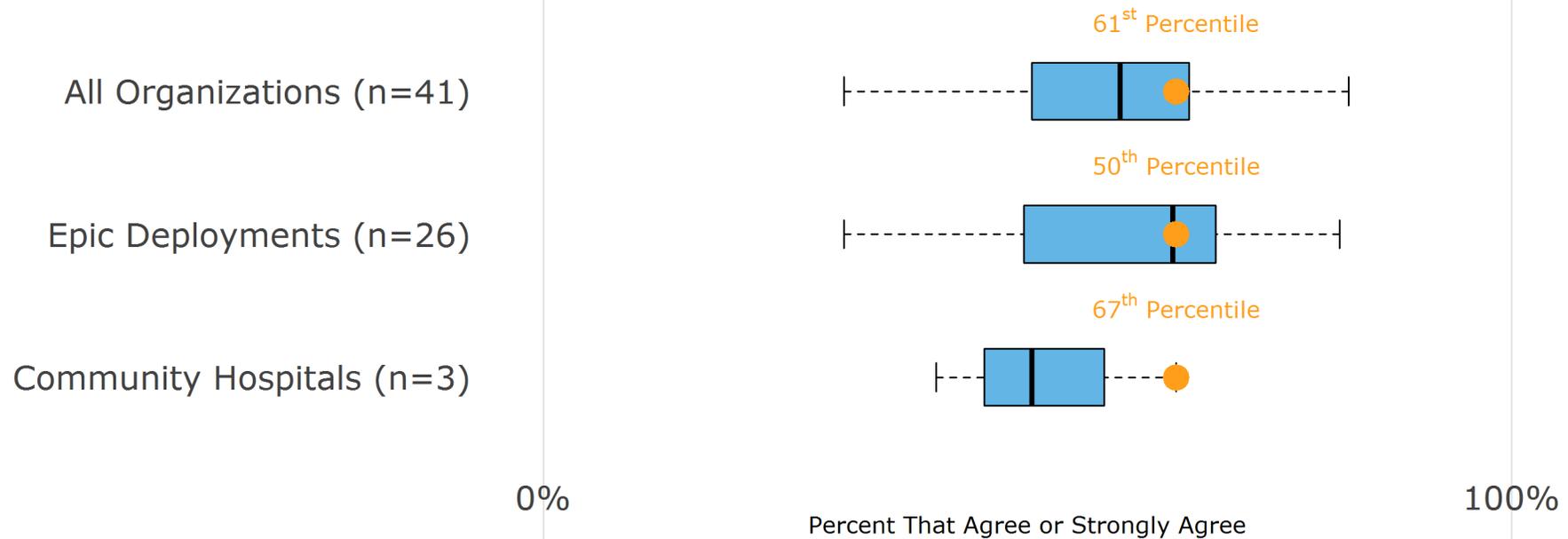
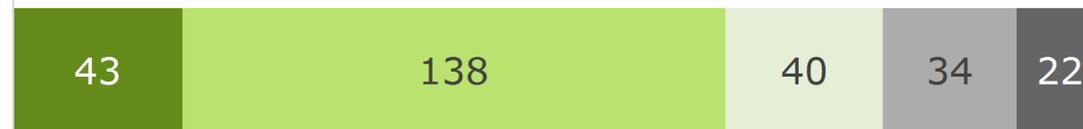


Agreement That EMR Is Easy to Learn

Nurses only (n=12,340)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

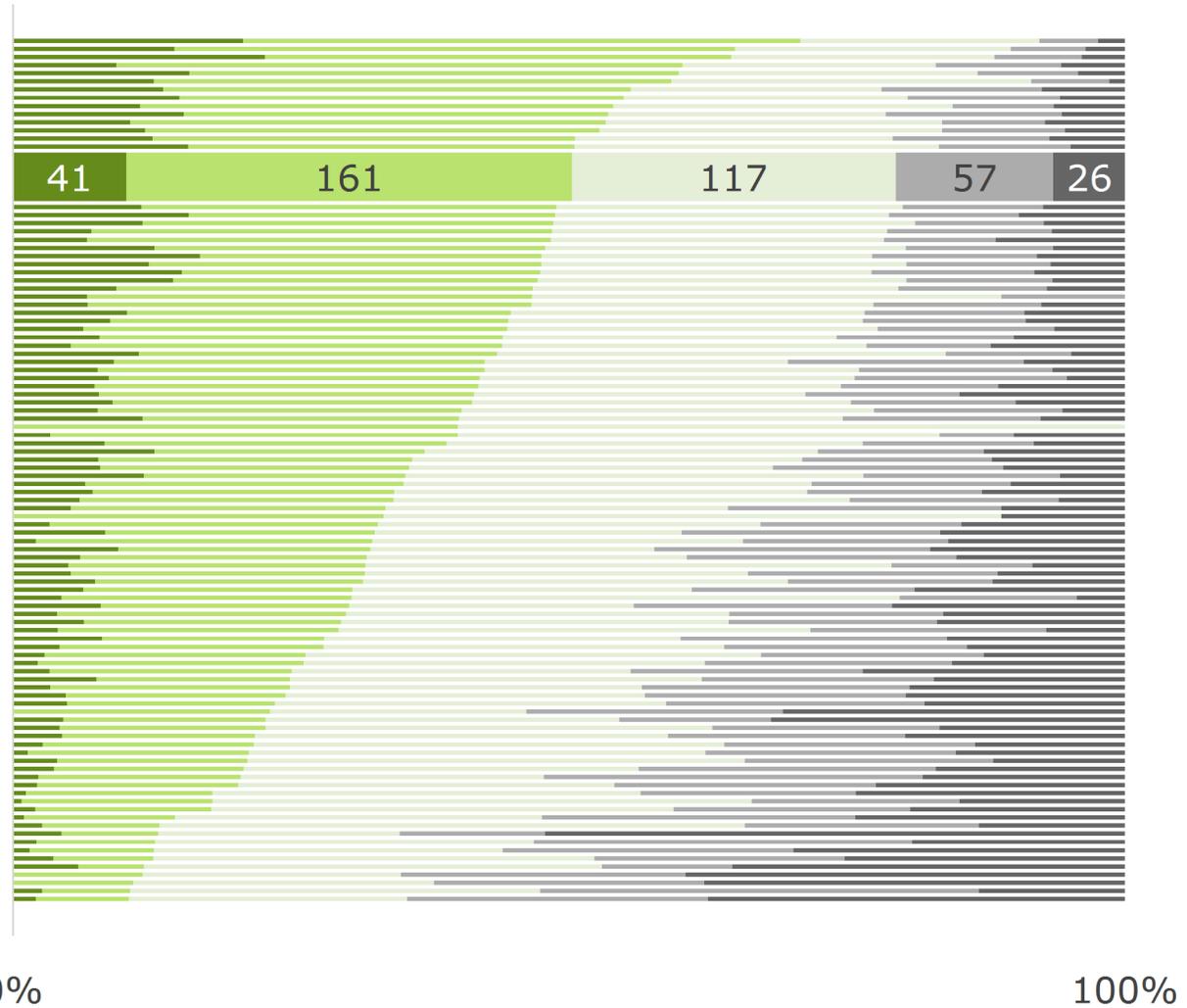


Agreement That EMR Has Needed Analytics

All clinicians (n=34,468)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

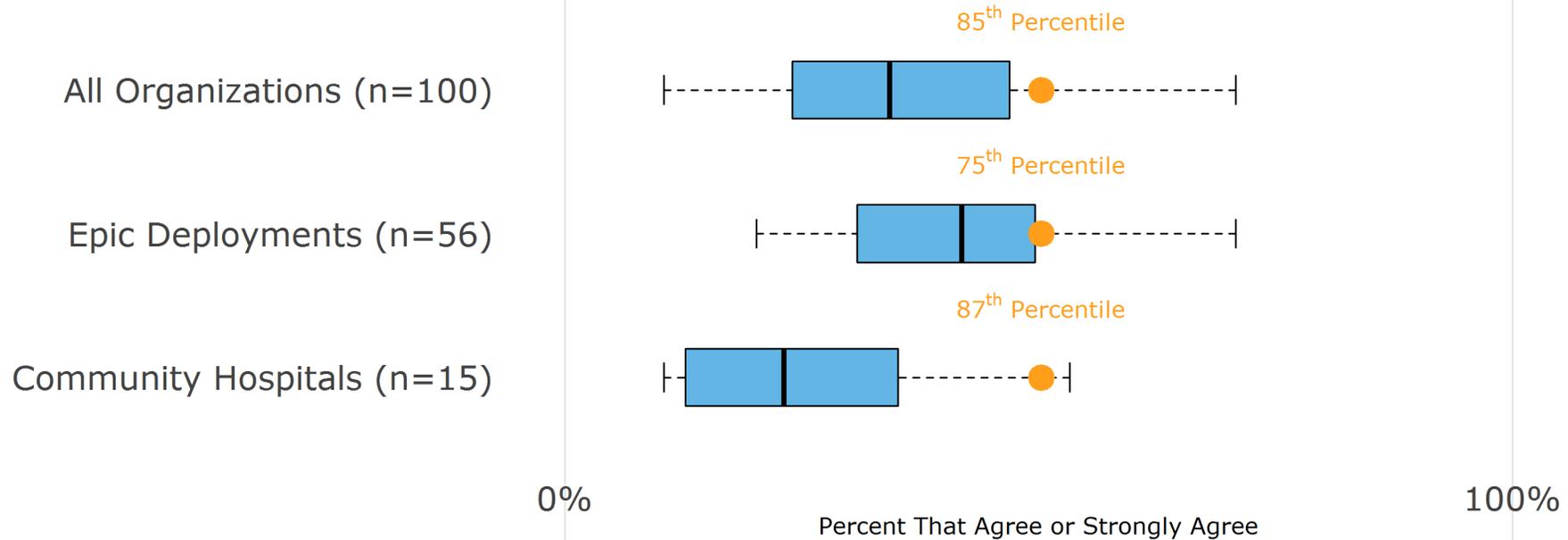


Agreement That EMR Has Needed Analytics

All clinicians (n=34,468)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

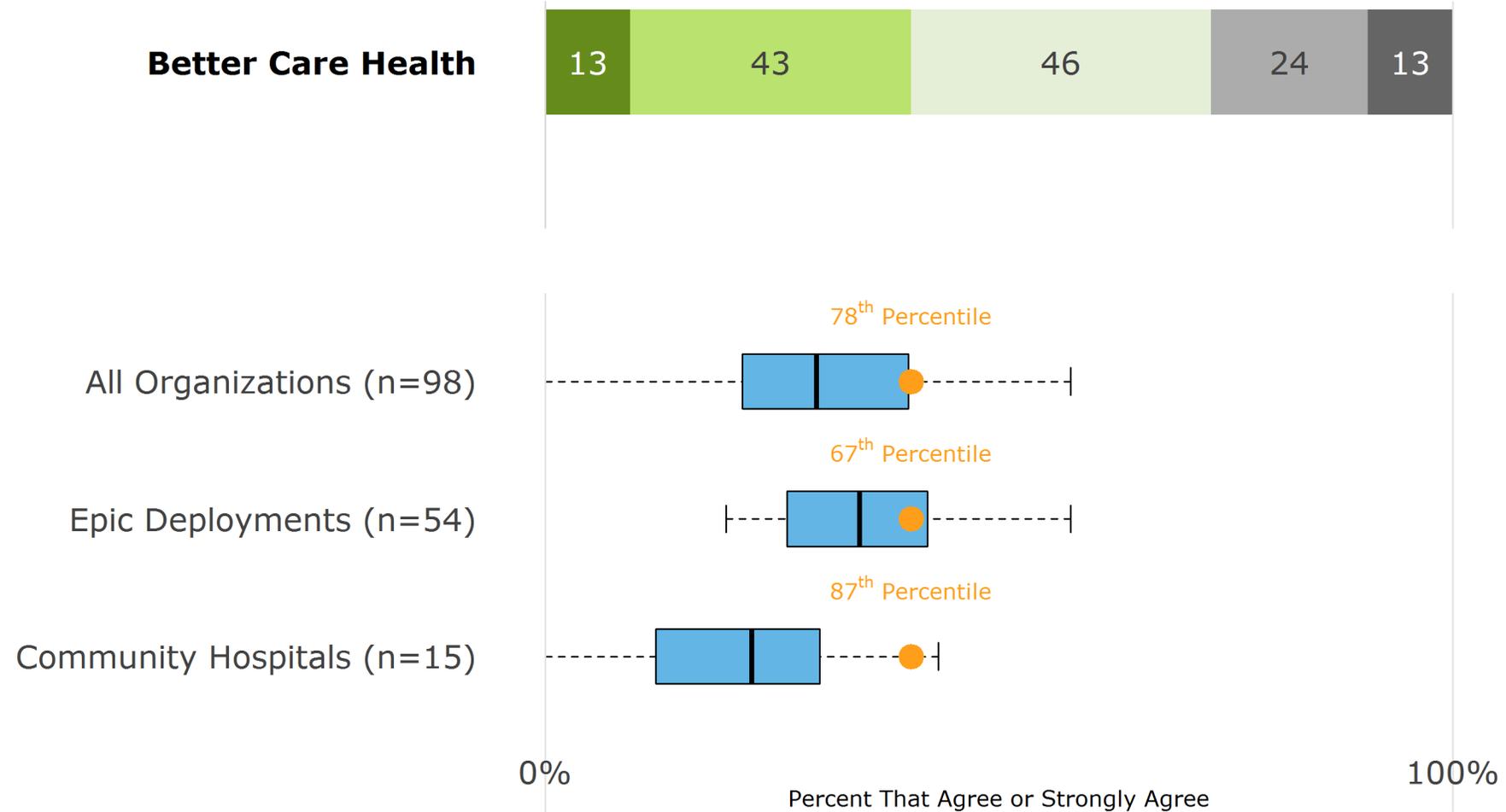
Better Care Health



Agreement That EMR Has Needed Analytics

Physicians and advanced practice clinicians only (n=18,338)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

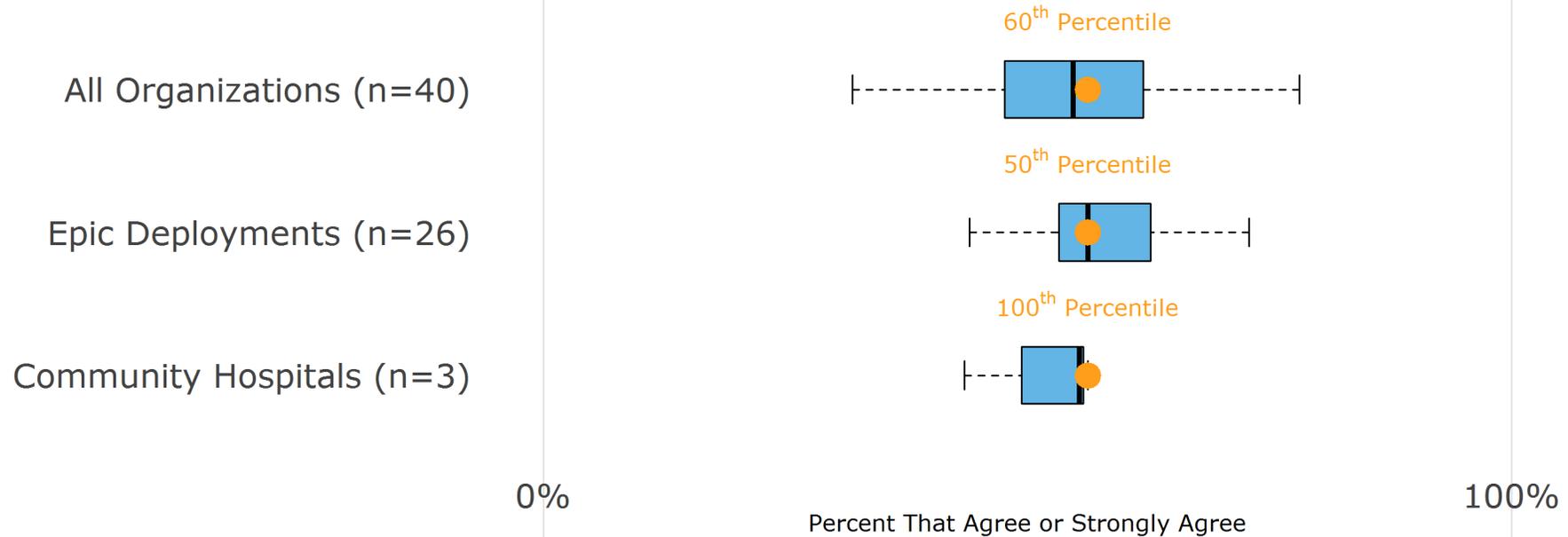


Agreement That EMR Has Needed Analytics

Nurses only (n=11,623)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

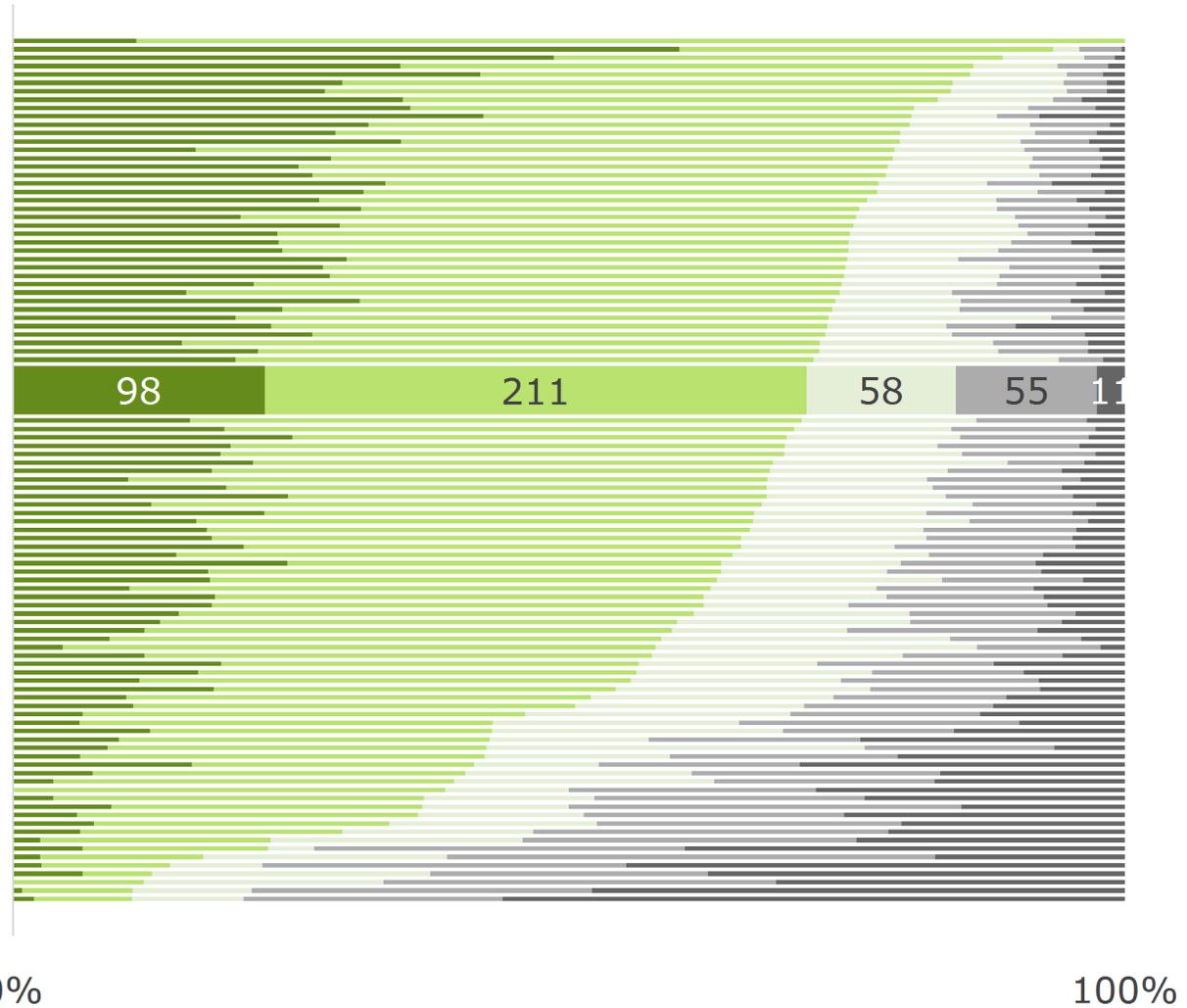


Agreement That EMR Has Needed Internal Integration

All clinicians (n=36,753)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

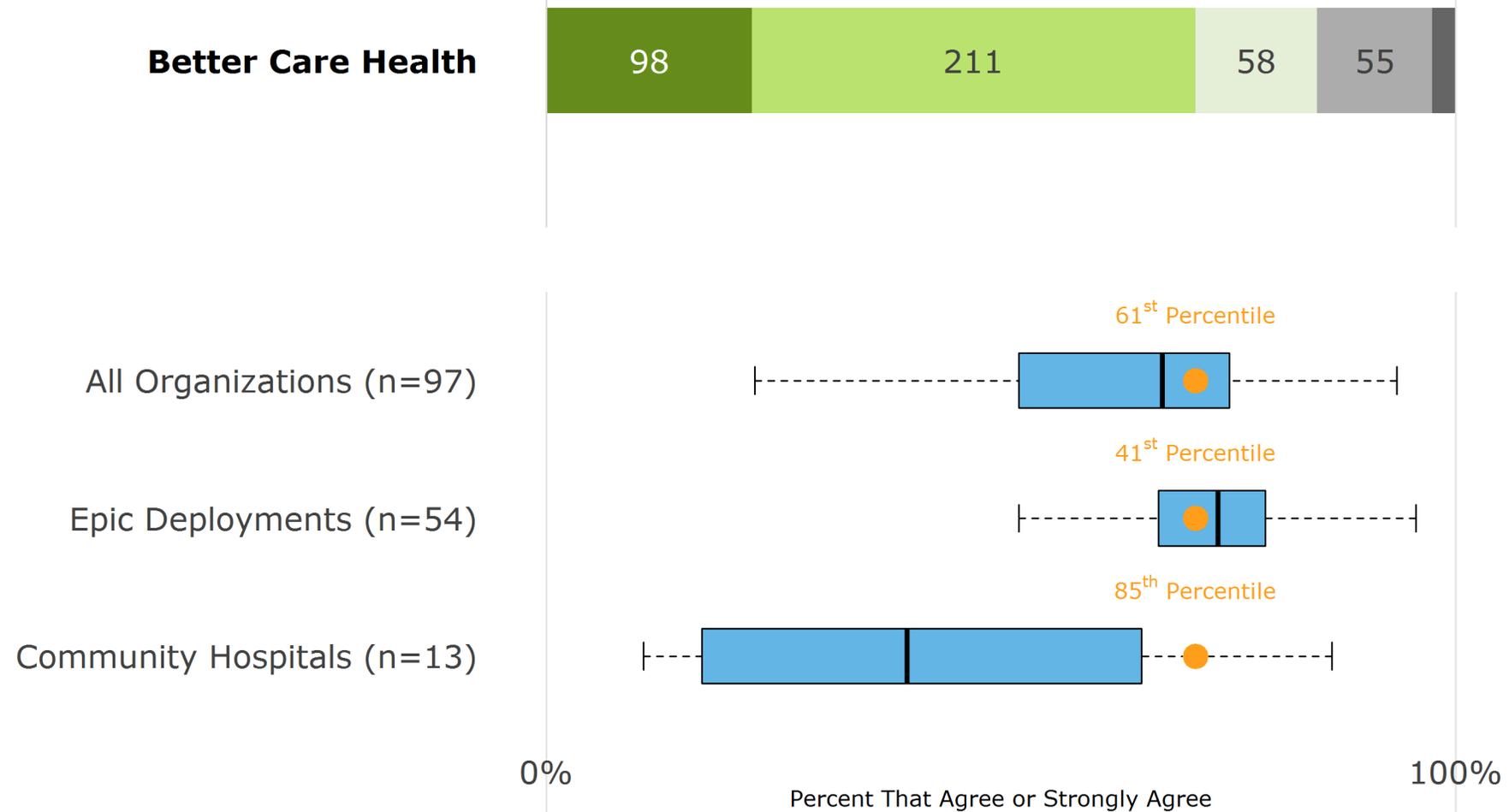
Better Care Health



Agreement That EMR Has Needed Internal Integration

All clinicians (n=36,753)

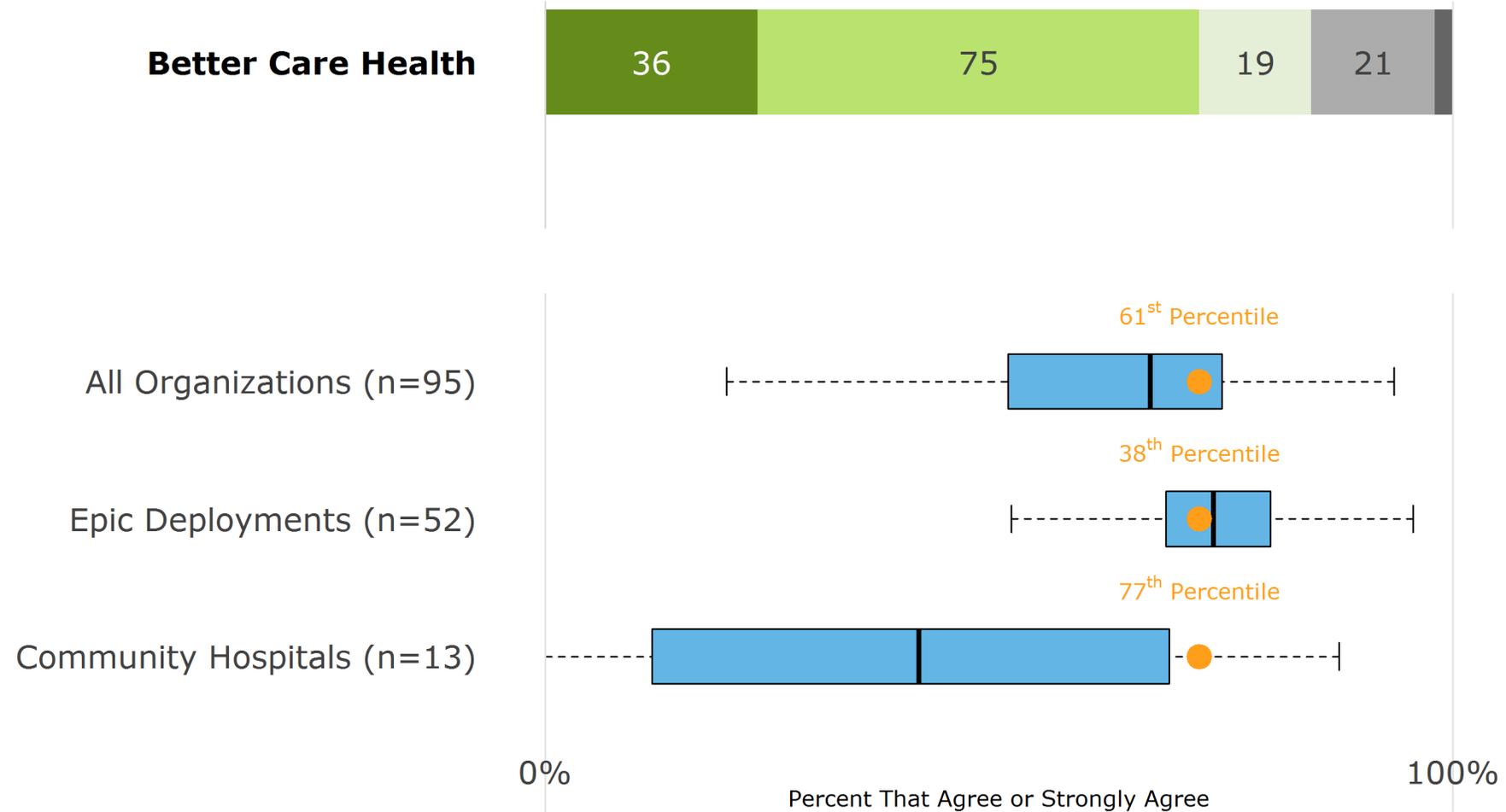
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That EMR Has Needed Internal Integration

Physicians and advanced practice clinicians only (n=19,539)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

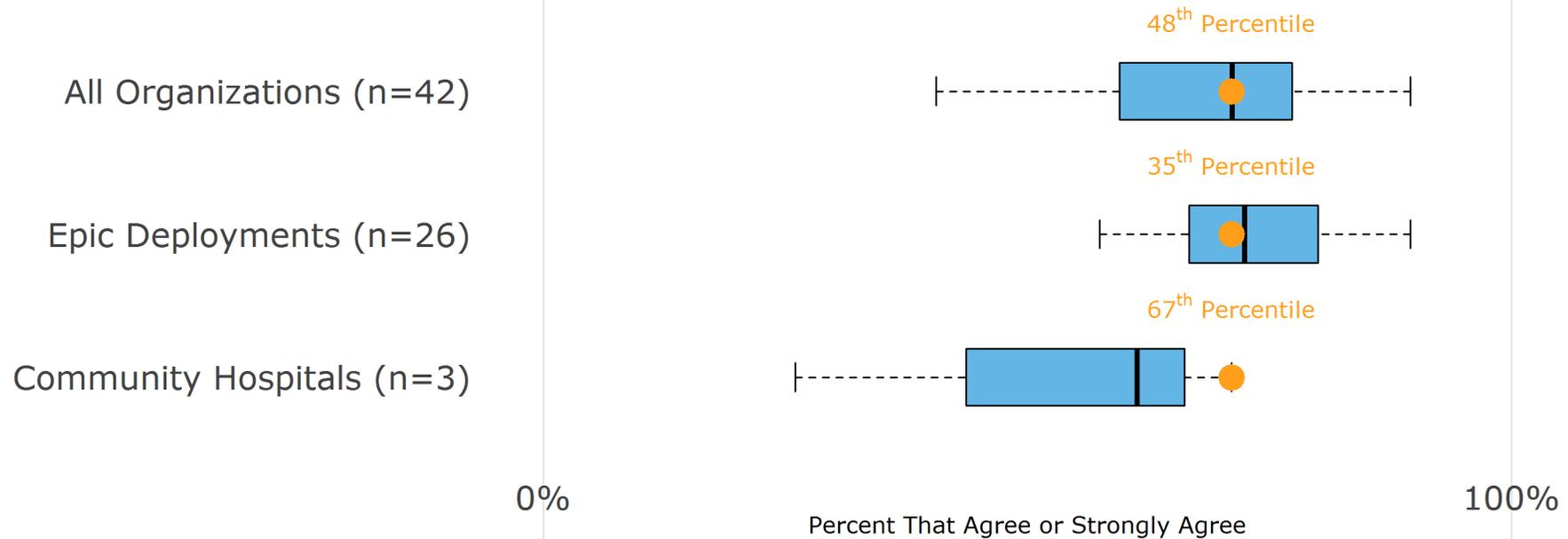
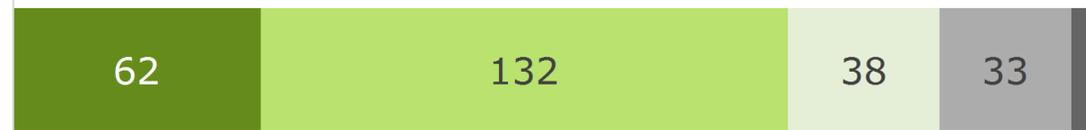


Agreement That EMR Has Needed Internal Integration

Nurses only (n=12,290)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

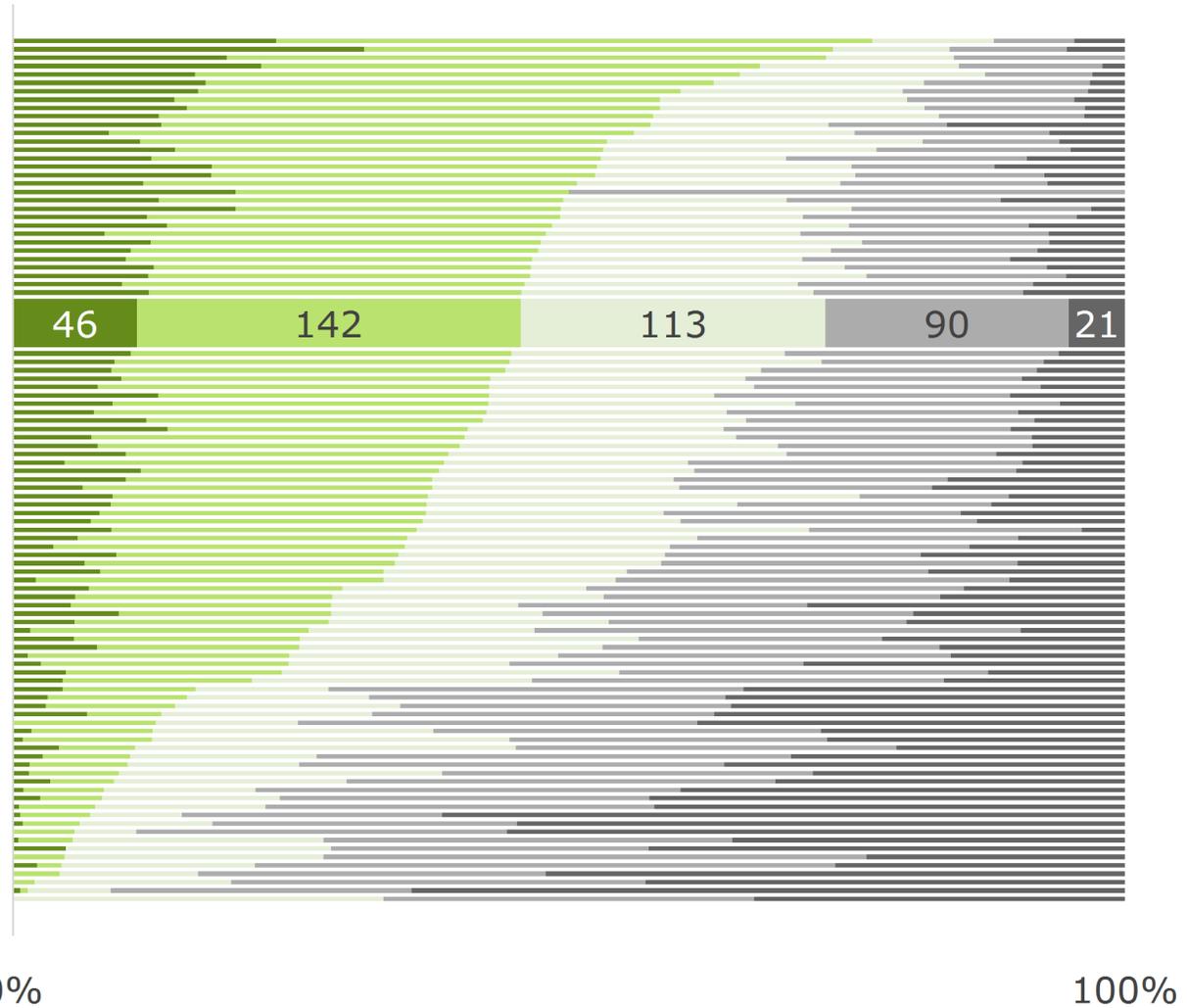


Agreement That EMR Has Needed External Integration

All clinicians (n=35,905)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

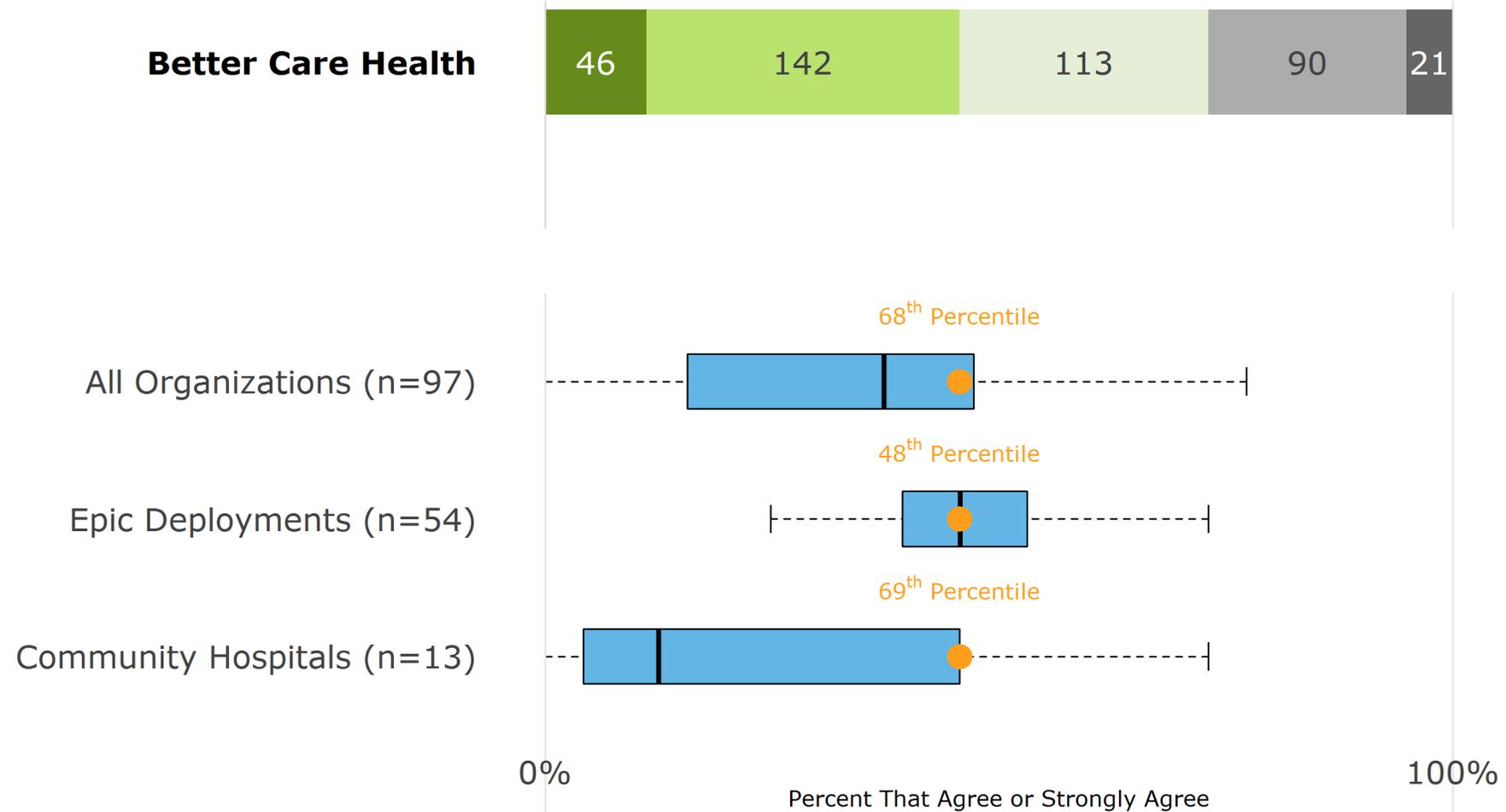
Better Care Health



Agreement That EMR Has Needed External Integration

All clinicians (n=35,905)

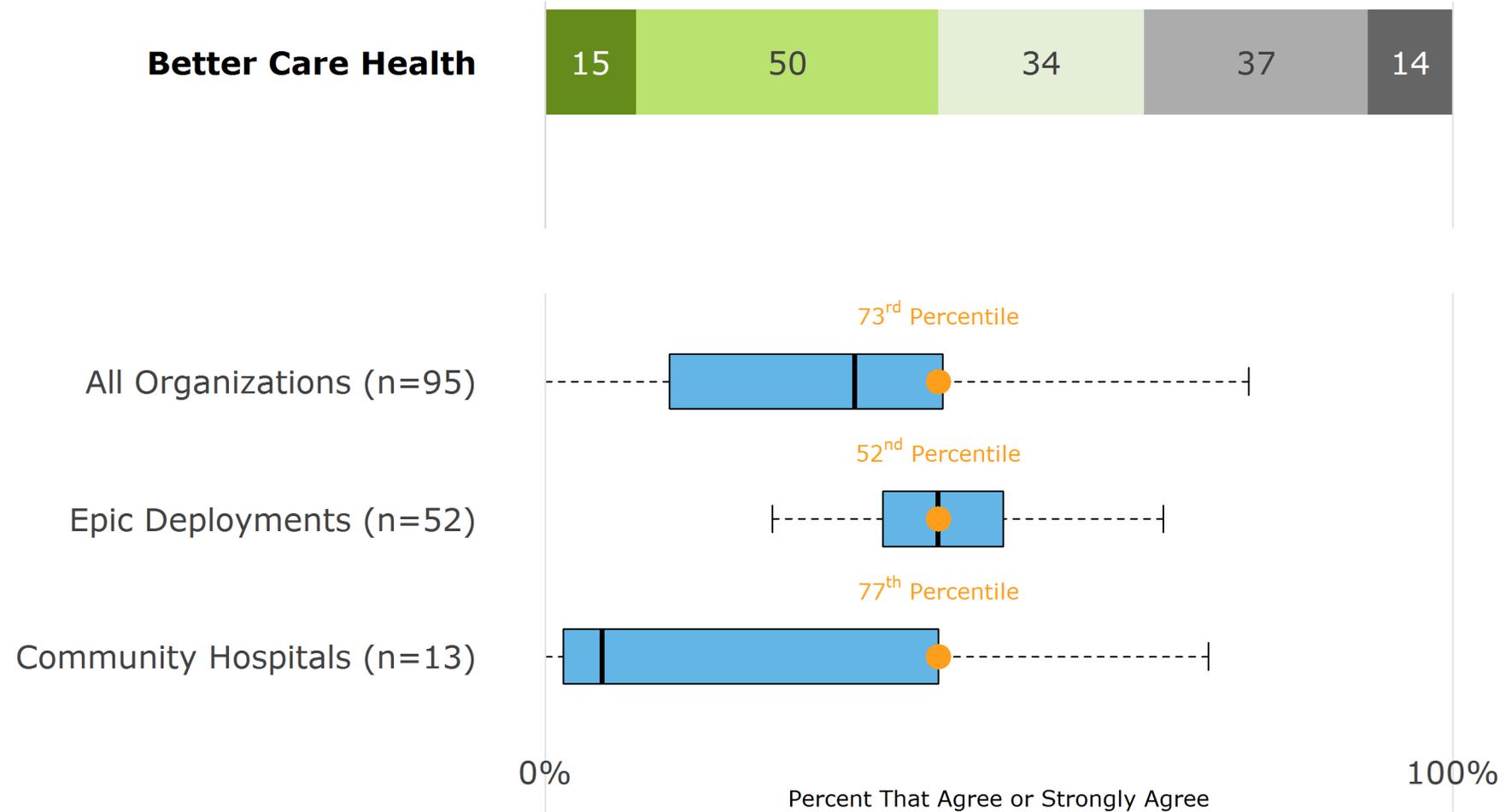
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That EMR Has Needed External Integration

Physicians and advanced practice clinicians only (n=19,377)

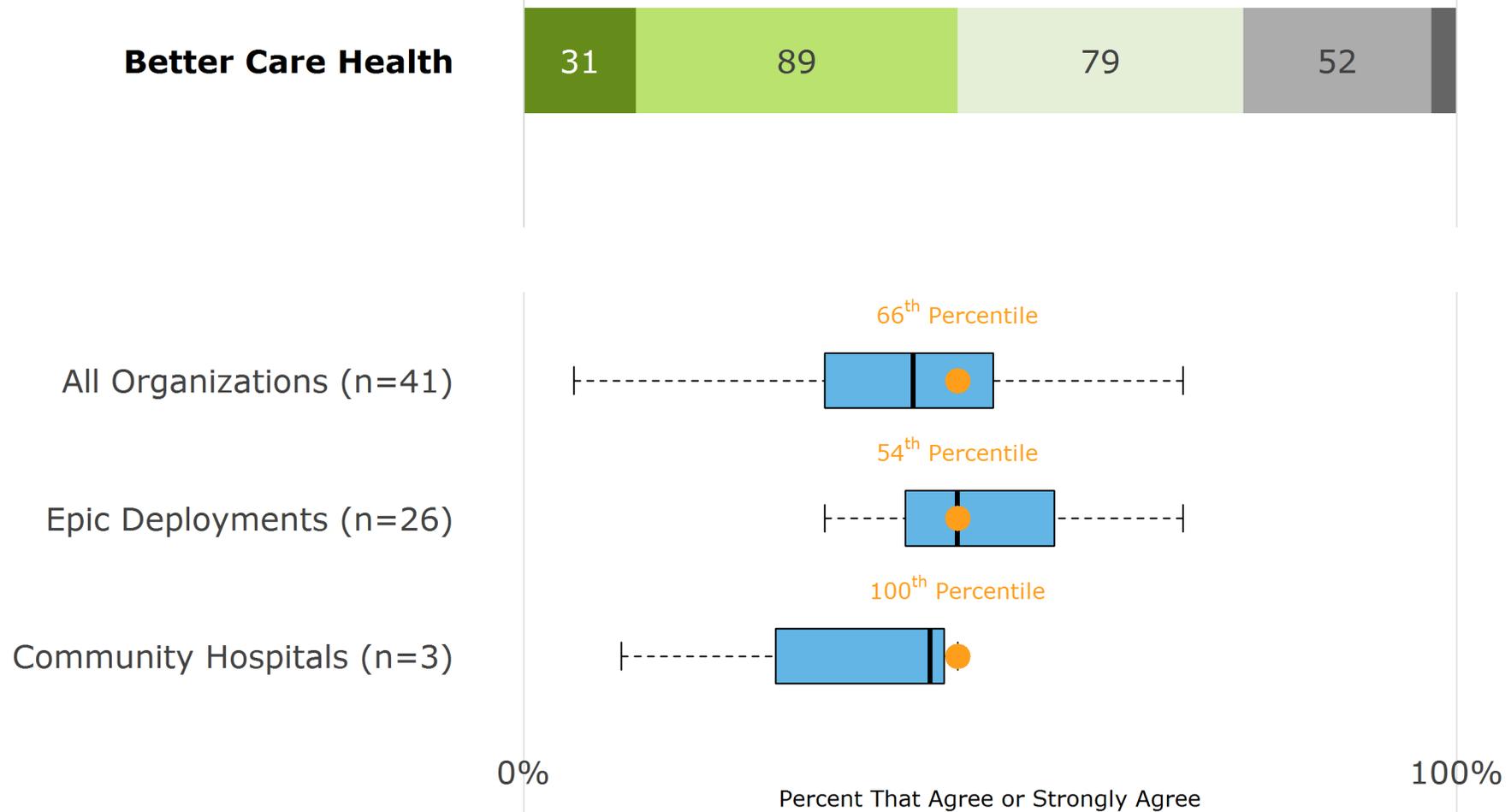
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That EMR Has Needed External Integration

Nurses only (n=11,817)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

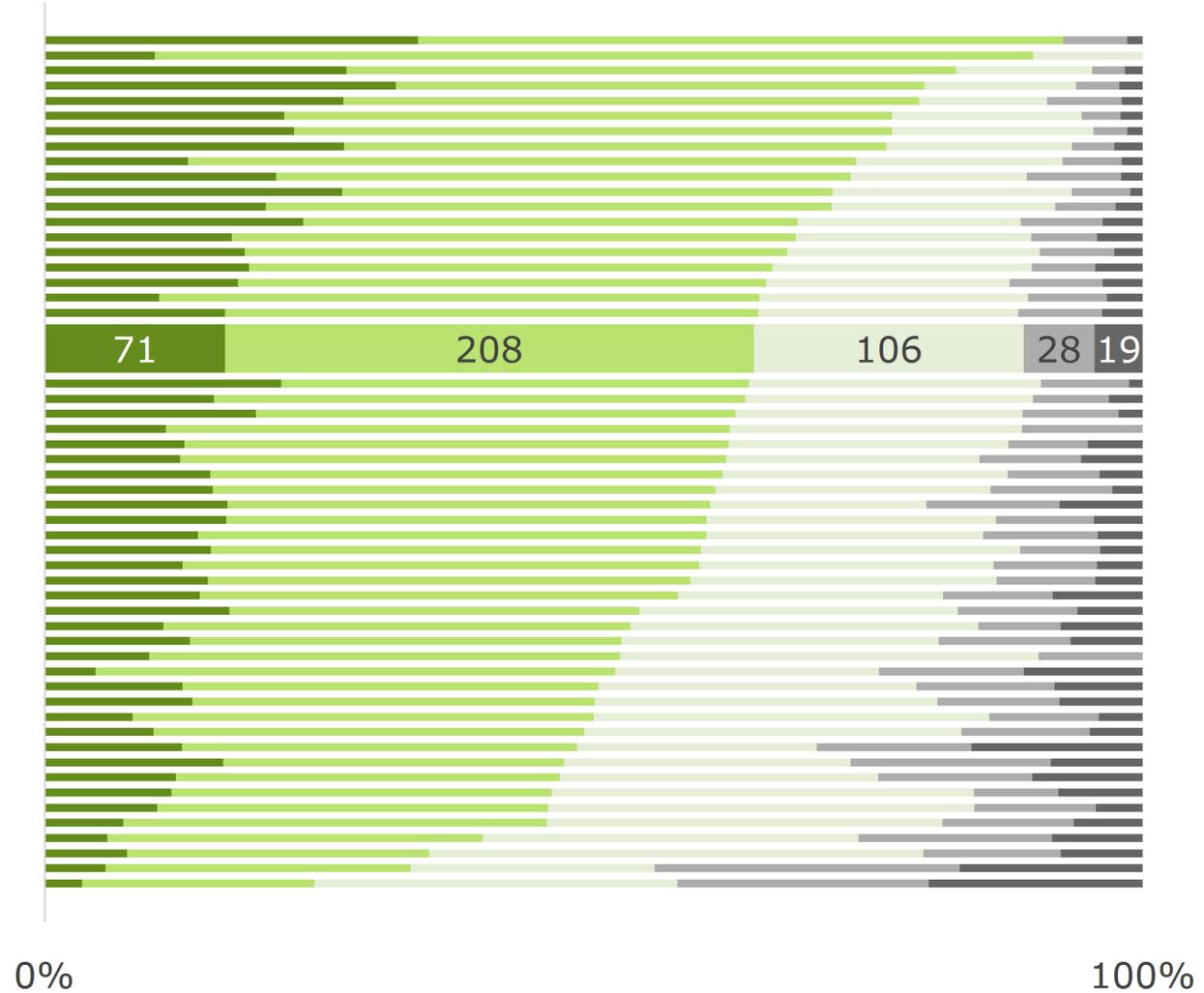


Agreement That EMR Keeps Patients Safe

All clinicians (n=24,352)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health



Agreement That EMR Keeps Patients Safe

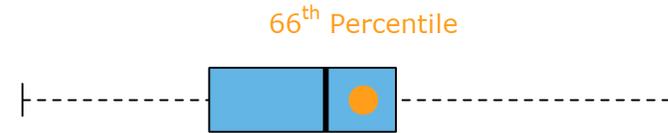
All clinicians (n=24,352)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

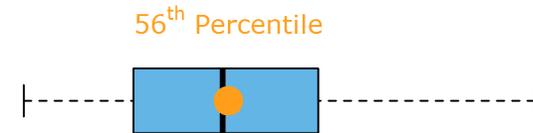
Better Care Health



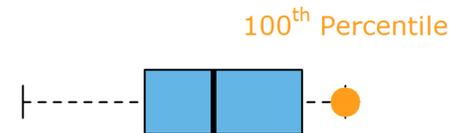
All Organizations (n=53)



Epic Deployments (n=36)



Community Hospitals (n=6)



0%

Percent That Agree or Strongly Agree

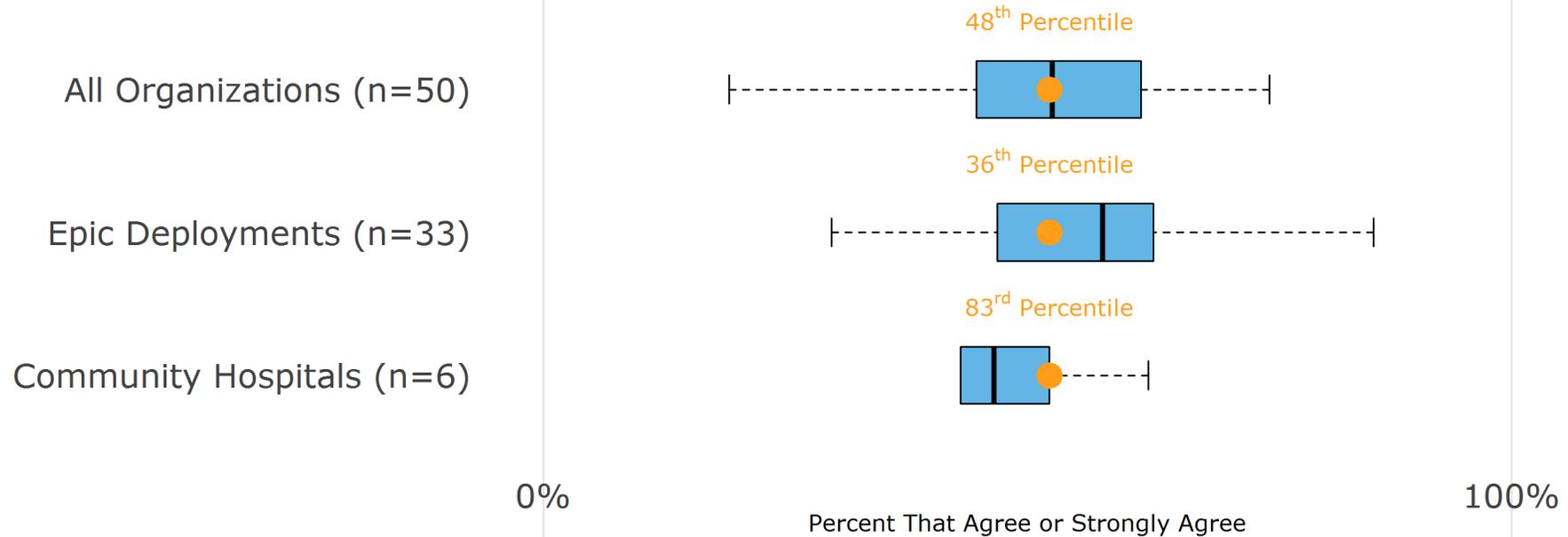
100%

Agreement That EMR Keeps Patients Safe

Physicians and advanced practice clinicians only (n=10,889)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

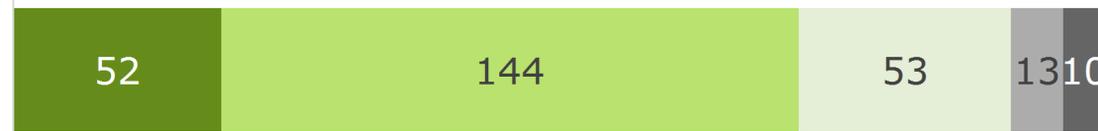


Agreement That EMR Keeps Patients Safe

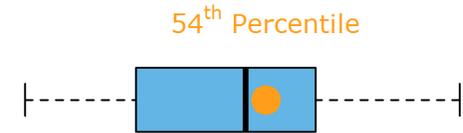
Nurses only (n=9,589)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health



All Organizations (n=35)



Epic Deployments (n=26)

46th Percentile

Community Hospitals (n=3)

67th Percentile

0%

Percent That Agree or Strongly Agree

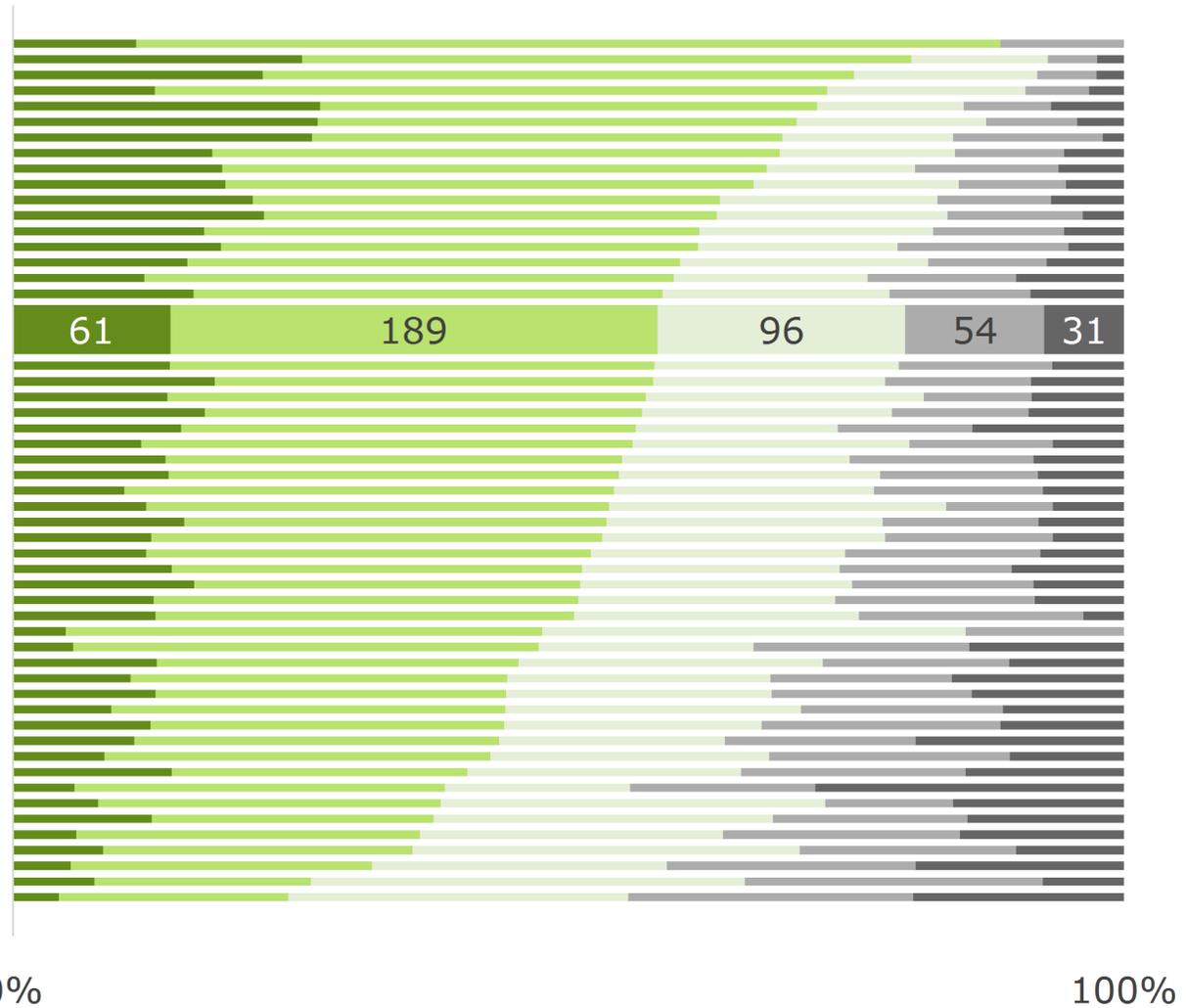
100%

Agreement That EMR Helps Deliver Patient-Centered Care

All clinicians (n=24,171)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

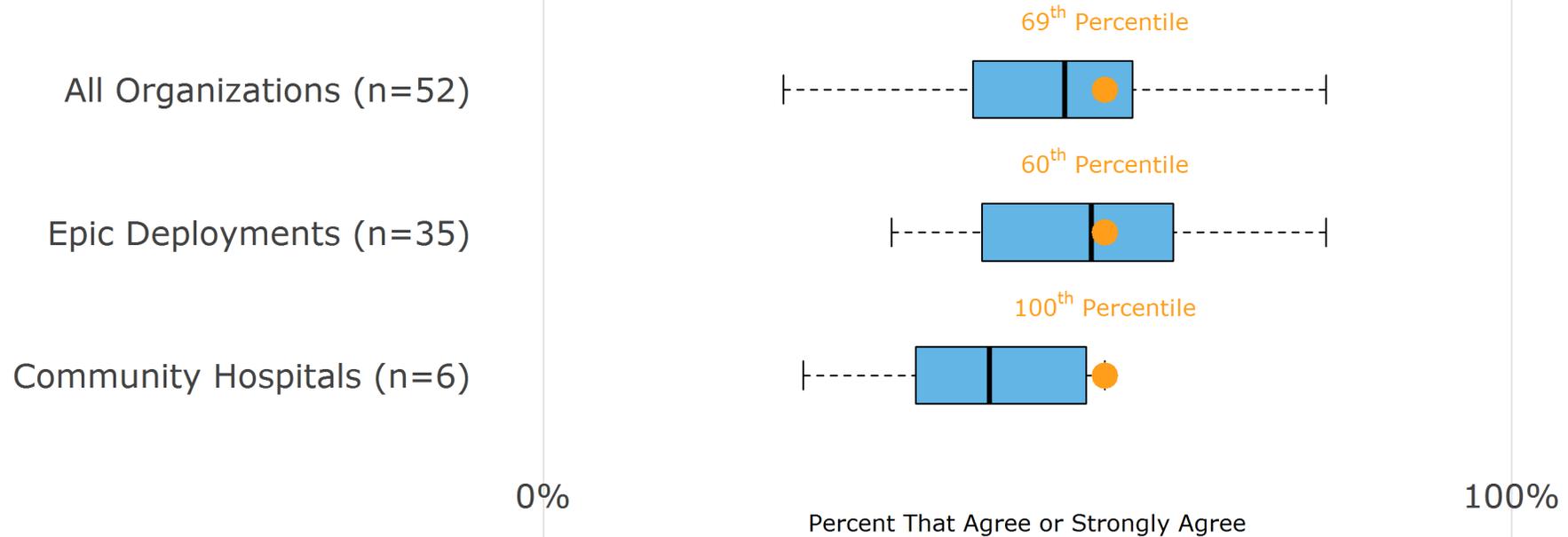


Agreement That EMR Helps Deliver Patient-Centered Care

All clinicians (n=24,171)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

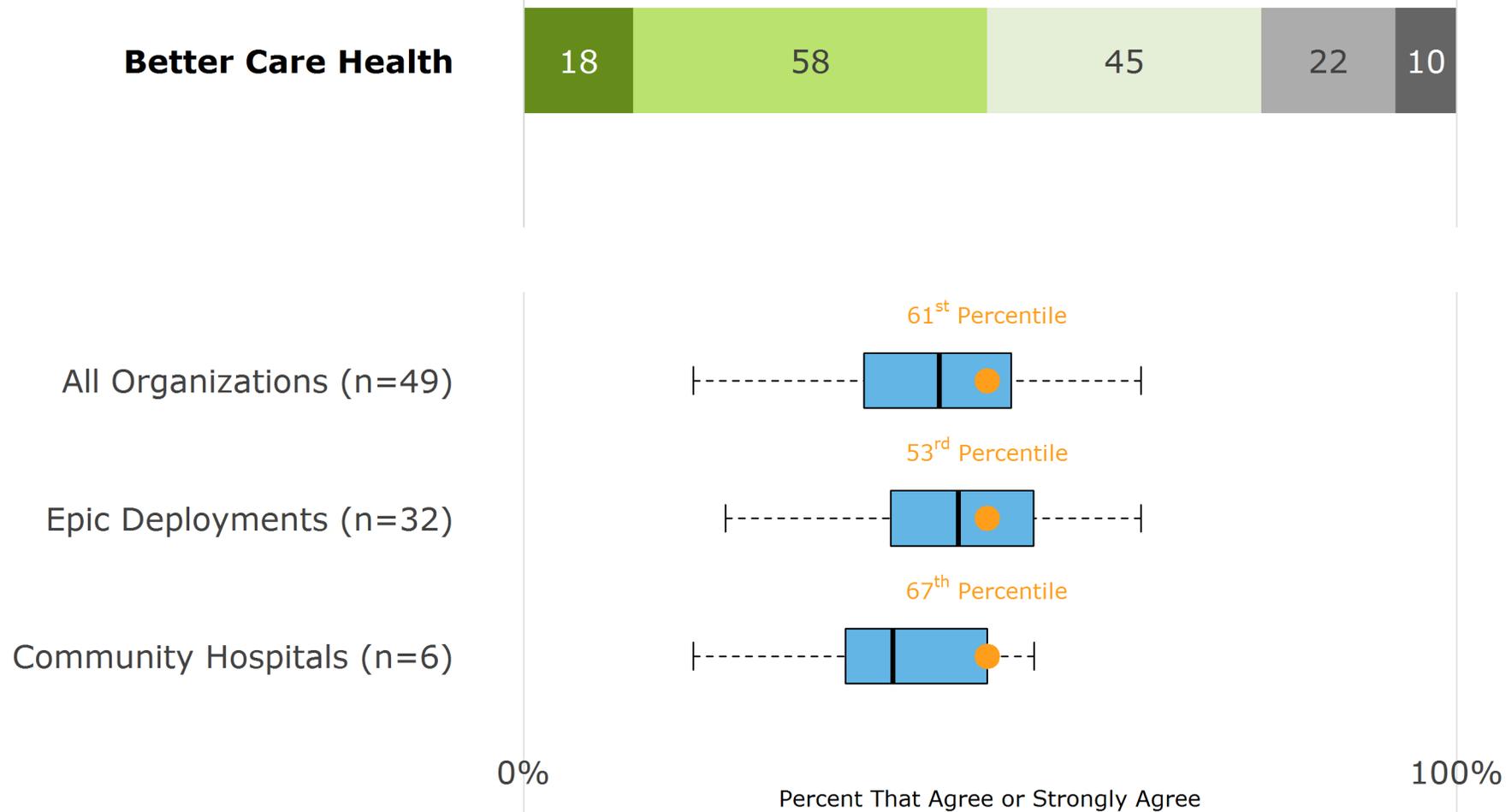
Better Care Health



Agreement That EMR Helps Deliver Patient-Centered Care

Physicians and advanced practice clinicians only (n=10,730)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

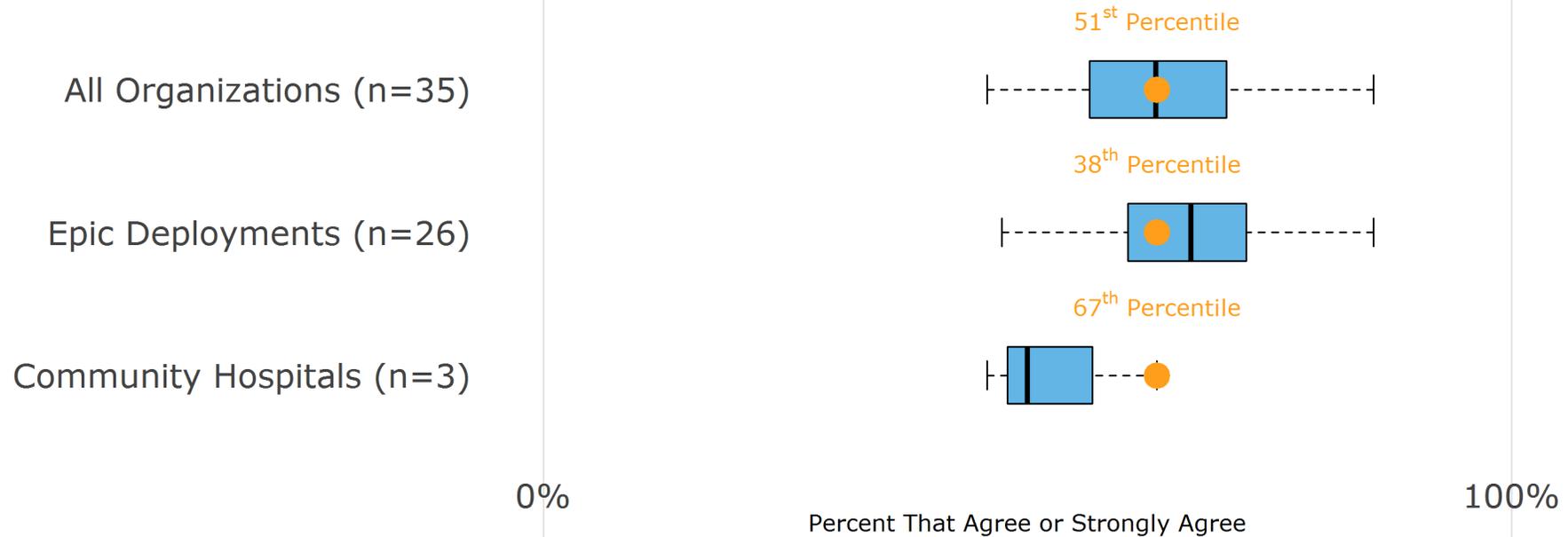


Agreement That EMR Helps Deliver Patient-Centered Care

Nurses only (n=9,582)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health



Satisfaction with EMR Stakeholders

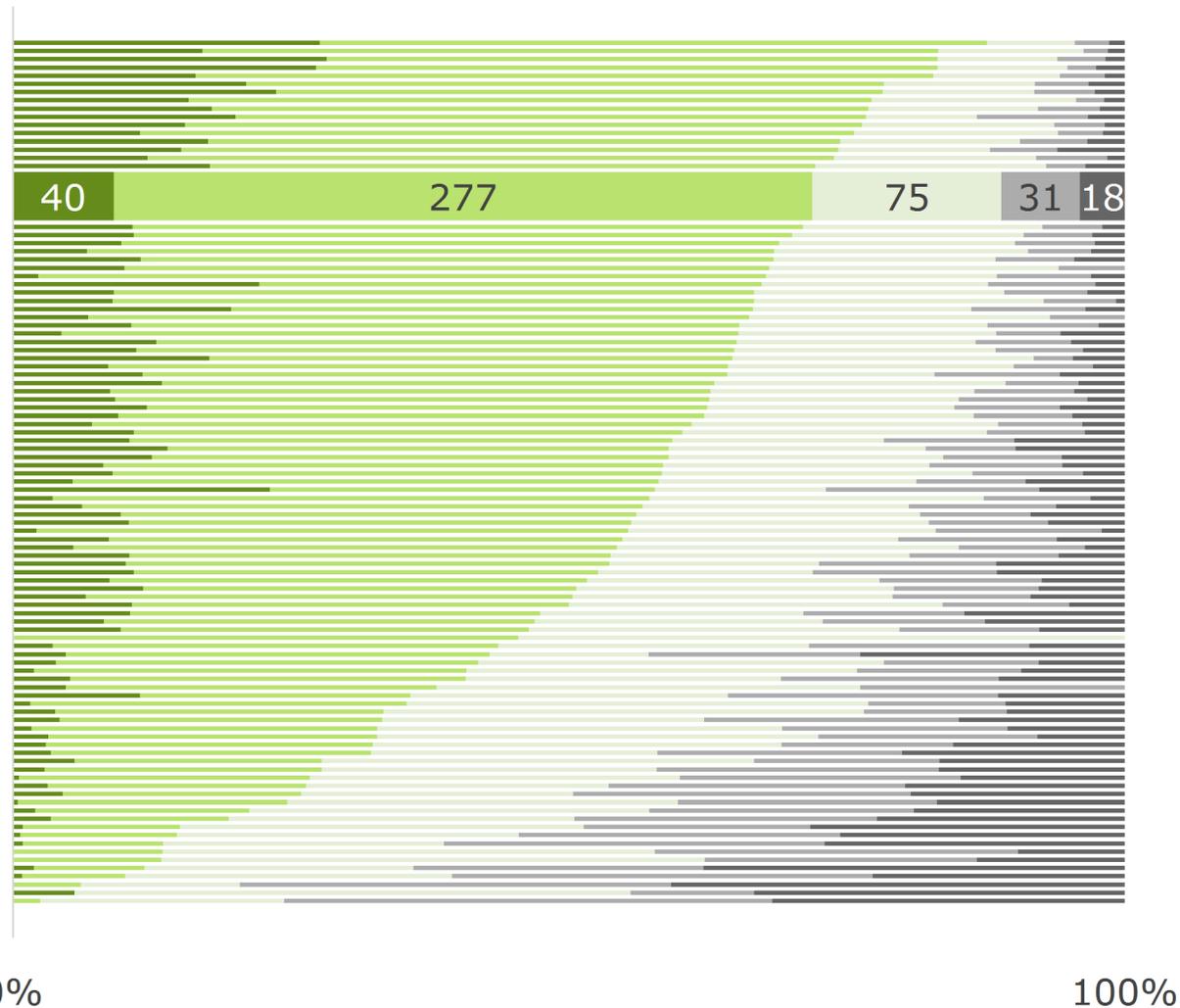


Agreement That EMR Vendor Has Designed a High-Quality EMR

All clinicians (n=37,500)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

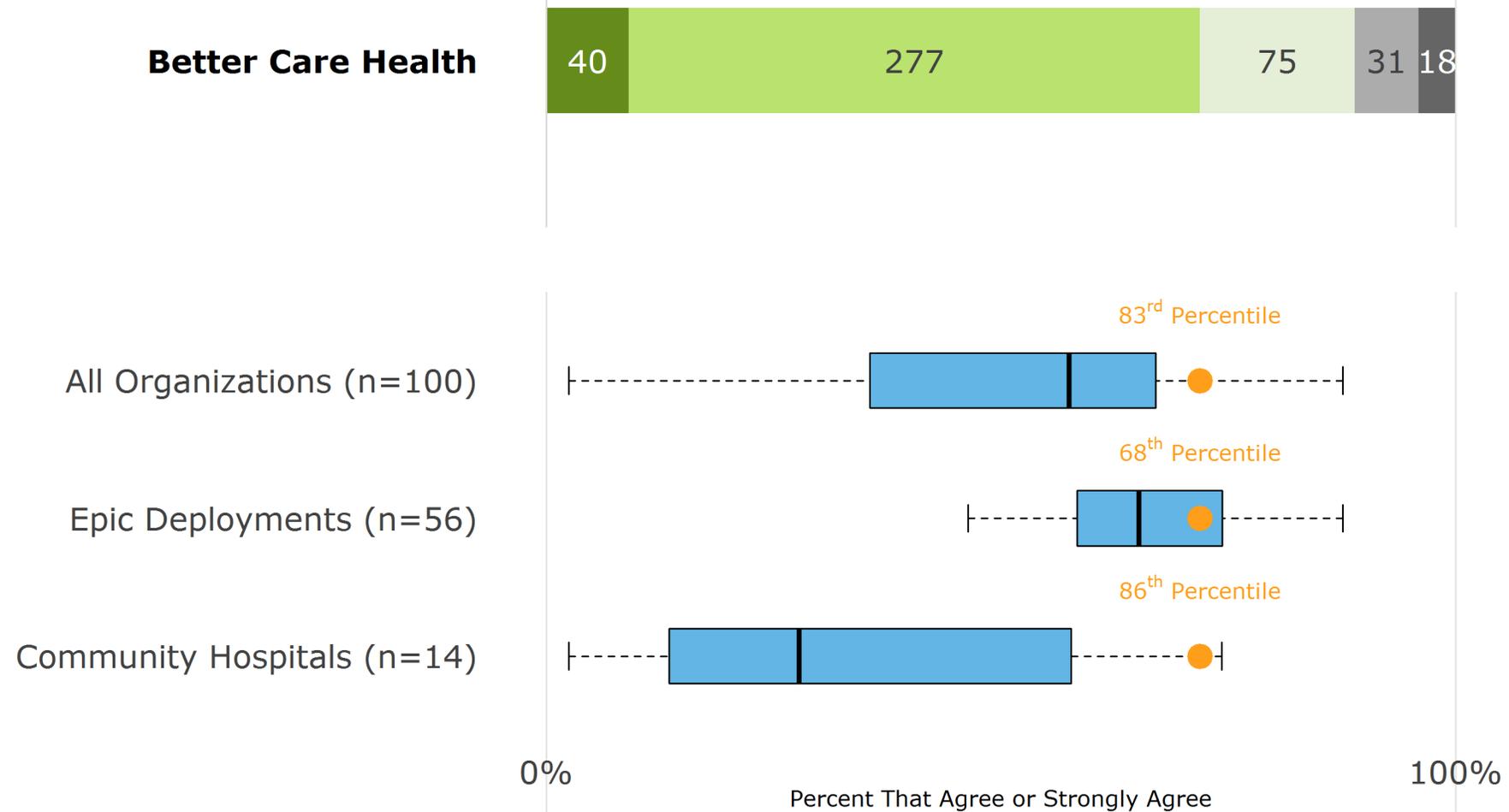
Better Care Health



Agreement That EMR Vendor Has Designed a High-Quality EMR

All clinicians (n=37,500)

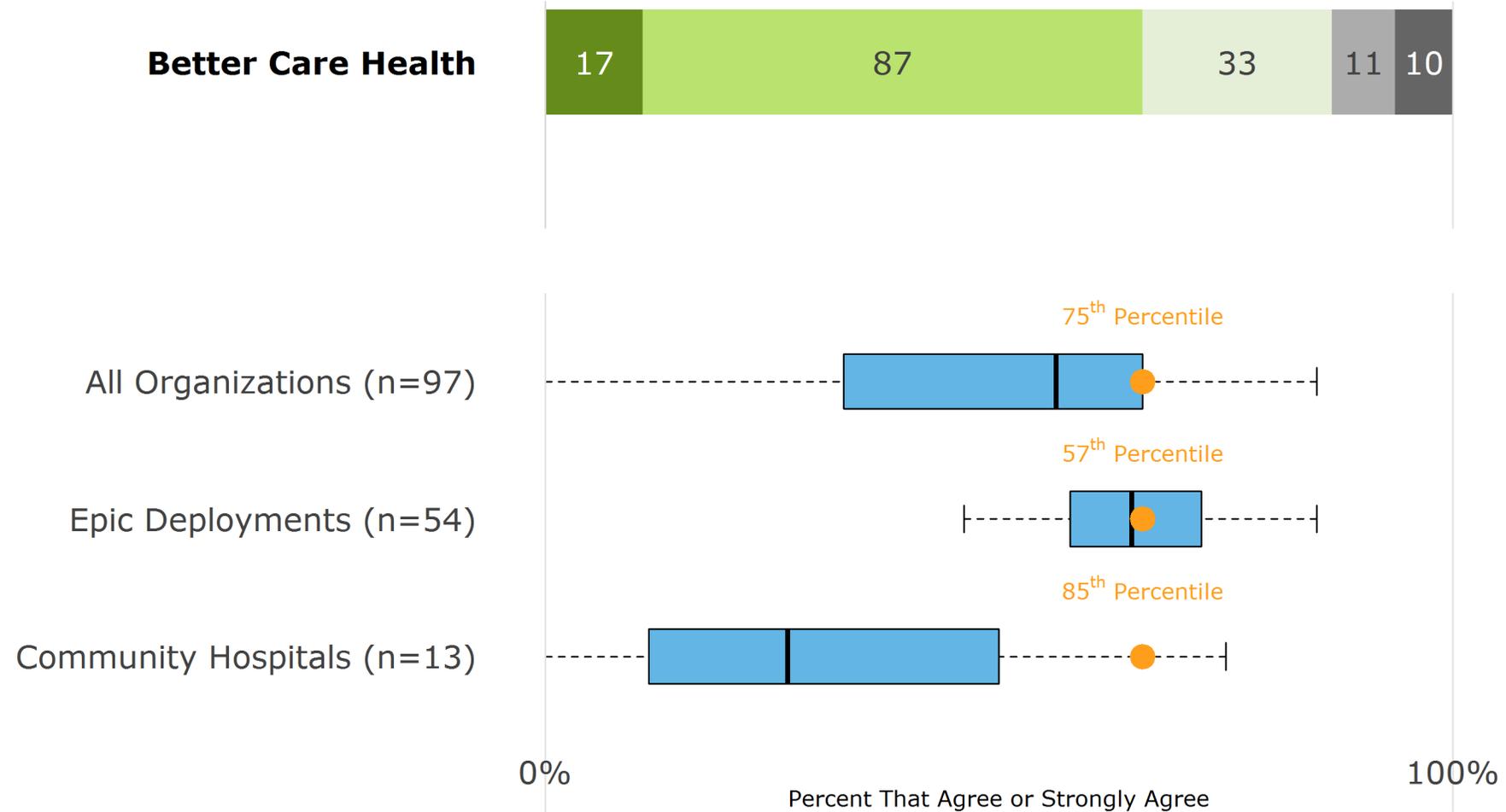
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That EMR Vendor Has Designed a High-Quality EMR

Physicians and advanced practice clinicians only (n=19,827)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

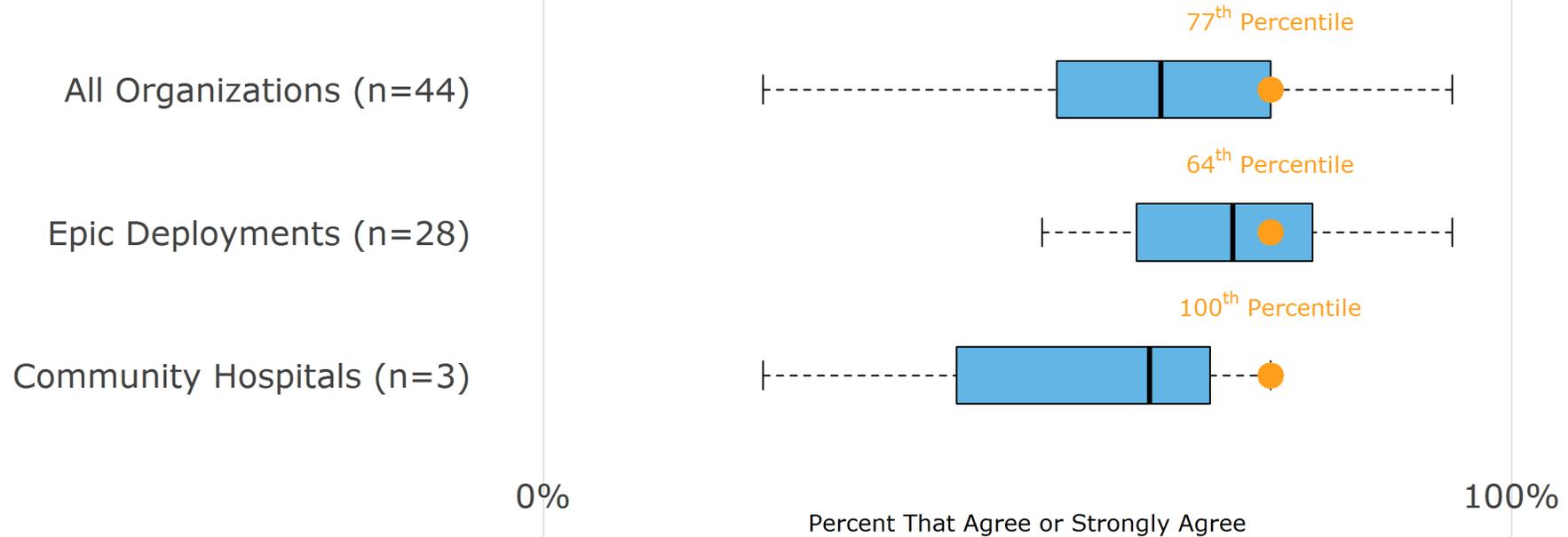
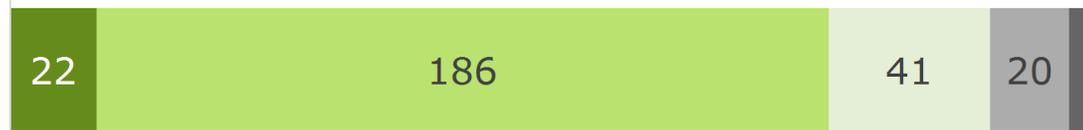


Agreement That EMR Vendor Has Designed a High-Quality EMR

Nurses only (n=12,629)

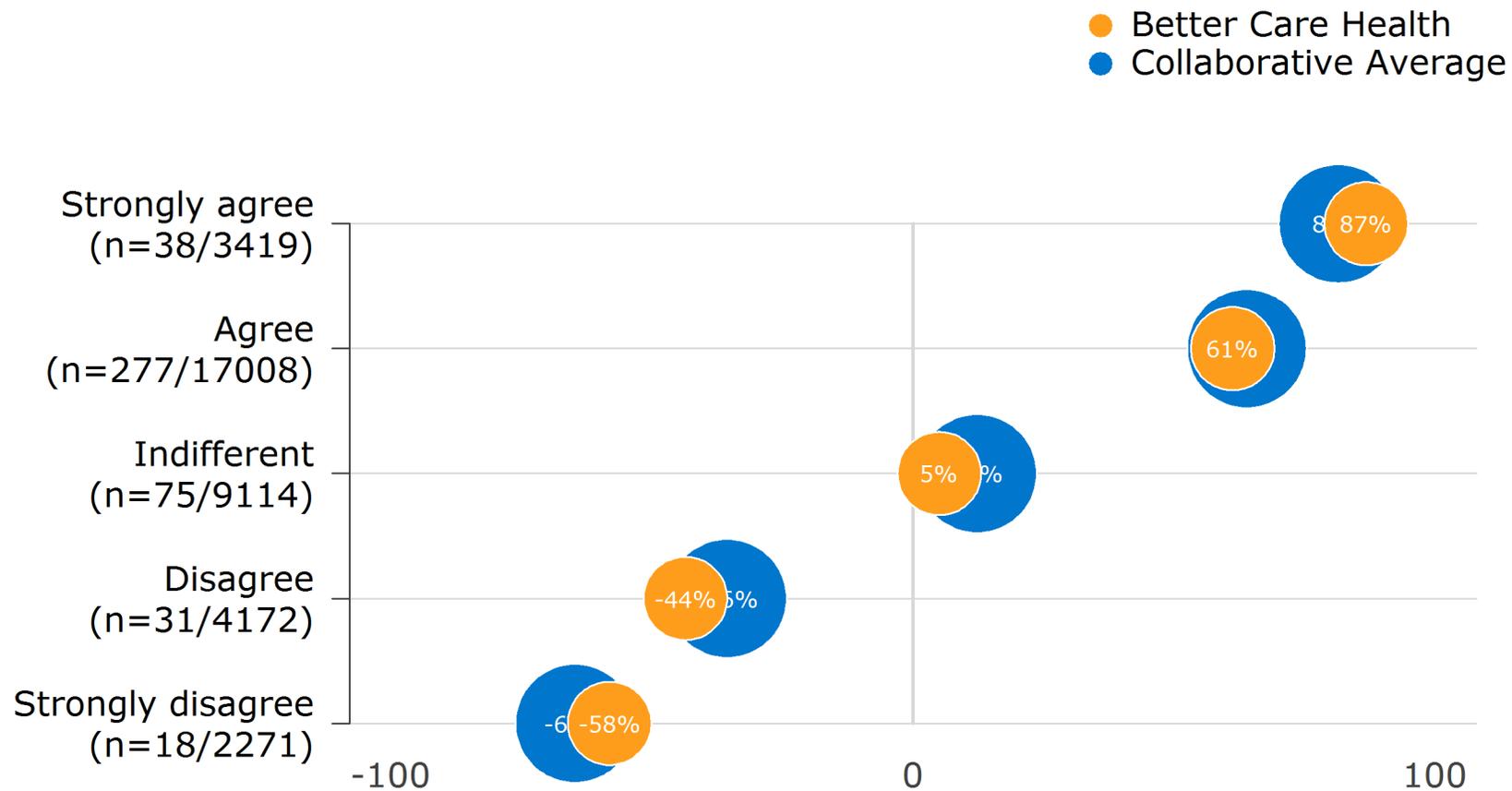
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health



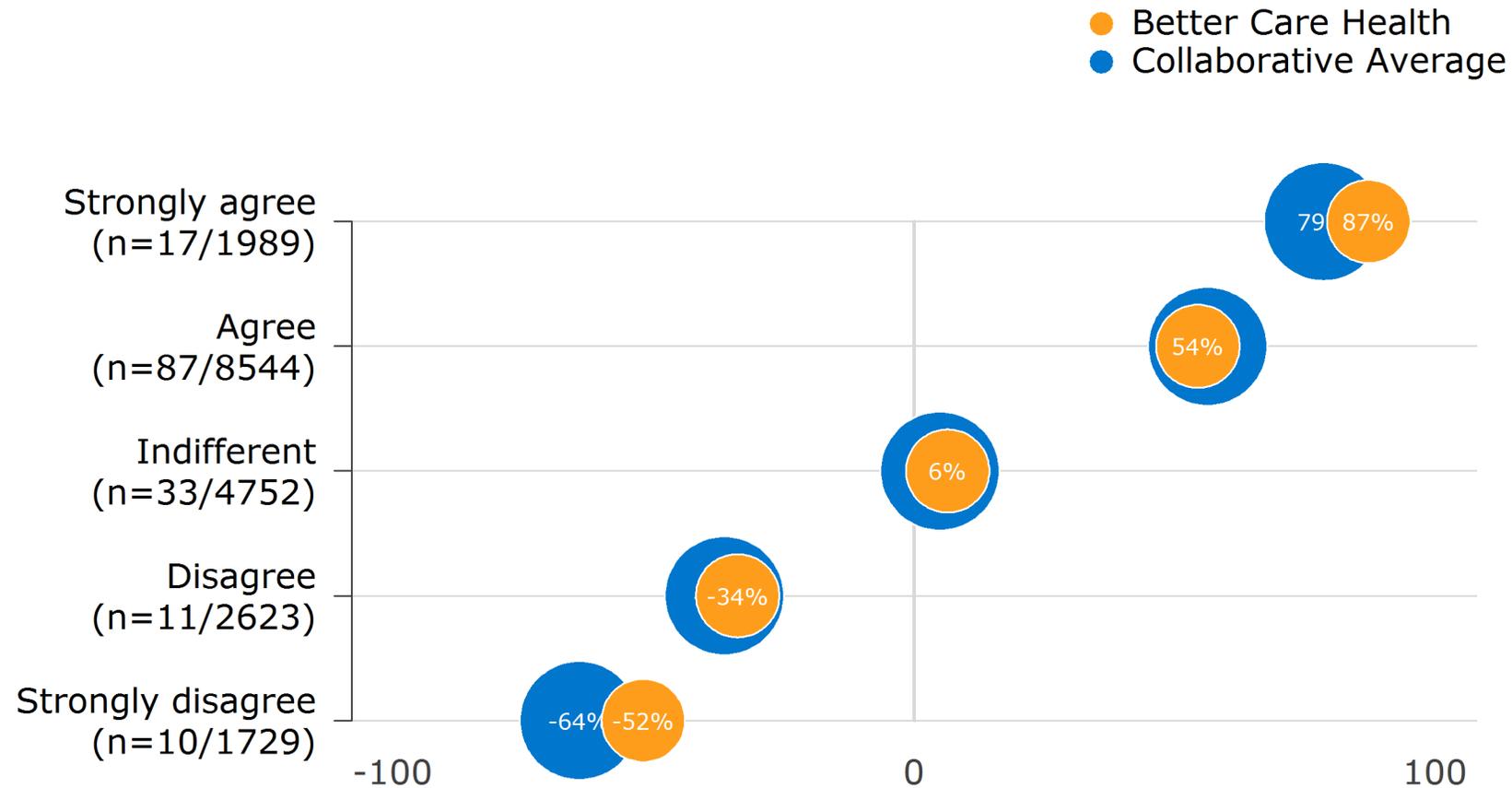
Benchmarked Net EMR Experience—By Agreement That EMR Vendor Has Designed a High-Quality EMR

All clinicians



Benchmarked Net EMR Experience—By Agreement That EMR Vendor Has Designed a High-Quality EMR

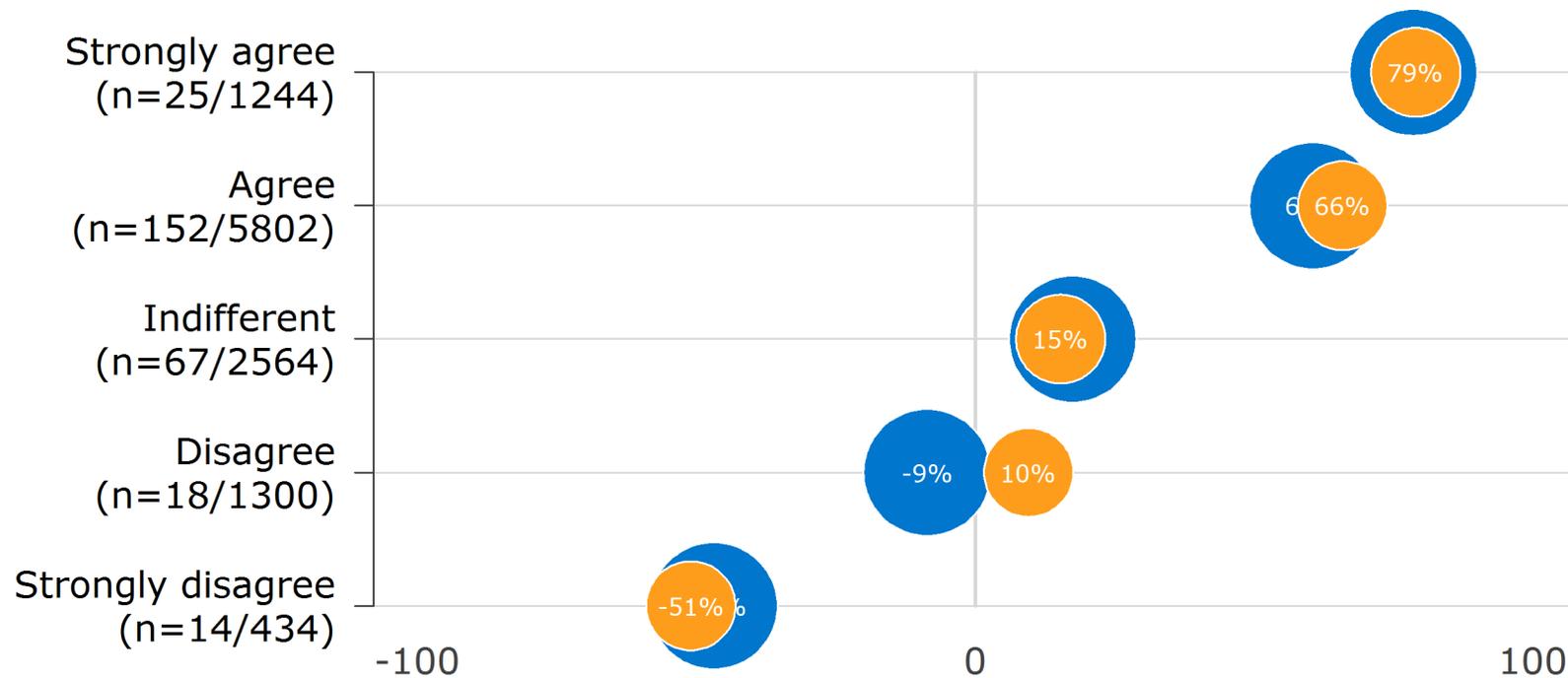
Physicians and advanced practice clinicians only



Benchmarked Net EMR Experience—By Agreement That Organization Leadership/IT Has Implemented and Supports EMR Well

Nurses only

- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Agreement That EMR Vendor Has Designed a High-Quality EMR

Allied health professionals only

- Better Care Health
- Collaborative Average

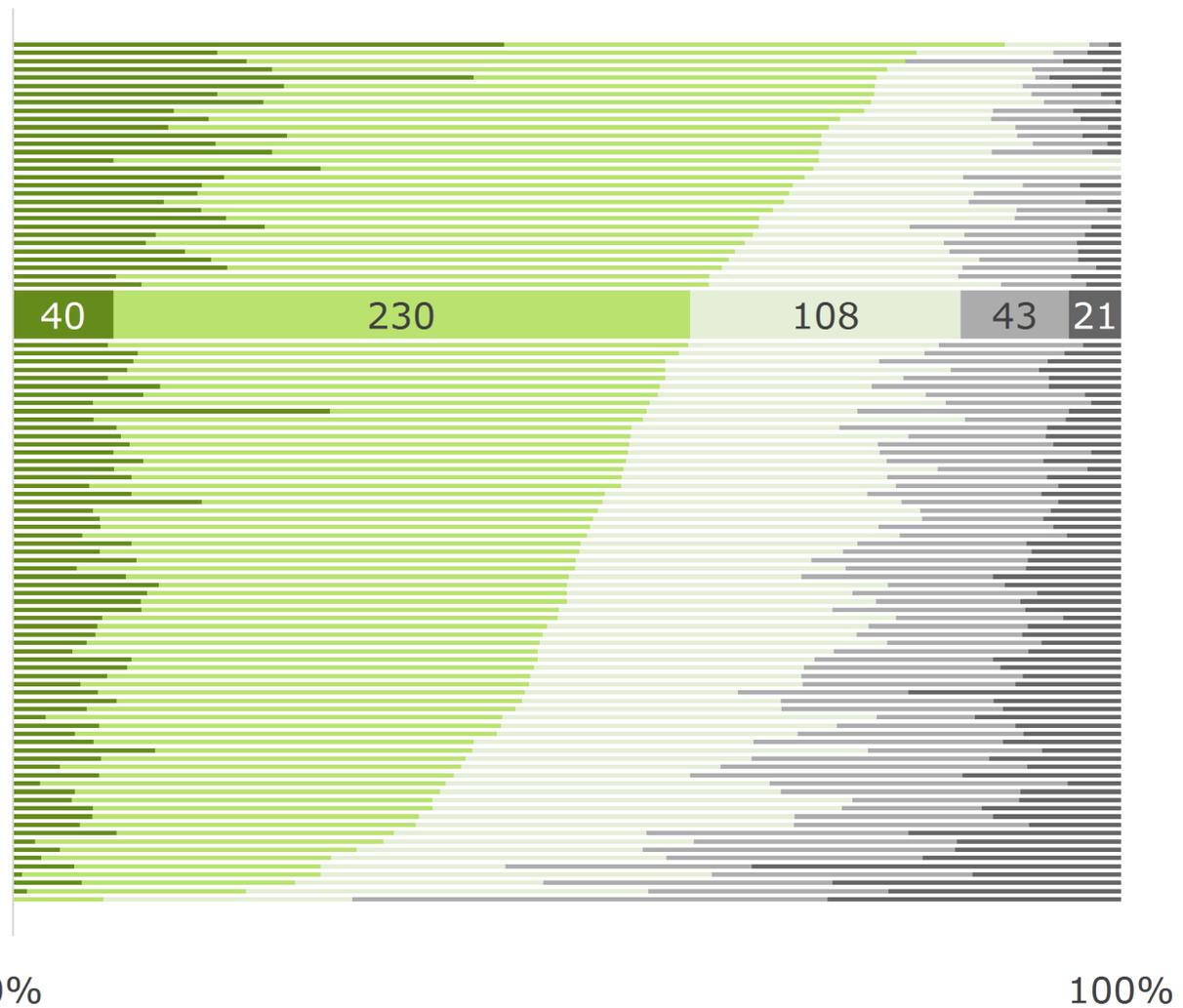


Agreement That Organization Leadership/IT Has Implemented and Supports EMR Well

All clinicians (n=35,162)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

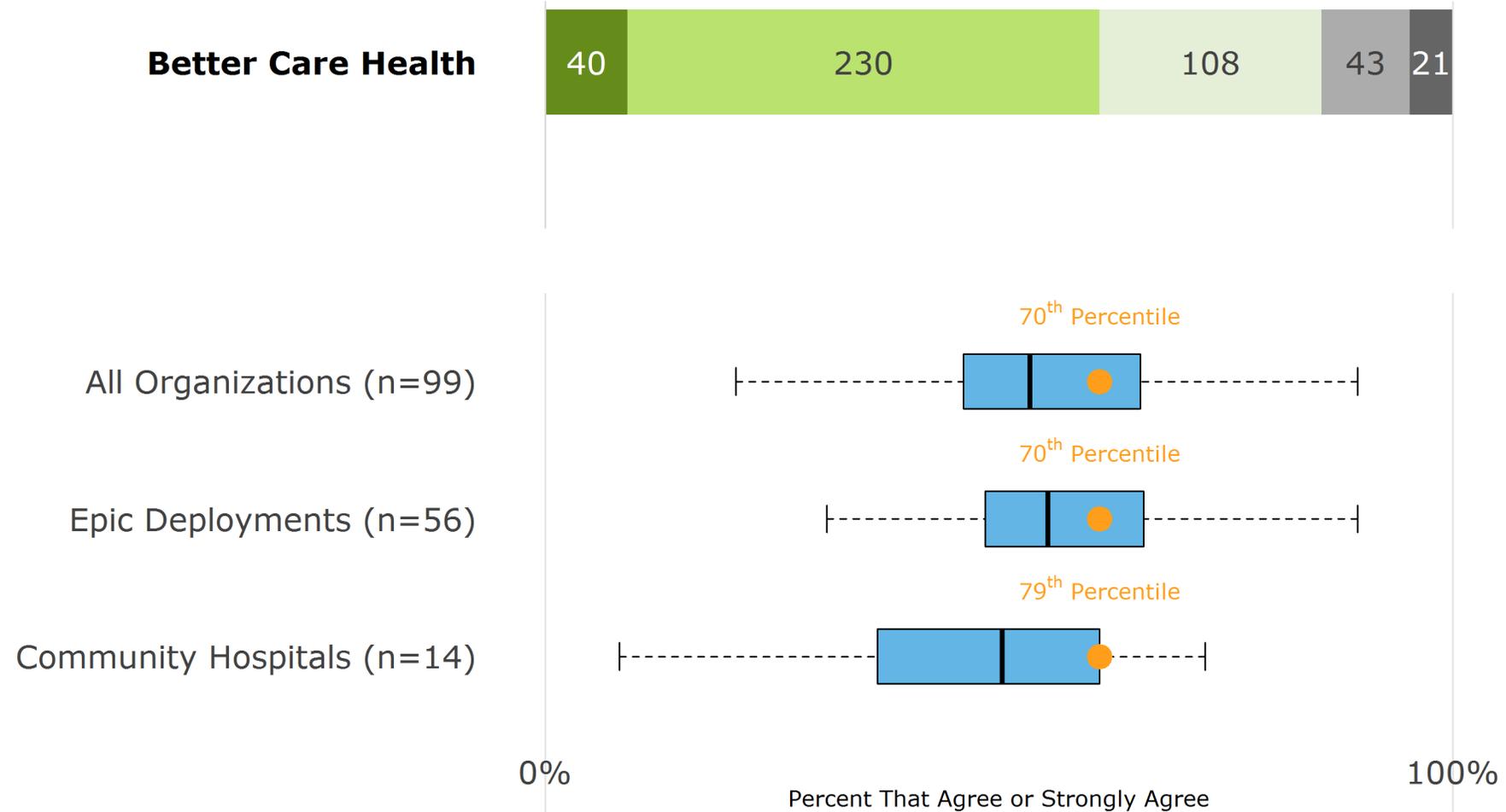
Better Care Health



Agreement That Organization Leadership/IT Has Implemented and Supports EMR Well

All clinicians (n=35,162)

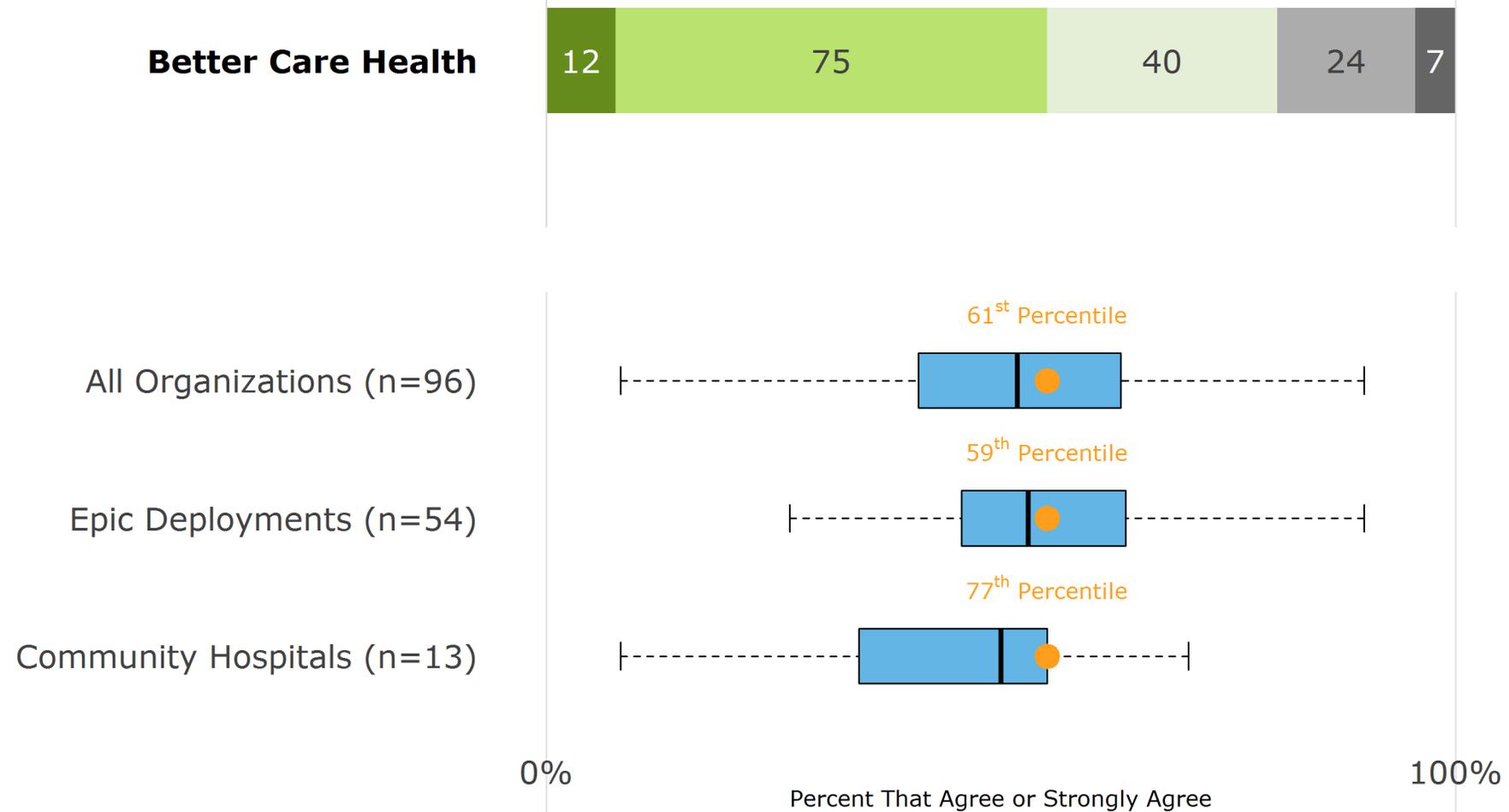
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That Organization Leadership/IT Has Implemented and Supports EMR Well

Physicians and advanced practice clinicians only (n=19,390)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

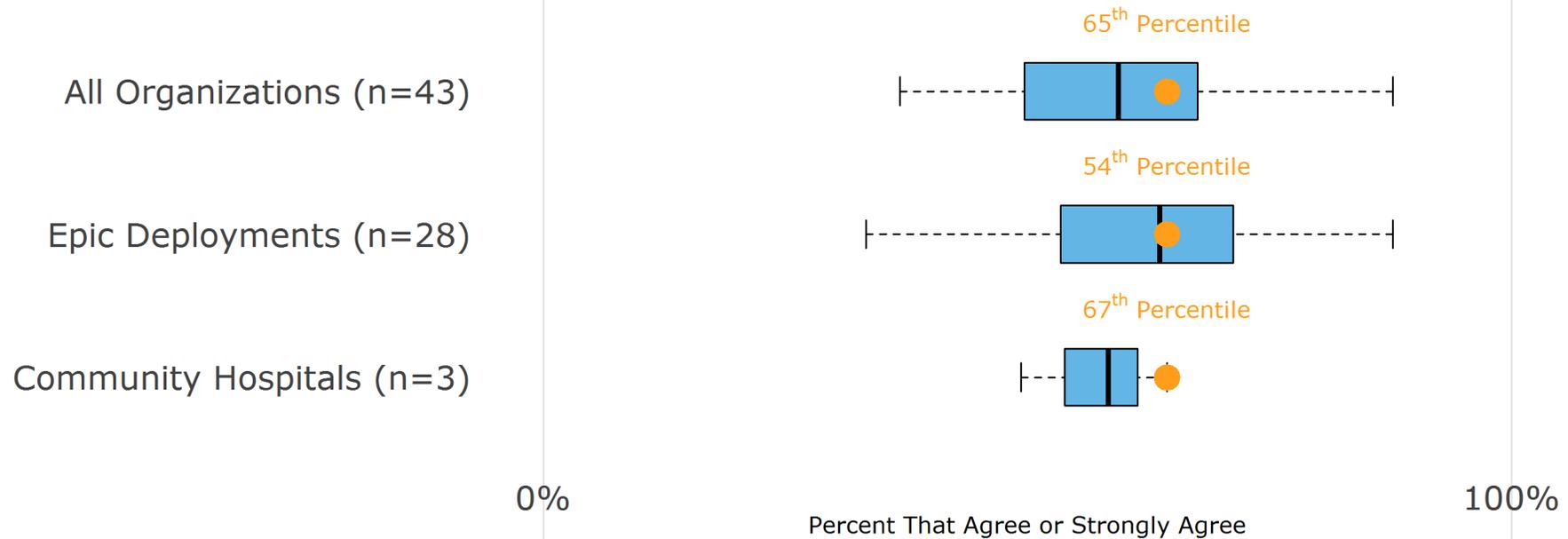


Agreement That Organization Leadership/IT Has Implemented and Supports EMR Well

Nurses only (n=11,651)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

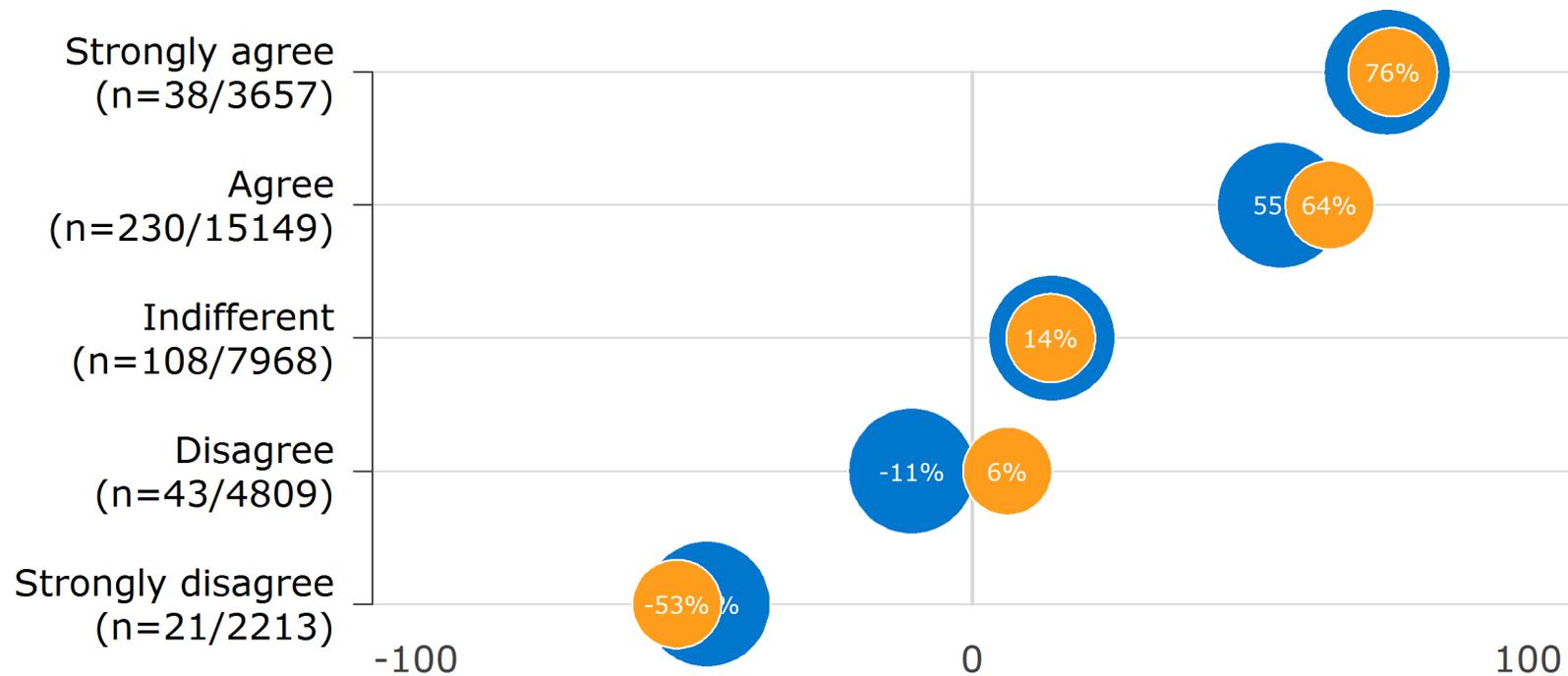
Better Care Health



Benchmarked Net EMR Experience—By Agreement That Organization Leadership/IT Has Implemented and Supports EMR Well

All clinicians

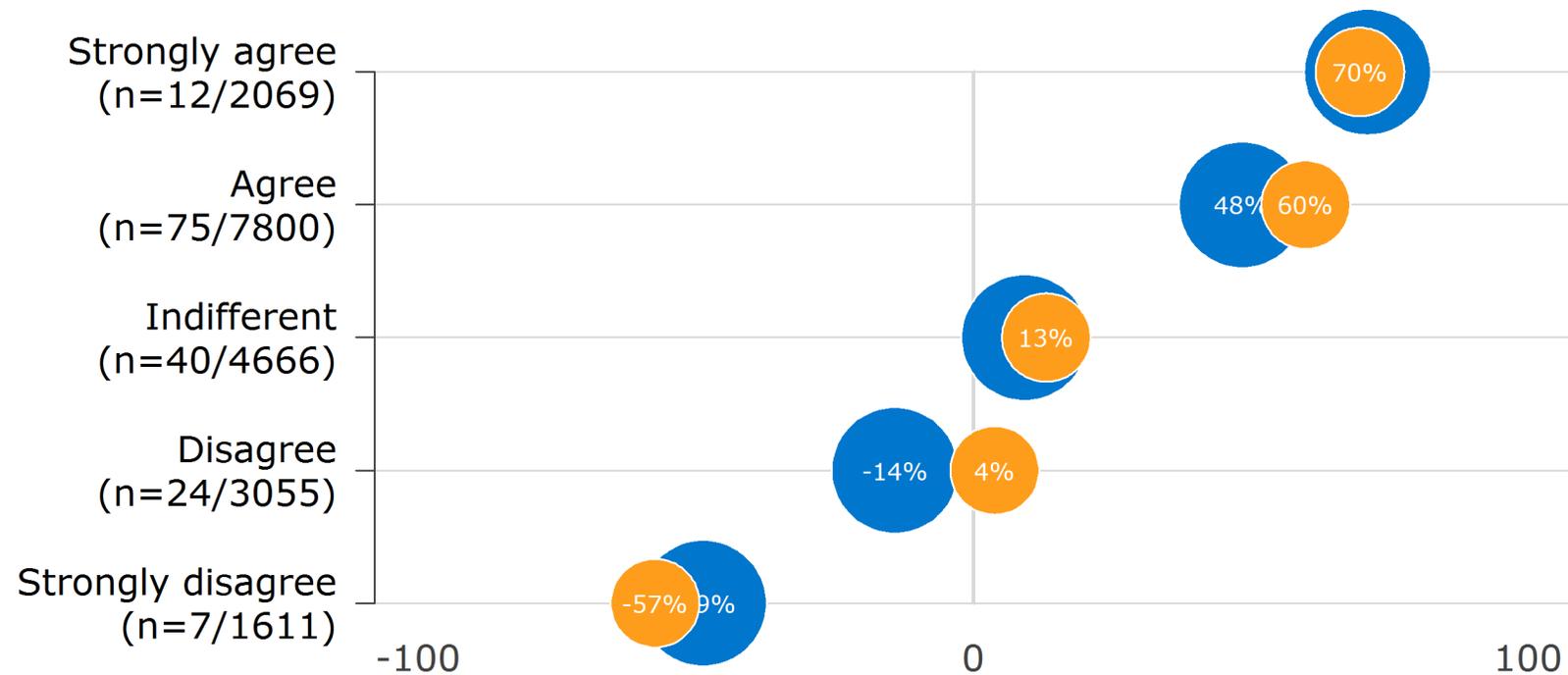
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Agreement That Organization Leadership/IT Has Implemented and Supports EMR Well

Physicians and advanced practice clinicians only

- Better Care Health
- Collaborative Average

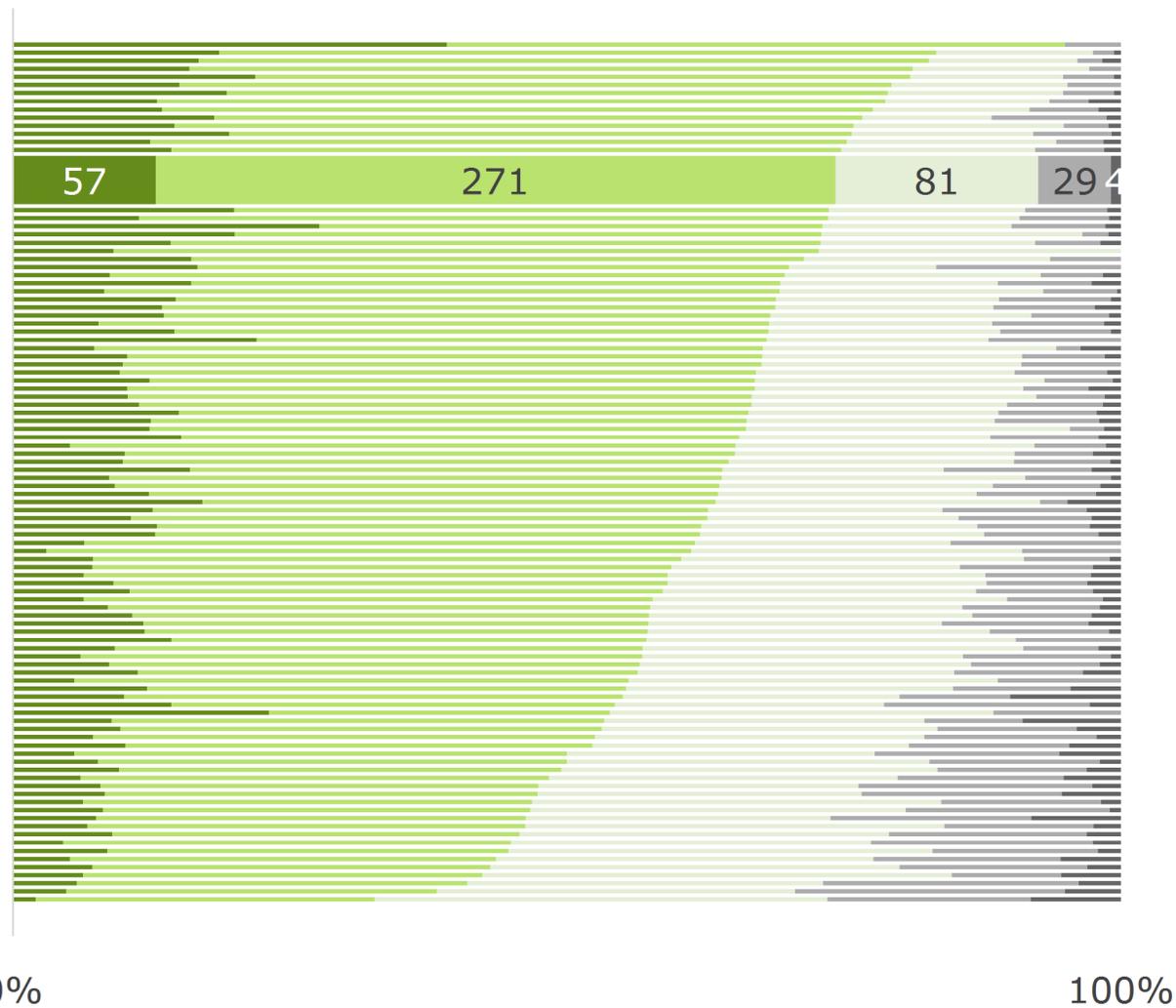


Agreement That User Has Learned EMR Well

All clinicians (n=37,647)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

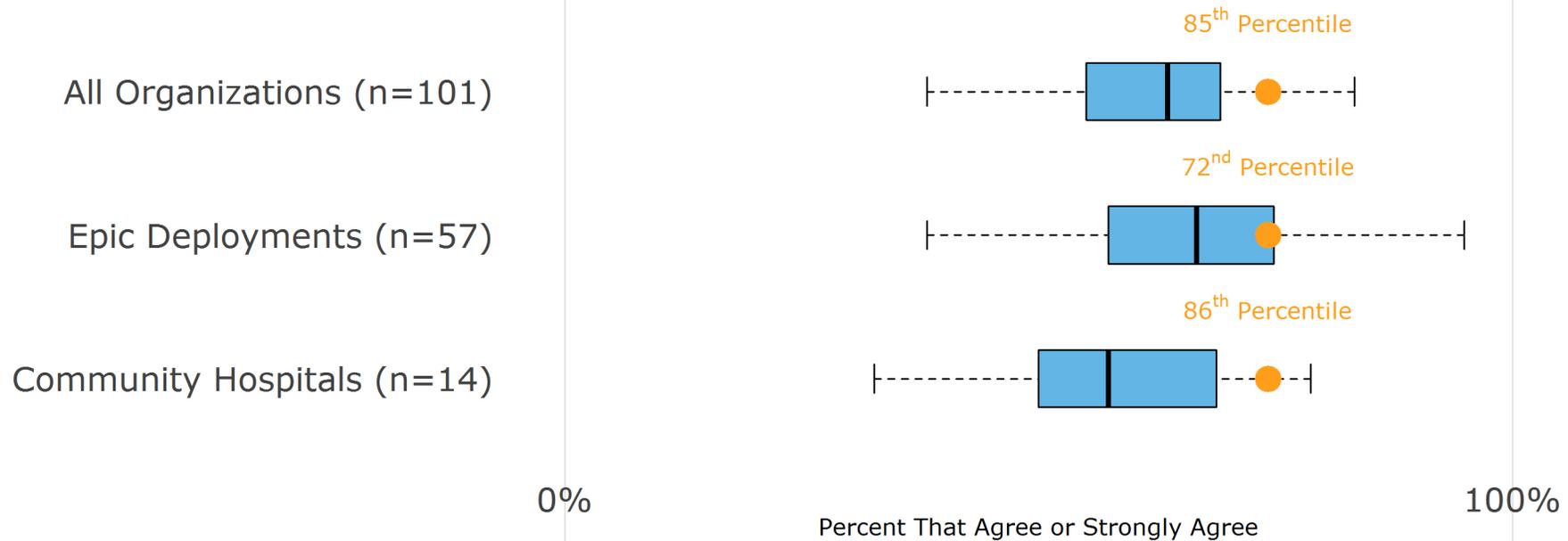
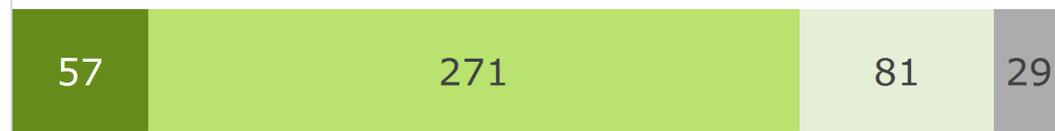


Agreement That User Has Learned EMR Well

All clinicians (n=37,647)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

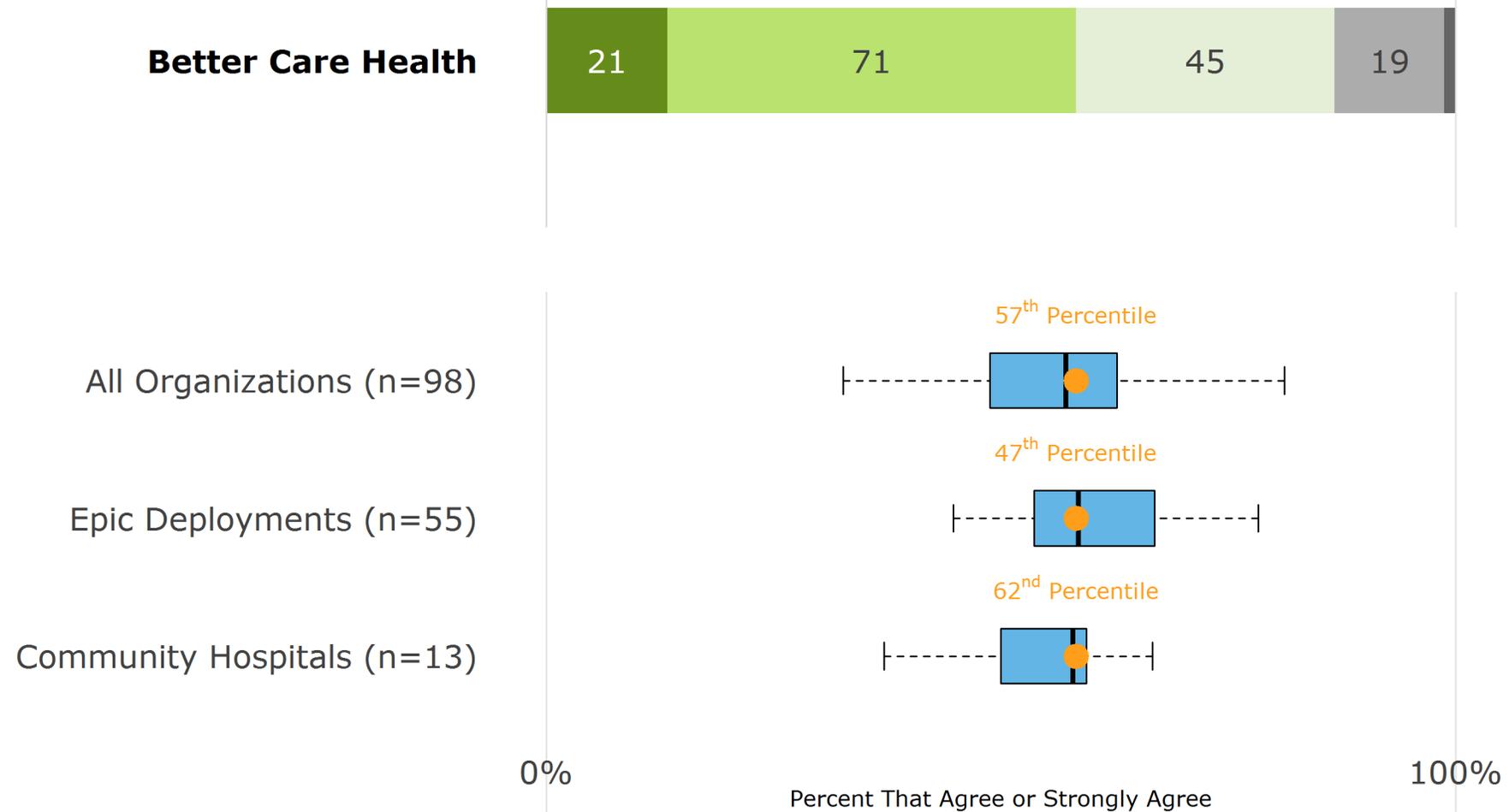
Better Care Health



Agreement That User Has Learned EMR Well

Physicians and advanced practice clinicians only (n=19,971)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree



Agreement That User Has Learned EMR Well

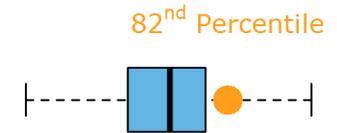
Nurses only (n=12,603)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

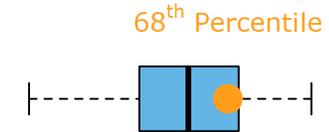
Better Care Health



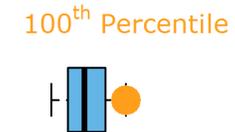
All Organizations (n=44)



Epic Deployments (n=28)



Community Hospitals (n=3)



0%

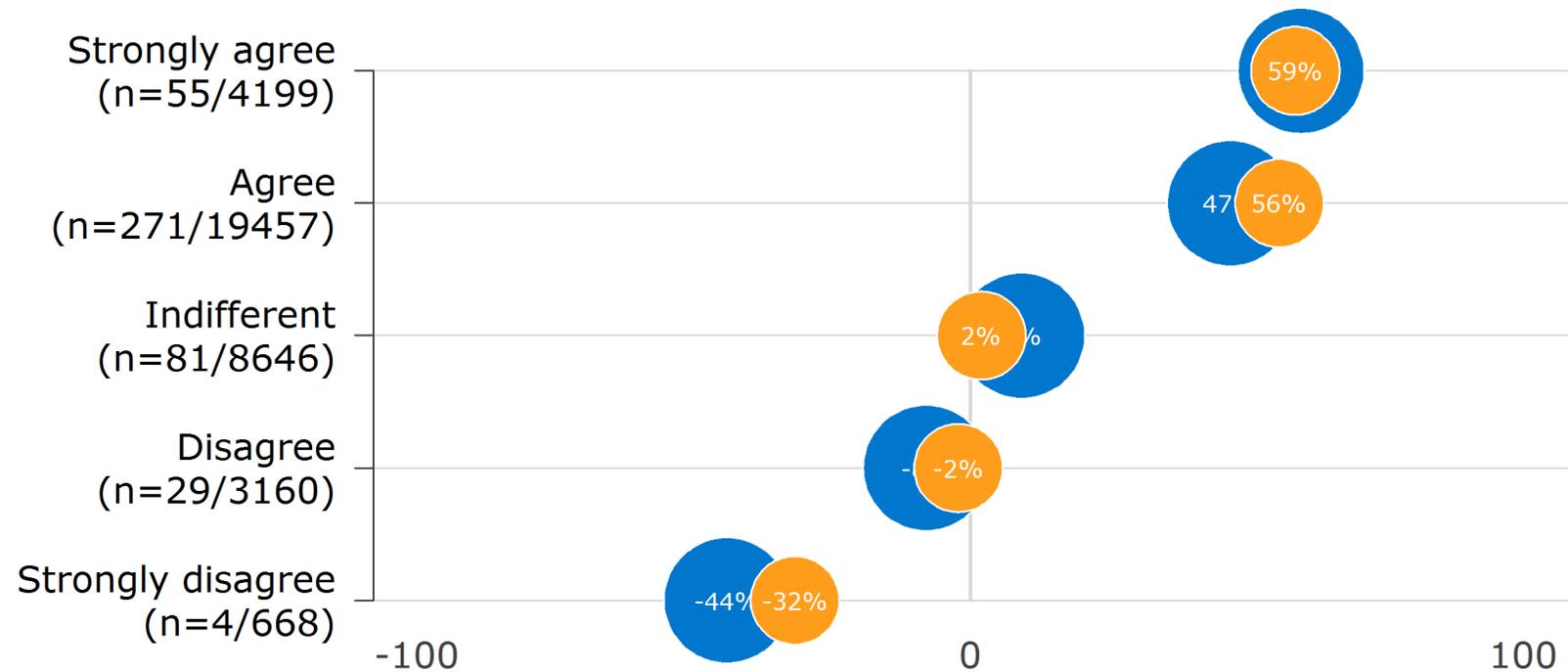
Percent That Agree or Strongly Agree

100%

Benchmarked Net EMR Experience—By Agreement That User Has Learned EMR Well

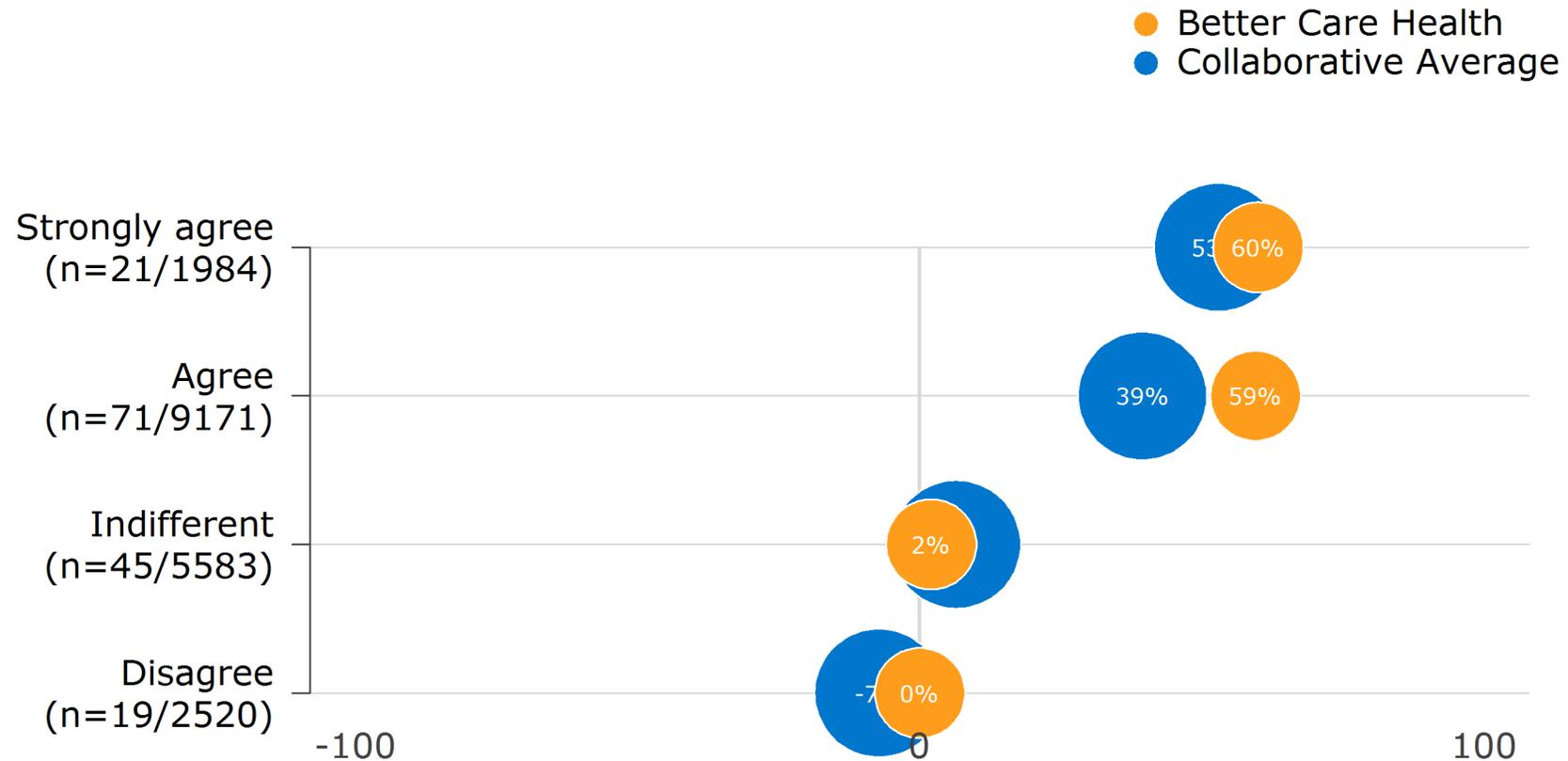
All clinicians

- Better Care Health
- Collaborative Average



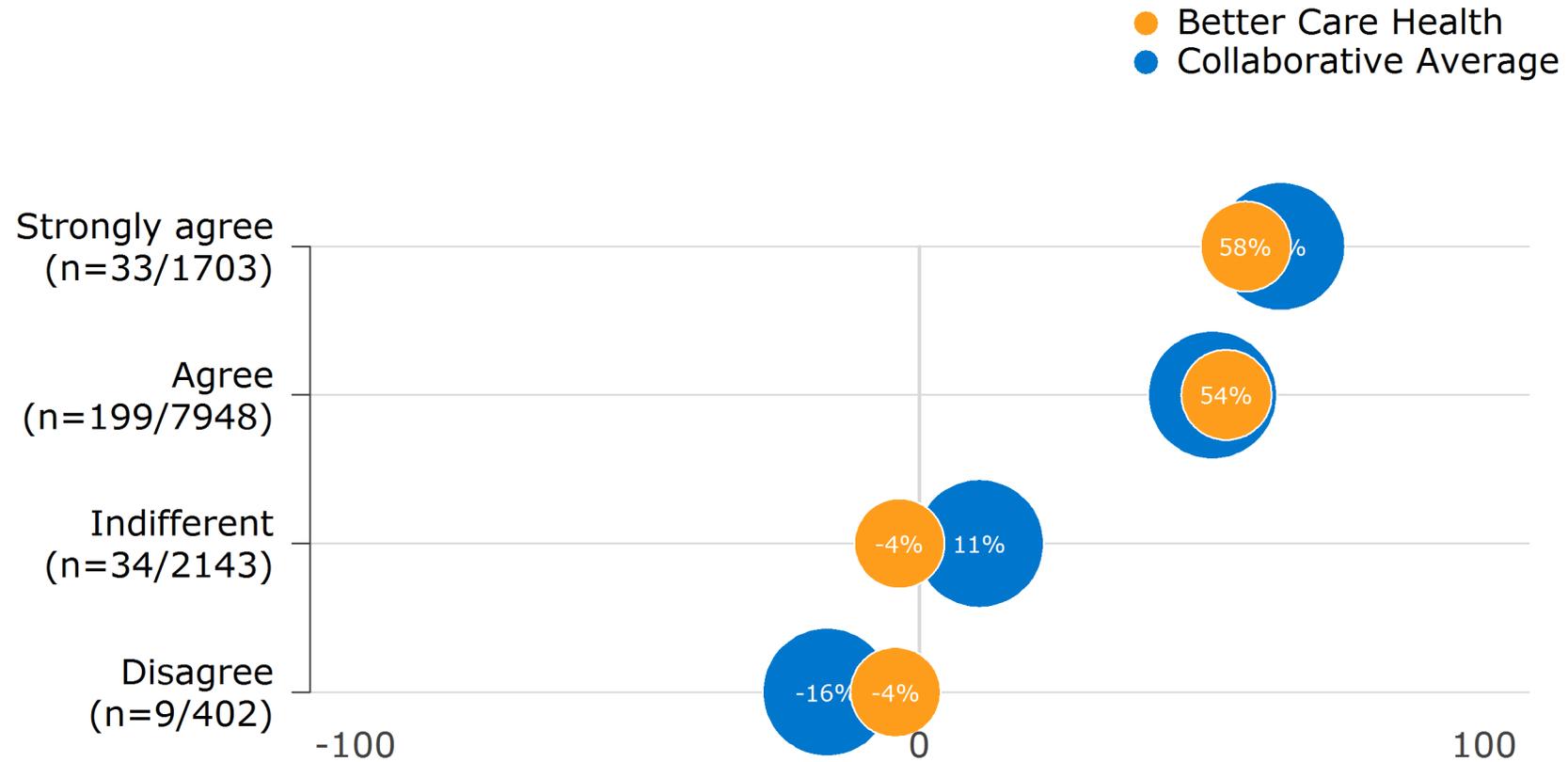
Benchmarked Net EMR Experience—By Agreement That User Has Learned EMR Well

Physicians and advanced practice clinicians only



Benchmarked Net EMR Experience—By Agreement That User Has Learned EMR Well

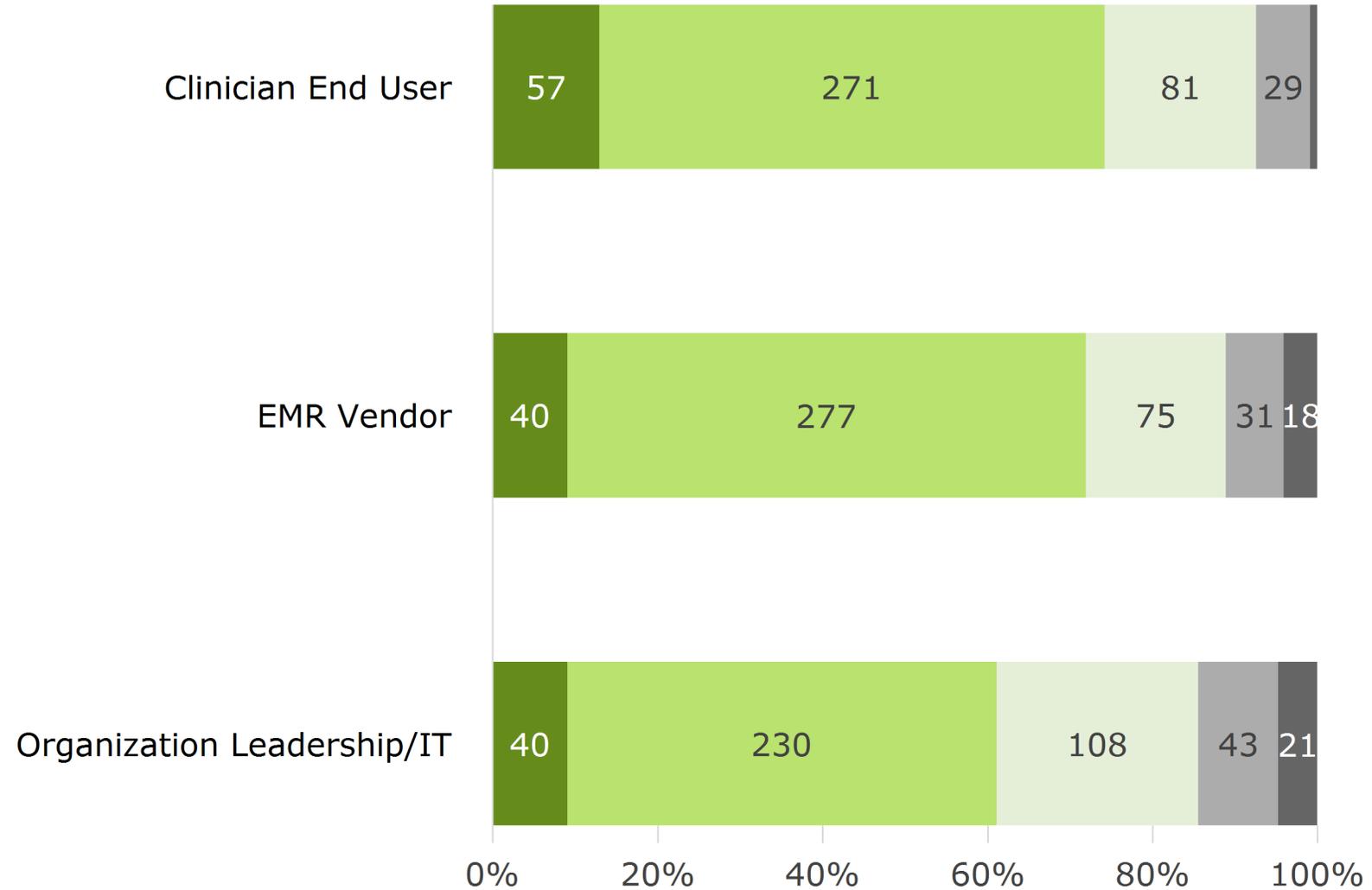
Nurses only



Agreement That Stakeholder Delivers Well

Better Care Health. All clinicians.

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

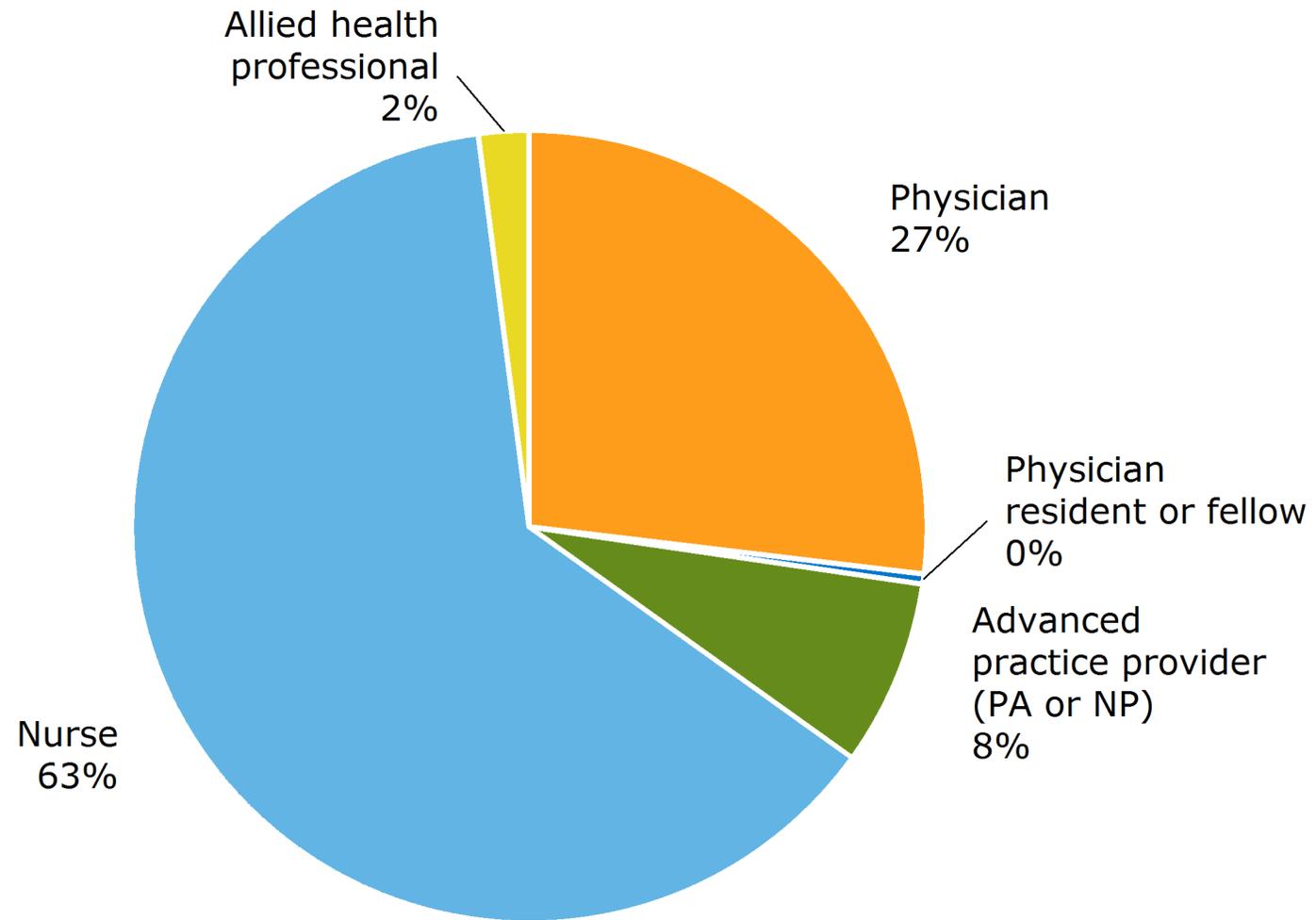


Respondent Background



Respondent Clinical Background

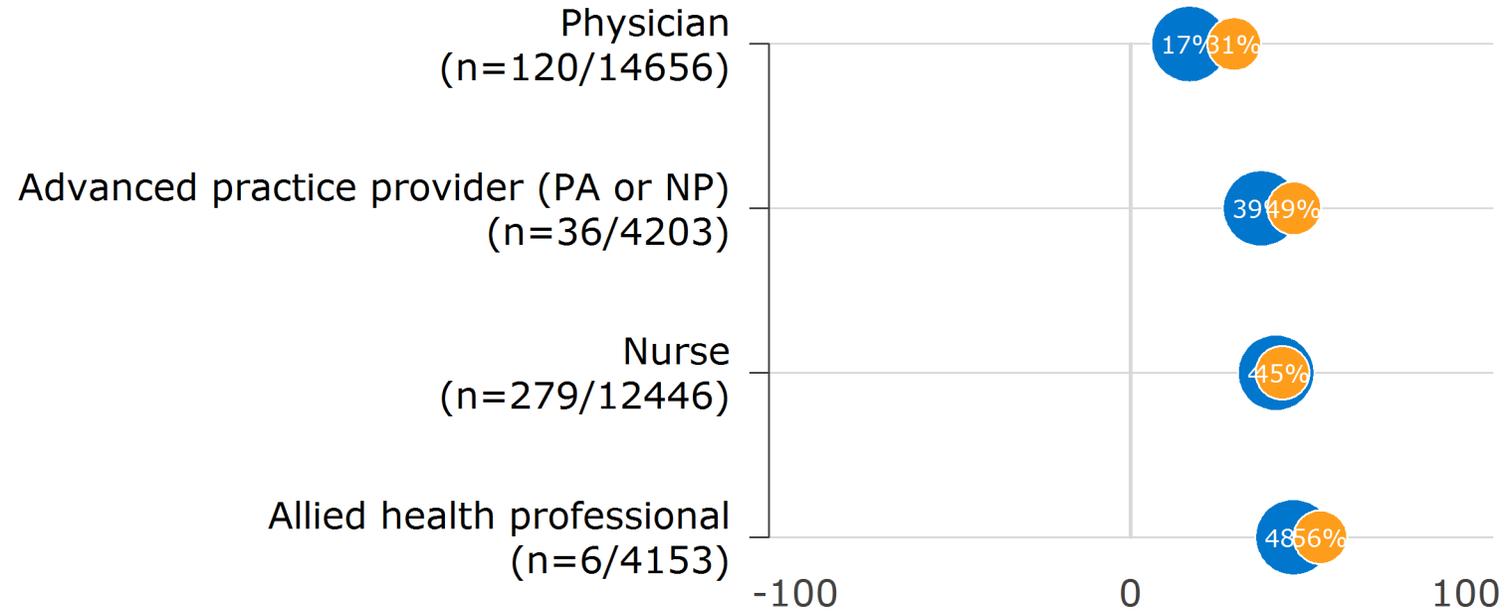
Better Care Health (n=487)



Benchmarked Net EMR Experience—By Clinical Background

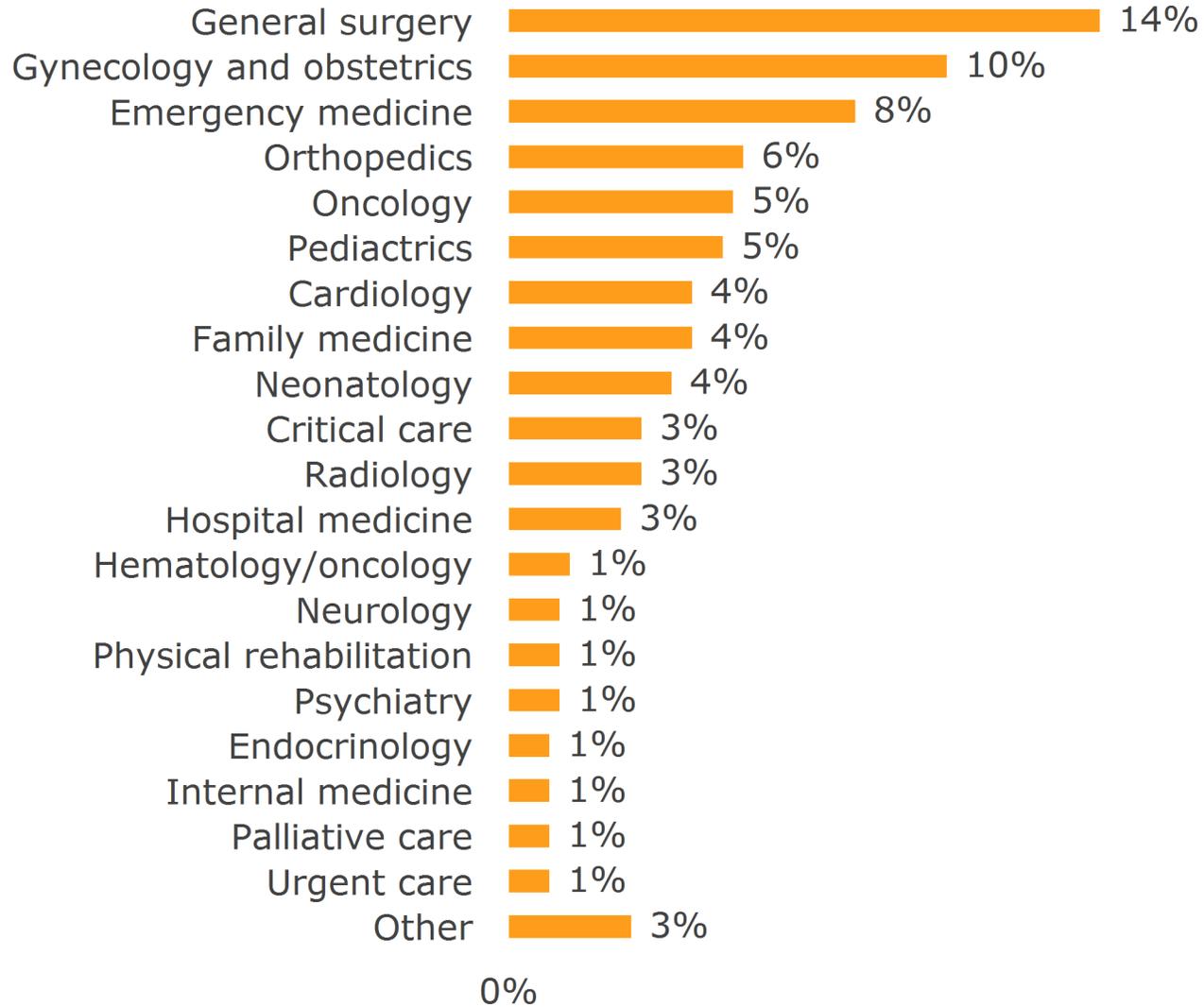
All clinicians

- Better Care Health
- Collaborative Average



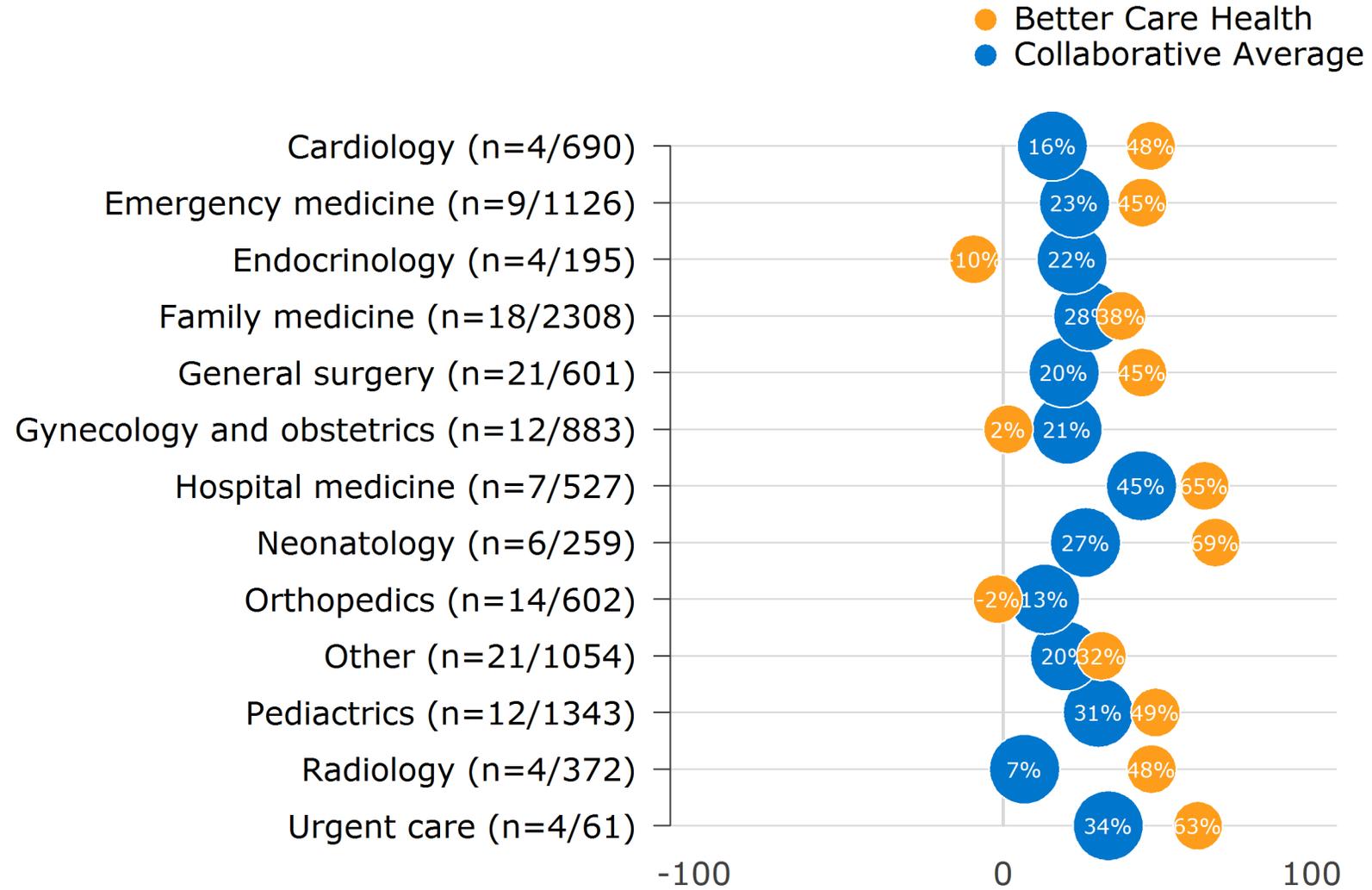
Respondent Specialty

Better Care Health. Physicians and advanced practice clinicians only. (n= 414)



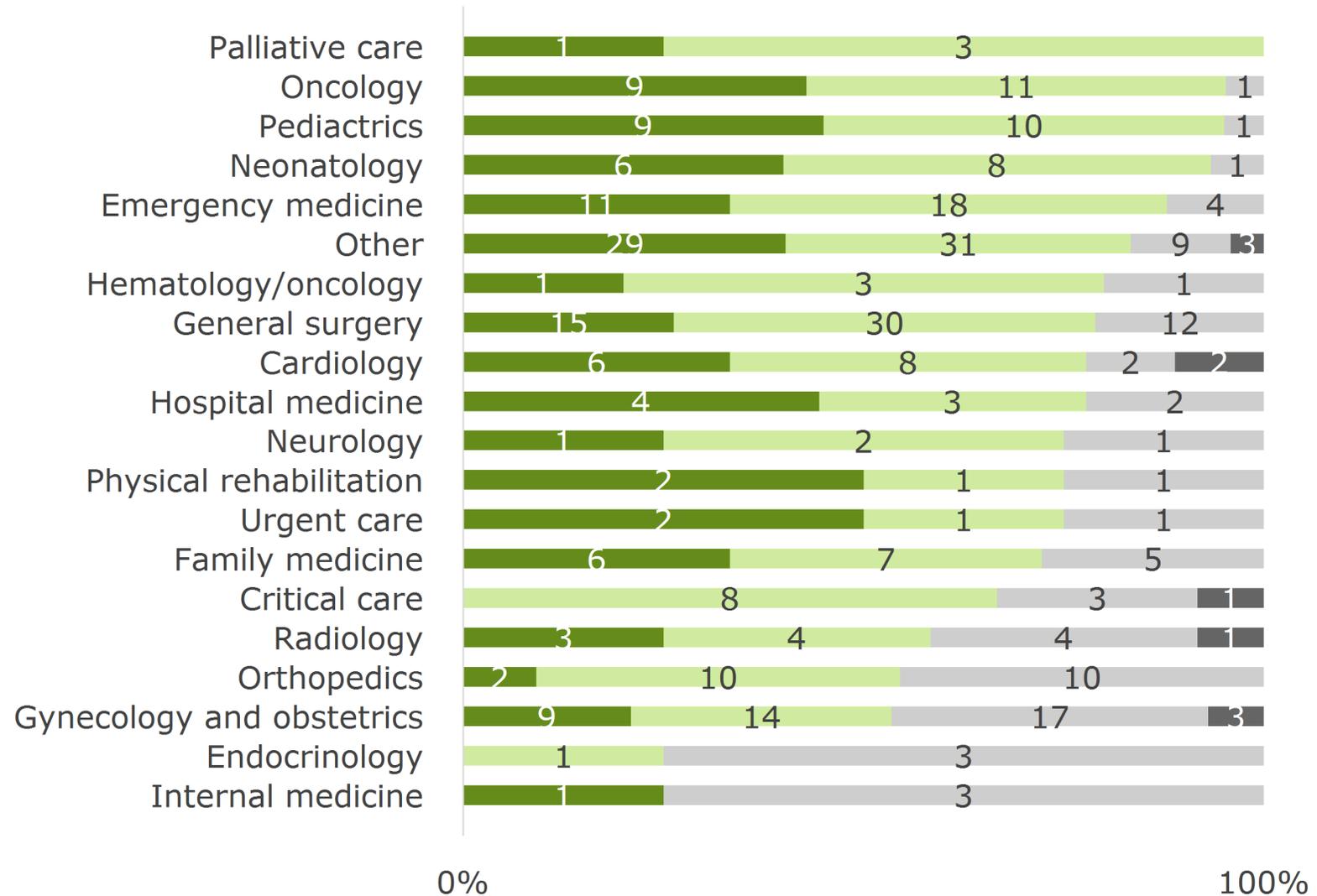
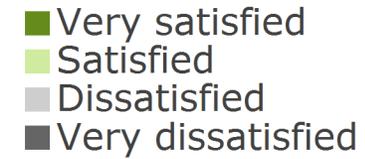
Benchmarked Net EMR Experience—By Specialty

Physicians and advanced practice clinicians only



Satisfaction—By Specialty

Better Care Health. Physicians and advanced practice clinicians only.

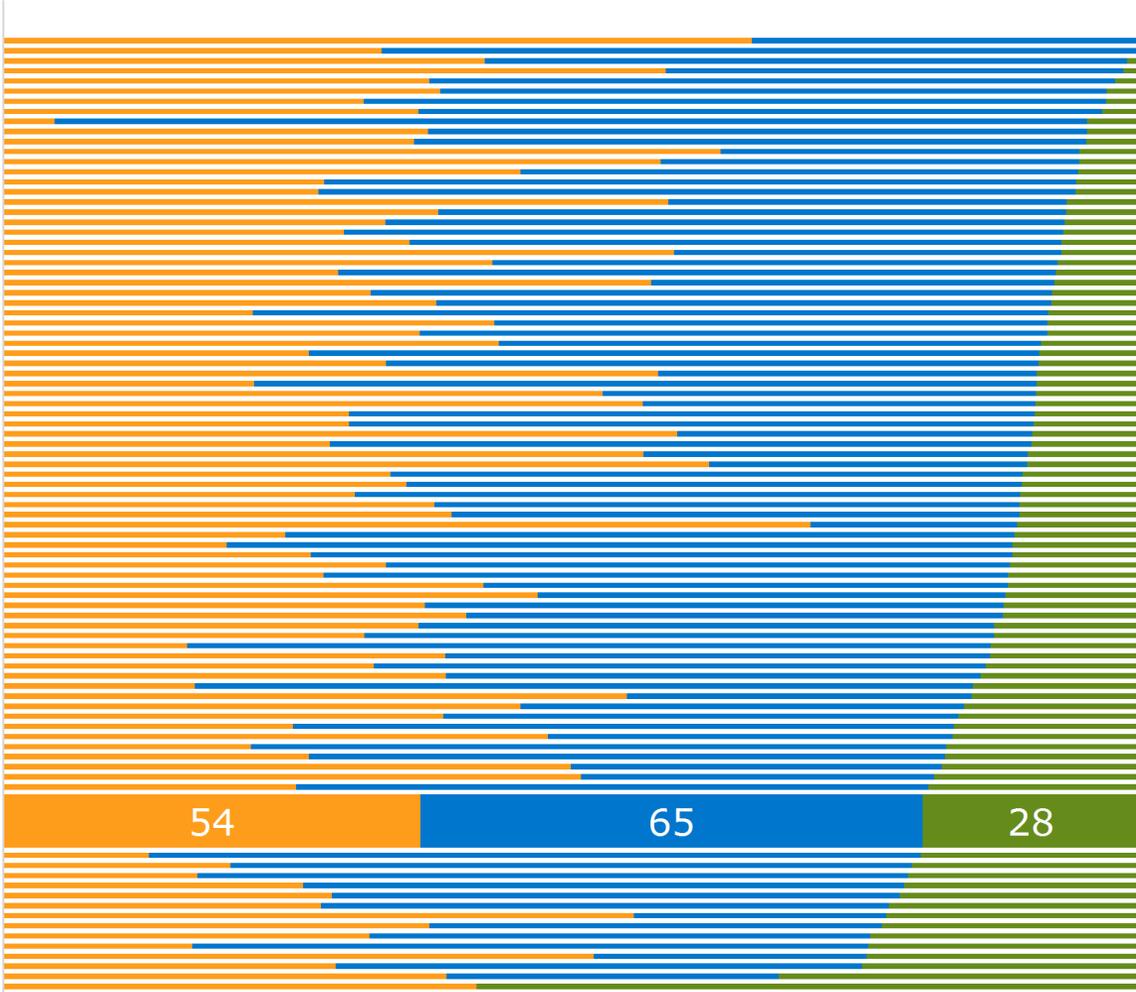


EMR Use Area

All clinicians (n=24,361)

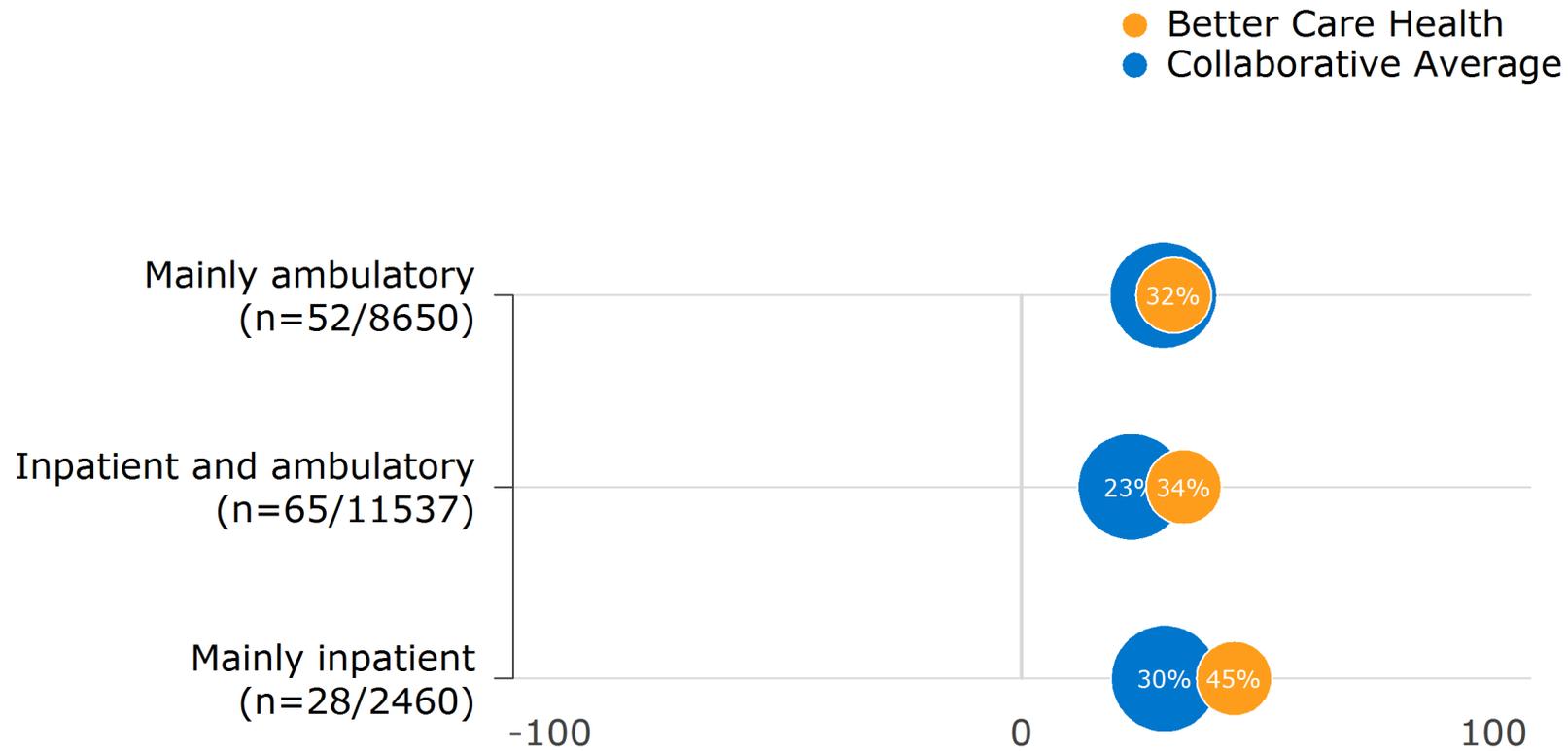
- Mainly ambulatory
- Inpatient and ambulatory
- Mainly inpatient

Better Care Health



Benchmarked Net EMR Experience—By EMR Use Area

All clinicians

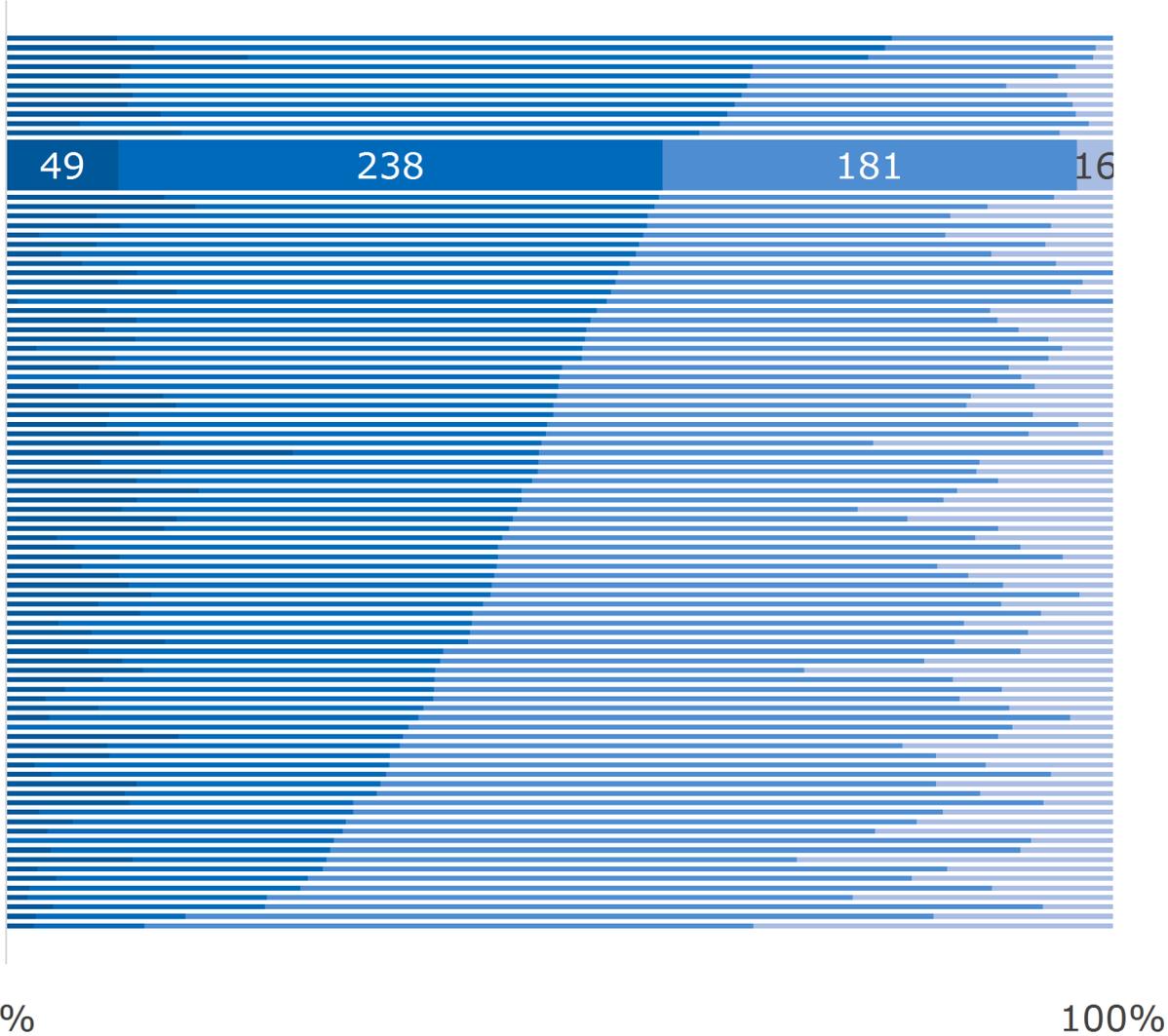


Reported Hours of Clinical Practice

All clinicians (n=37,779)

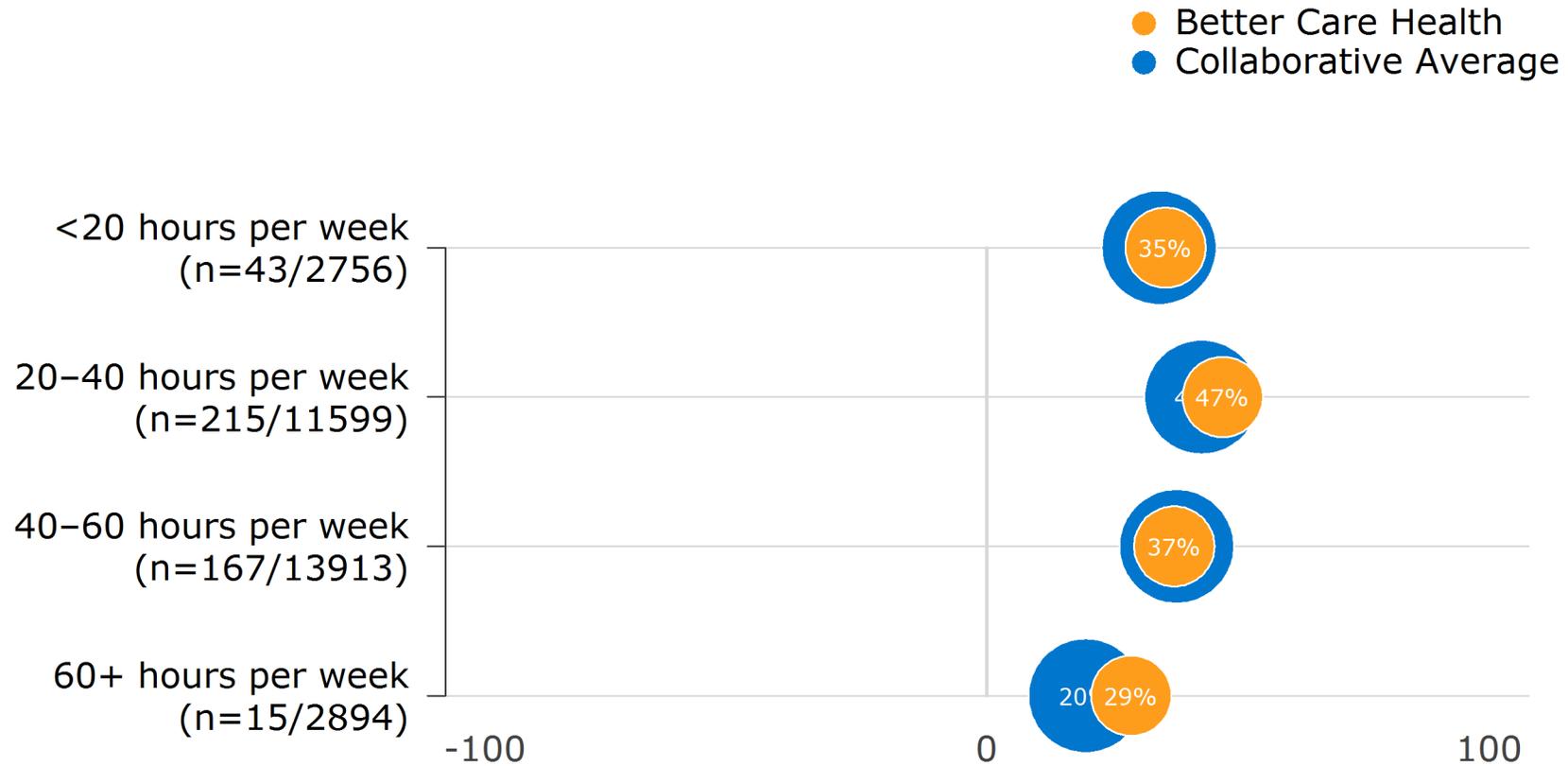
- <20 hours per week
- 20-40 hours per week
- 40-60 hours per week
- 60+ hours per week

Better Care Health



Benchmarked Net EMR Experience—By Reported Hours of Clinical Practice

All clinicians

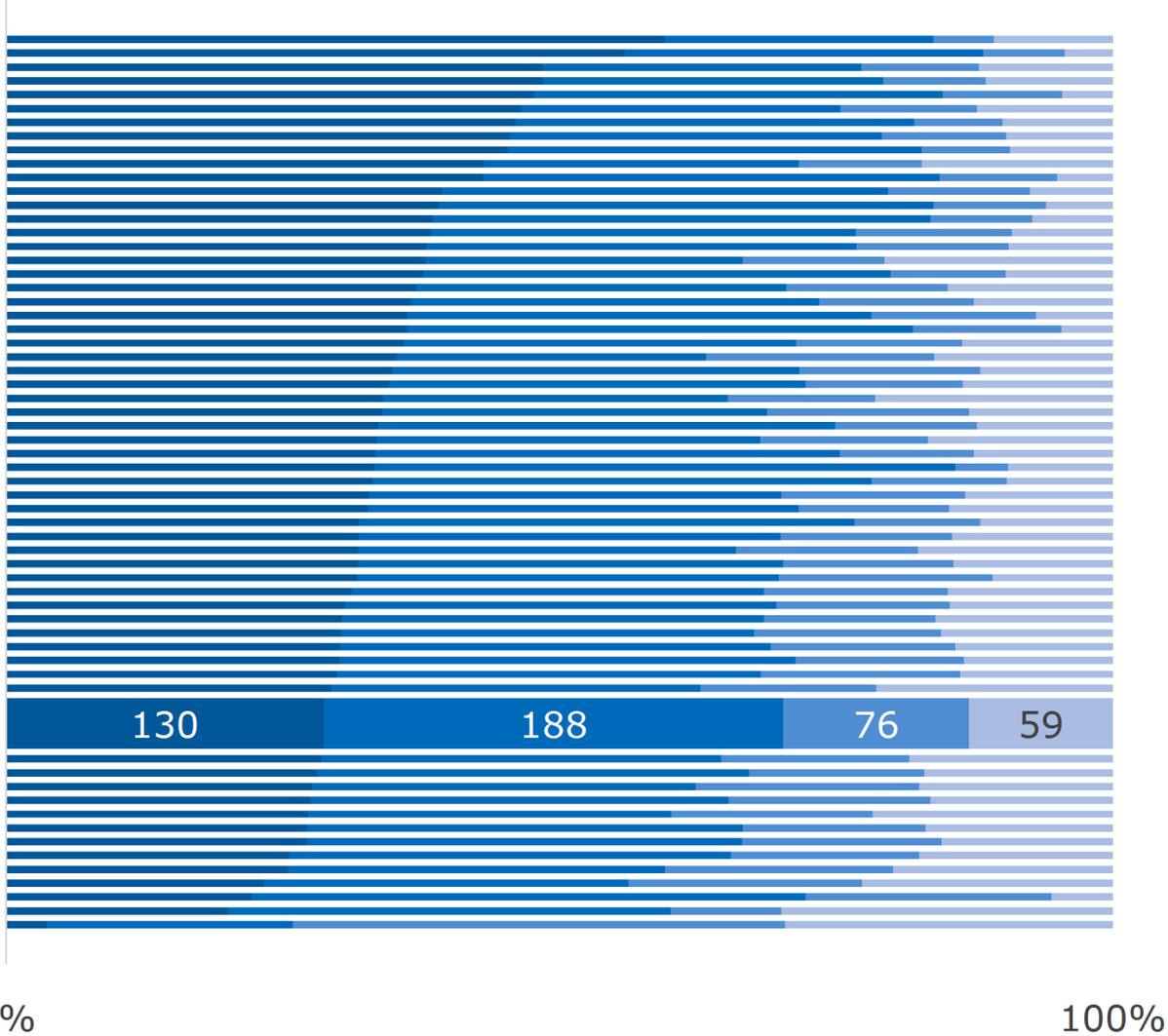


Hours Spent Charting During Normal Shift Hours

All clinicians (n=24,849)

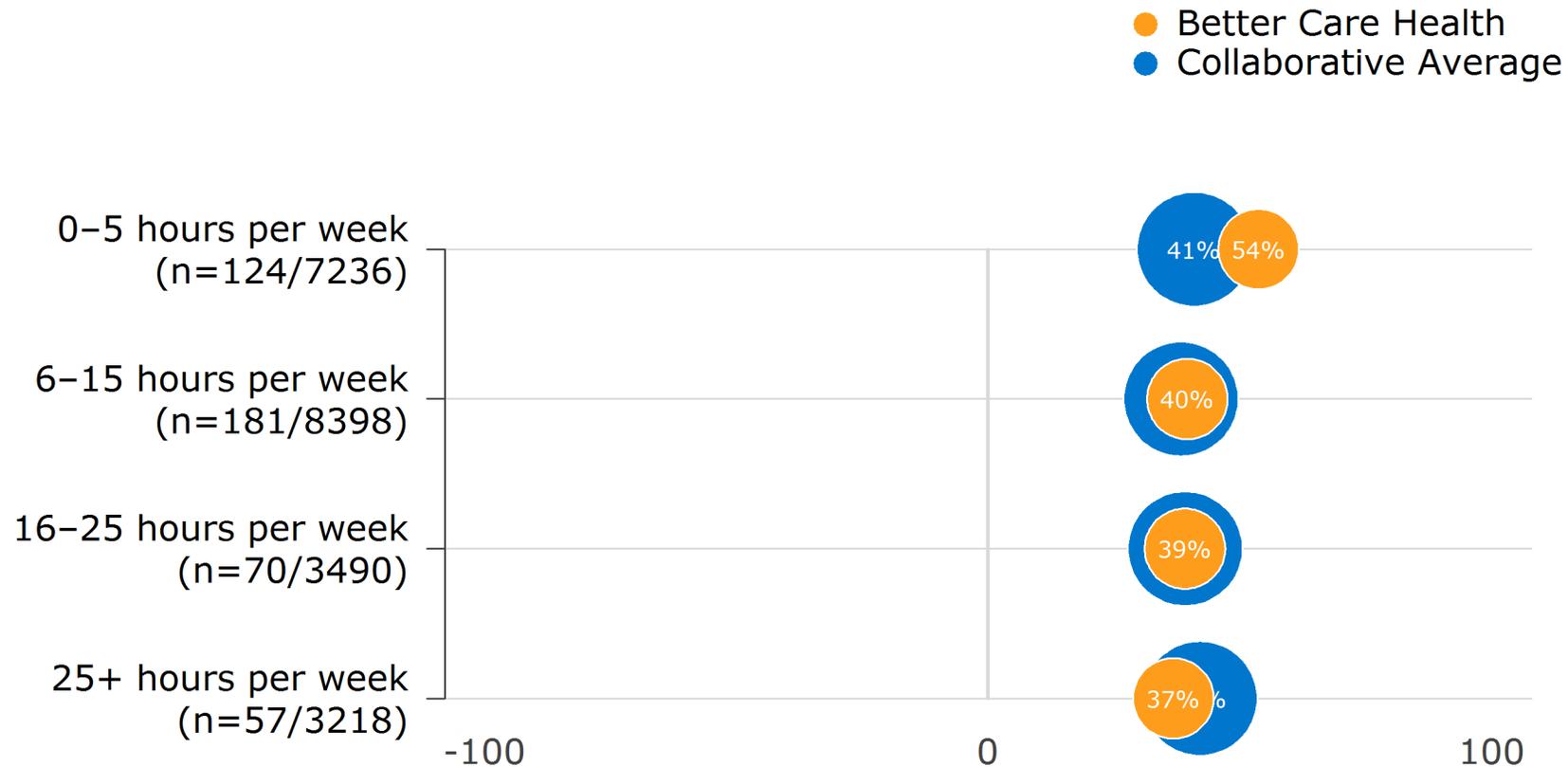
- 0-5 hours per week
- 6-15 hours per week
- 16-25 hours per week
- 25+ hours per week

Better Care Health



Benchmarked Net EMR Experience—By Hours Spent Charting During Normal Shift Hours

All clinicians

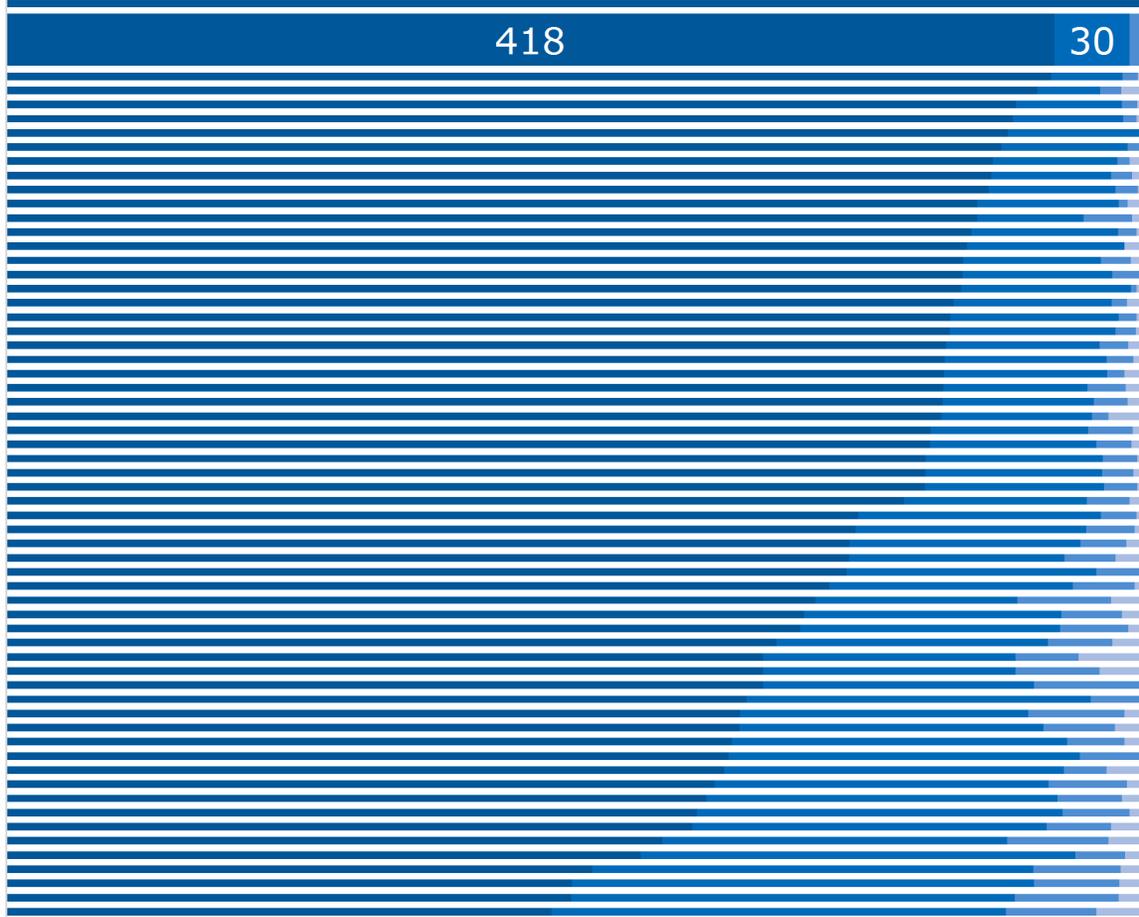


Hours Spent Charting Outside Normal Shift Hours

All clinicians (n=23,069)

- 0-5 hours per week
- 6-15 hours per week
- 16-25 hours per week
- 25+ hours per week

Better Care Health



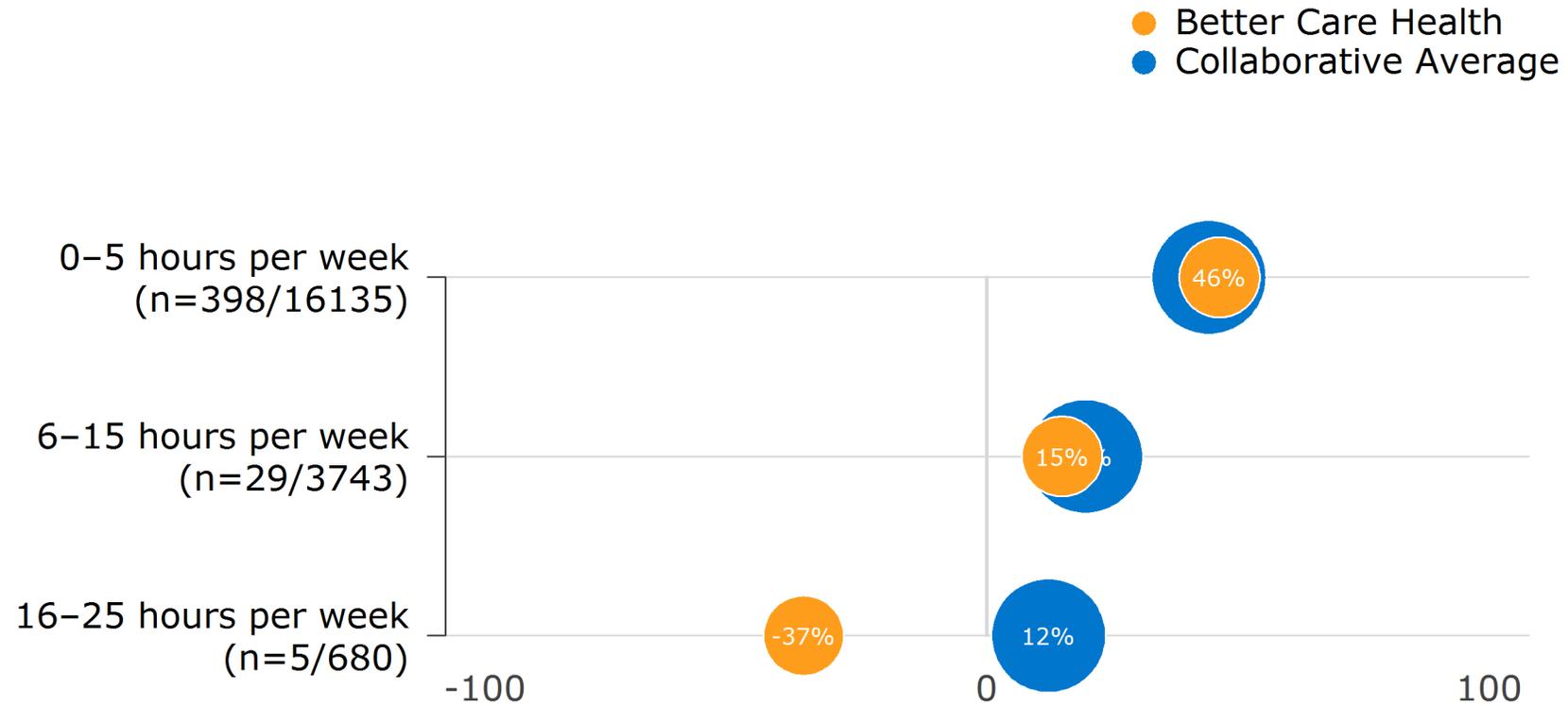
0%

100%



Benchmarked Net EMR Experience—By Hours Spent Charting Outside Normal Shift Hours

All clinicians

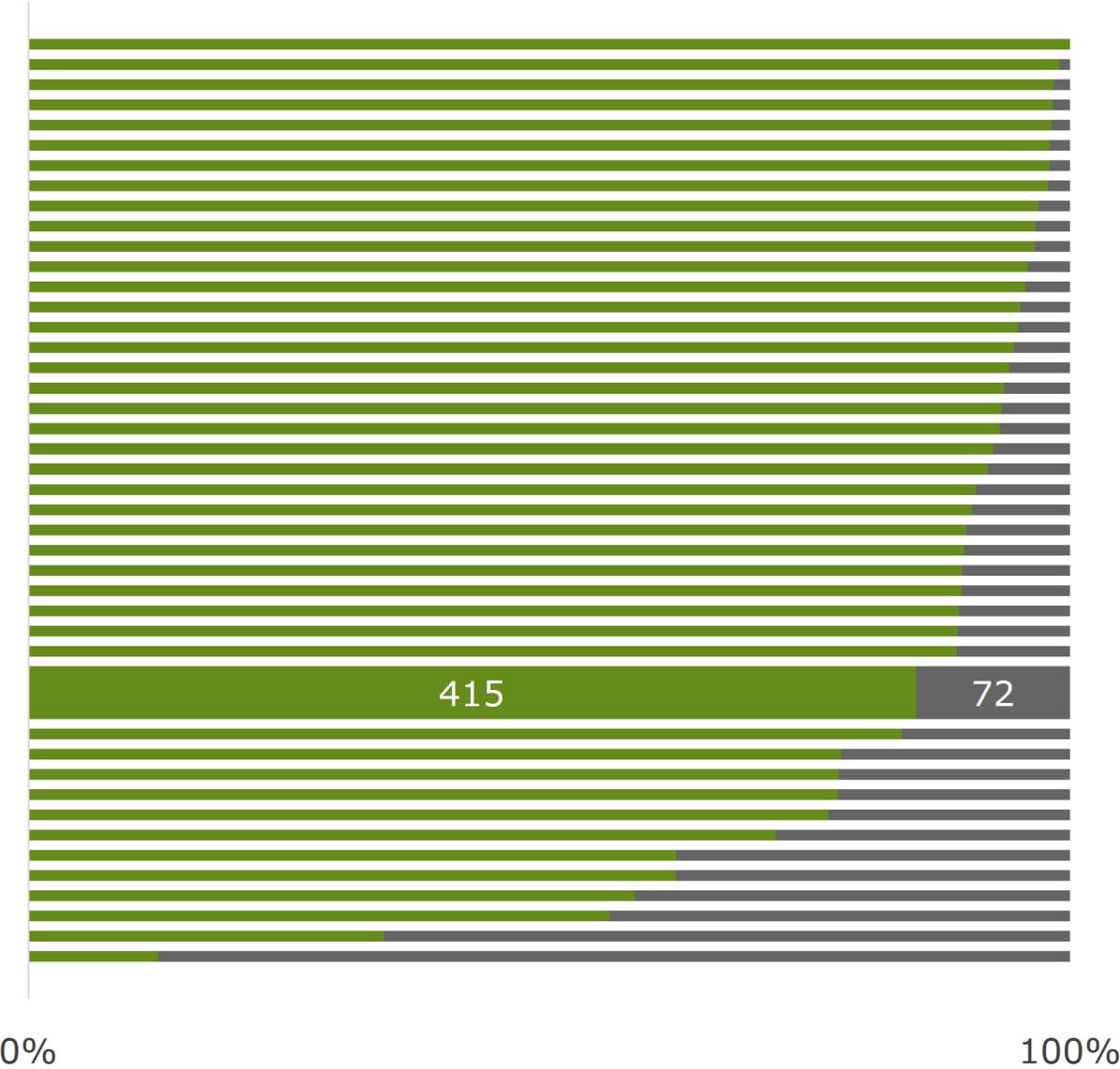


Percentage of Respondents Employed by Their Organization

All clinicians (n=21,358)

■ Employed
■ Not employed

Better Care Health



Benchmarked Net EMR Experience—By Employment Status

All clinicians

- Better Care Health
- Collaborative Average



Respondent Experience

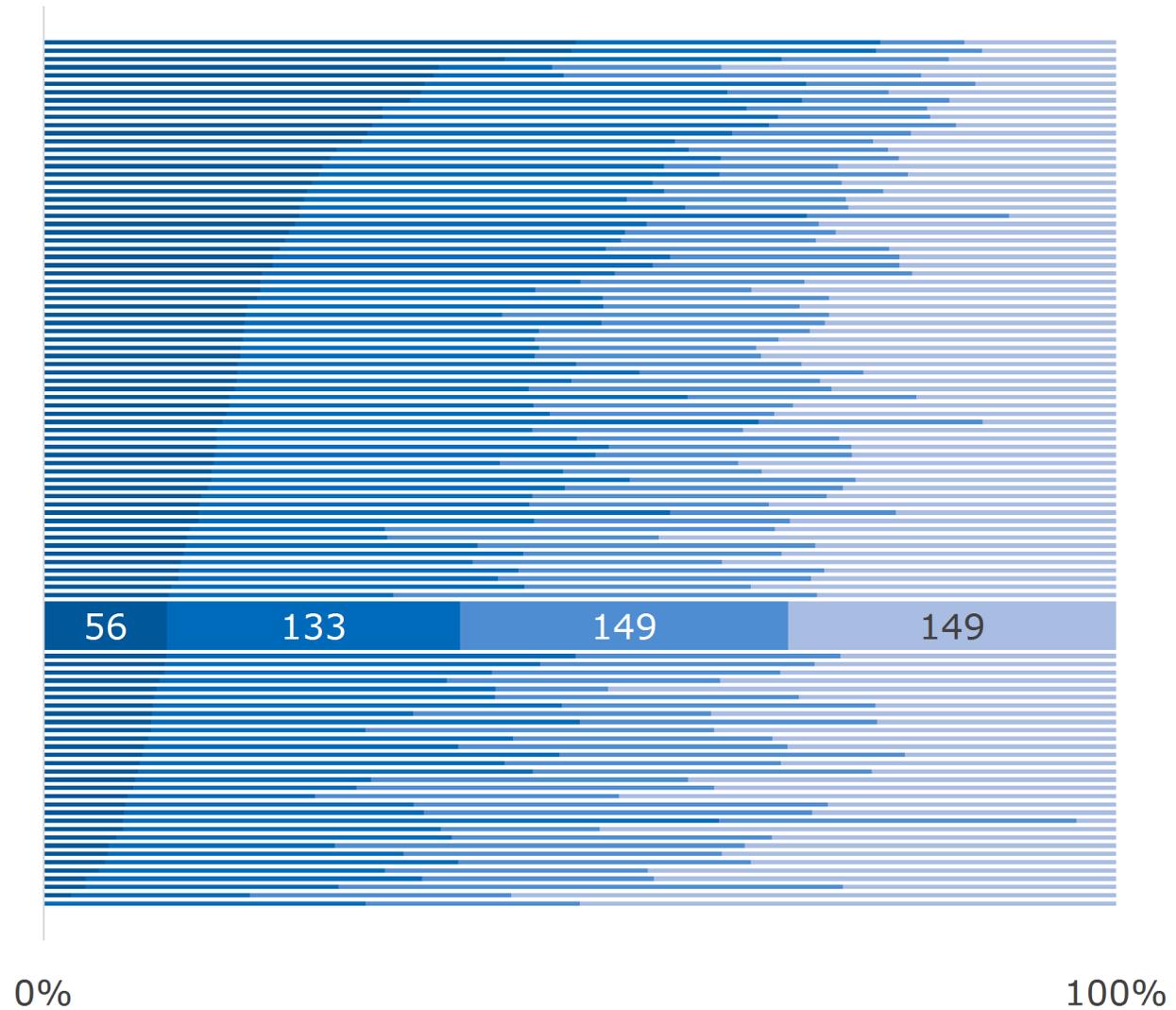


Years Practicing Medicine

All clinicians (n=43,880)

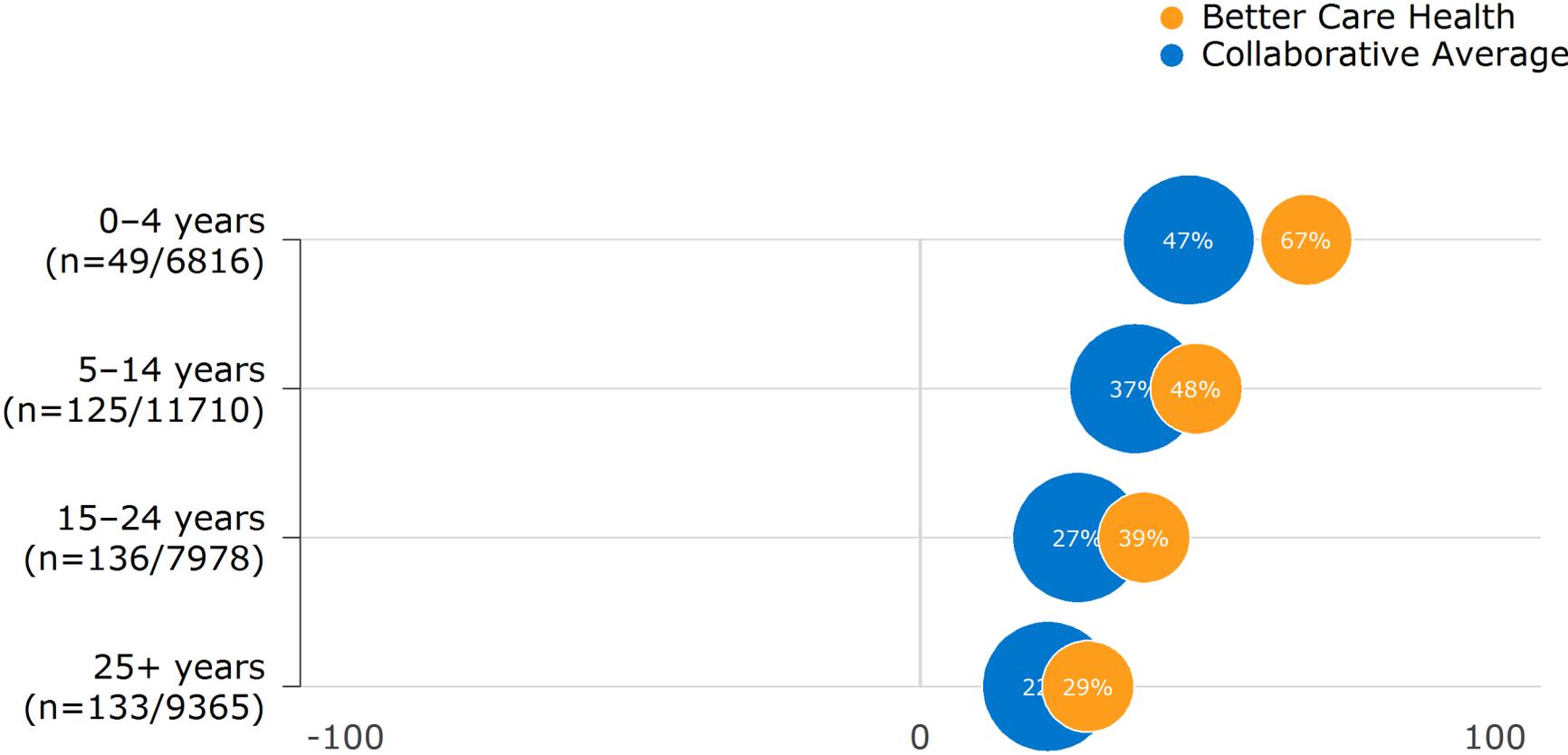
- 0-4 years
- 5-14 years
- 15-24 years
- 25+ years

Better Care Health



Benchmarked Net EMR Experience—By Years Practicing Medicine

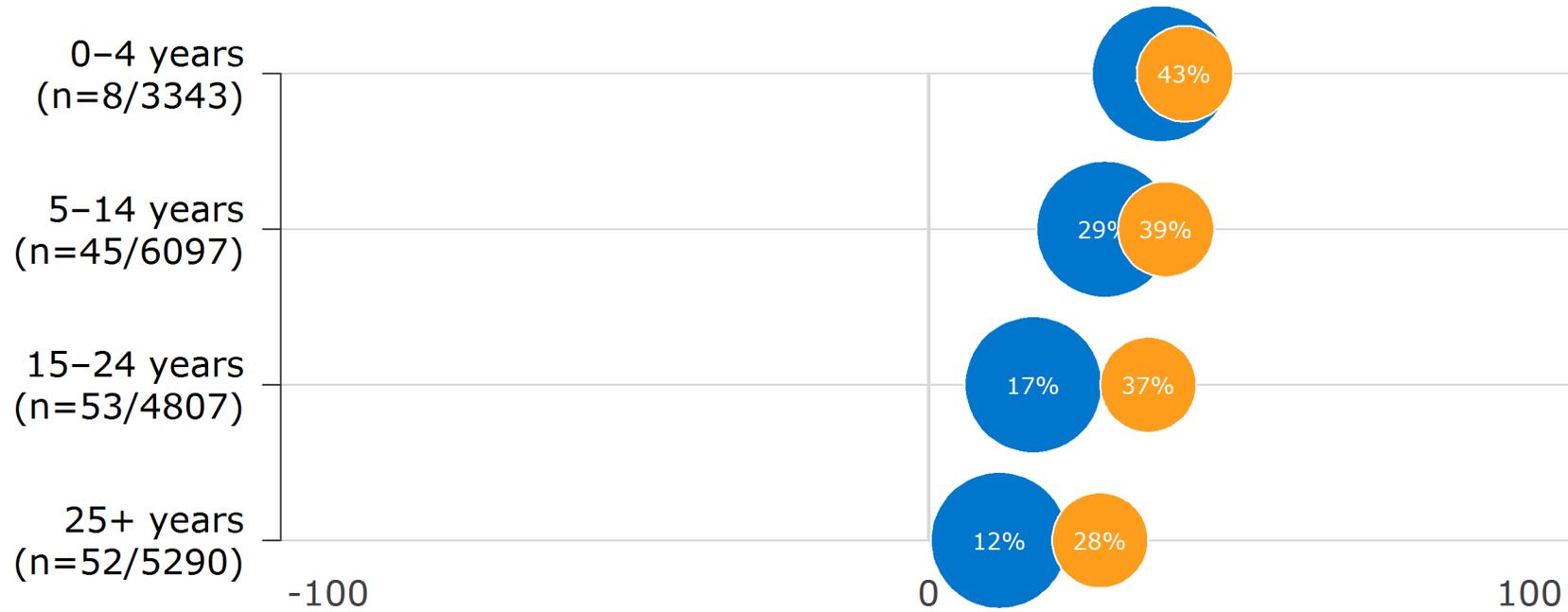
All clinicians



Benchmarked Net EMR Experience—By Years Practicing Medicine

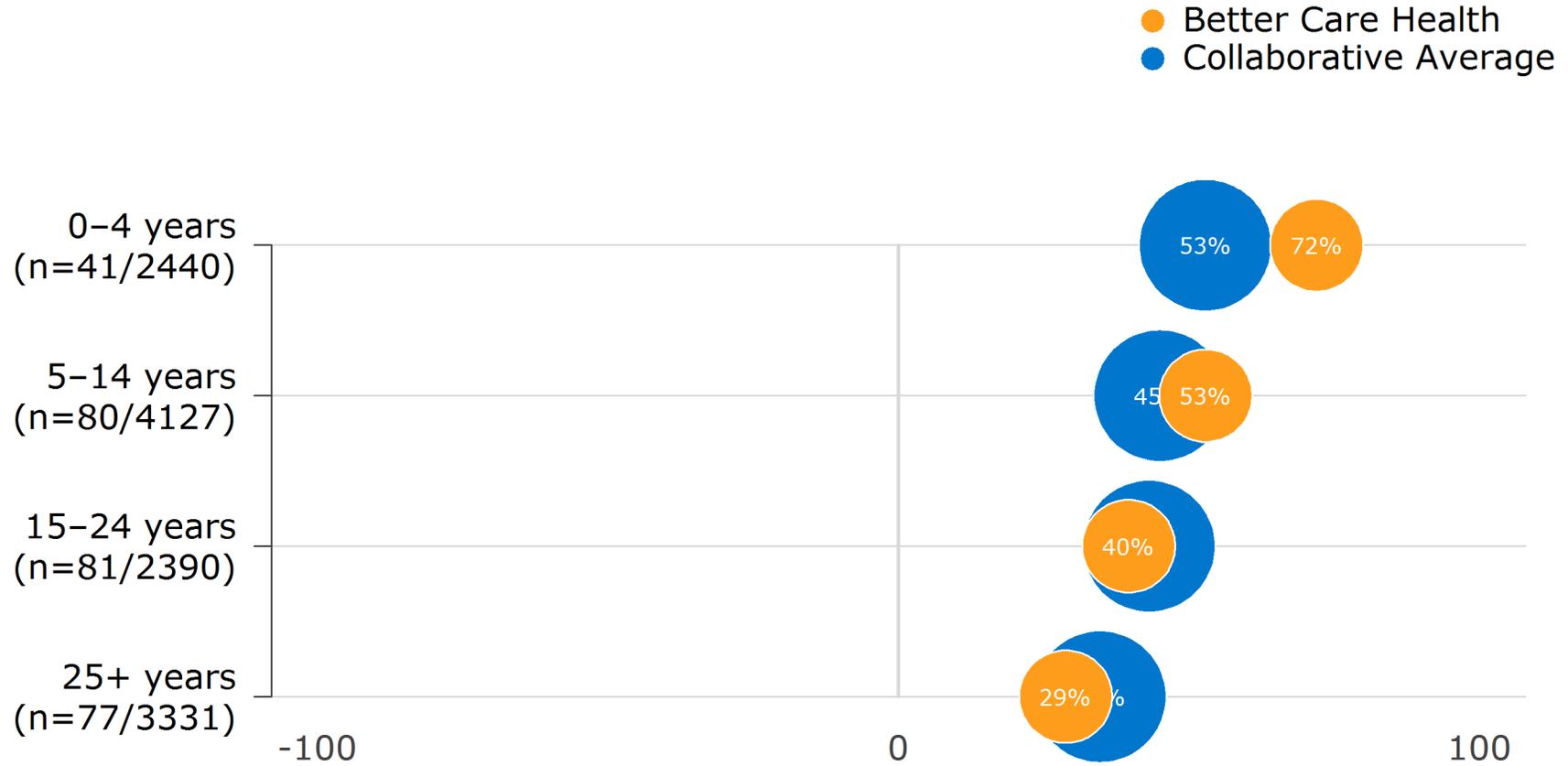
Physicians and advanced practice clinicians only

- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Years Practicing Medicine

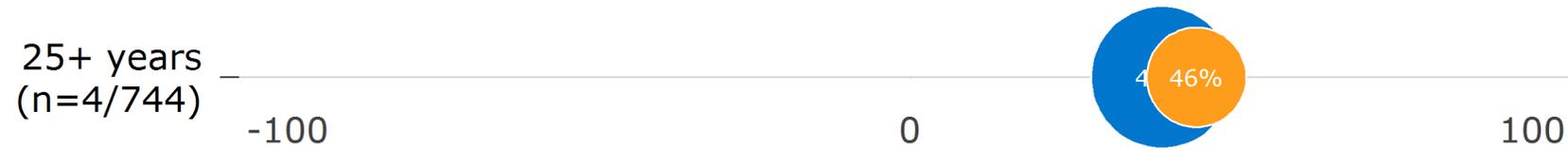
Nurses only



Benchmarked Net EMR Experience—By Years Practicing Medicine

Allied health professionals only

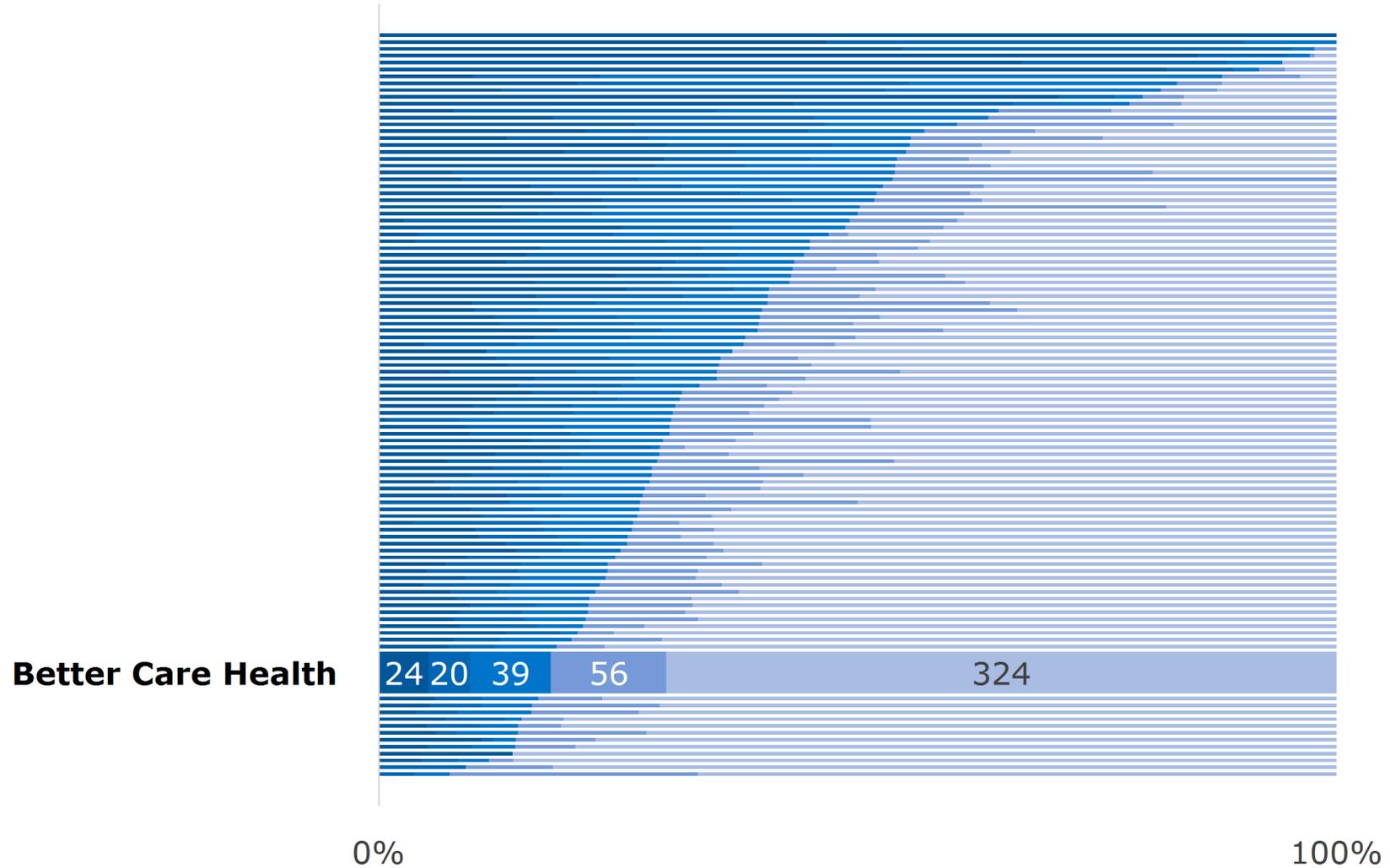
- Better Care Health
- Collaborative Average



Years Using EMR

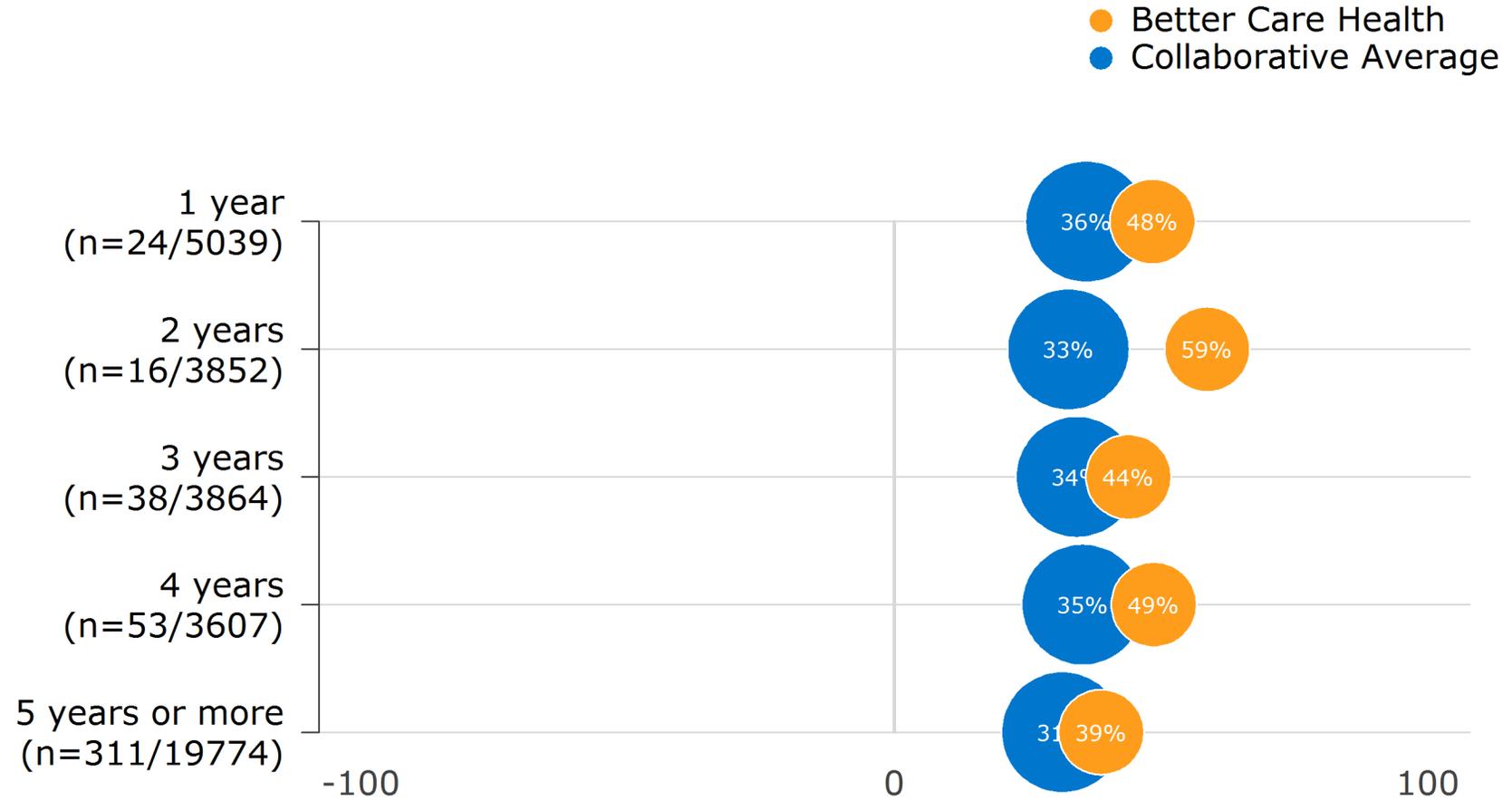
All clinicians (n=39,933)

- 1 year
- 2 years
- 3 years
- 4 years
- 5 years or more



Benchmarked Net EMR Experience—By Years Using EMR

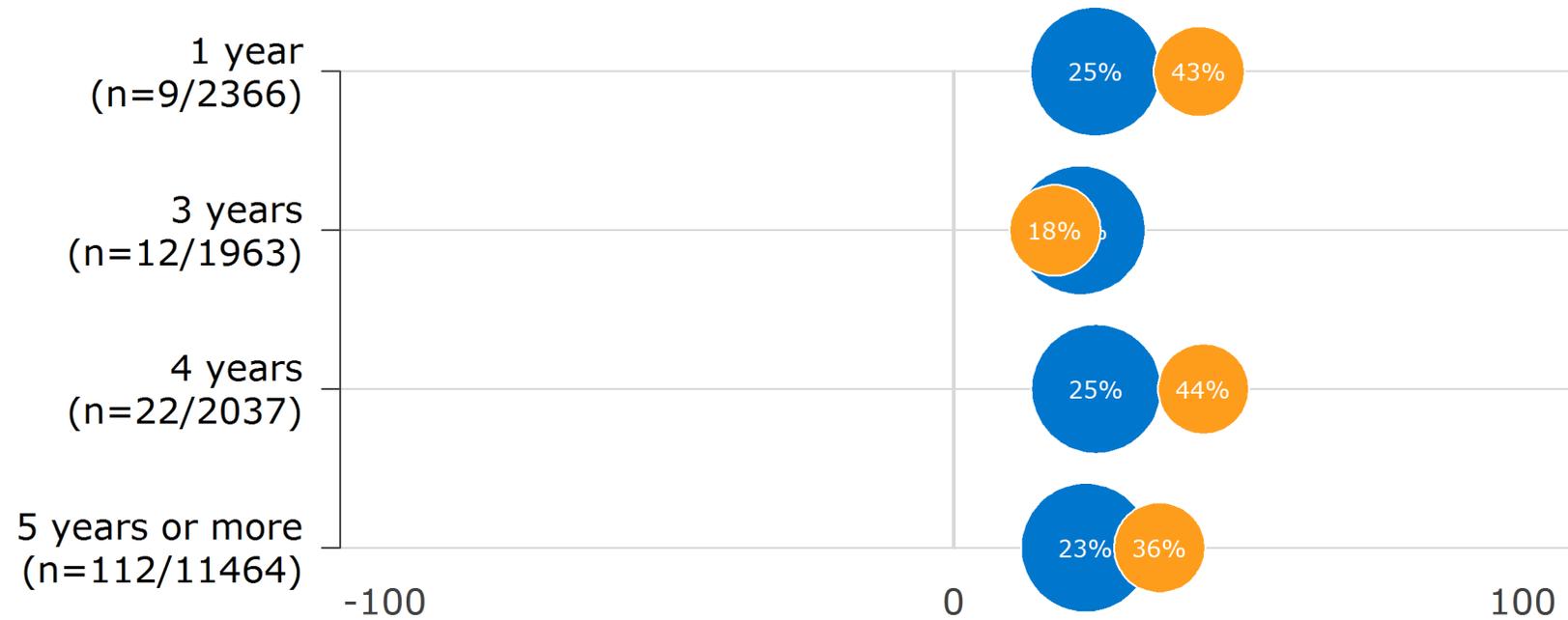
All clinicians



Benchmarked Net EMR Experience—By Years Using EMR

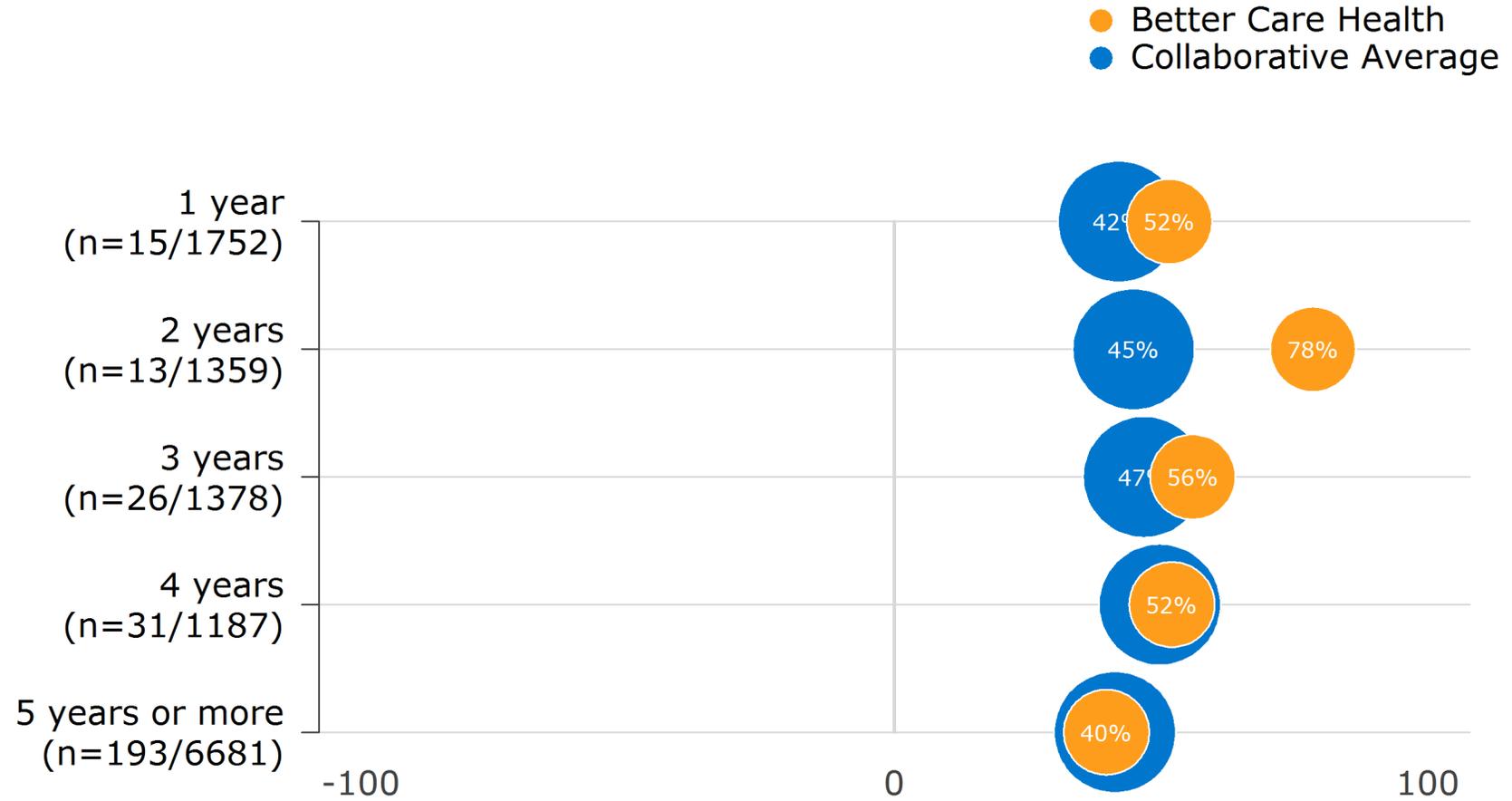
Physicians and advanced practice clinicians only

- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Years Using EMR

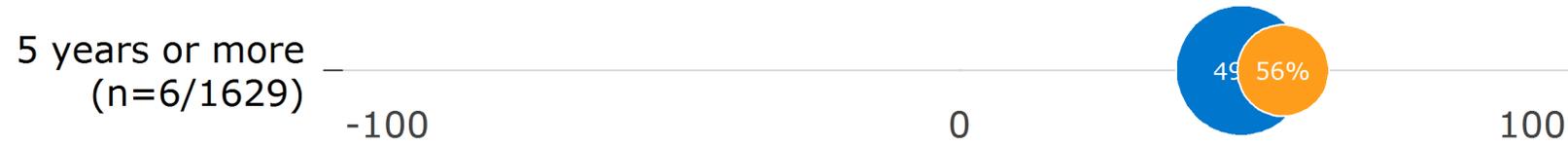
Nurses only



Benchmarked Net EMR Experience—By Years Using EMR

Allied health professionals only

- Better Care Health
- Collaborative Average

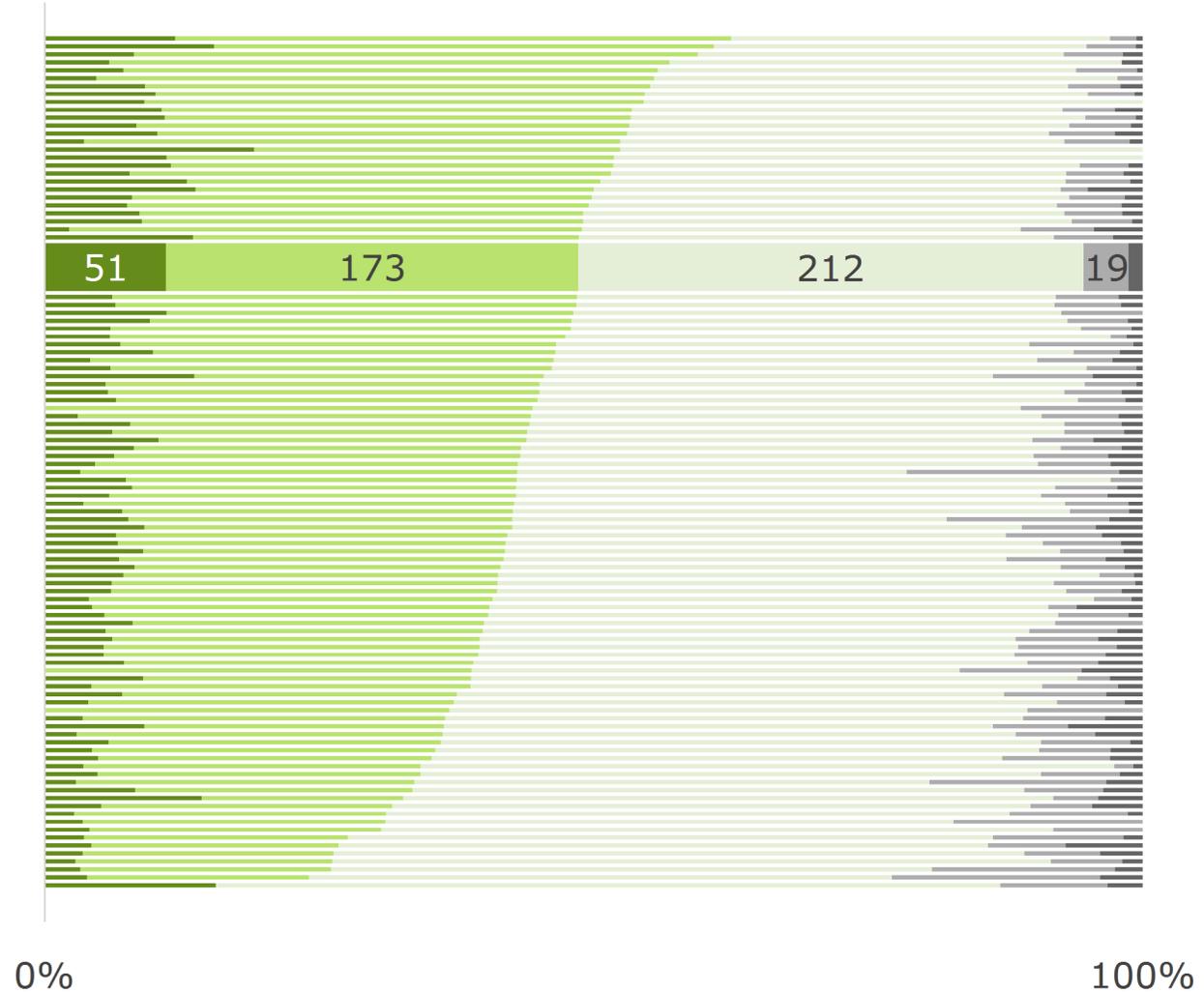


Self-Identified EMR Proficiency

All clinicians (n=39,909)

- Expert user
- Advanced user
- Intermediate user
- Novice user
- Struggling user

Better Care Health

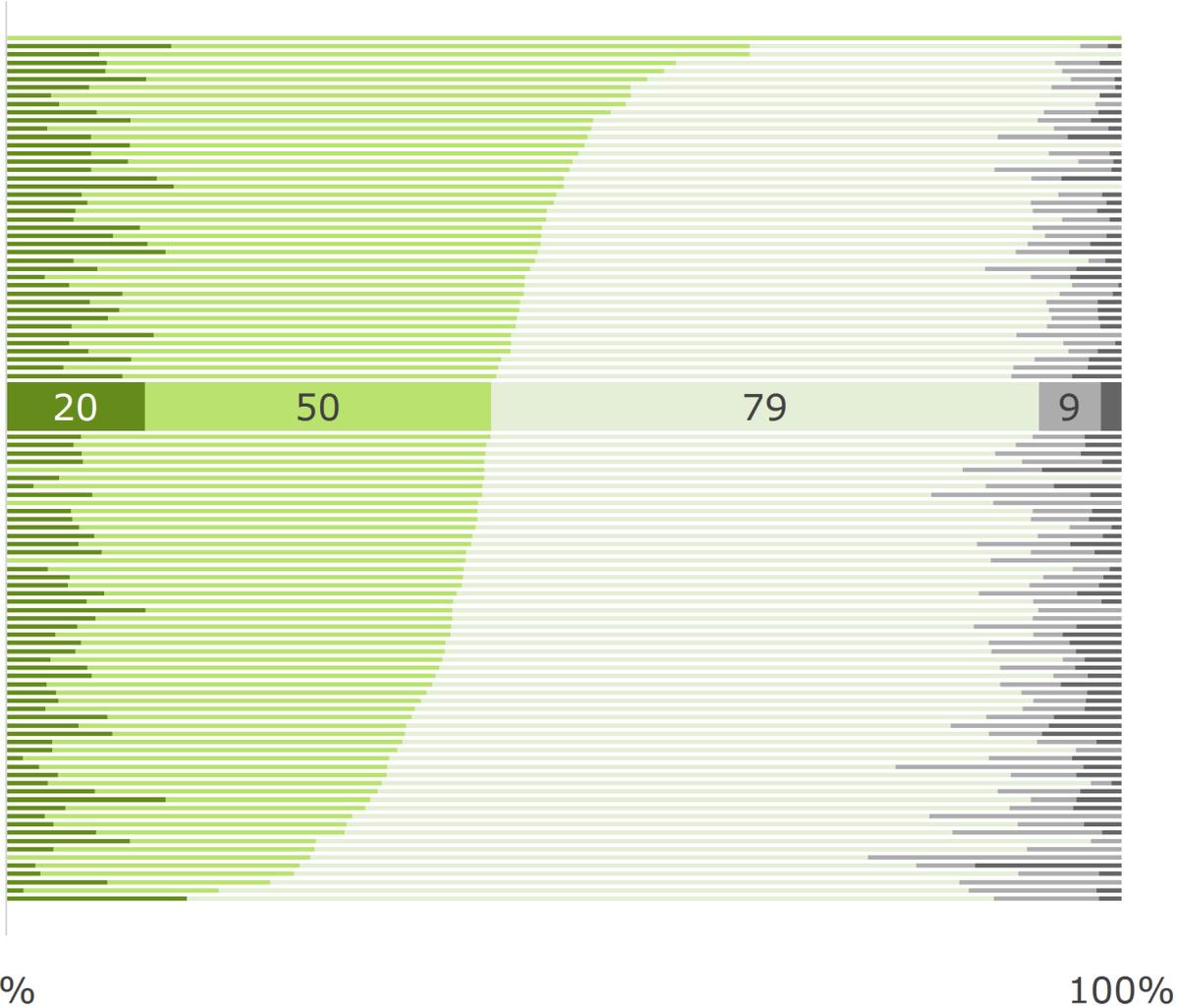


Self-Identified EMR Proficiency

Physicians and advanced practice clinicians only (n=20,606)

- Expert user
- Advanced user
- Intermediate user
- Novice user
- Struggling user

Better Care Health

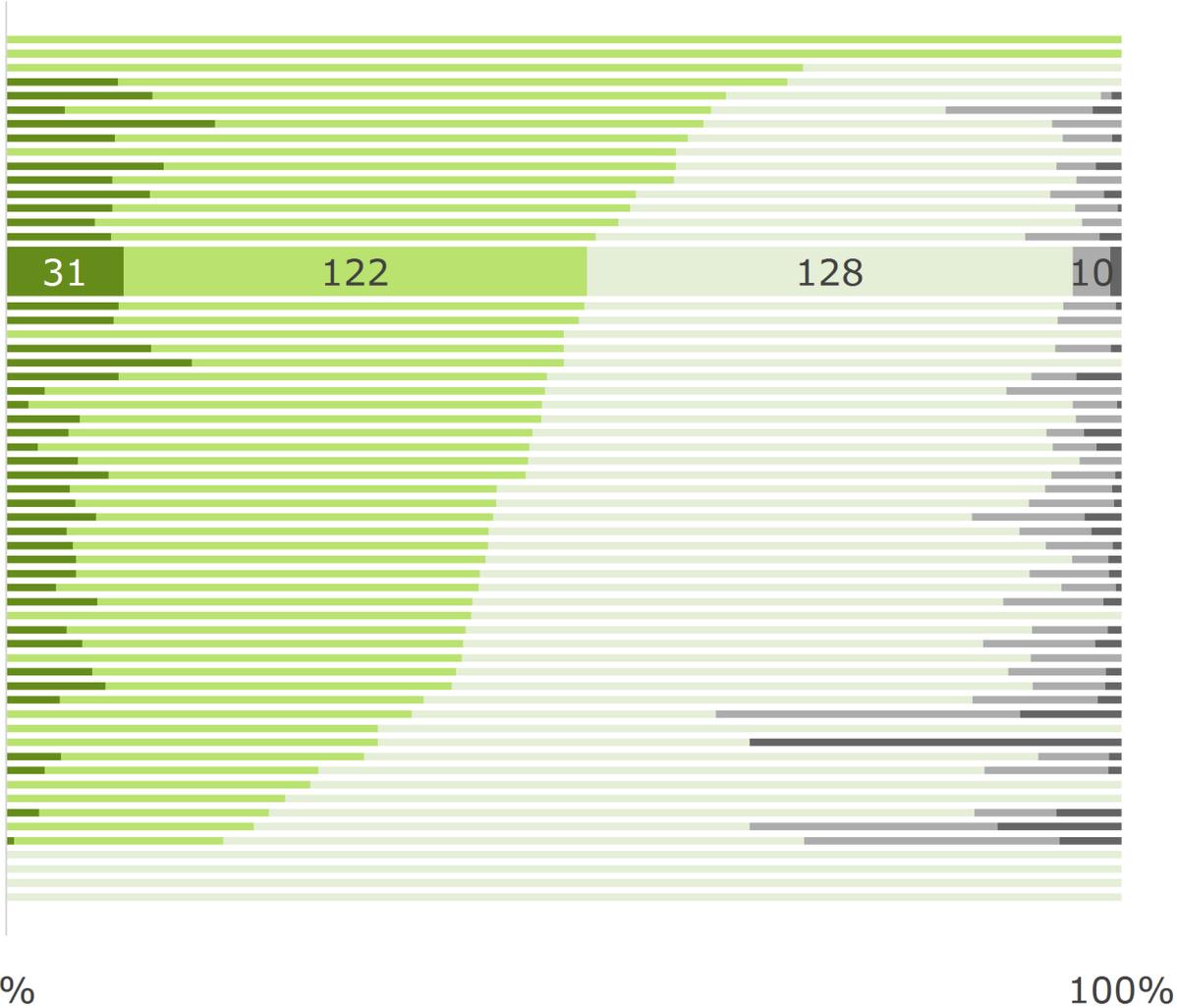


Self-Identified EMR Proficiency

Nurses only (n=13,707)

- Expert user
- Advanced user
- Intermediate user
- Novice user
- Struggling user

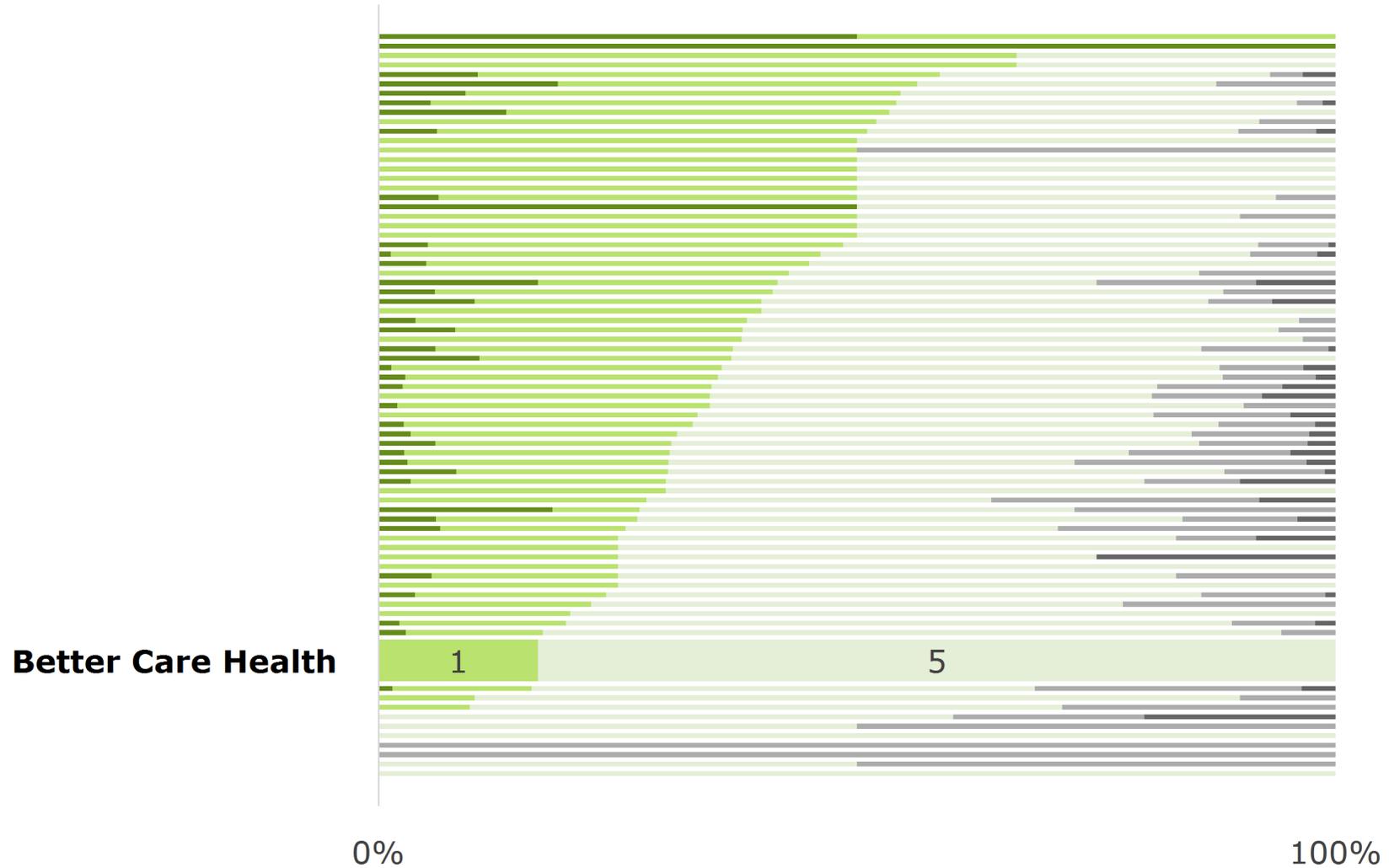
Better Care Health



Self-Identified EMR Proficiency

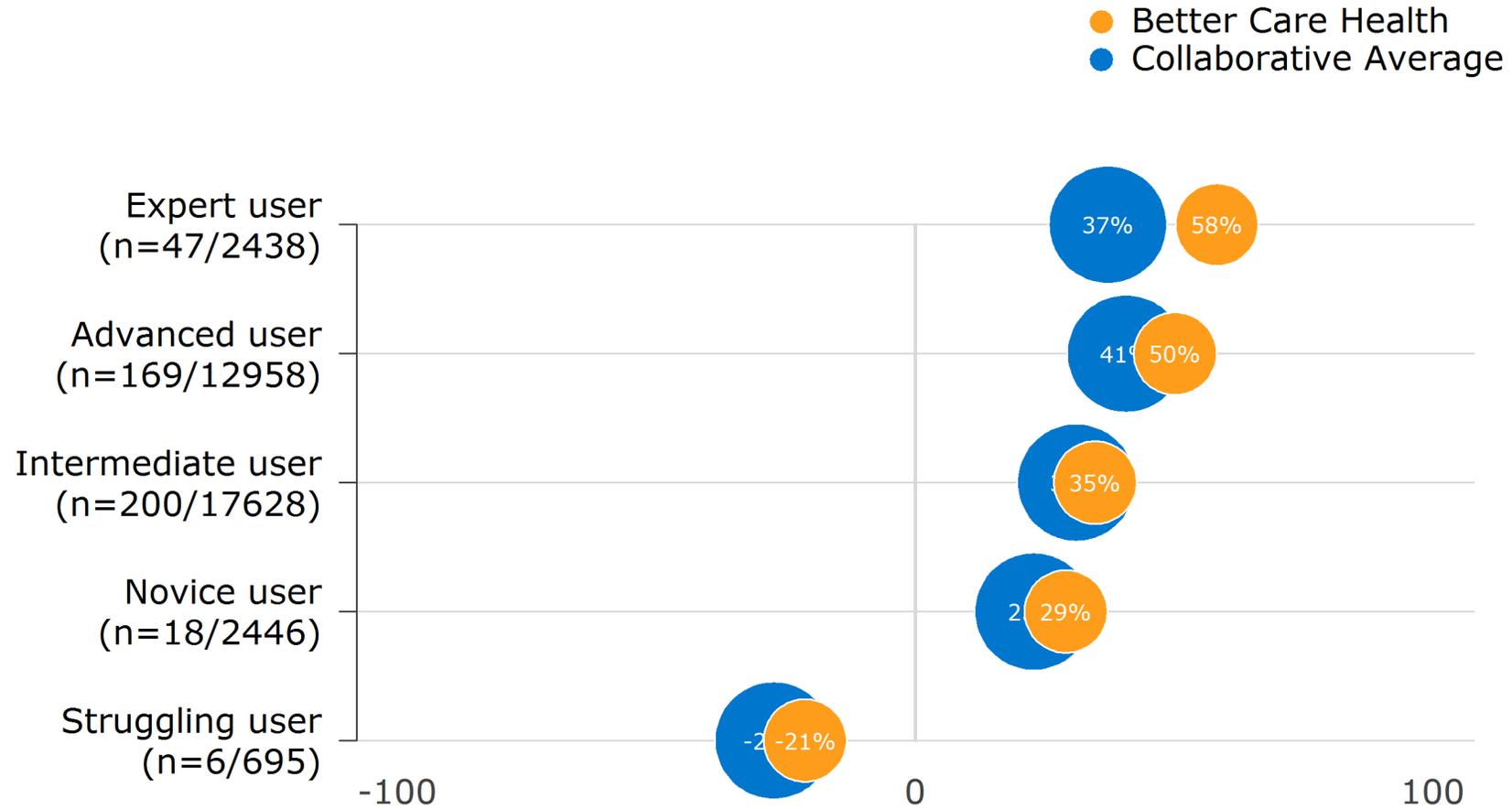
Allied health professionals only (n=4,581)

- Expert user
- Advanced user
- Intermediate user
- Novice user
- Struggling user



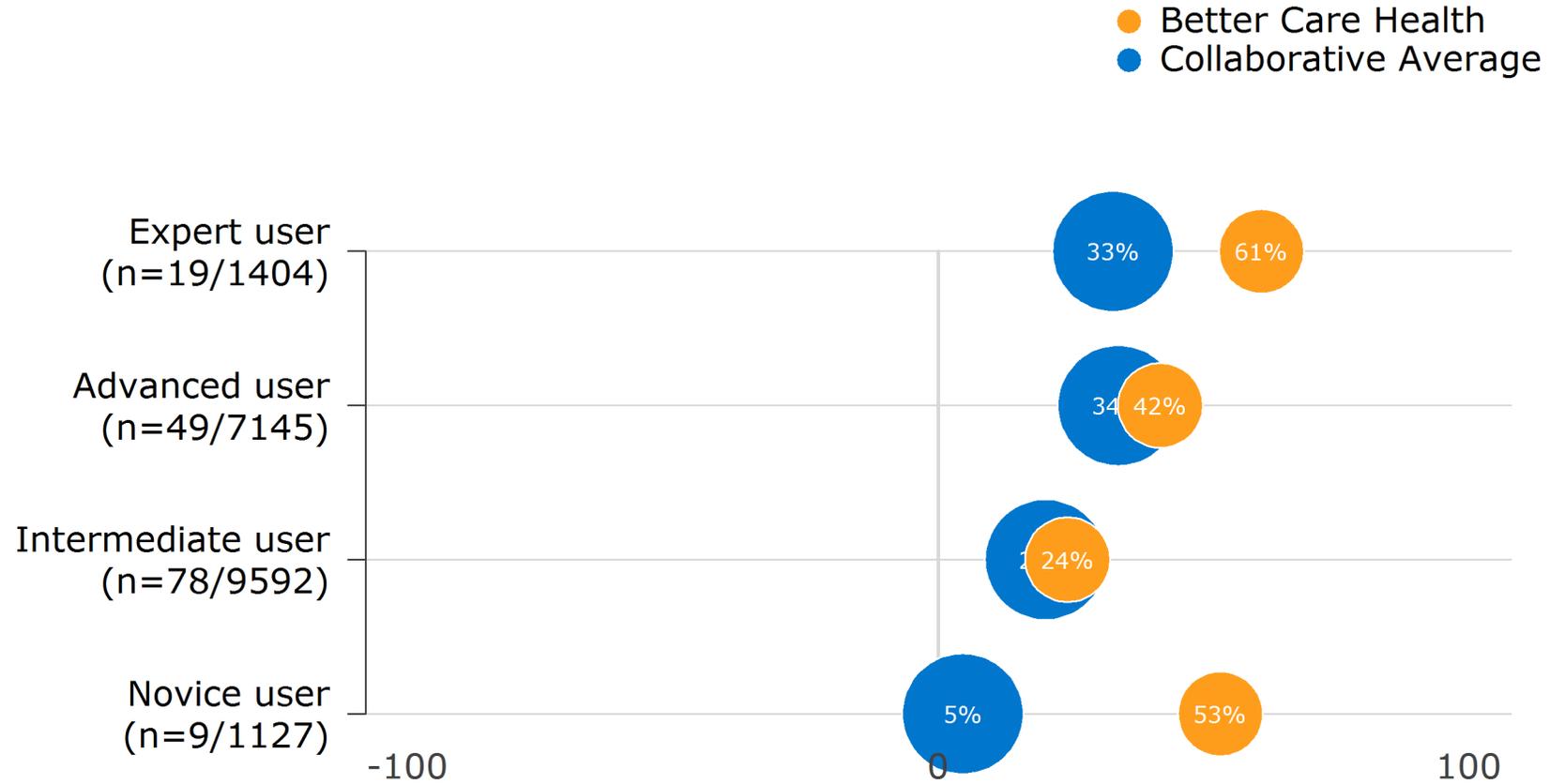
Benchmarked Net EMR Experience—By Self-Identified EMR Proficiency

All clinicians



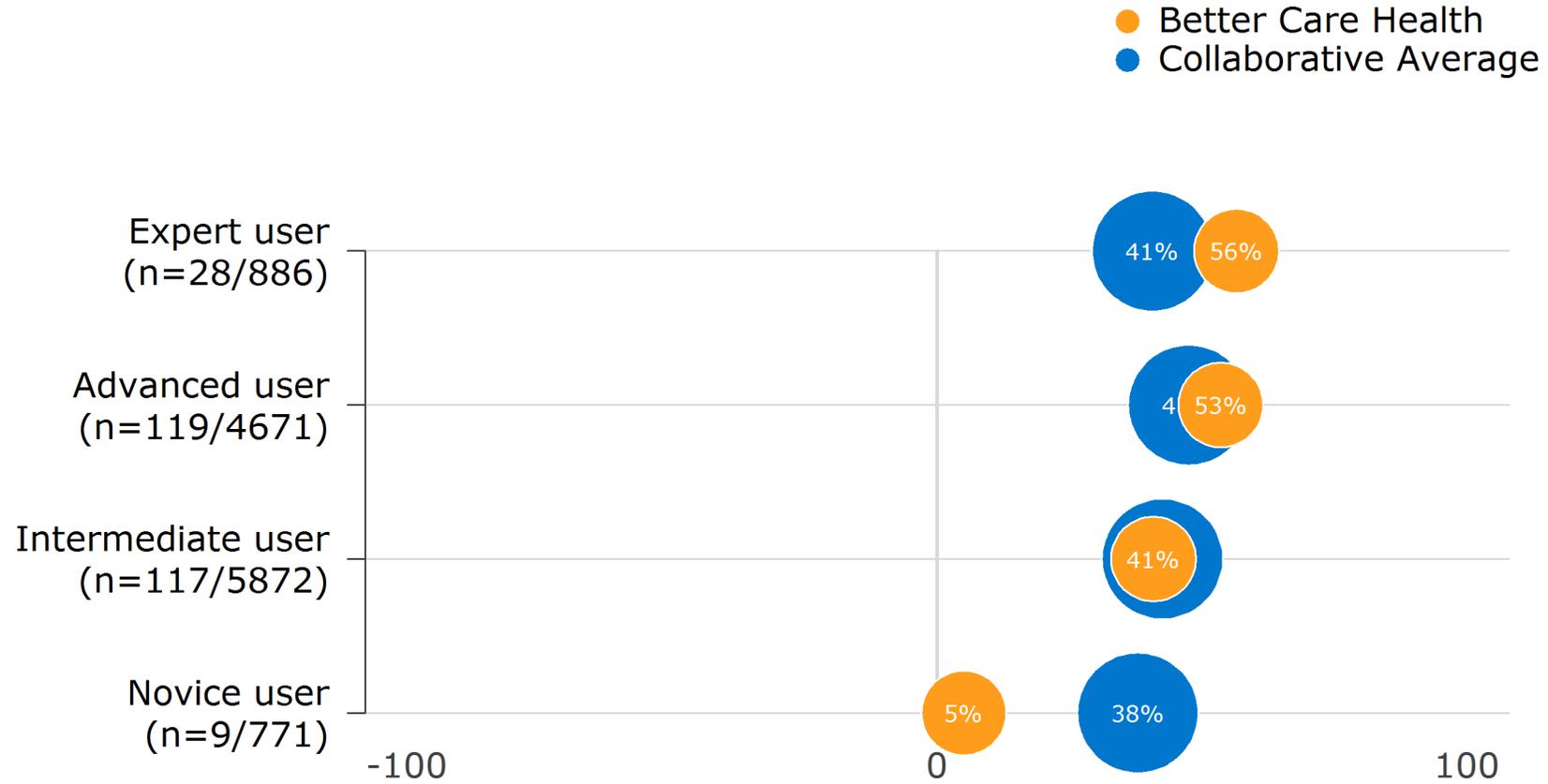
Benchmarked Net EMR Experience—By Self-Identified EMR Proficiency

Physicians and advanced practice clinicians only



Benchmarked Net EMR Experience—By Self-Identified EMR Proficiency

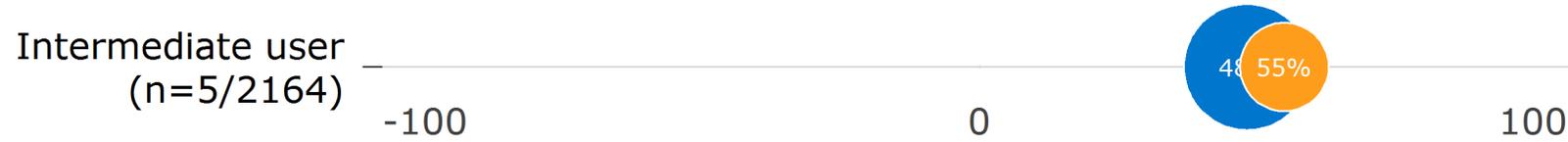
Nurses only



Benchmarked Net EMR Experience—By Self-Identified EMR Proficiency

Allied health professionals only

- Better Care Health
- Collaborative Average

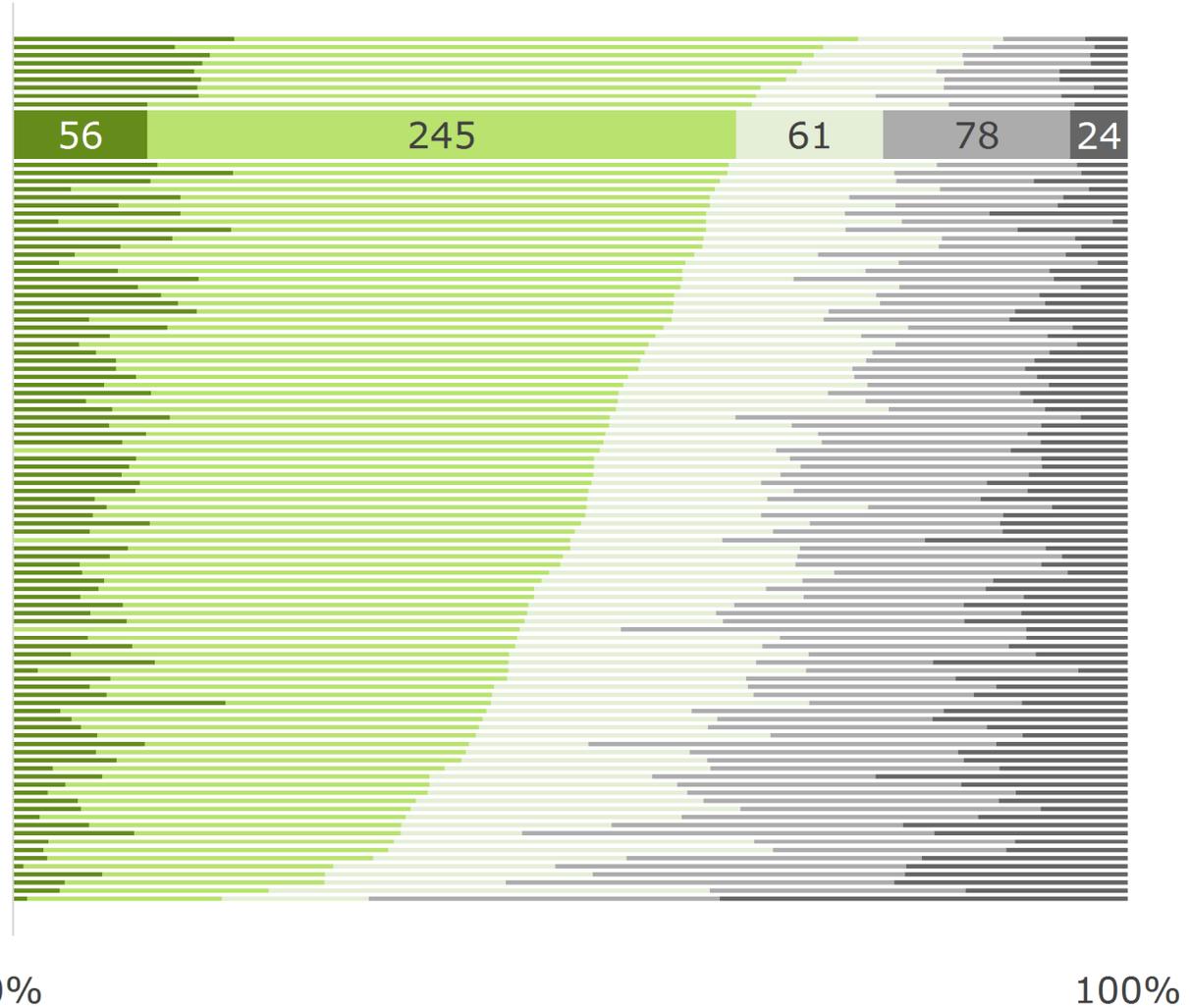


Agreement That Initial EMR Training/Education Provided Strong Preparation

All clinicians (n=39,840)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

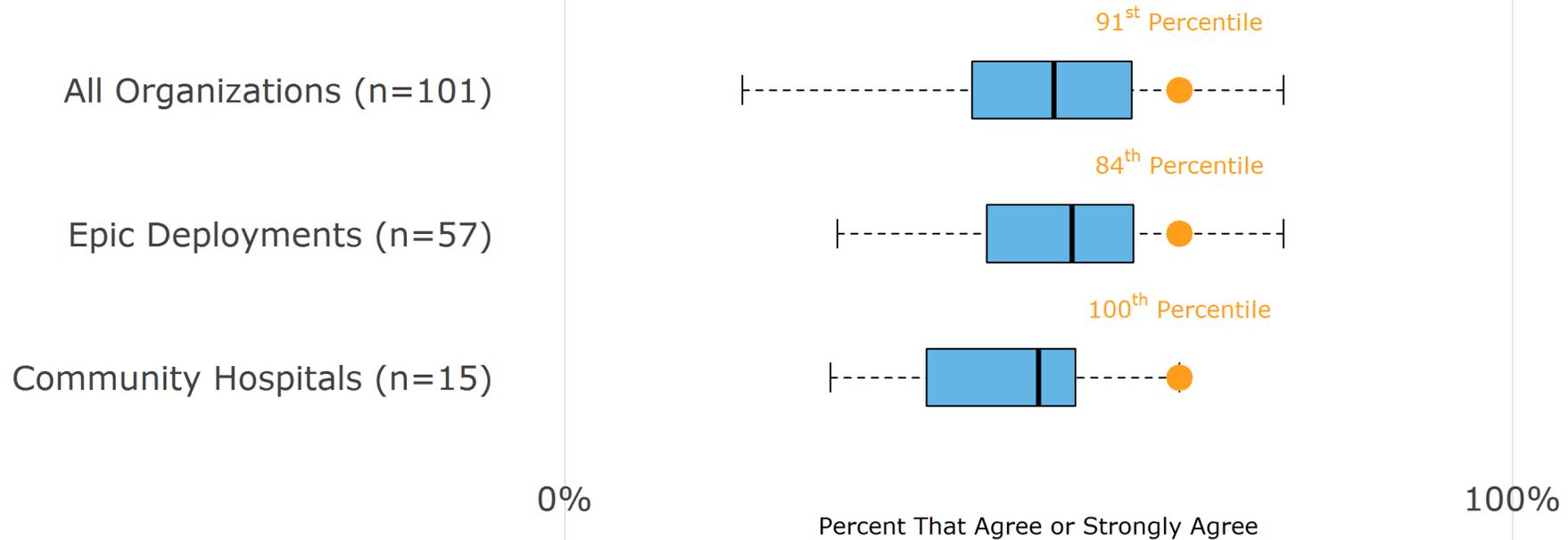


Agreement That Initial EMR Training/Education Provided Strong Preparation

All clinicians (n=39,840)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

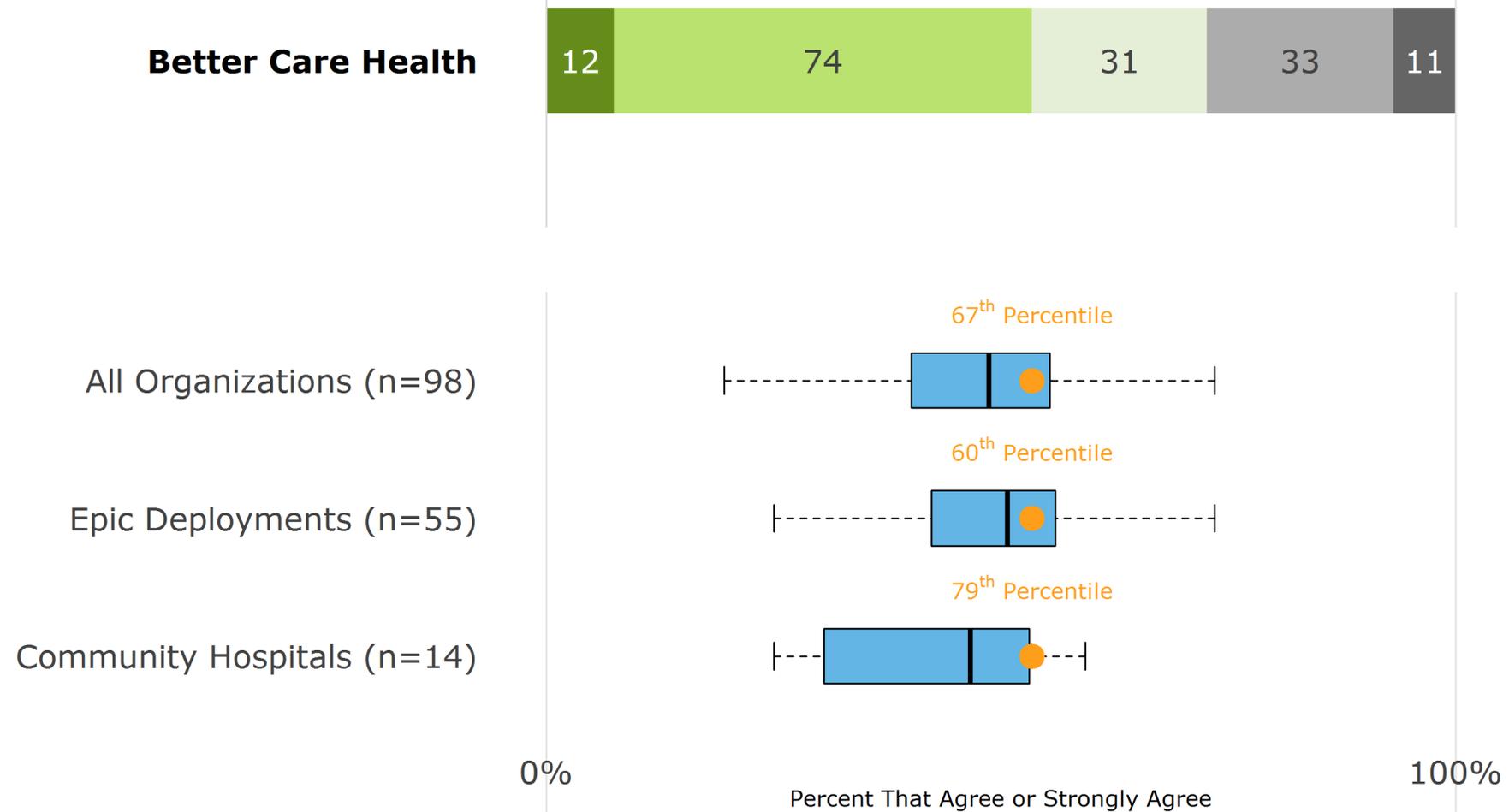
Better Care Health



Agreement That Initial EMR Training/Education Provided Strong Preparation

Physicians and advanced practice clinicians only (n=20,435)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

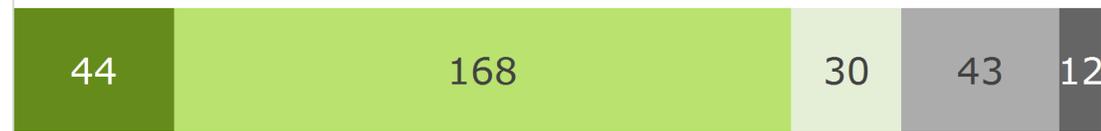


Agreement That Initial EMR Training/Education Provided Strong Preparation

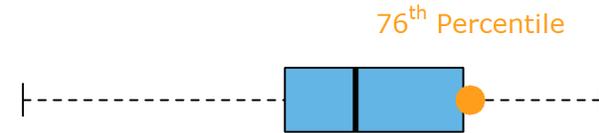
Nurses only (n=13,775)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

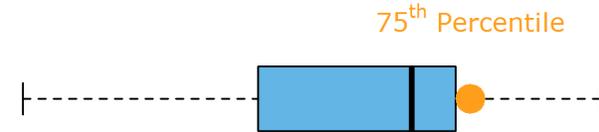
Better Care Health



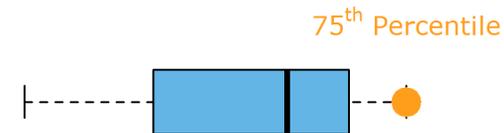
All Organizations (n=45)



Epic Deployments (n=28)



Community Hospitals (n=4)



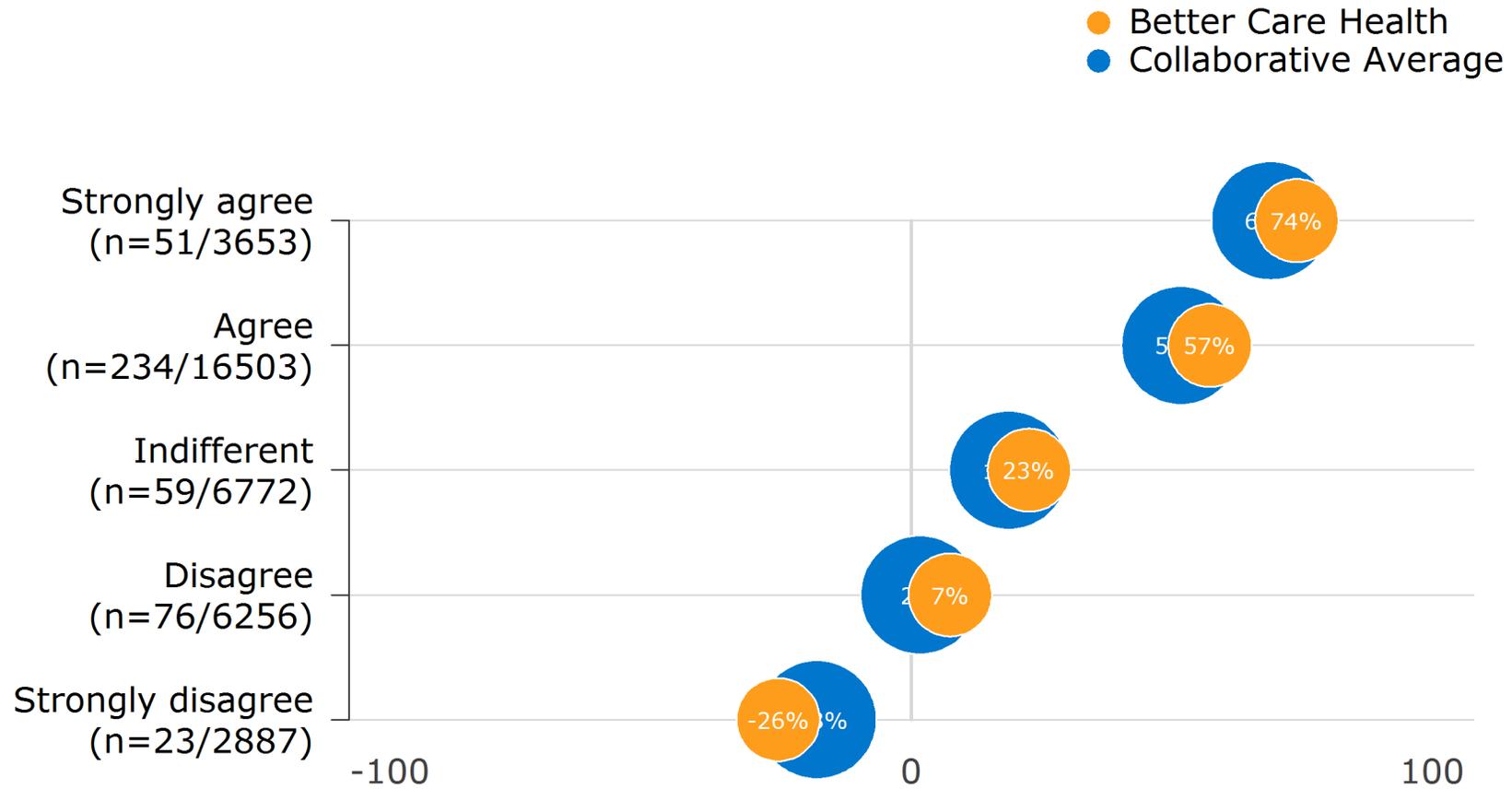
0%

Percent That Agree or Strongly Agree

100%

Benchmarked Net EMR Experience—By Agreement That Initial EMR Training/Education Provided Strong Preparation

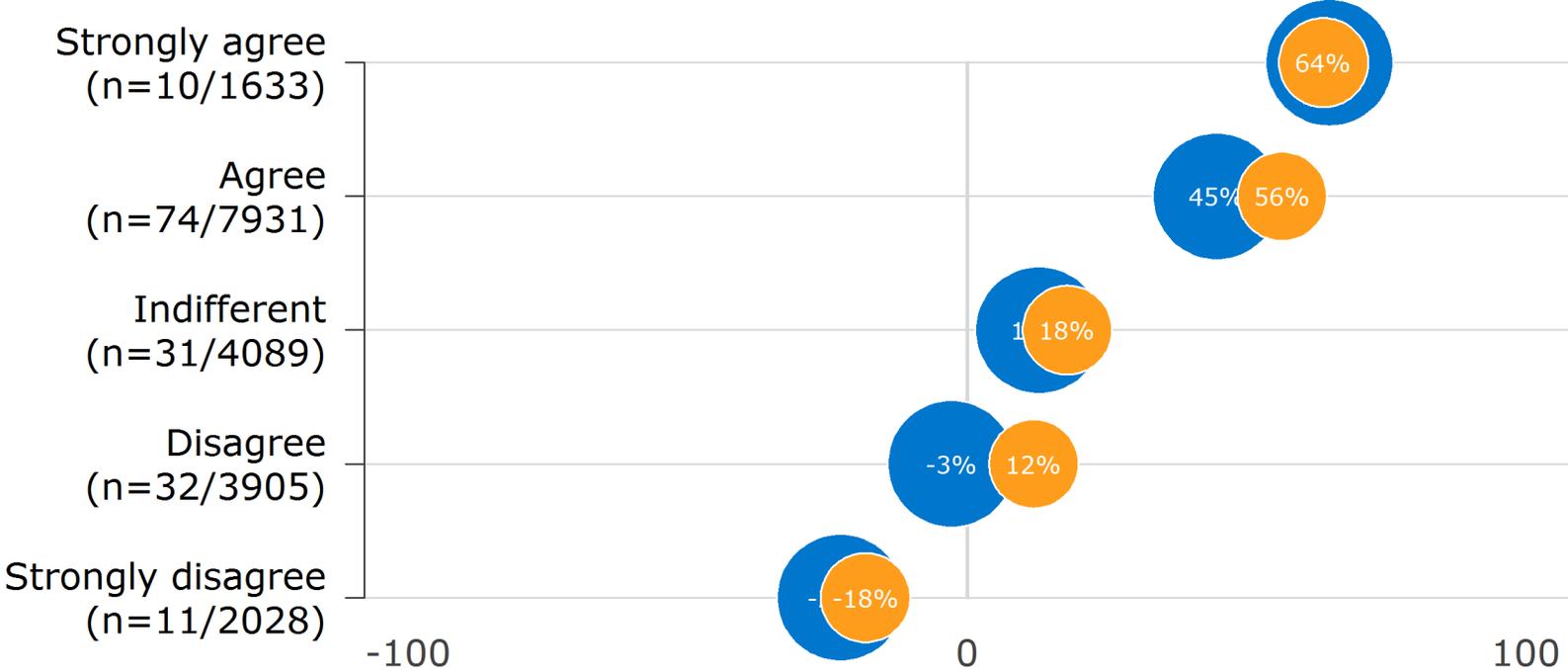
All clinicians



Benchmarked Net EMR Experience—By Agreement That Initial EMR Training/Education Provided Strong Preparation

Physicians and advanced practice clinicians only

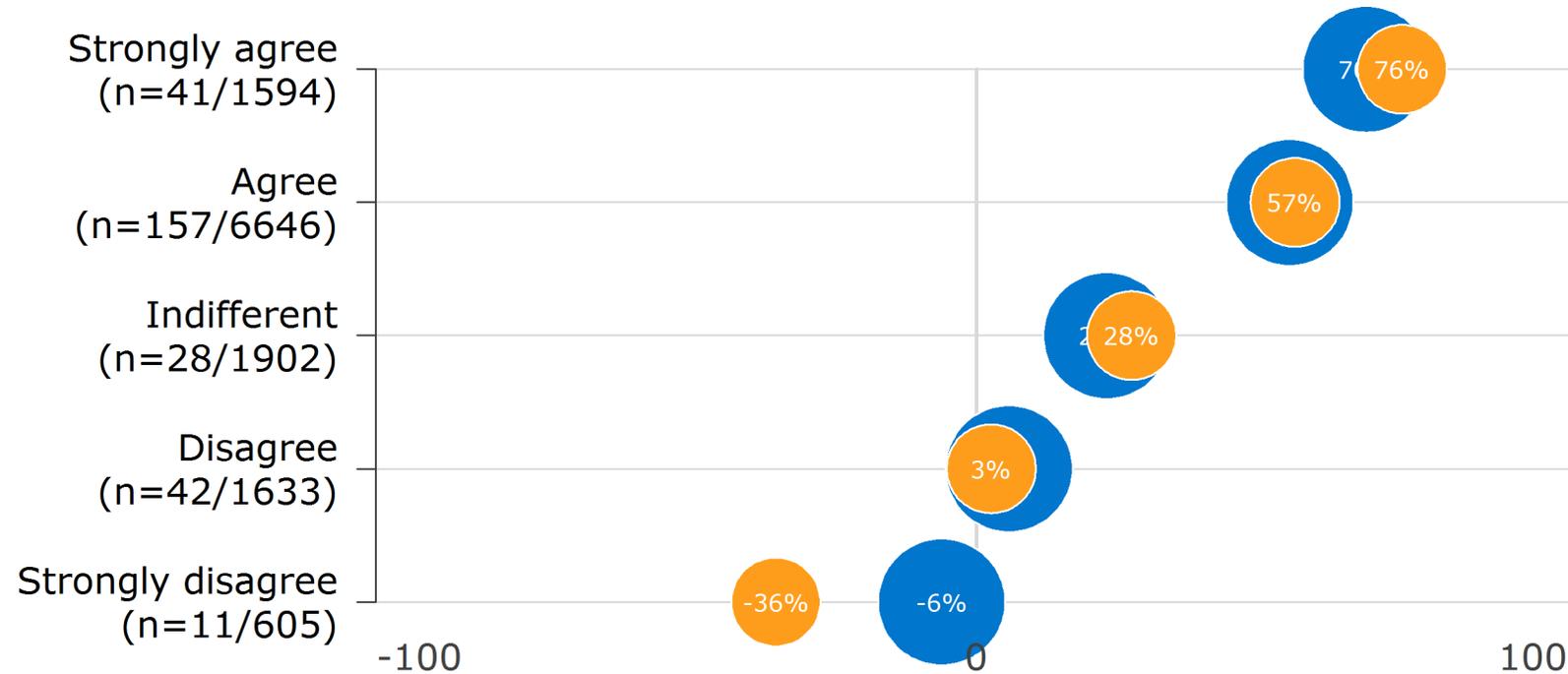
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Agreement That Initial EMR Training/Education Provided Strong Preparation

Nurses only

- Better Care Health
- Collaborative Average

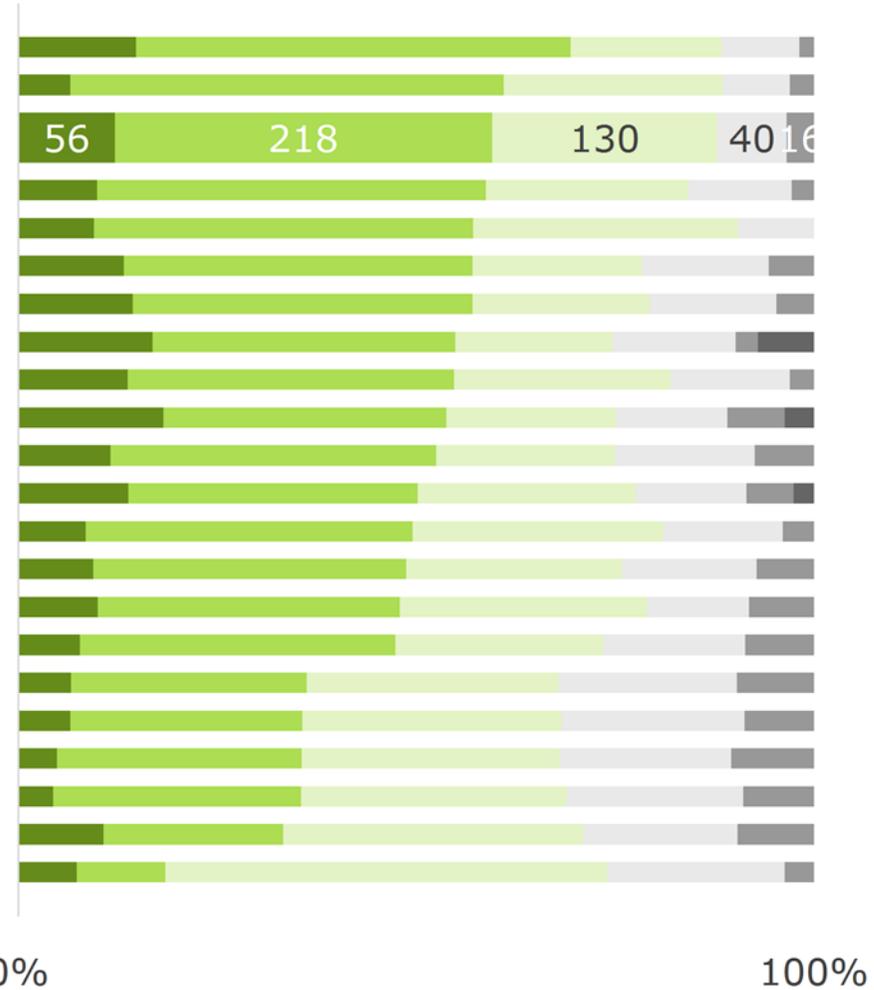


Agreement That Ongoing Training/Education Is Sufficient

All clinicians (n=12,890)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree
- I have not received training

Better Care Health

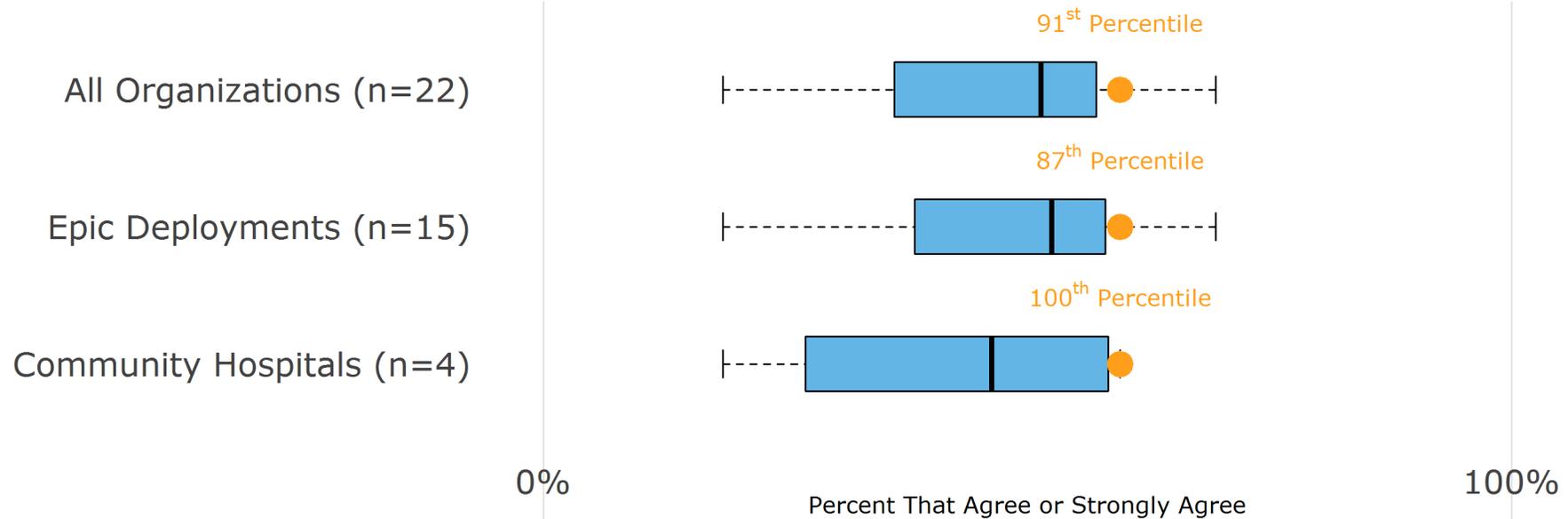


Agreement That Ongoing Training/Education Is Sufficient

All clinicians (n=12,890)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree
- I have not received training

Better Care Health

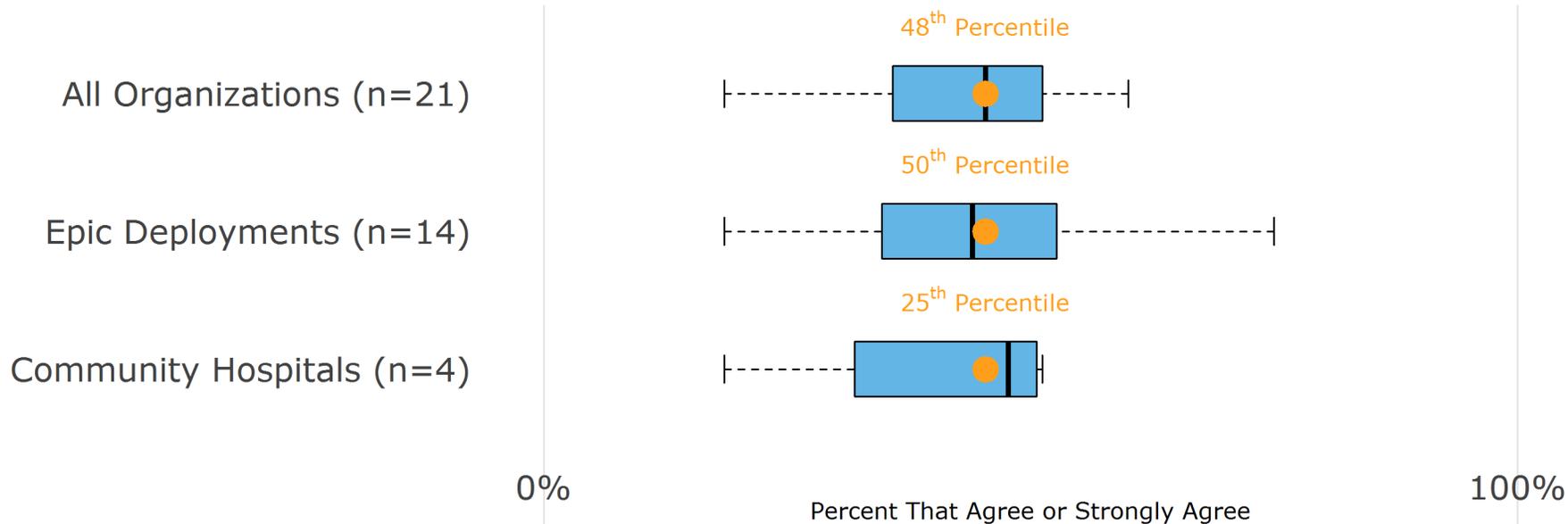


Agreement That Ongoing Training/Education Is Sufficient

Physicians and advanced practice clinicians only (n=5,306)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree
- I have not received training

Better Care Health

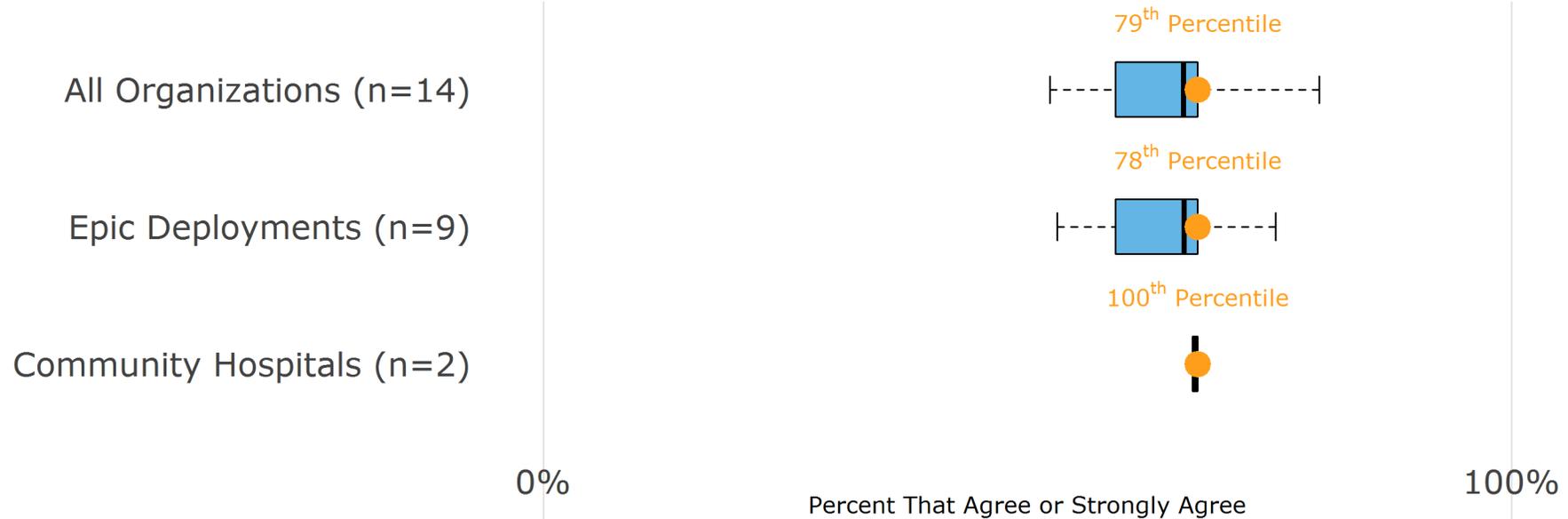


Agreement That Ongoing Training/Education Is Sufficient

Nurses only (n=4,279)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree
- I have not received training

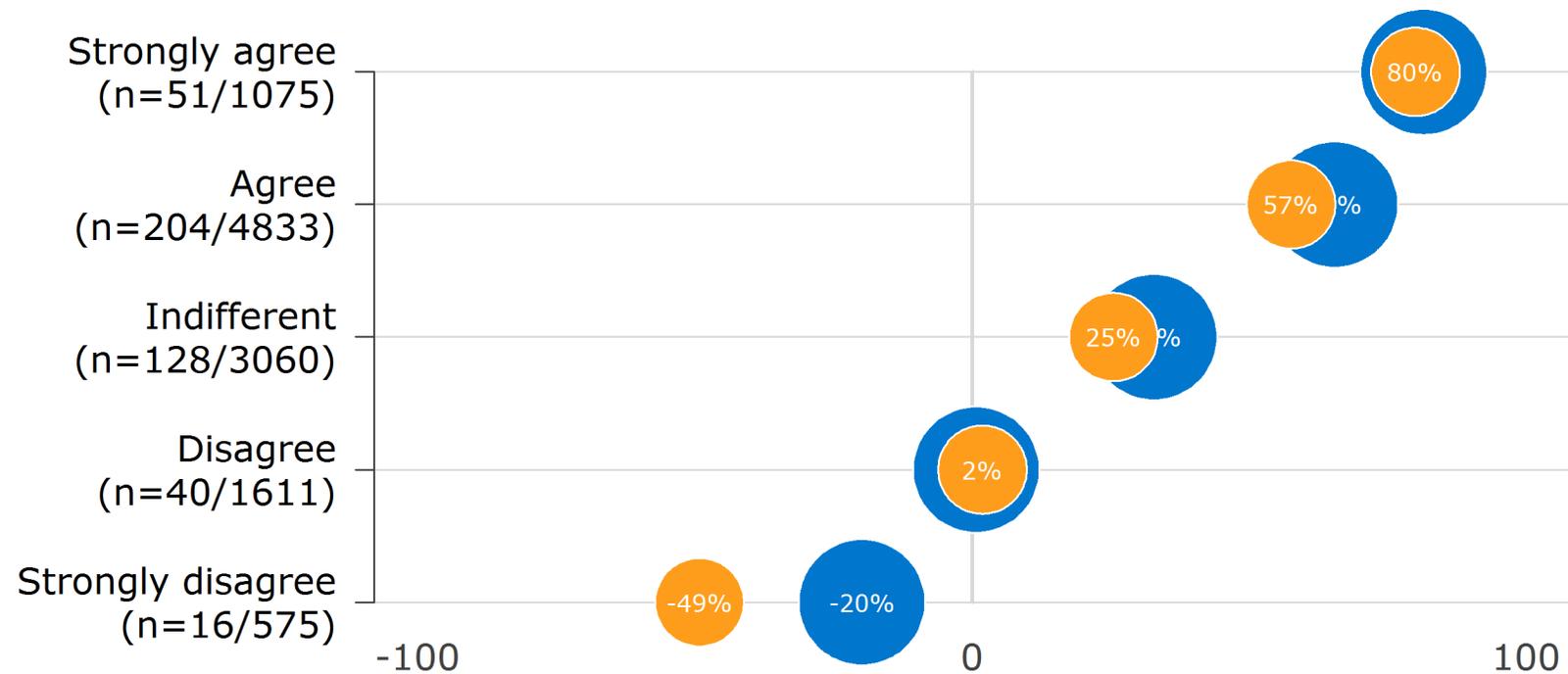
Better Care Health



Benchmarked Net EMR Experience—By Agreement That Ongoing Training/Education Is Sufficient

All clinicians

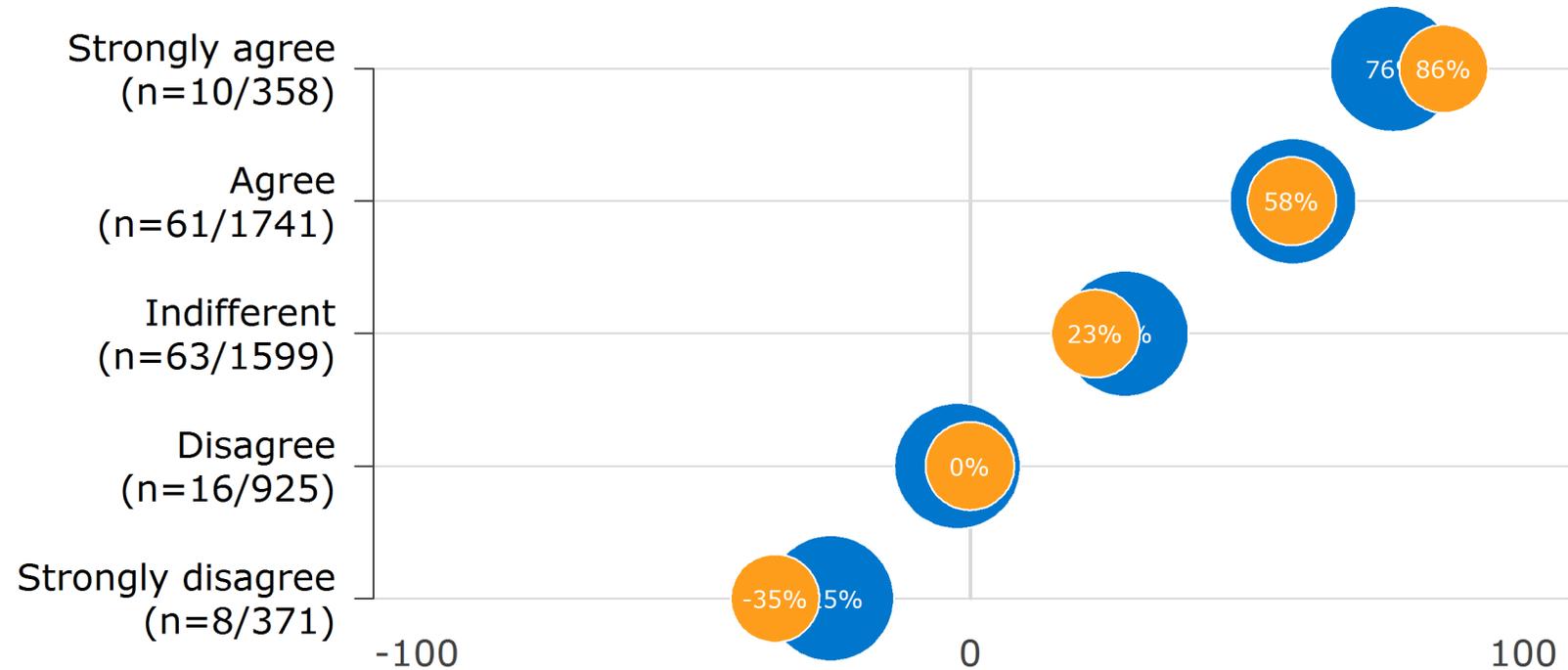
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Agreement That Ongoing Training/Education Is Sufficient

Physicians and advanced practice clinicians only

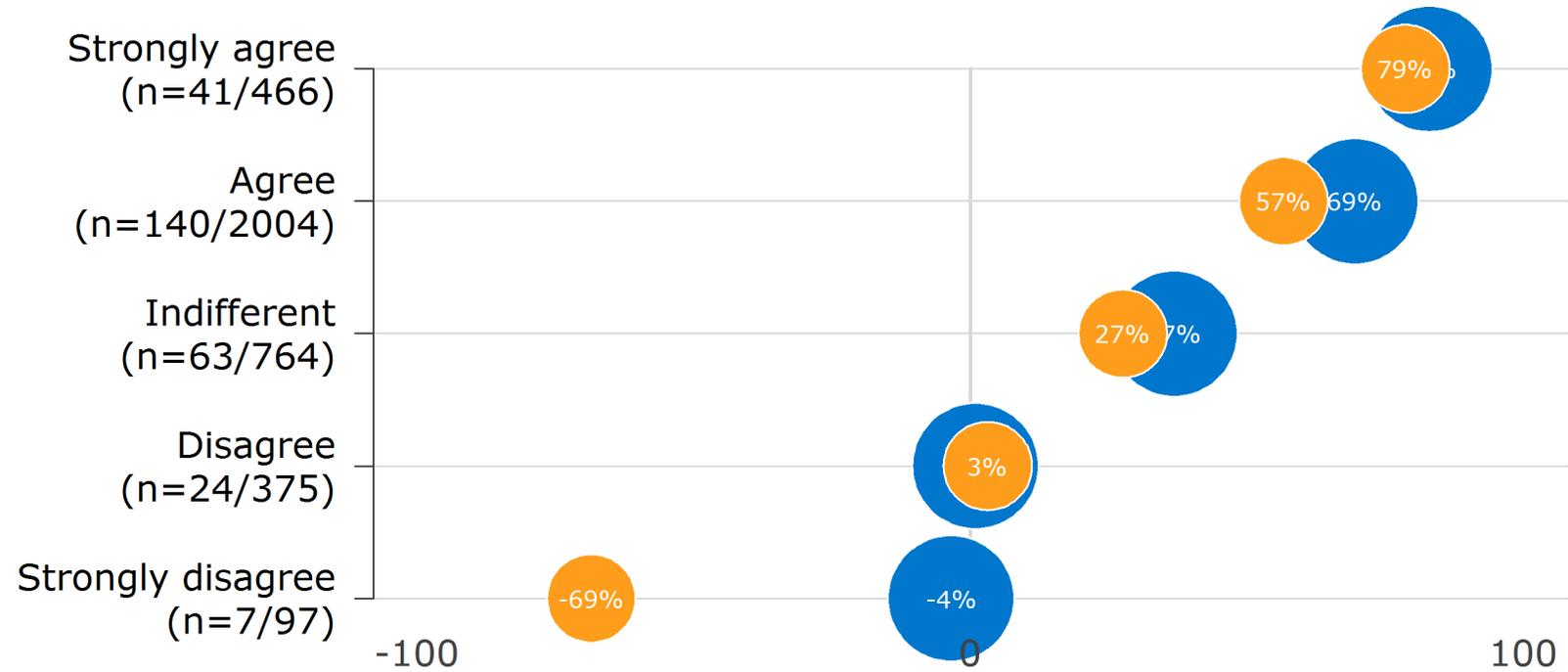
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Agreement That Ongoing Training/Education Is Sufficient

Nurses only

- Better Care Health
- Collaborative Average

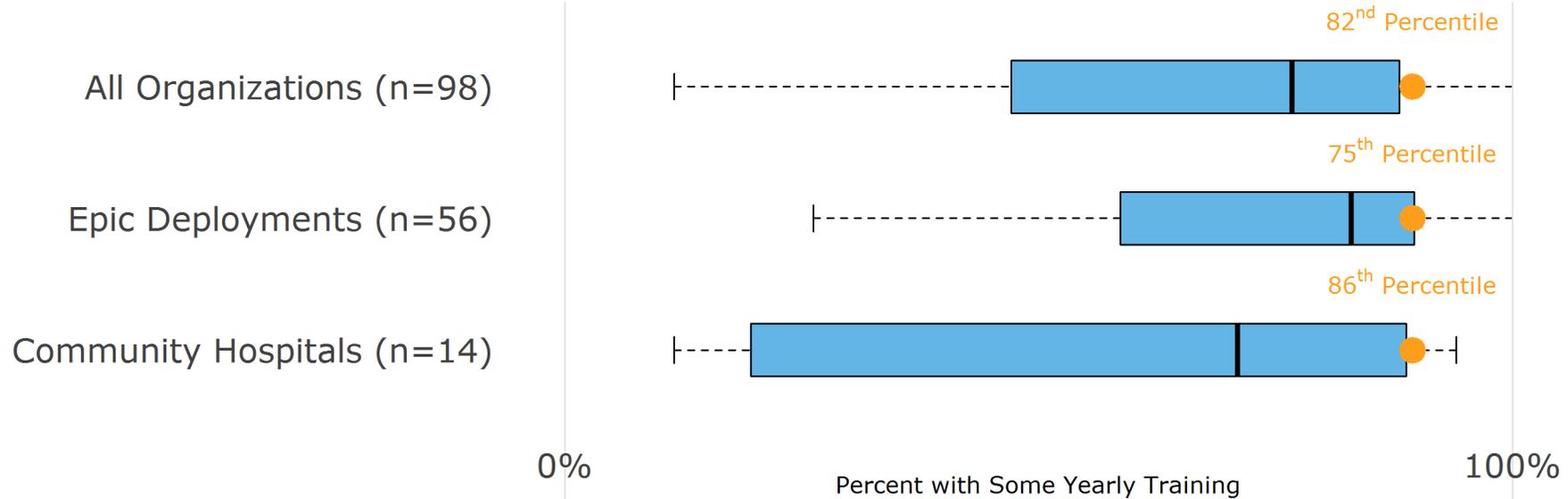


Yearly Hours of Follow-Up Training/Education

All clinicians (n=38,815)



Better Care Health

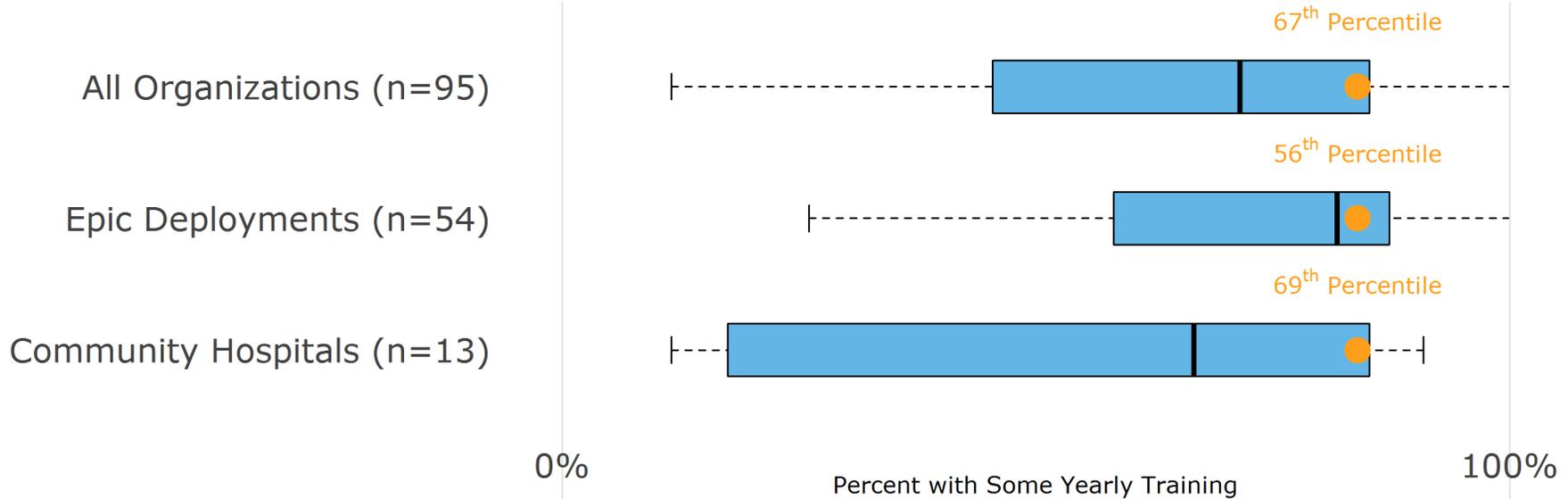


Yearly Hours of Follow-Up Training/Education

Physicians and advanced practice clinicians only (n=19,899)

- 20+ hours
- 16-20 hours
- 11-15 hours
- 6-10 hours
- 3-5 hours
- 1-2 hours
- 0 hours

Better Care Health



Yearly Hours of Follow-Up Training/Education

Nurses only (n=13,509)



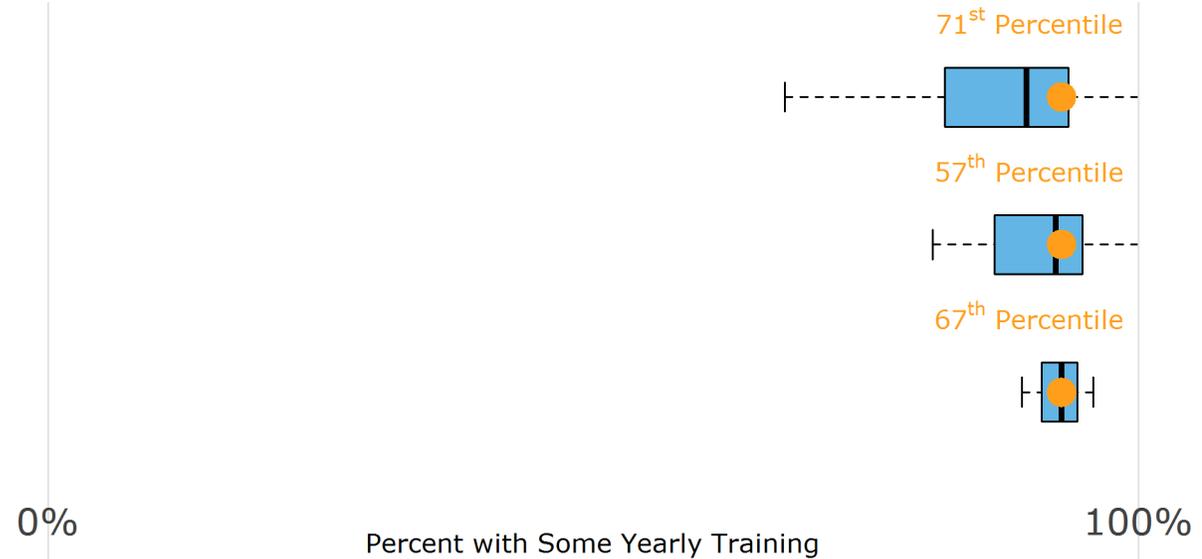
Better Care Health



All Organizations (n=42)

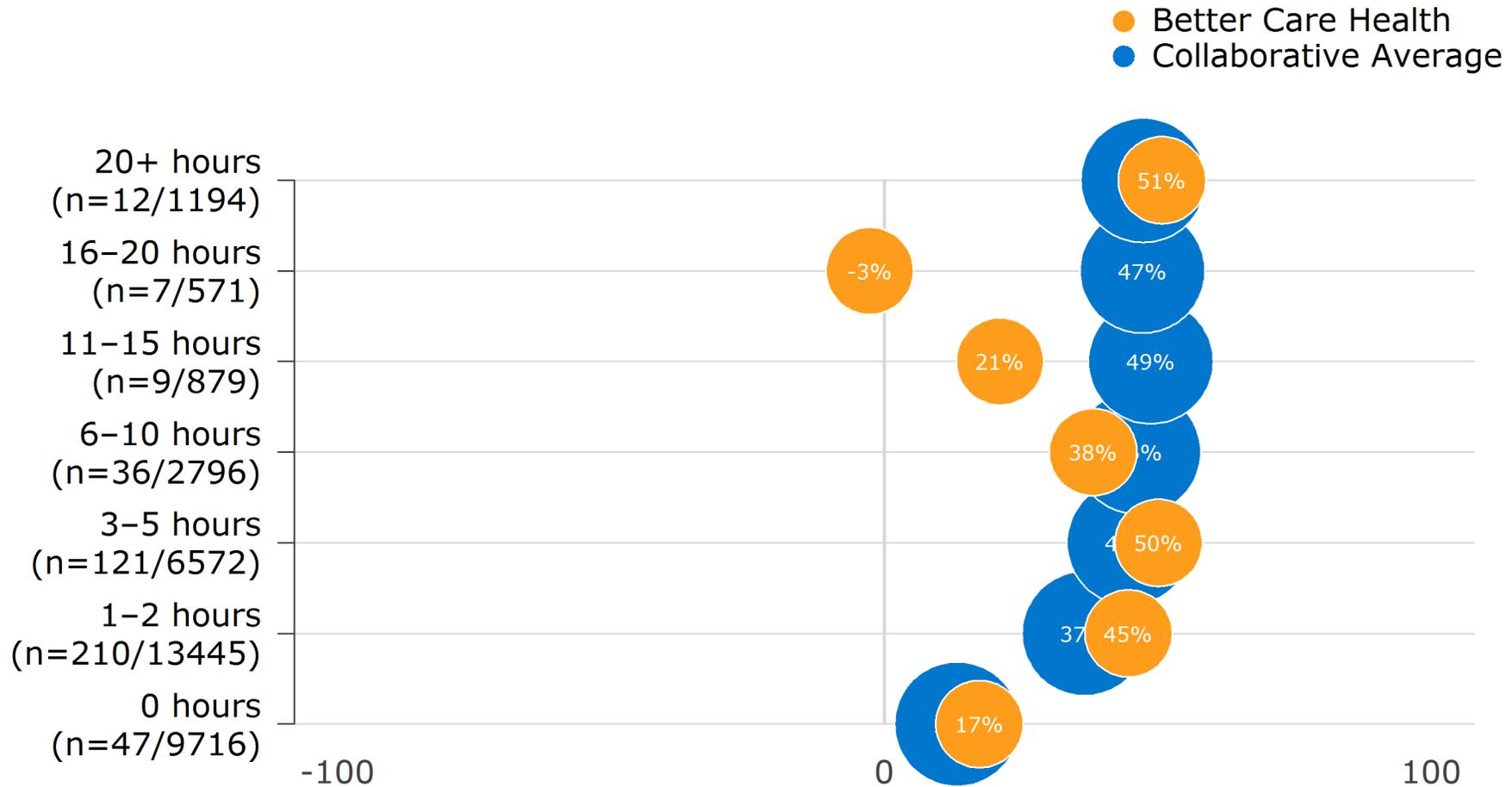
Epic Deployments (n=28)

Community Hospitals (n=3)



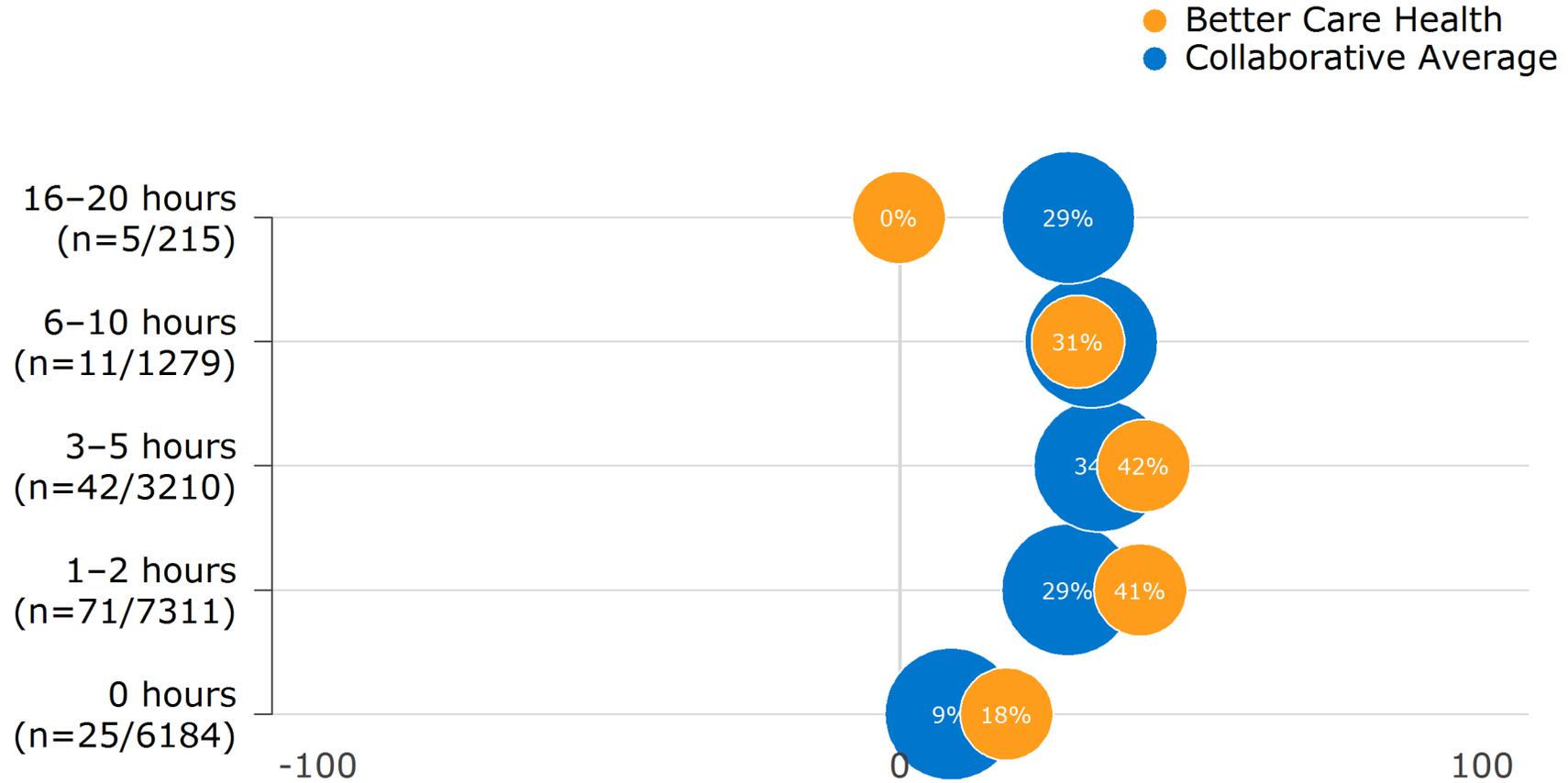
Benchmarked Net EMR Experience—By Yearly Hours of Follow-Up Training/Education

All clinicians



Benchmarked Net EMR Experience—By Yearly Hours of Follow-Up Training/Education

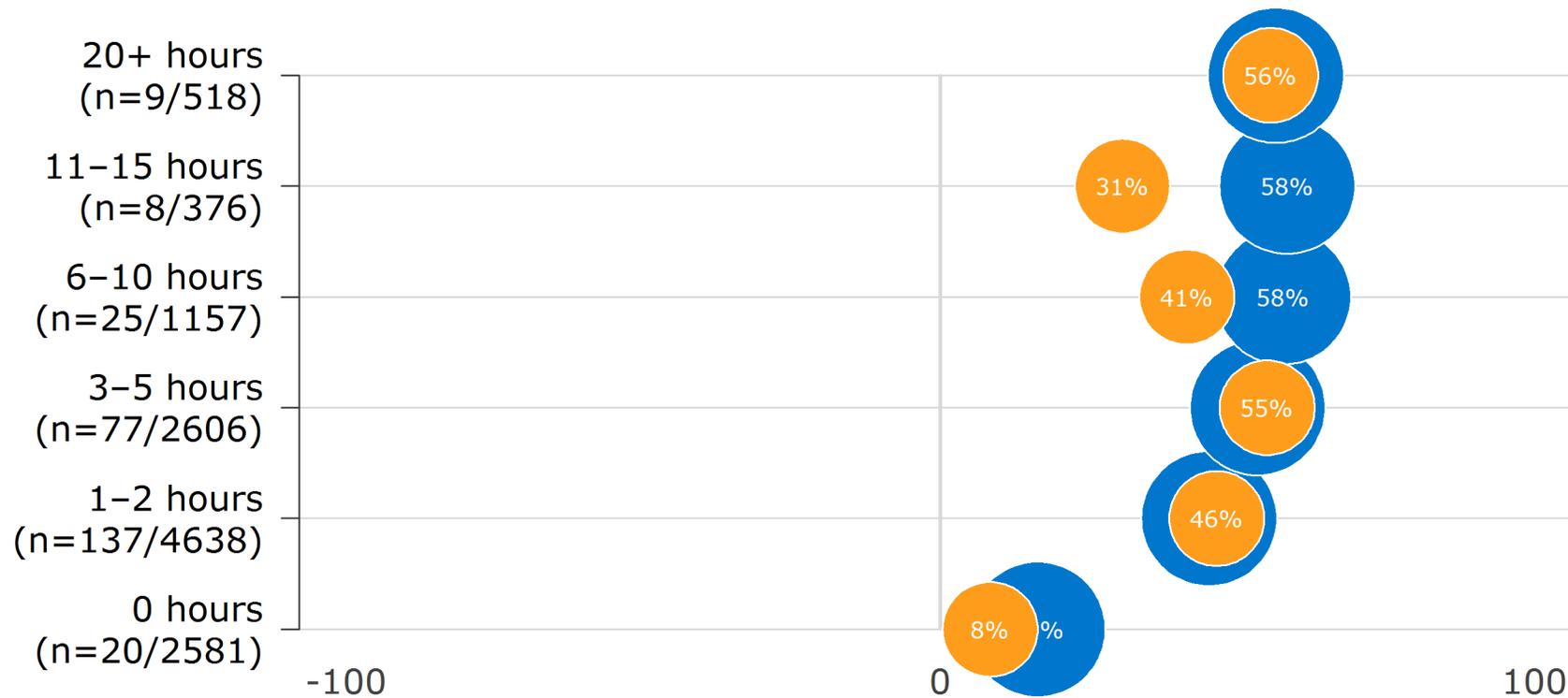
Physicians and advanced practice clinicians only



Benchmarked Net EMR Experience—By Yearly Hours of Follow-Up Training/Education

Nurses only

- Better Care Health
- Collaborative Average

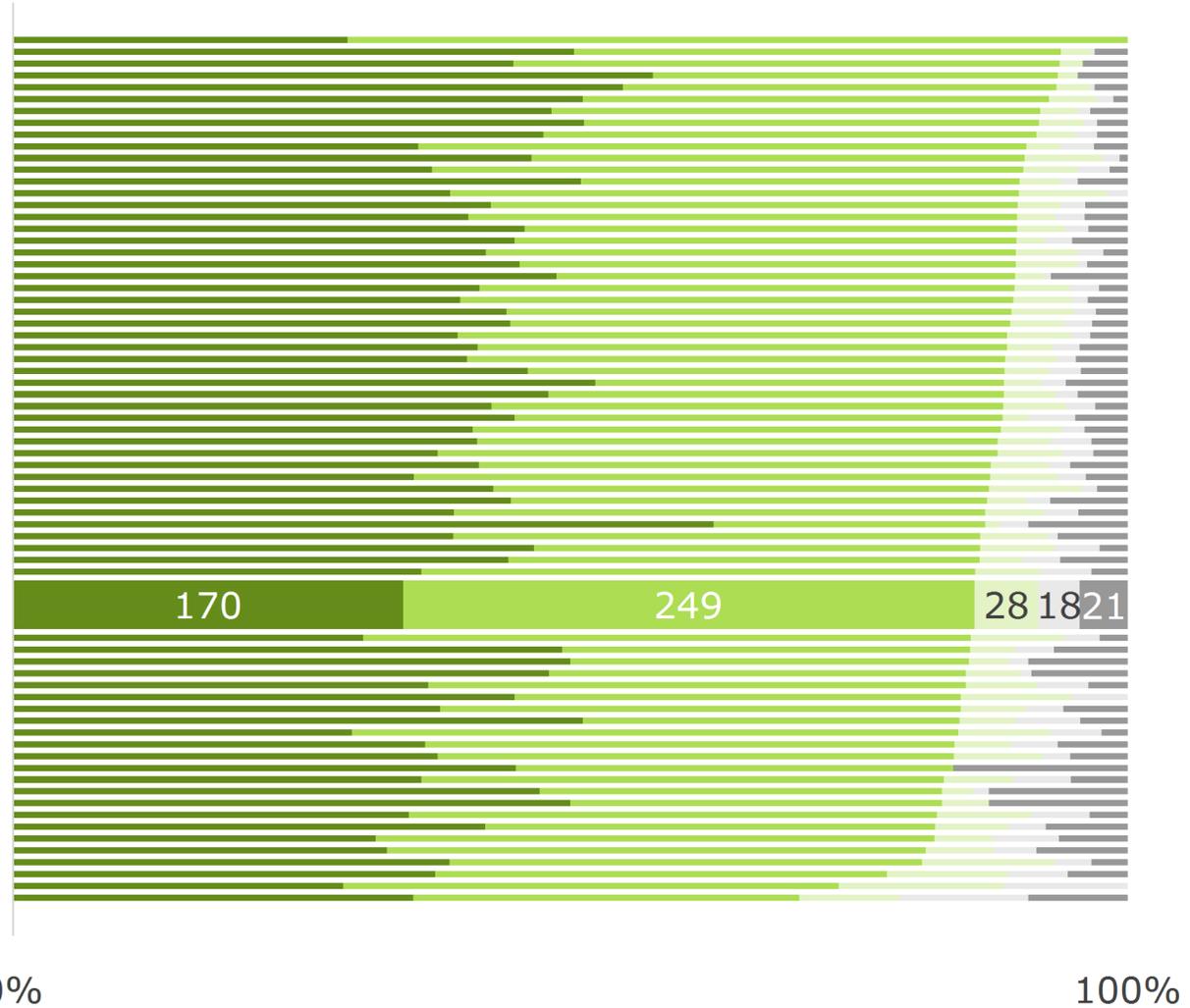


Agreement That Work Is Fulfilling

All clinicians (n=30,252)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

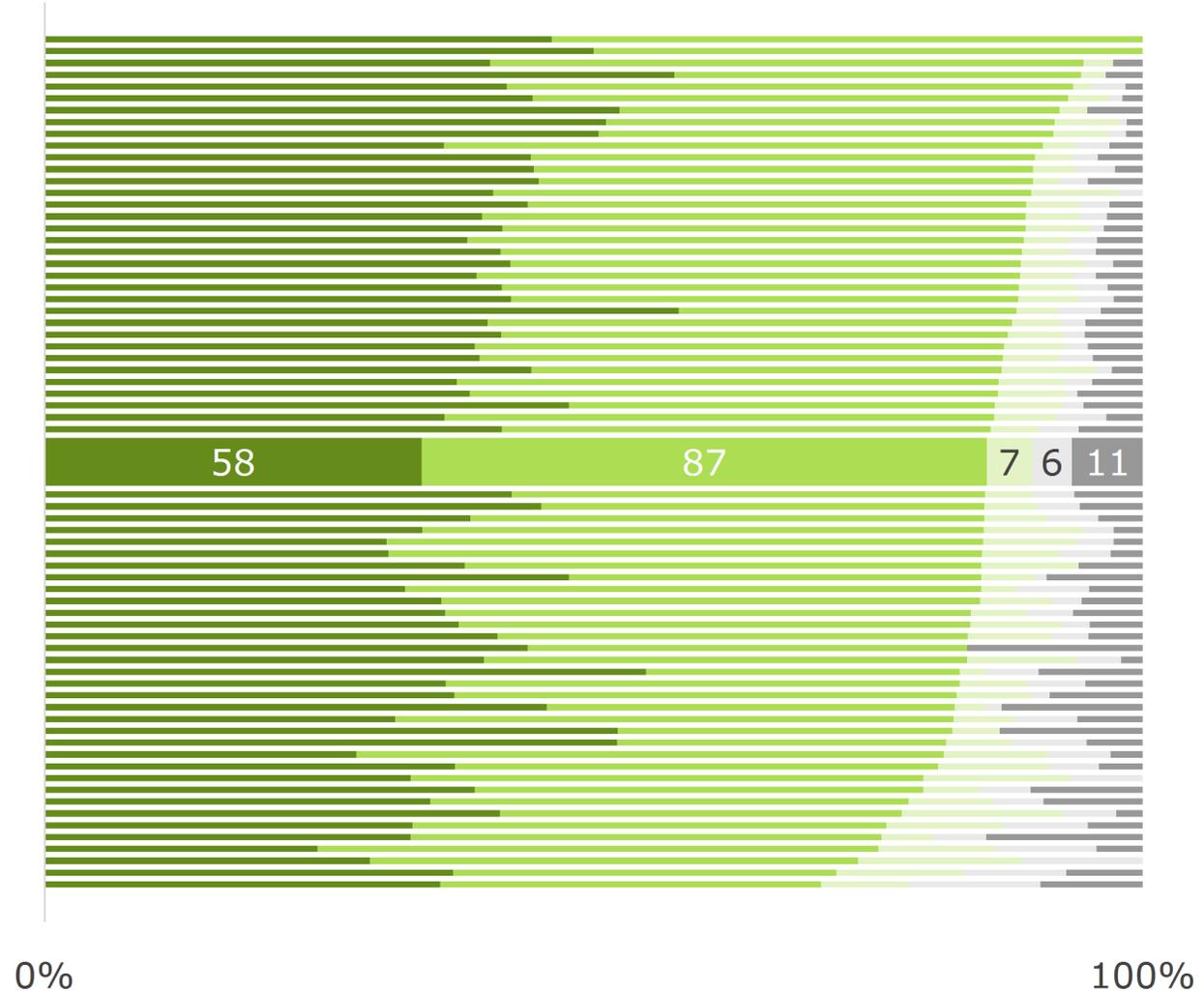


Agreement That Work Is Fulfilling

Physicians and advanced practice clinicians only (n=15,239)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

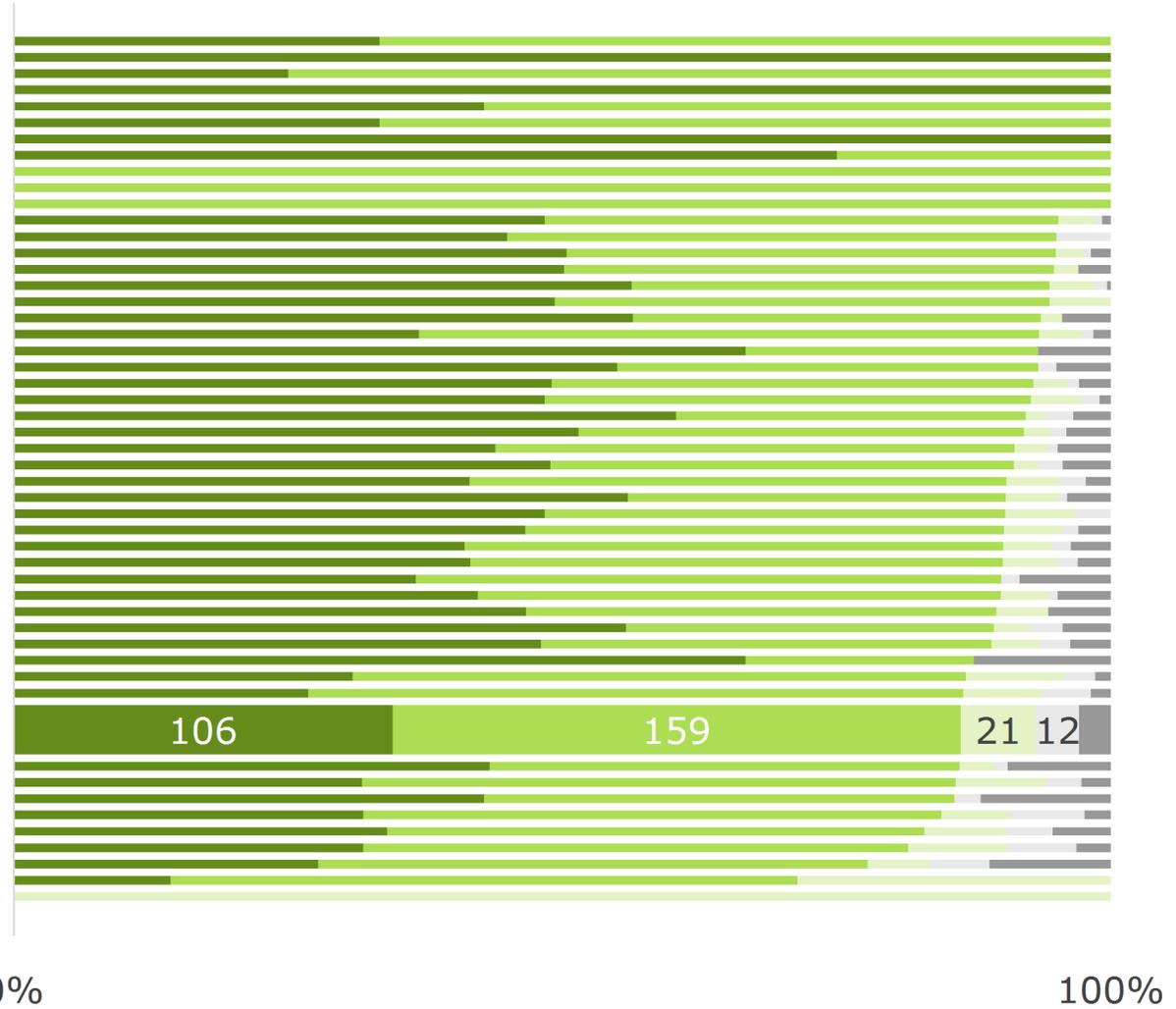


Agreement That Work Is Fulfilling

Nurses only (n=10,382)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health

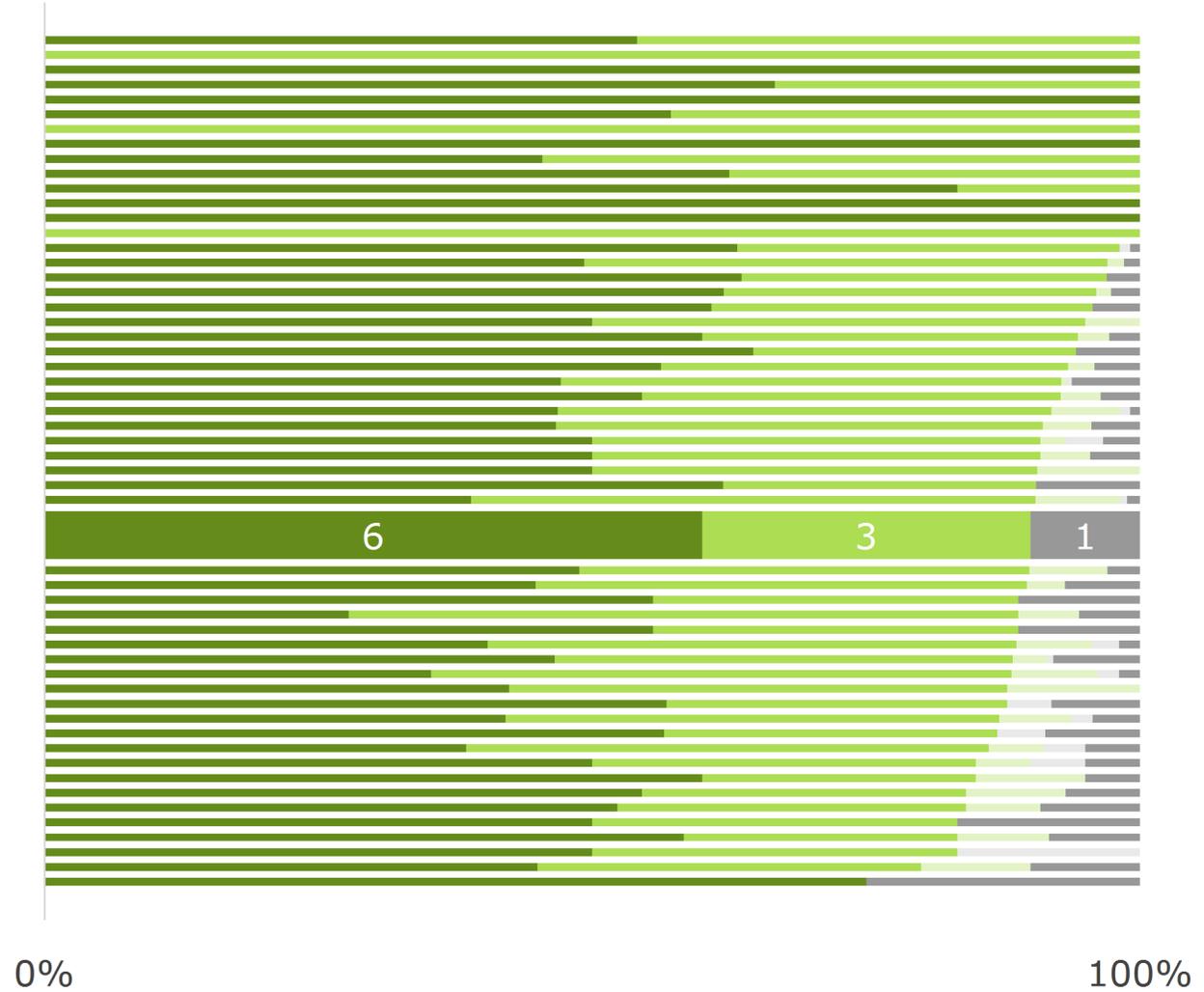


Agreement That Work Is Fulfilling

Allied health professionals only (n=4,038)

- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

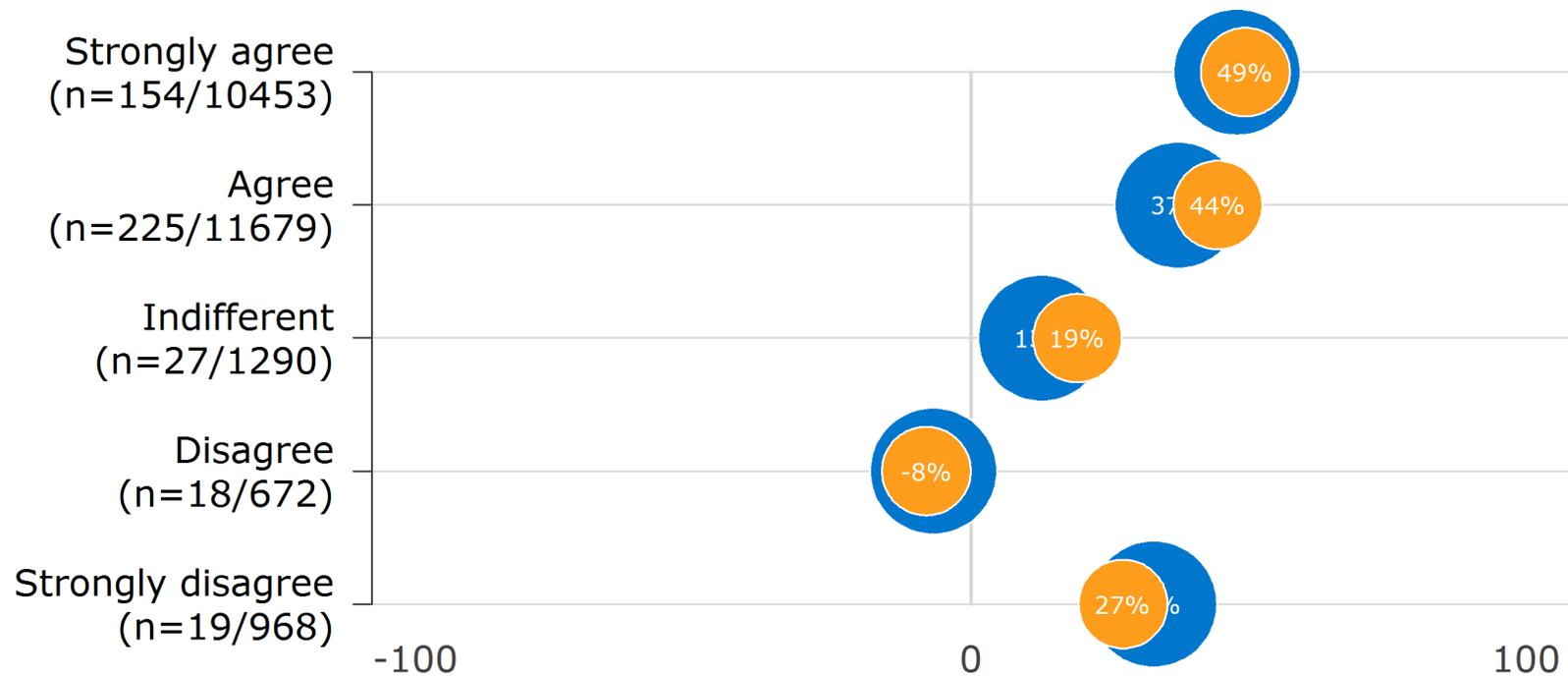
Better Care Health



Benchmarked Net EMR Experience—By Agreement That Work Is Fulfilling

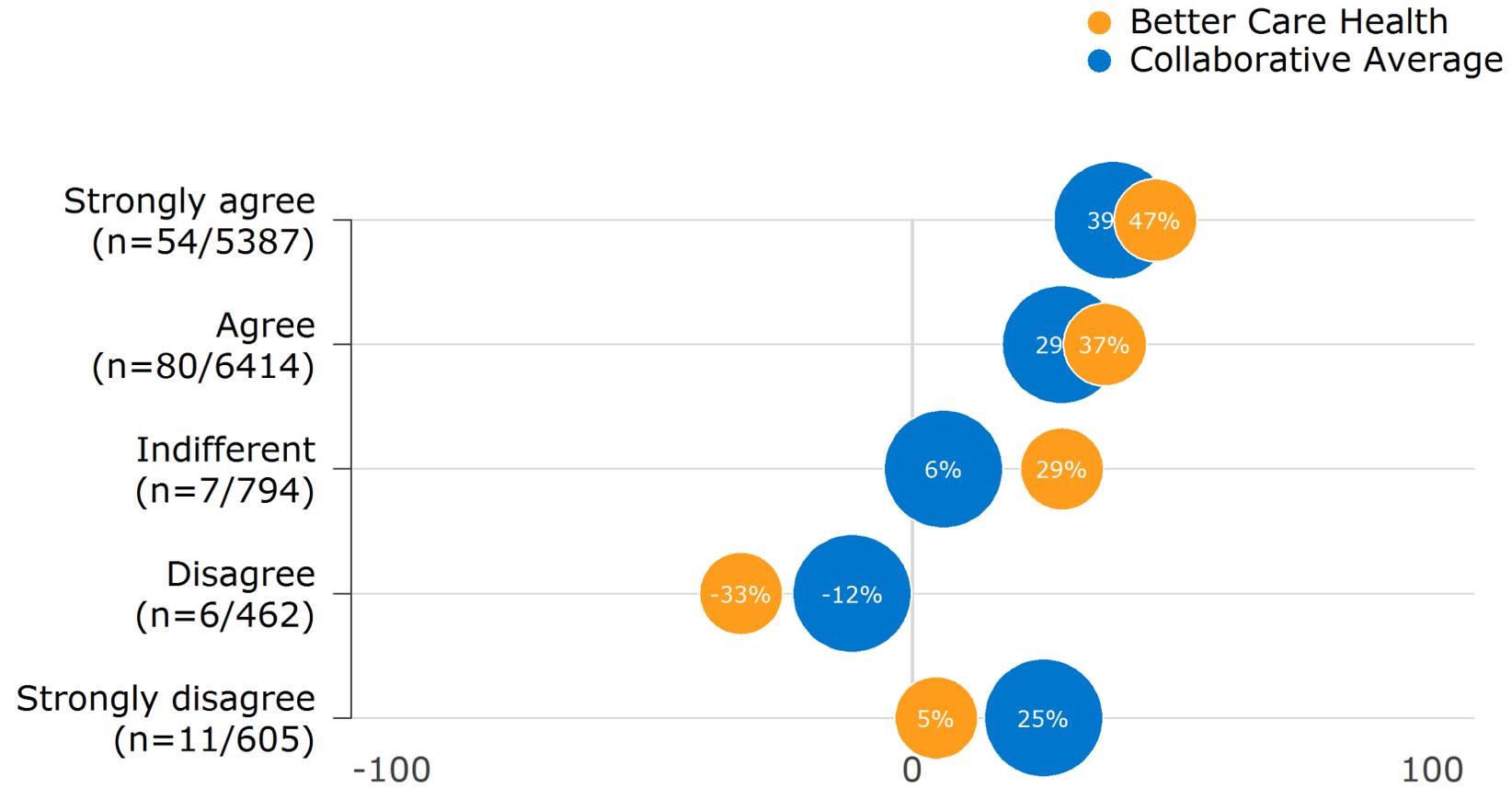
All clinicians

- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Agreement That Work Is Fulfilling

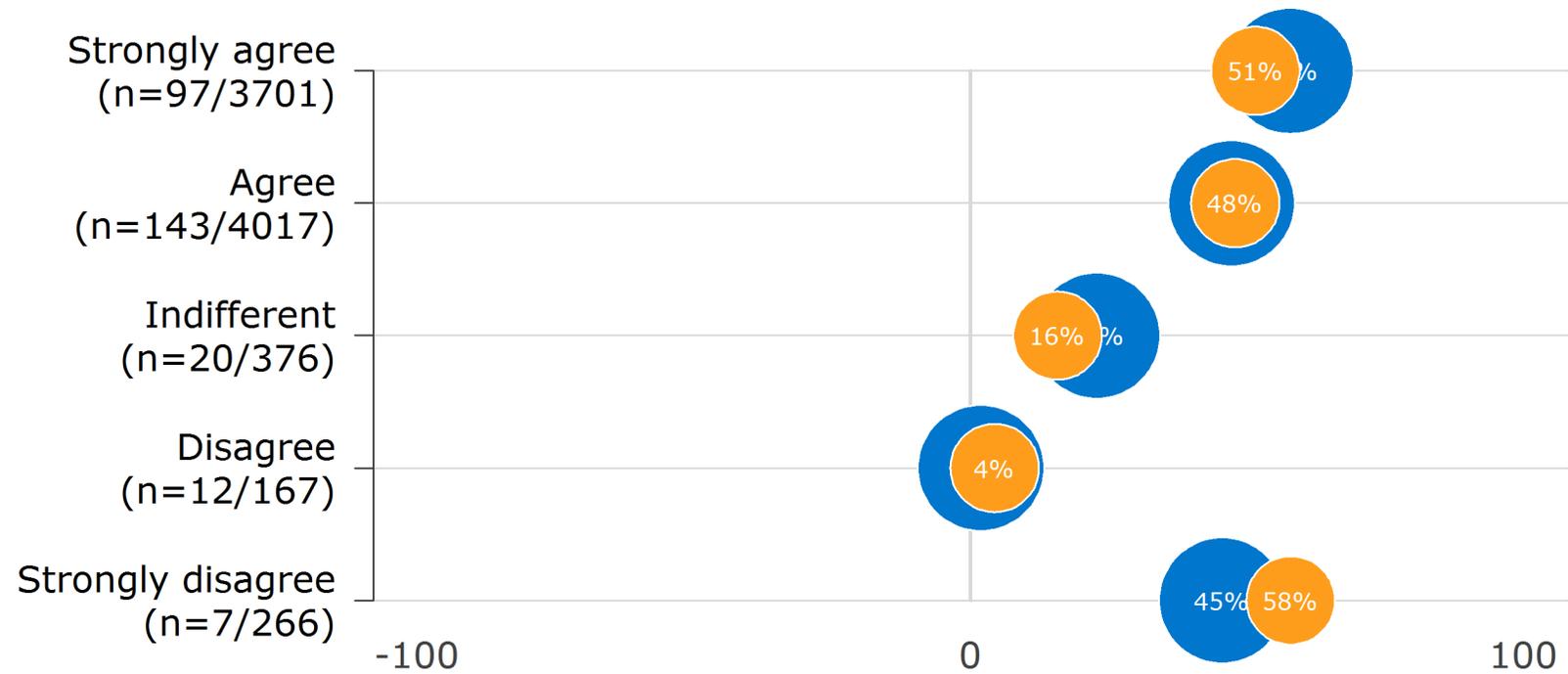
Physicians and advanced practice clinicians only



Benchmarked Net EMR Experience—By Agreement That Work Is Fulfilling

Nurses only

- Better Care Health
- Collaborative Average

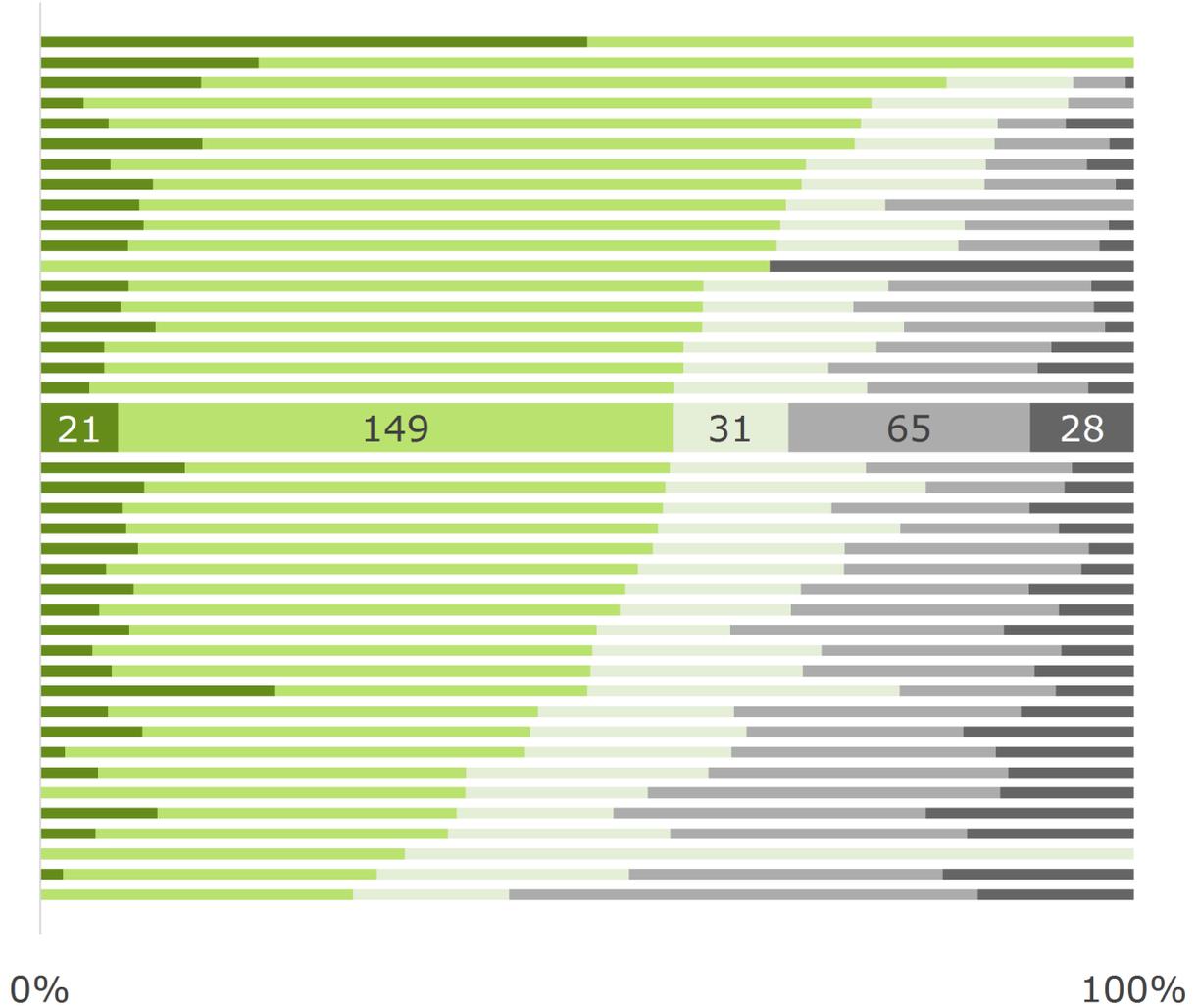


Agreement That EMR Documentation Time Is Reasonable

Nurses only (n=9,224)

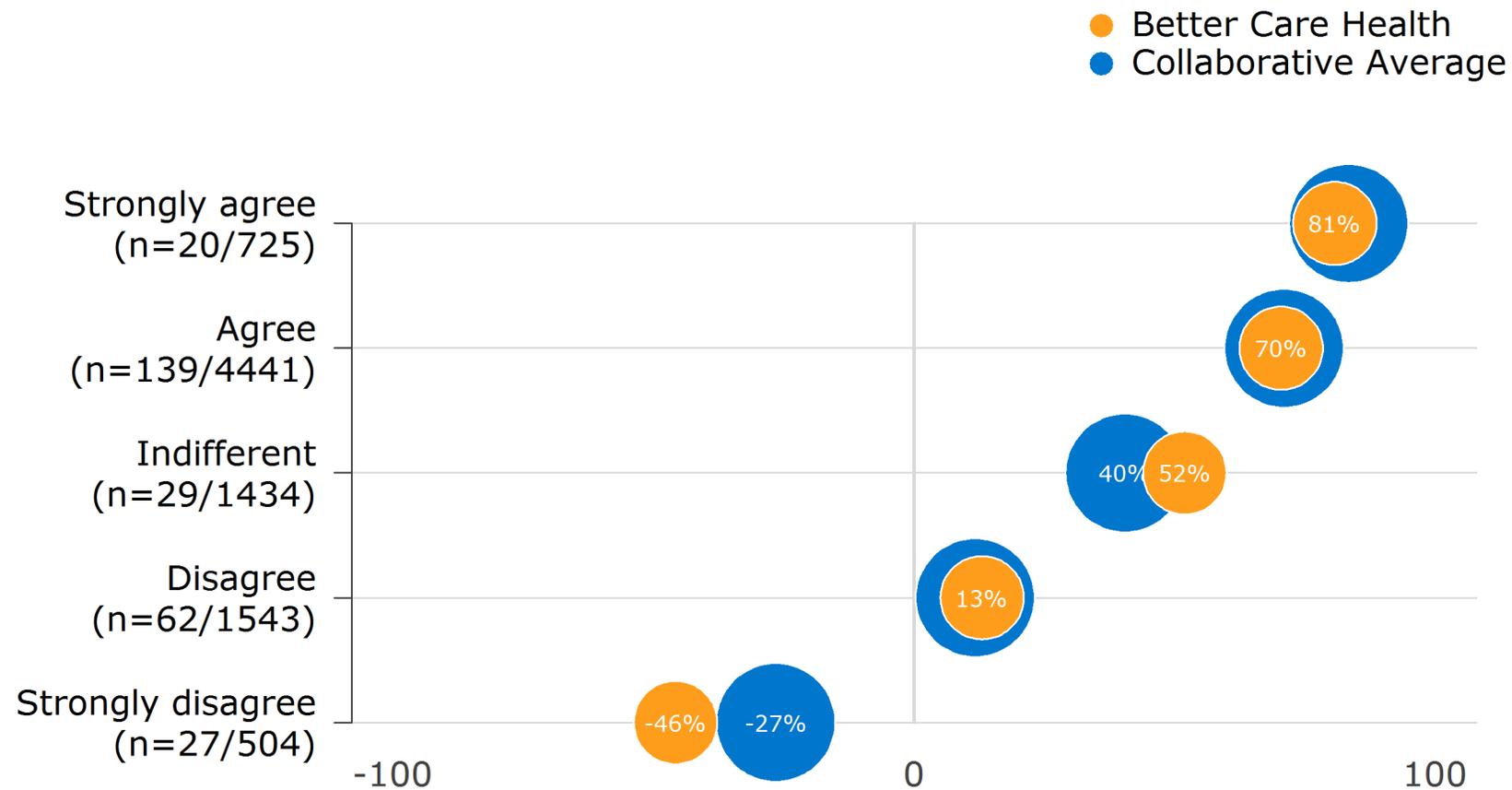
- Strongly agree
- Agree
- Indifferent
- Disagree
- Strongly disagree

Better Care Health



Benchmarked Net EMR Experience—By Agreement That EMR Documentation Time Is Reasonable

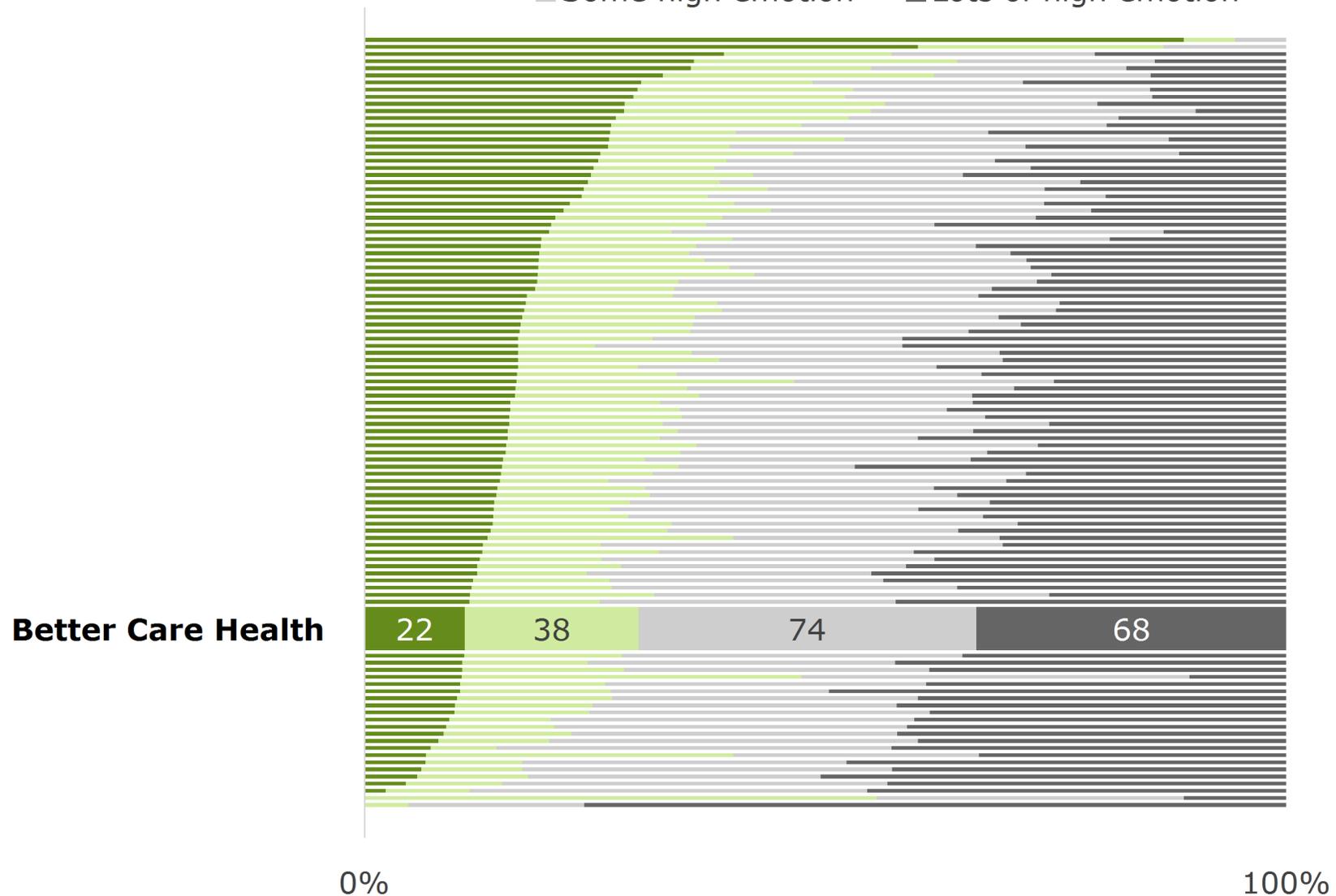
Nurses only



Amount of High Emotion in Clinician Comments

All clinicians. Amount of high emotion based on number of high-emotion words used in a clinician's comments (n=22,139)

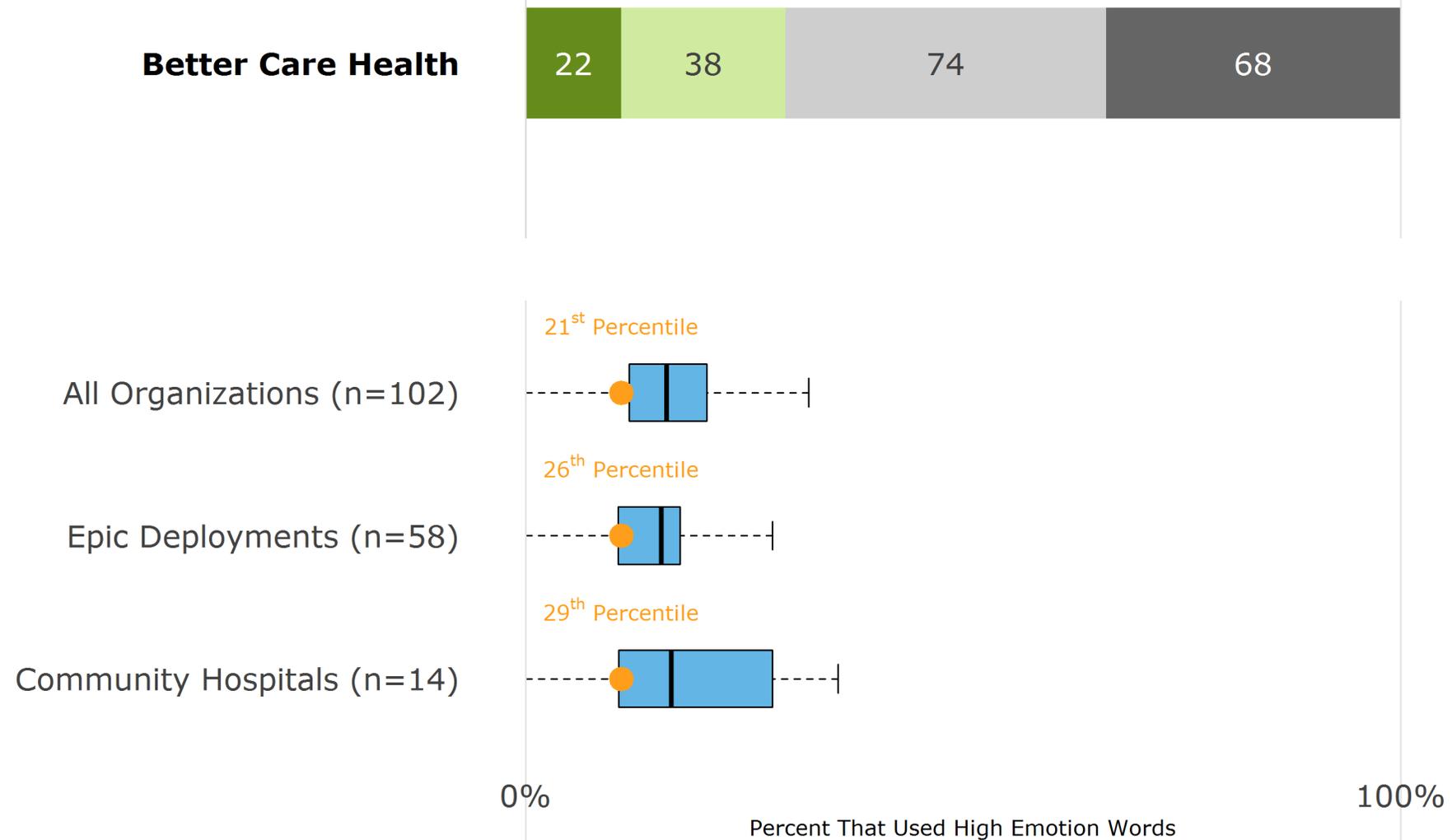
- No high emotion
- Some high emotion
- A little high emotion
- Lots of high emotion



Amount of High Emotion in Clinician Comments

All clinicians. Amount of high emotion based on number of high-emotion words used in a clinician's comments (n=22,139)

■ No high emotion ■ A little high emotion
■ Some high emotion ■ Lots of high emotion

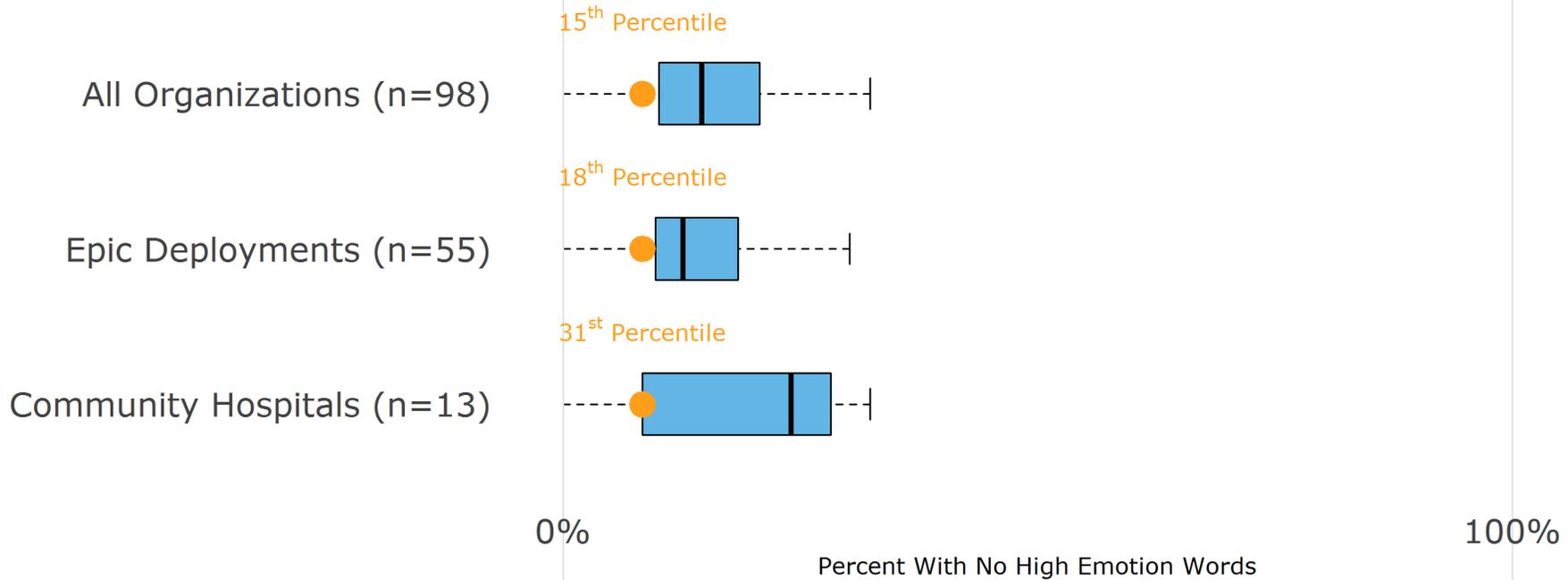


Amount of High Emotion in Clinician Comments

Physicians and advanced practice clinicians only. Amount of high emotion based on number of high-emotion words used in a clinician's comments (n=12,934)

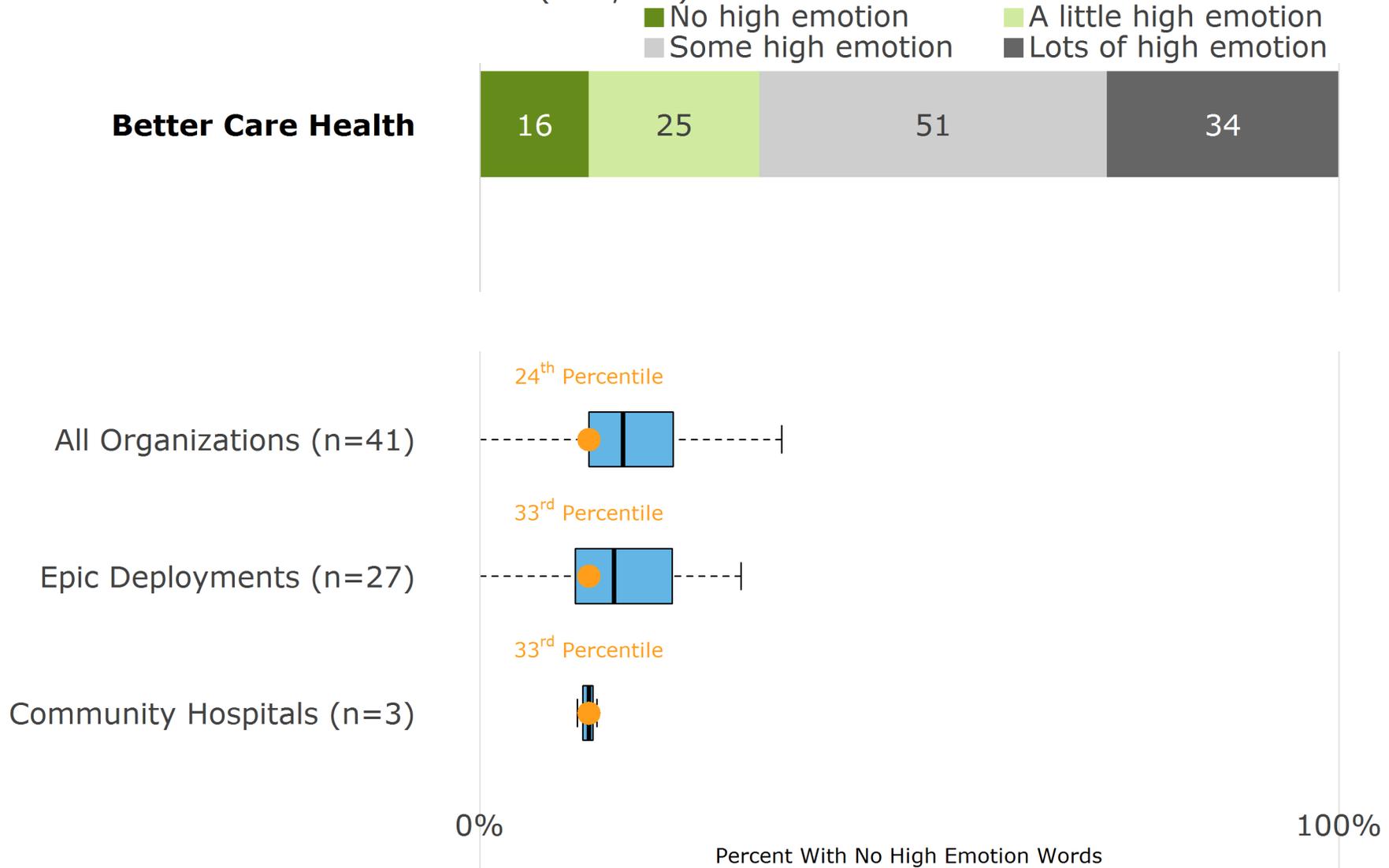
■ No high emotion ■ A little high emotion
■ Some high emotion ■ Lots of high emotion

Better Care Health



Amount of High Emotion in Clinician Comments

Nurses only. Amount of high emotion based on number of high-emotion words used in a clinician's comments (n=6,634)



EMR Use

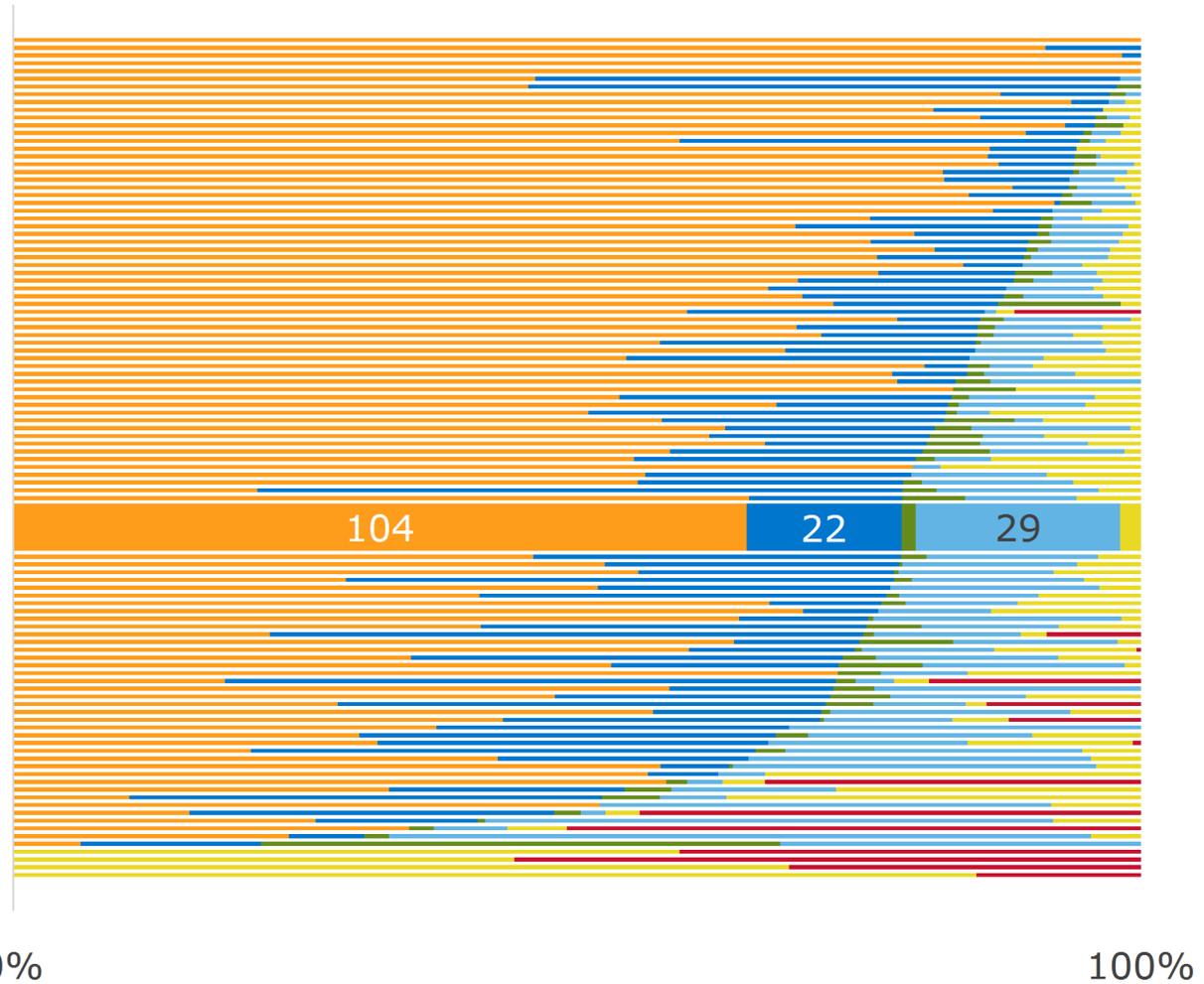


Documentation Method

All clinicians (n=26,236)

- Personal entry
- Multiple methods
- Scribes
- Voice recognition
- Dictation
- Other

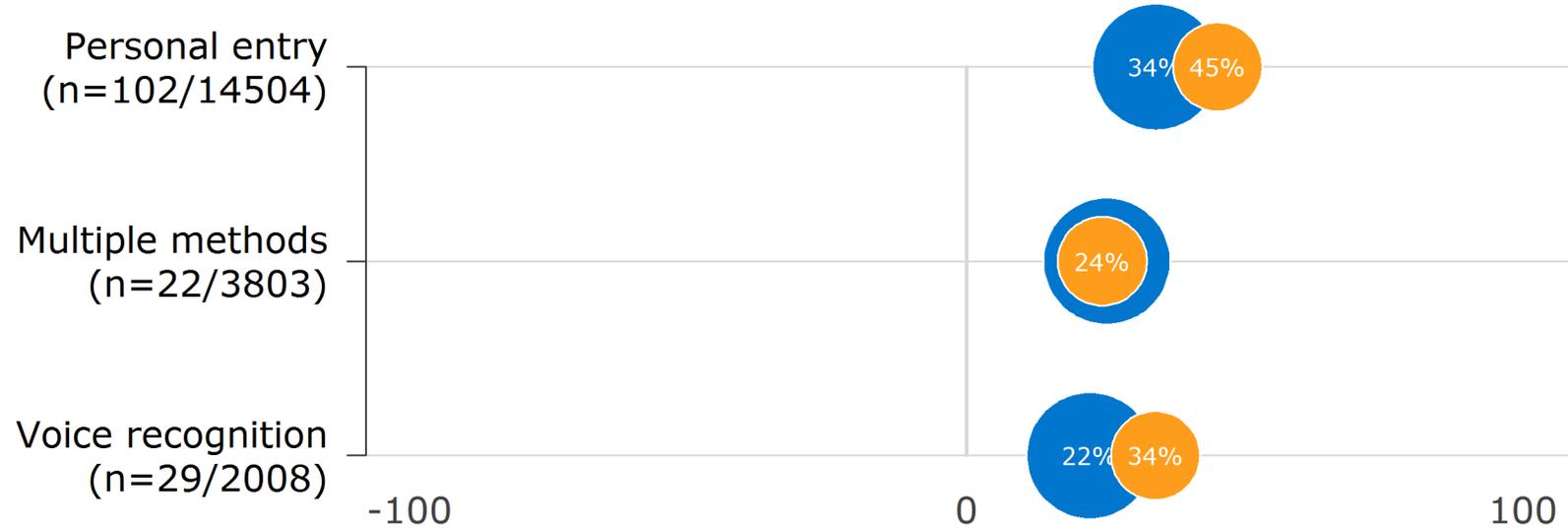
Better Care Health



Benchmarked Net EMR Experience—By Documentation Method

All clinicians

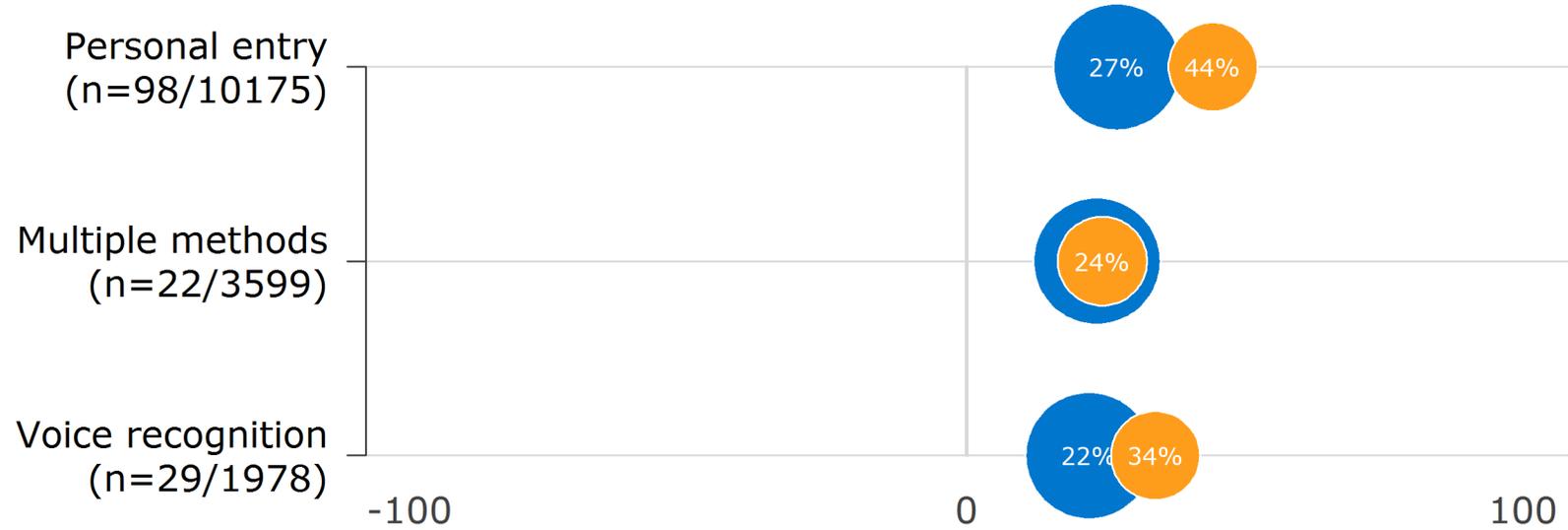
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Documentation Method

Physicians and advanced practice clinicians only

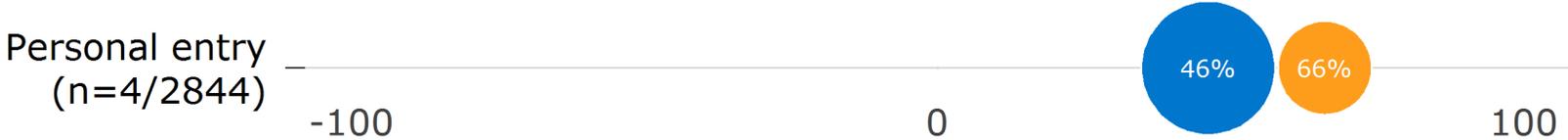
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Documentation Method

Allied health professionals only

- Better Care Health
- Collaborative Average

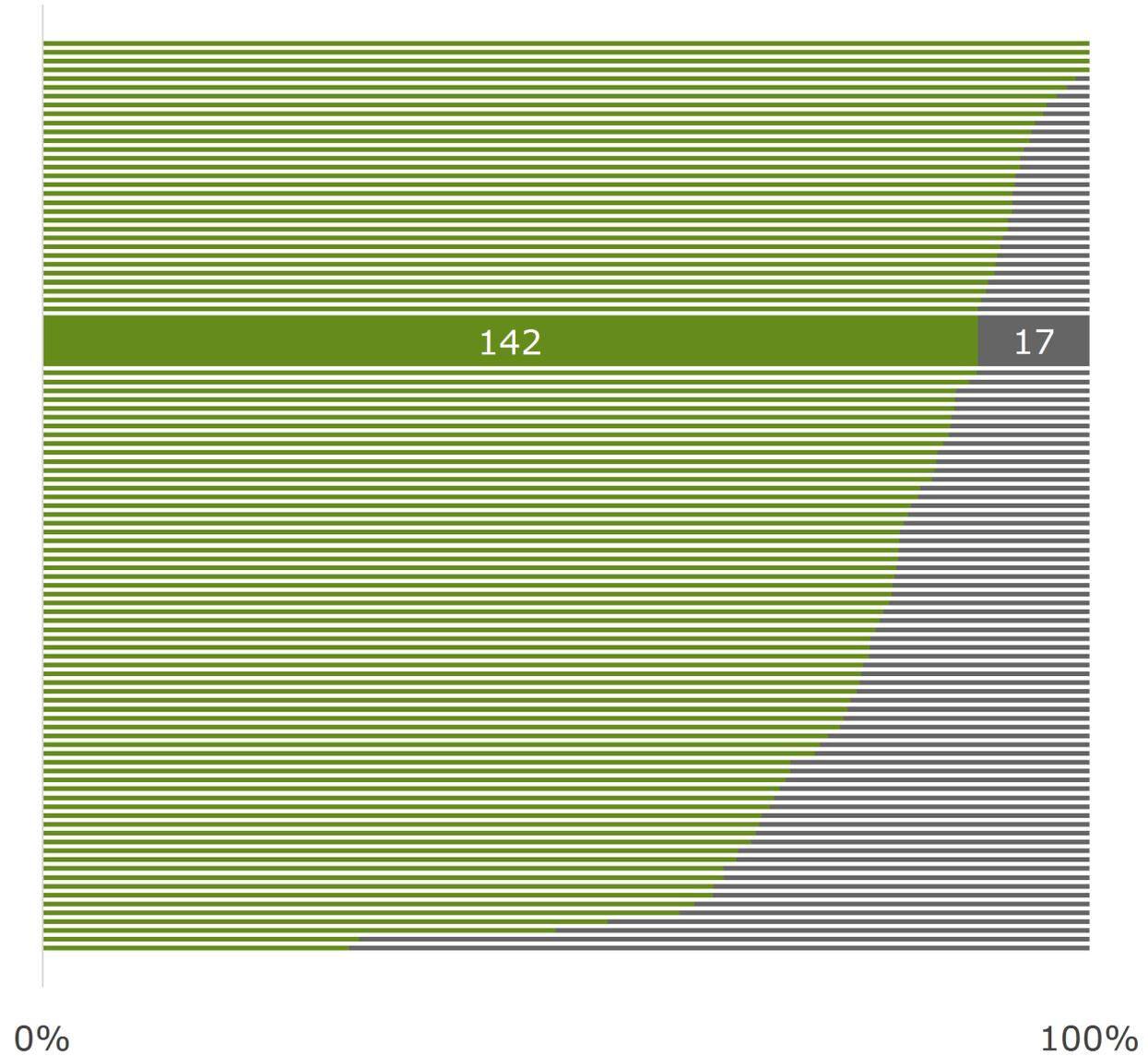


Order Entry Method

All clinicians (n=24,274)

- Enters own orders
- Someone else enters orders

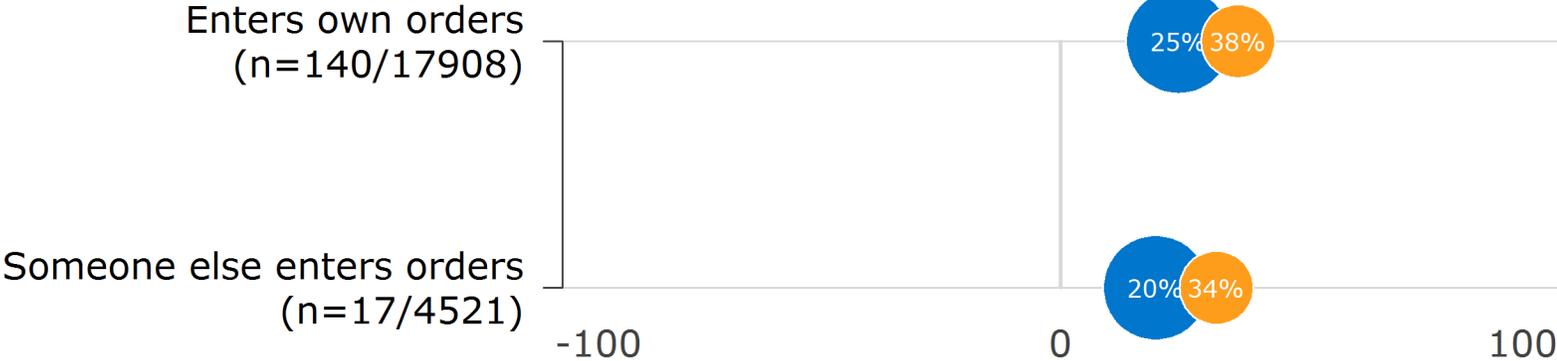
Better Care Health



Benchmarked Net EMR Experience—By Order Entry Method

All clinicians

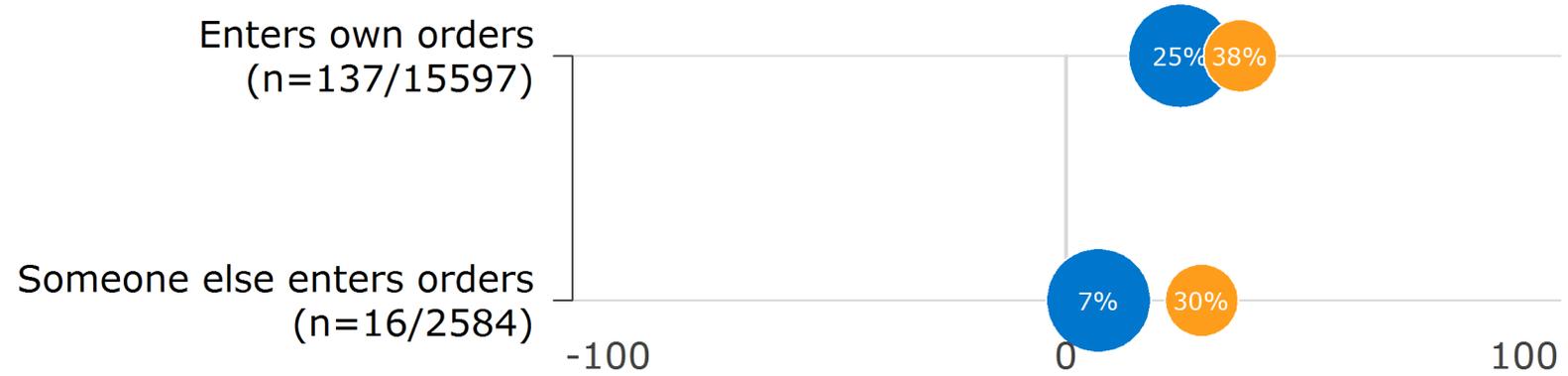
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Order Entry Method

Physicians and advanced practice clinicians only

- Better Care Health
- Collaborative Average

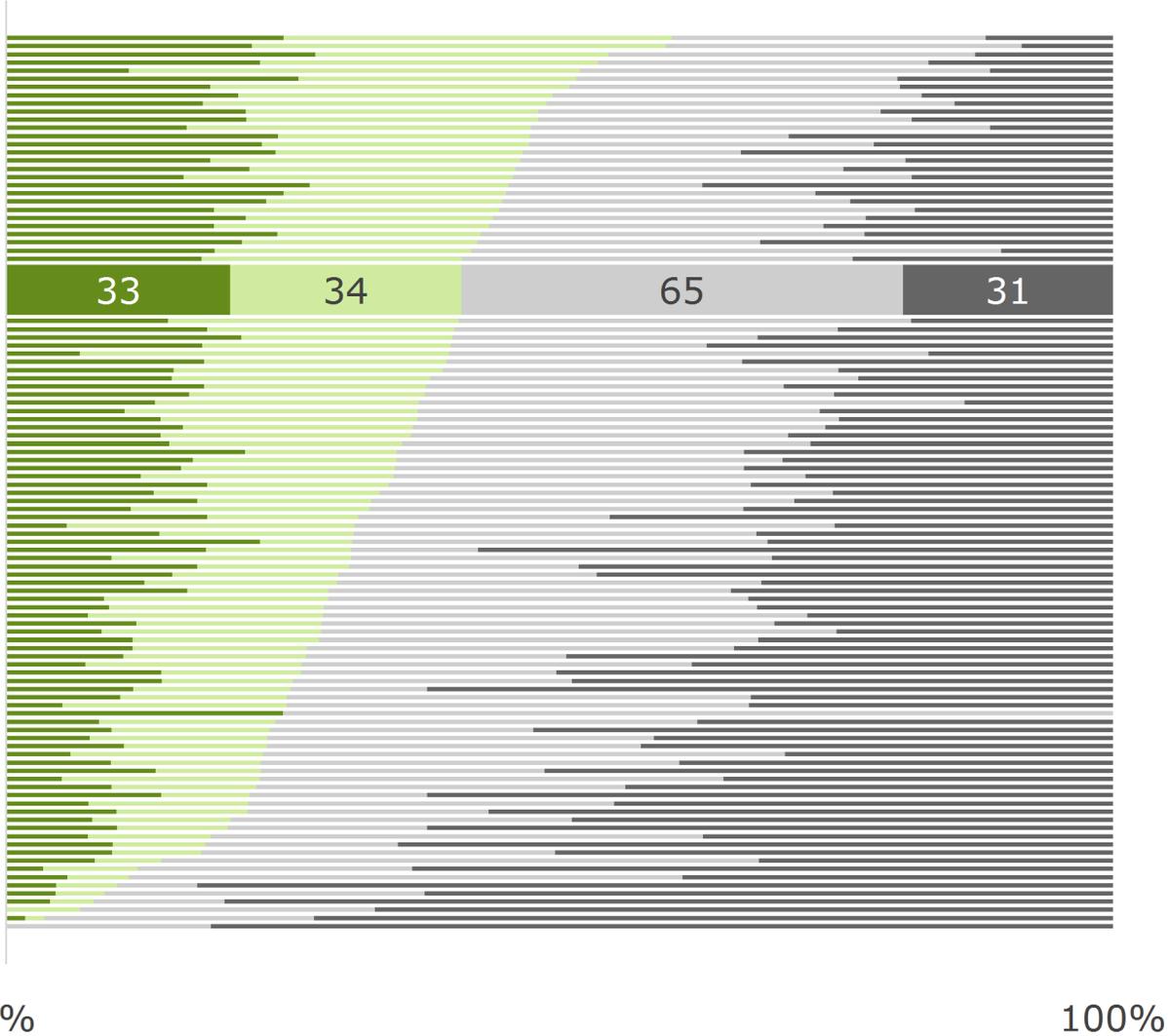


Level of EMR Personalization

All clinicians (n=30,592)

- High personalization
- Moderate personalization
- Low personalization
- Very low/no personalization

Better Care Health

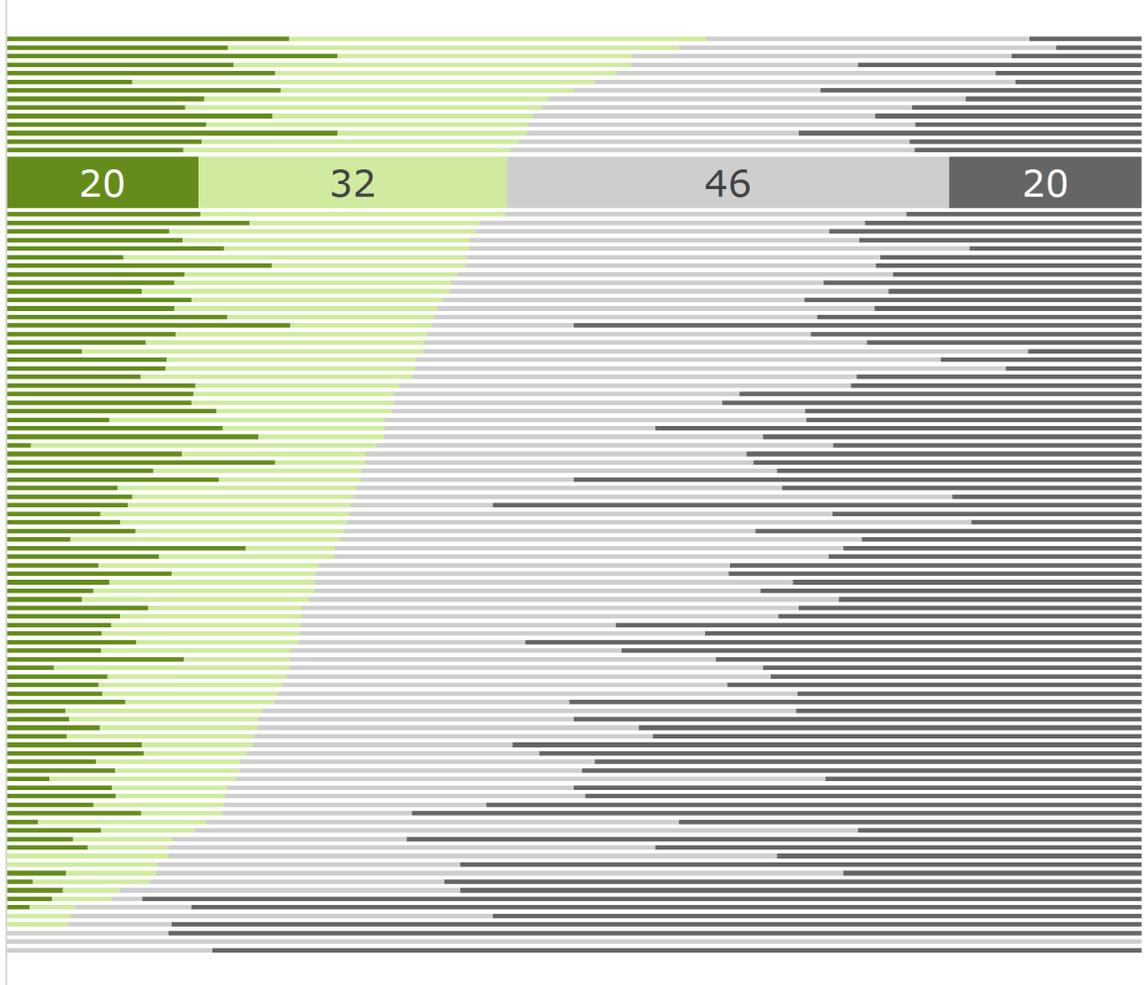


Level of EMR Personalization

Physicians only (n=14,832)

- High personalization
- Moderate personalization
- Low personalization
- Very low/no personalization

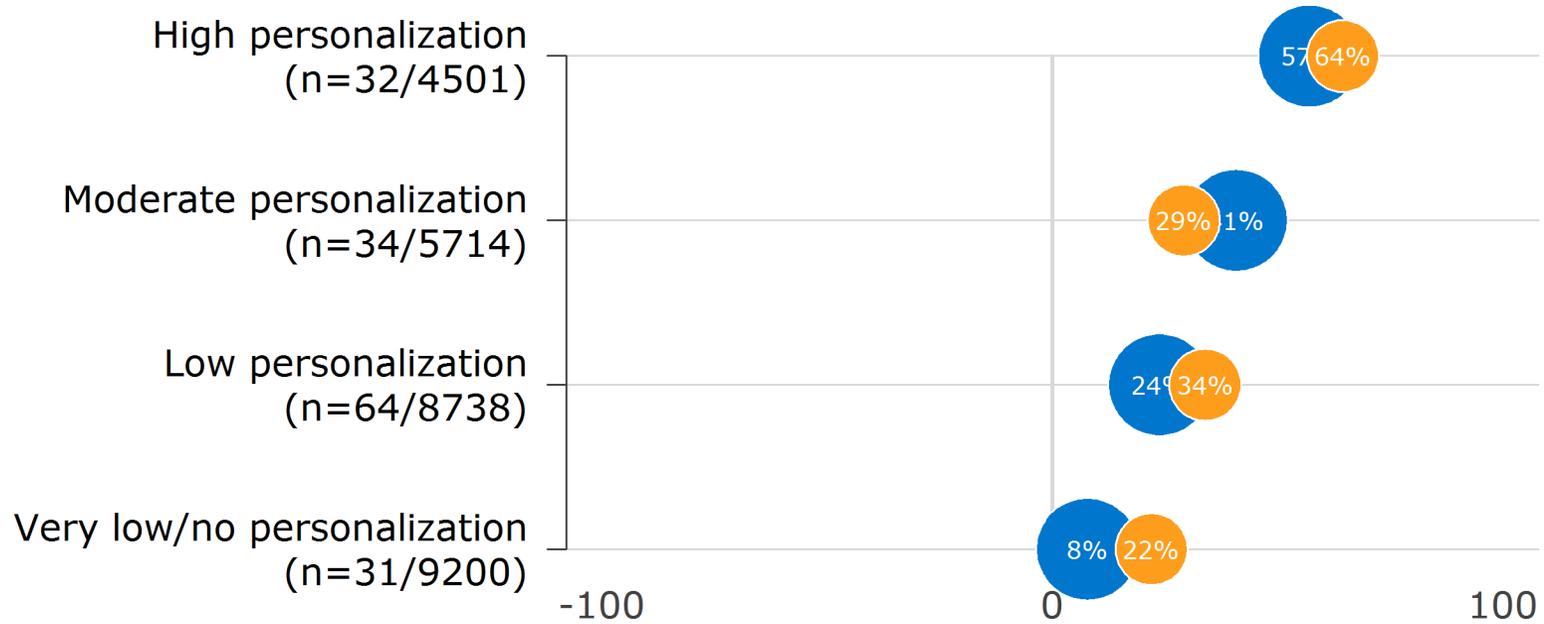
Better Care Health



Benchmarked Net EMR Experience—By Level of EMR Personalization

All clinicians

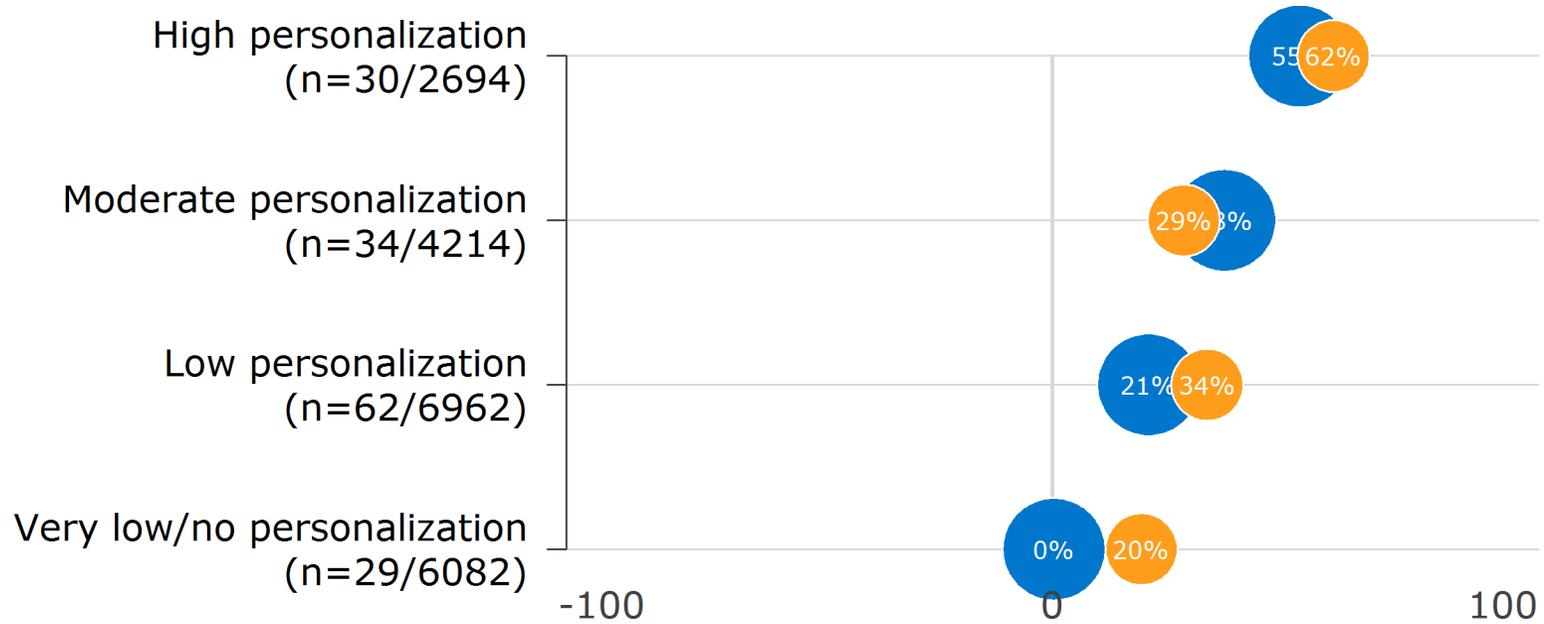
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Level of EMR Personalization

Physicians and advanced practice clinicians only

- Better Care Health
- Collaborative Average



EMR Efficiency

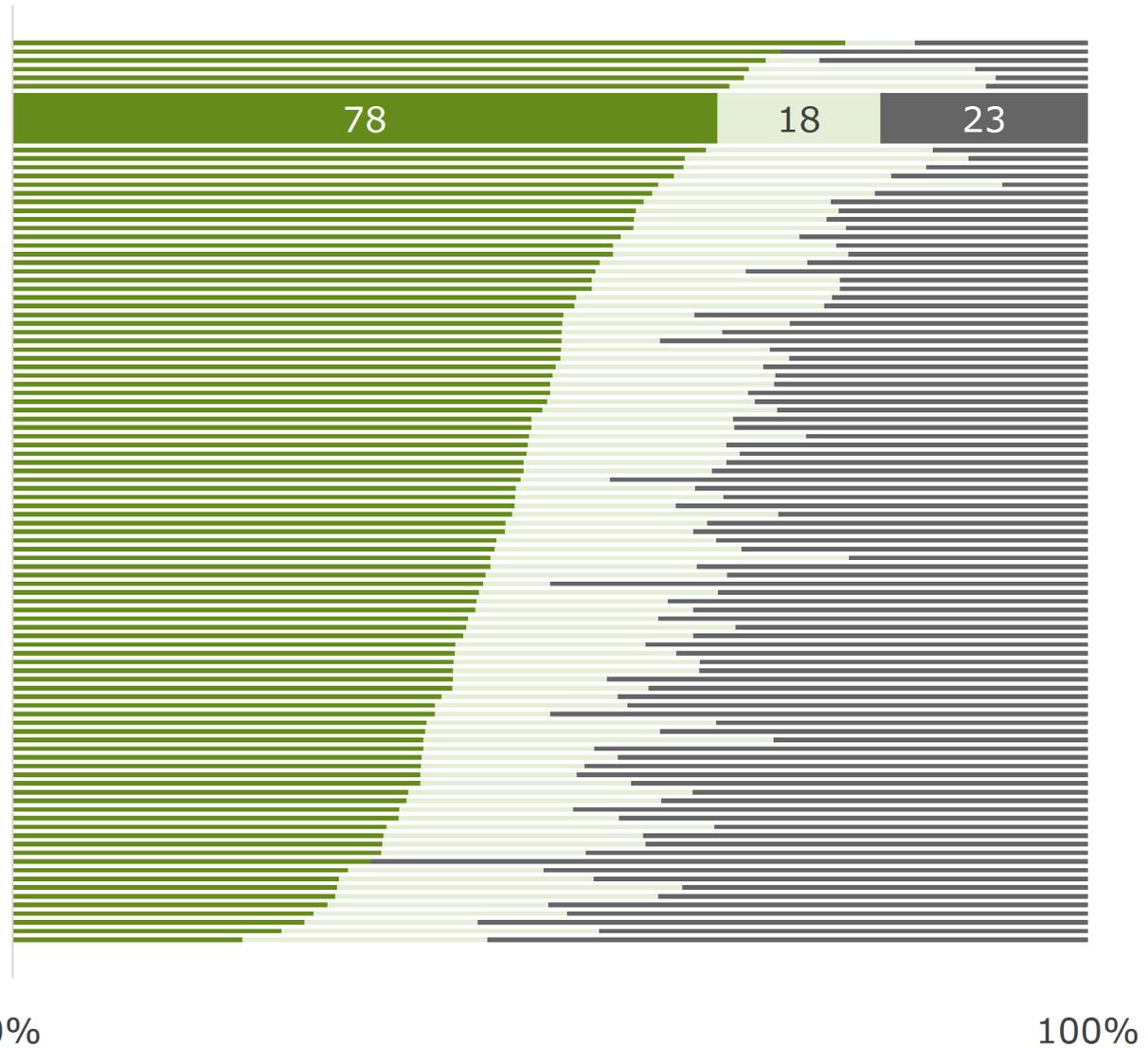


Self-Reported Ambulatory Charting Efficiency

All clinicians. Efficiency level based on % of clinic charting completed during/immediately after patient encounter. (n=22,316)

- High efficiency
- Medium efficiency
- Low efficiency

Better Care Health

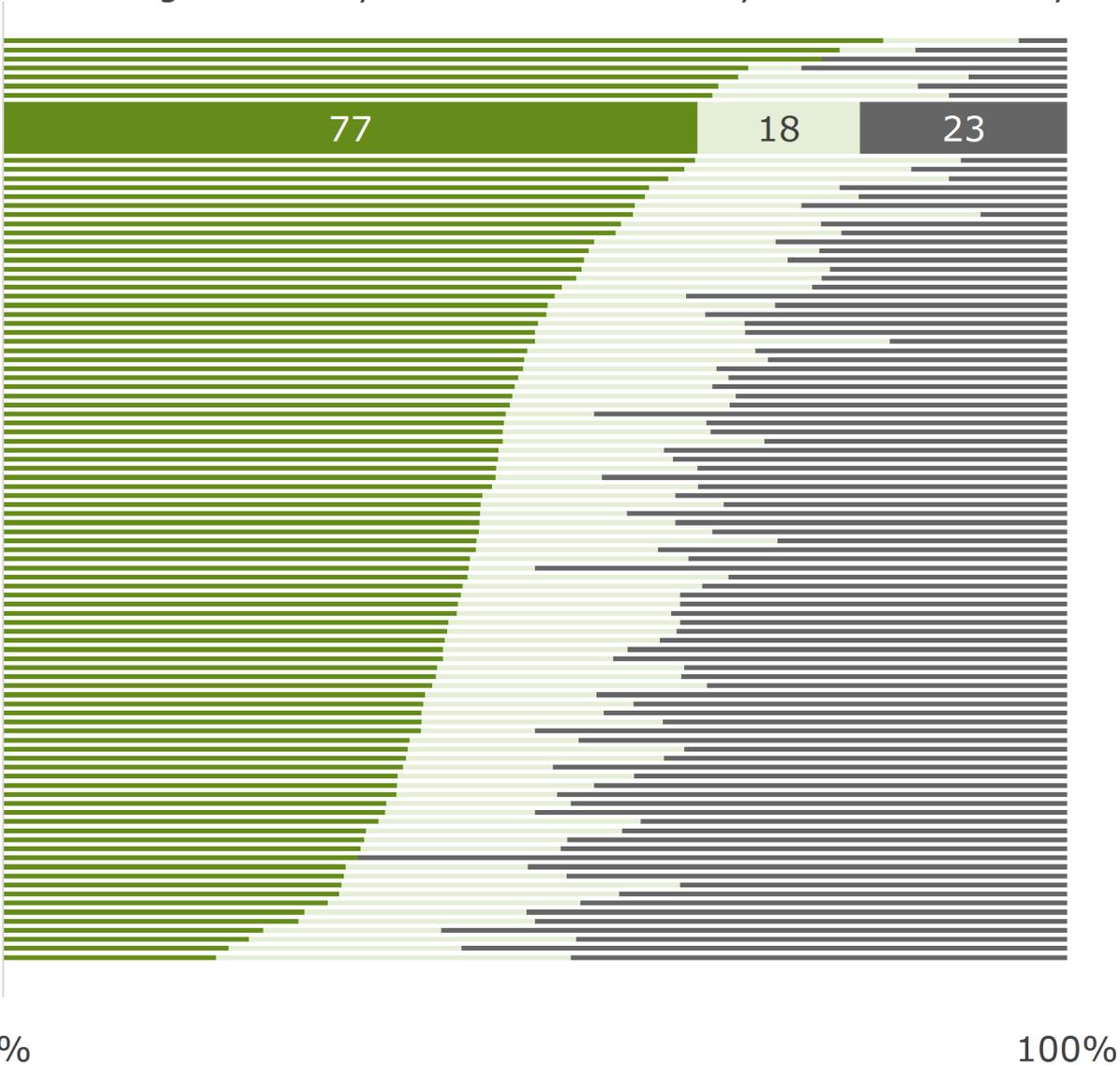


Self-Reported Ambulatory Charting Efficiency

Physicians and advanced practice clinicians only. Efficiency level based on % of clinic charting completed during/immediately after patient encounter. (n=16,712)

■ High efficiency ■ Medium efficiency ■ Low efficiency

Better Care Health

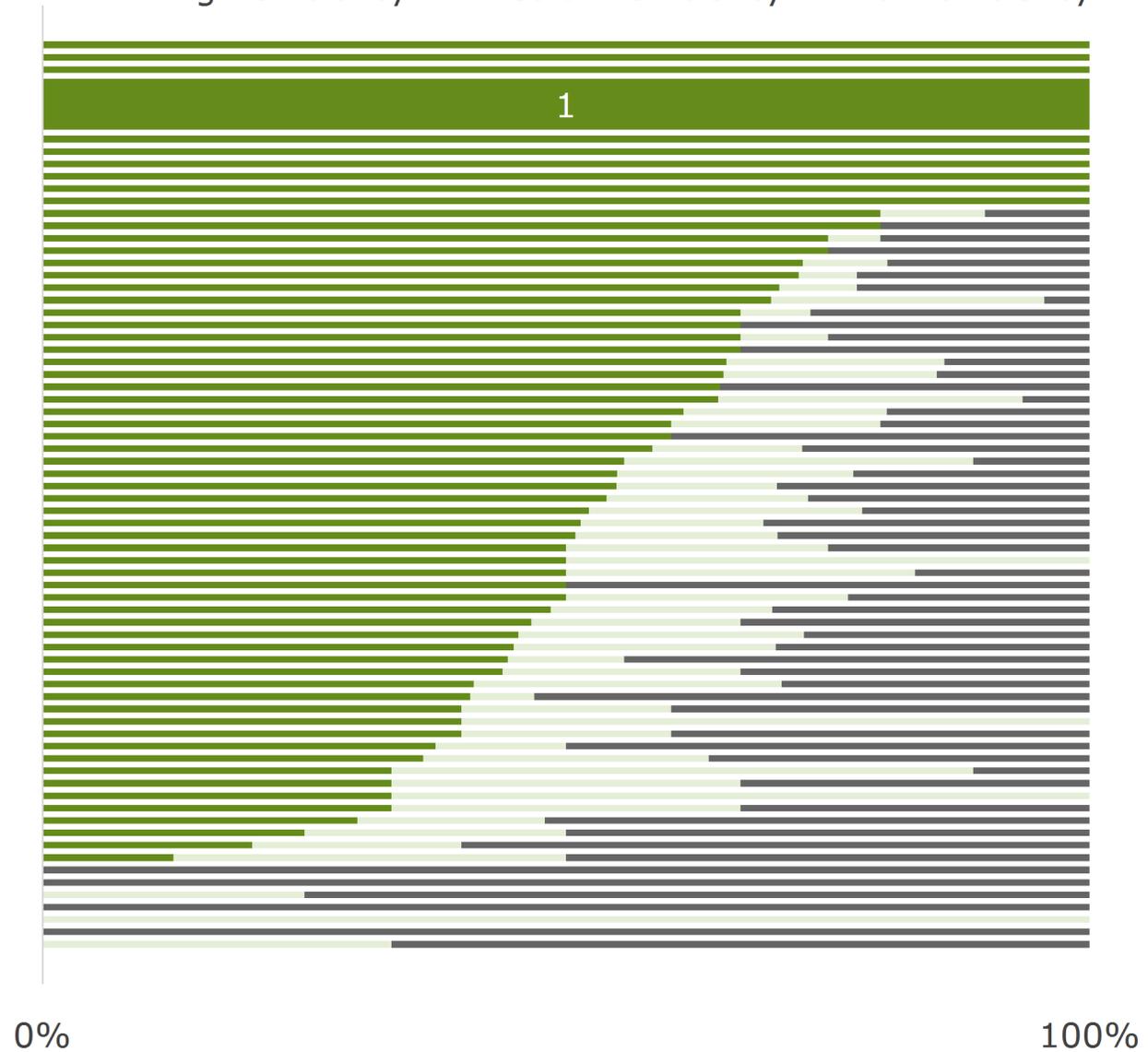


Self-Reported Ambulatory Charting Efficiency

Allied health professionals only. Efficiency level based on % of clinic charting completed during/immediately after patient encounter. (n=2,092)

■ High efficiency ■ Medium efficiency ■ Low efficiency

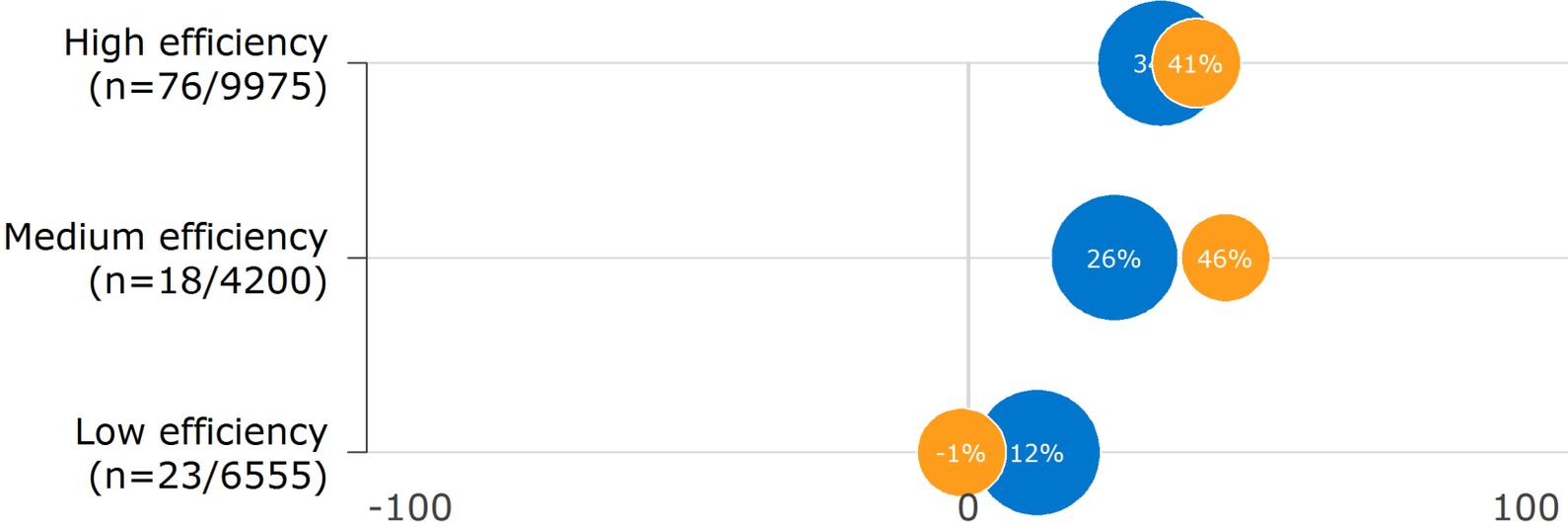
Better Care Health



Benchmarked Net EMR Experience—By Ambulatory Charting Efficiency

All clinicians

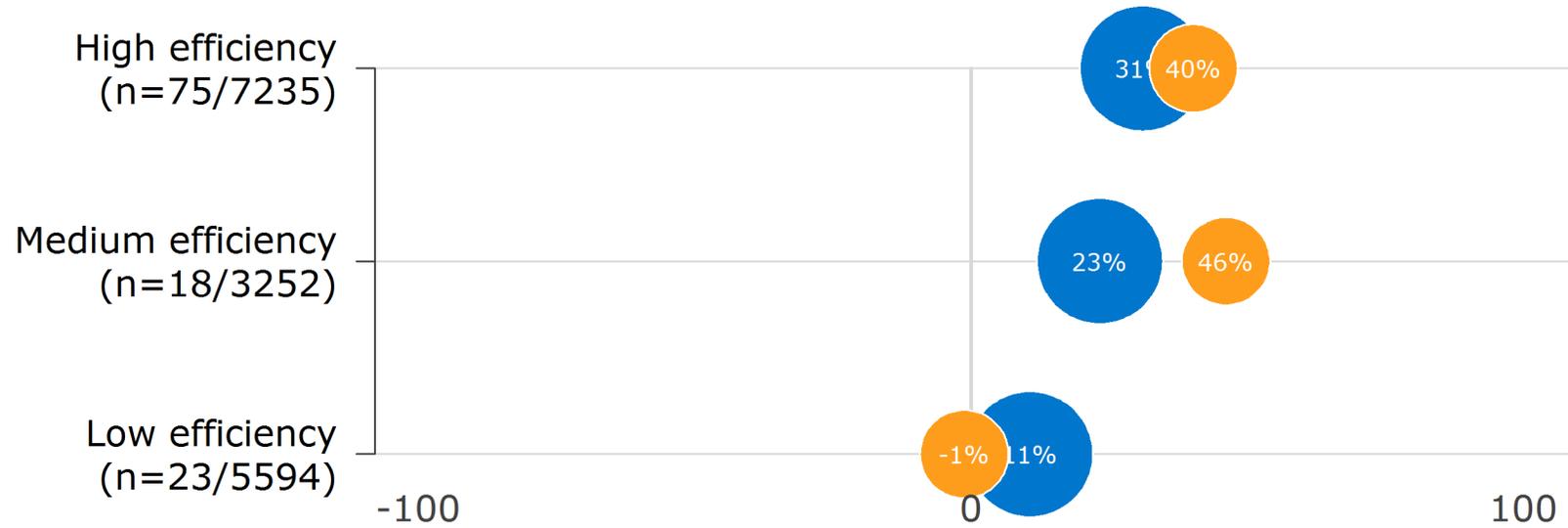
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Ambulatory Charting Efficiency

Physicians and advanced practice clinicians only

- Better Care Health
- Collaborative Average

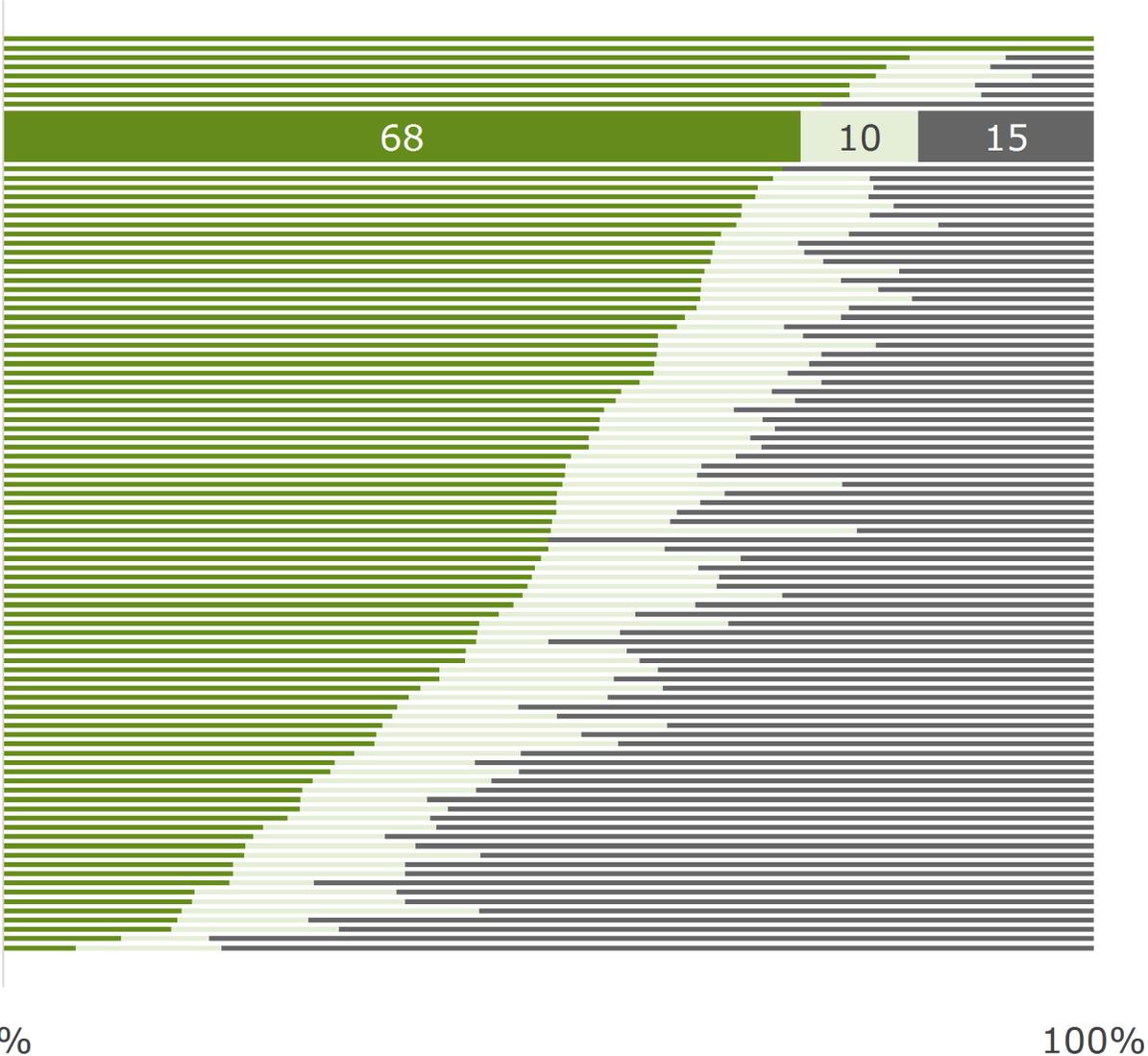


Self-Reported Inpatient Charting Efficiency

All clinicians. Efficiency level based on % of inpatient charting completed during/immediately after inpatient rounds. (n=15,323)

- High efficiency
- Medium efficiency
- Low efficiency

Better Care Health

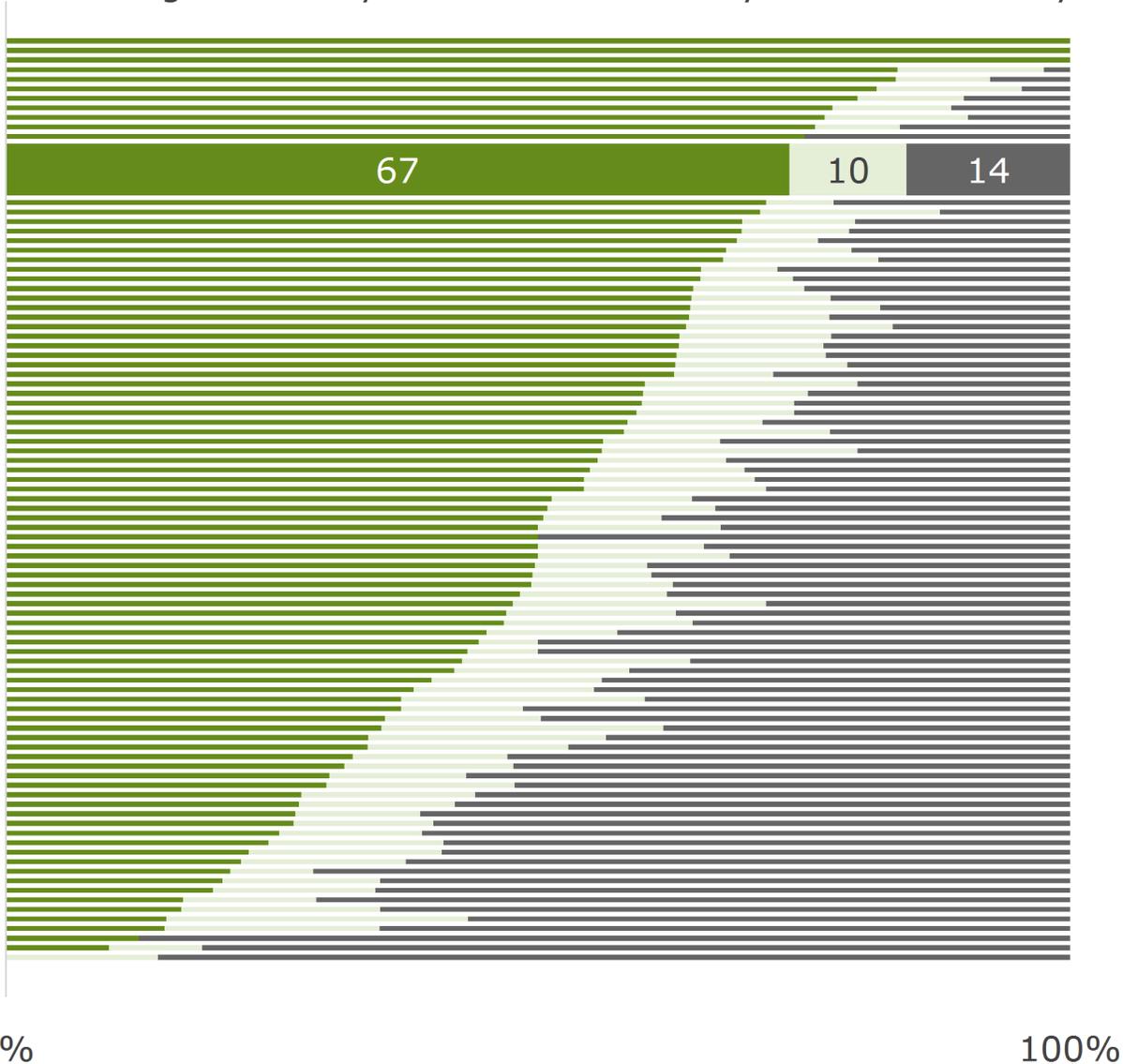


Self-Reported Inpatient Charting Efficiency

Physicians and advanced practice clinicians only. Efficiency level based on % of inpatient charting completed during/immediately after inpatient rounds. (n=11,631)

■ High efficiency ■ Medium efficiency ■ Low efficiency

Better Care Health

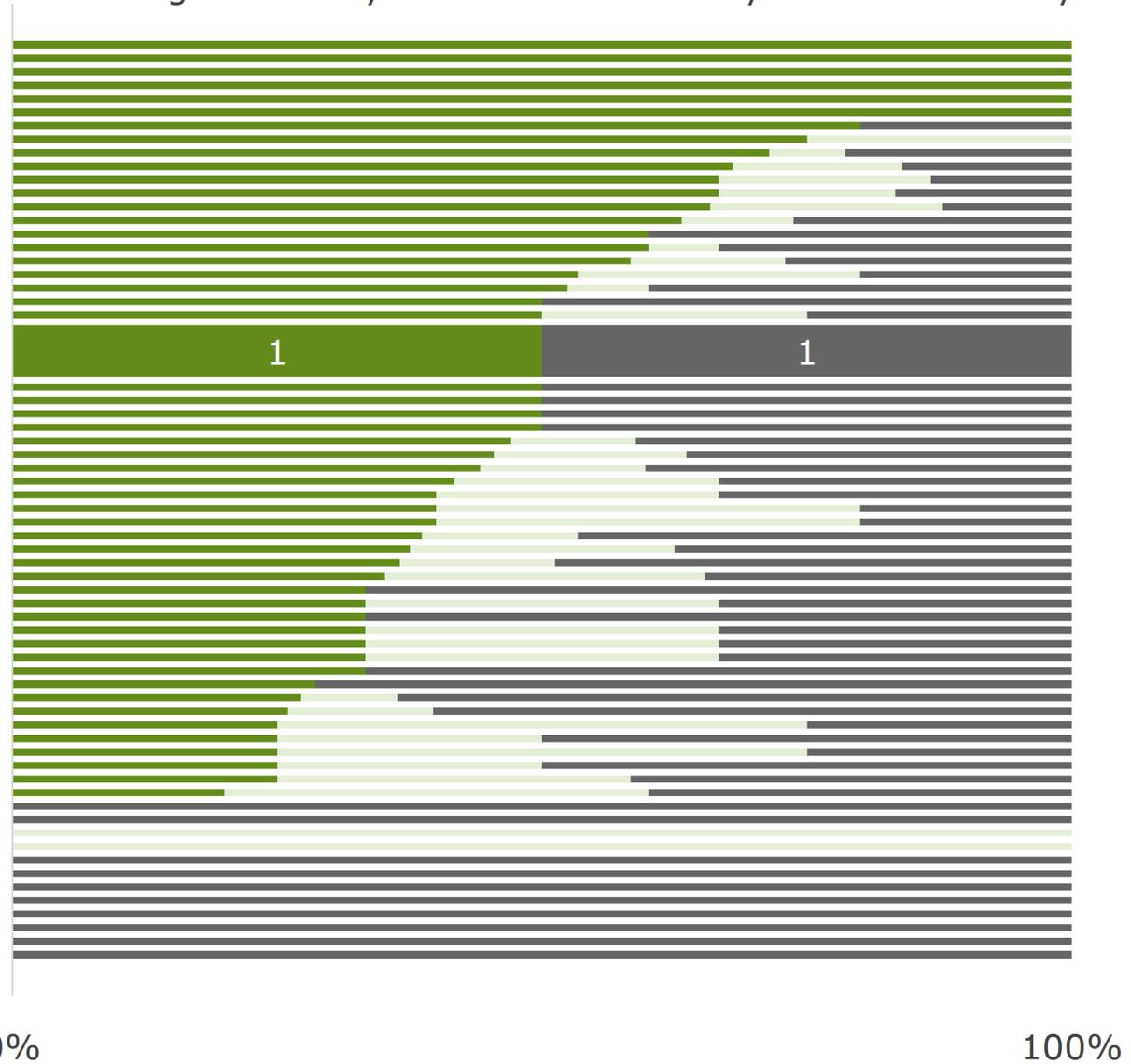


Self-Reported Inpatient Charting Efficiency

Allied health professionals only. Efficiency level based on % of inpatient charting completed during/immediately after inpatient rounds. (n=1,024)

■ High efficiency ■ Medium efficiency ■ Low efficiency

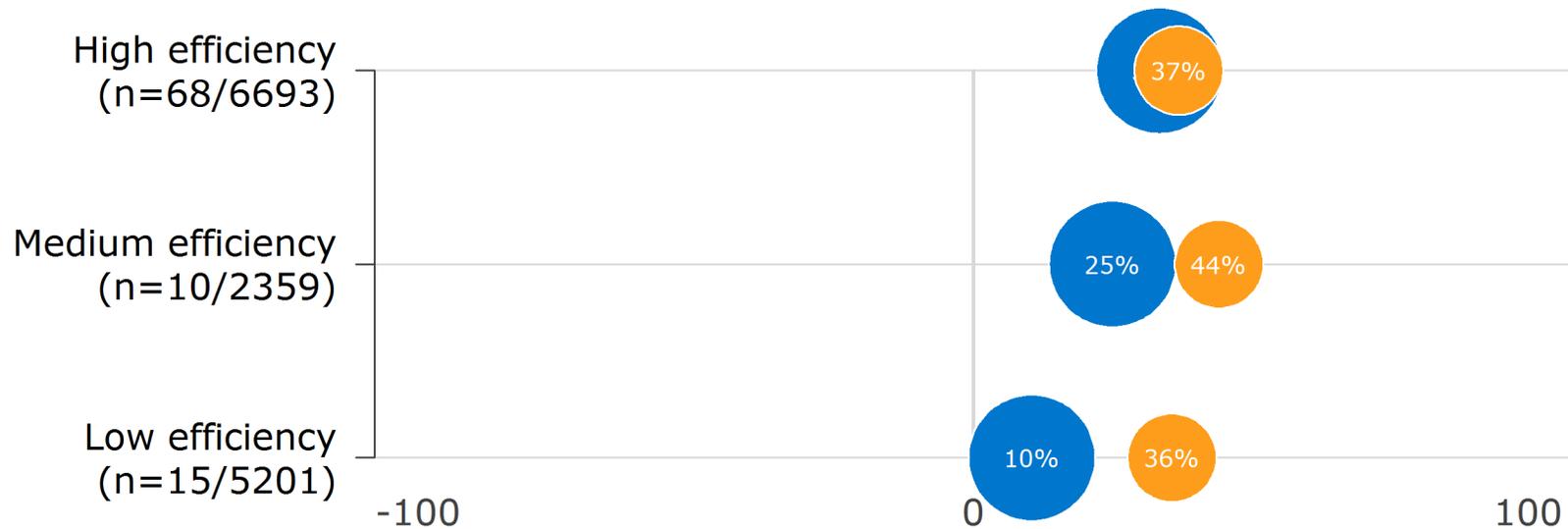
Better Care Health



Benchmarked Net EMR Experience—By Inpatient Charting Efficiency

All clinicians

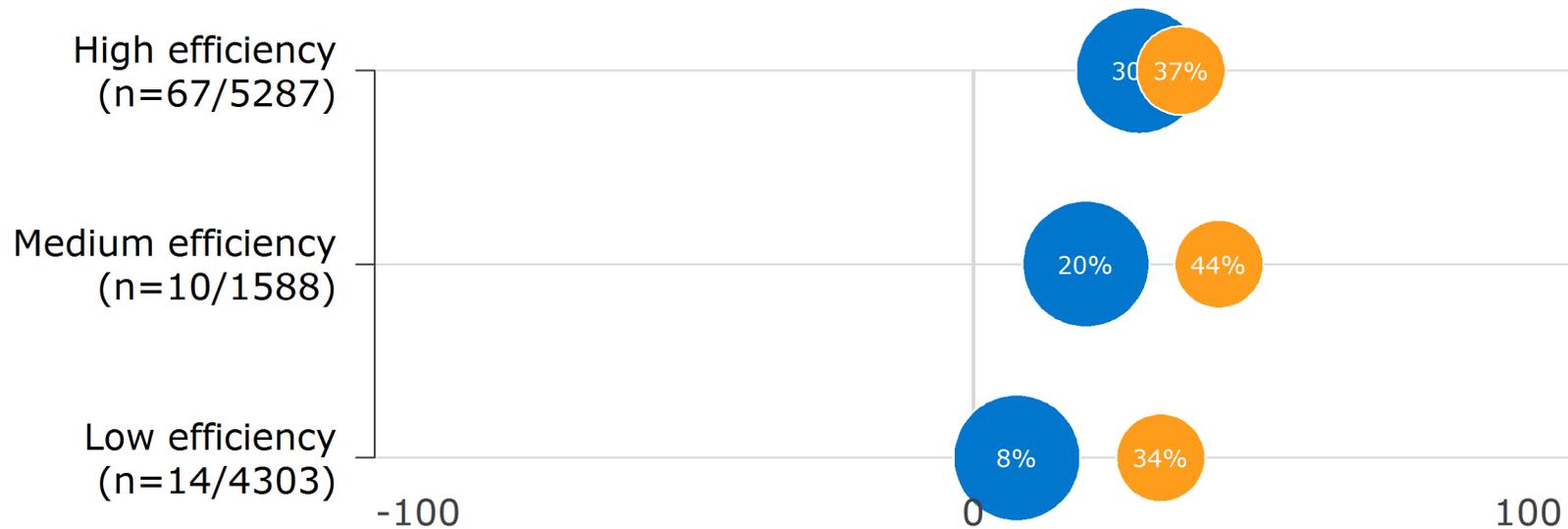
- Better Care Health
- Collaborative Average



Benchmarked Net EMR Experience—By Inpatient Charting Efficiency

Physicians and advanced practice clinicians only

- Better Care Health
- Collaborative Average

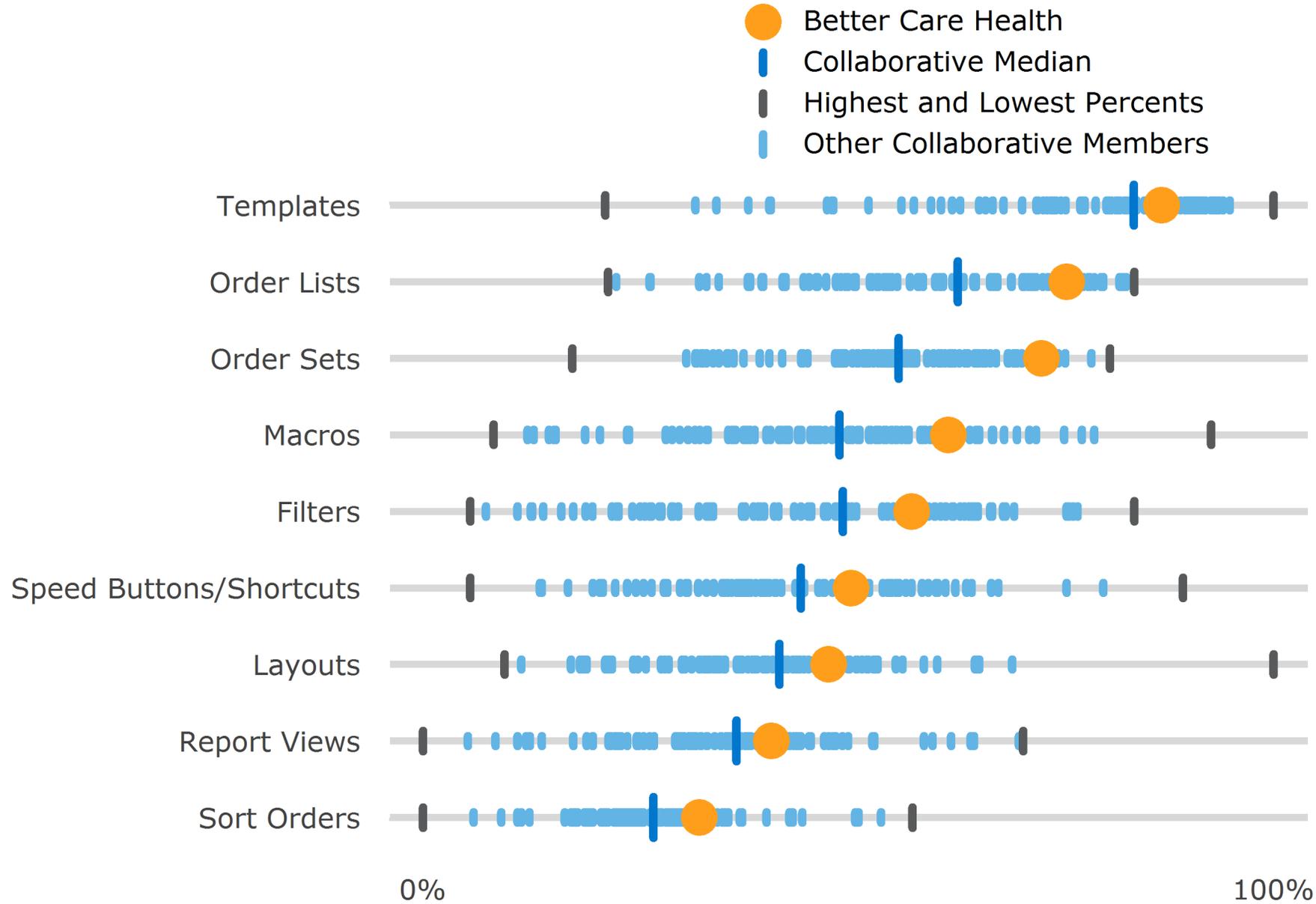


EMR Personalization



EMR Personalization Comparison

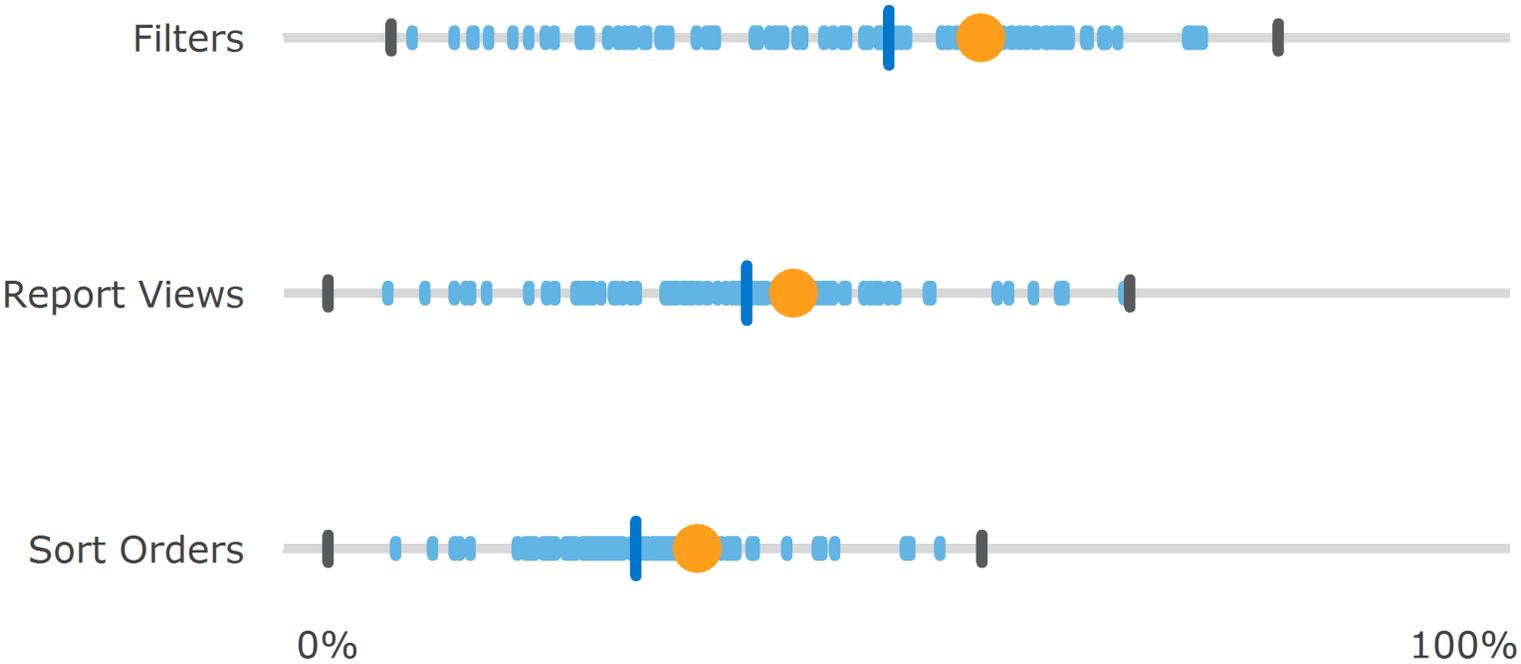
Percent of respondents reporting some effort in personalization



Personalization of Tools That Help Get Data Out of the EMR

Percent of respondents reporting some effort in personalization

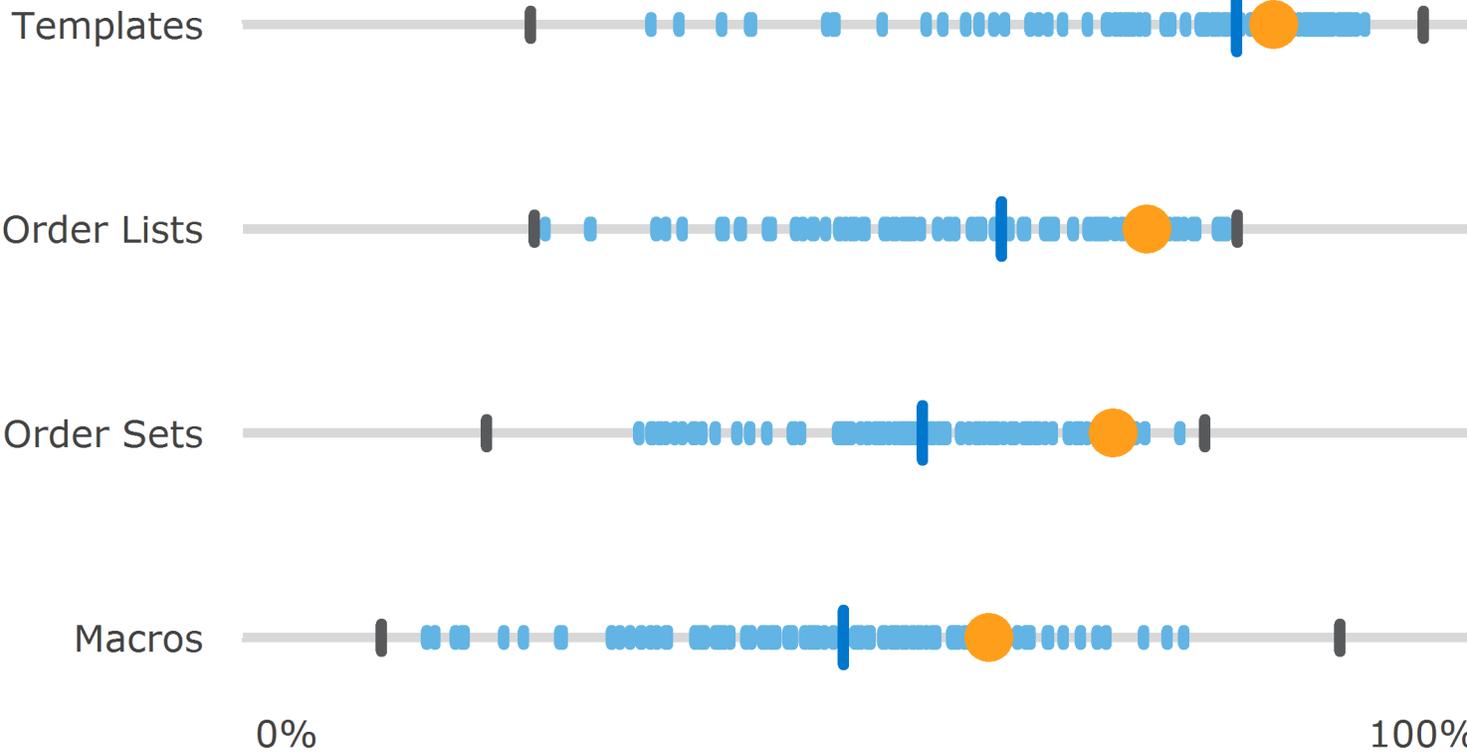
- Better Care Health
- | Collaborative Median
- | Highest and Lowest Percents
- | Other Collaborative Members



Personalization of Tools That Help Get Data Into the EMR

Percent of respondents reporting some effort in personalization

- Better Care Health
- | Collaborative Median
- | Highest and Lowest Percents
- | Other Collaborative Members



Personalization of EMR Workflows

Percent of respondents reporting some effort in personalization

- Better Care Health
- Collaborative Median
- Highest and Lowest Percents
- Other Collaborative Members

Speed Buttons/Shortcuts



Layouts

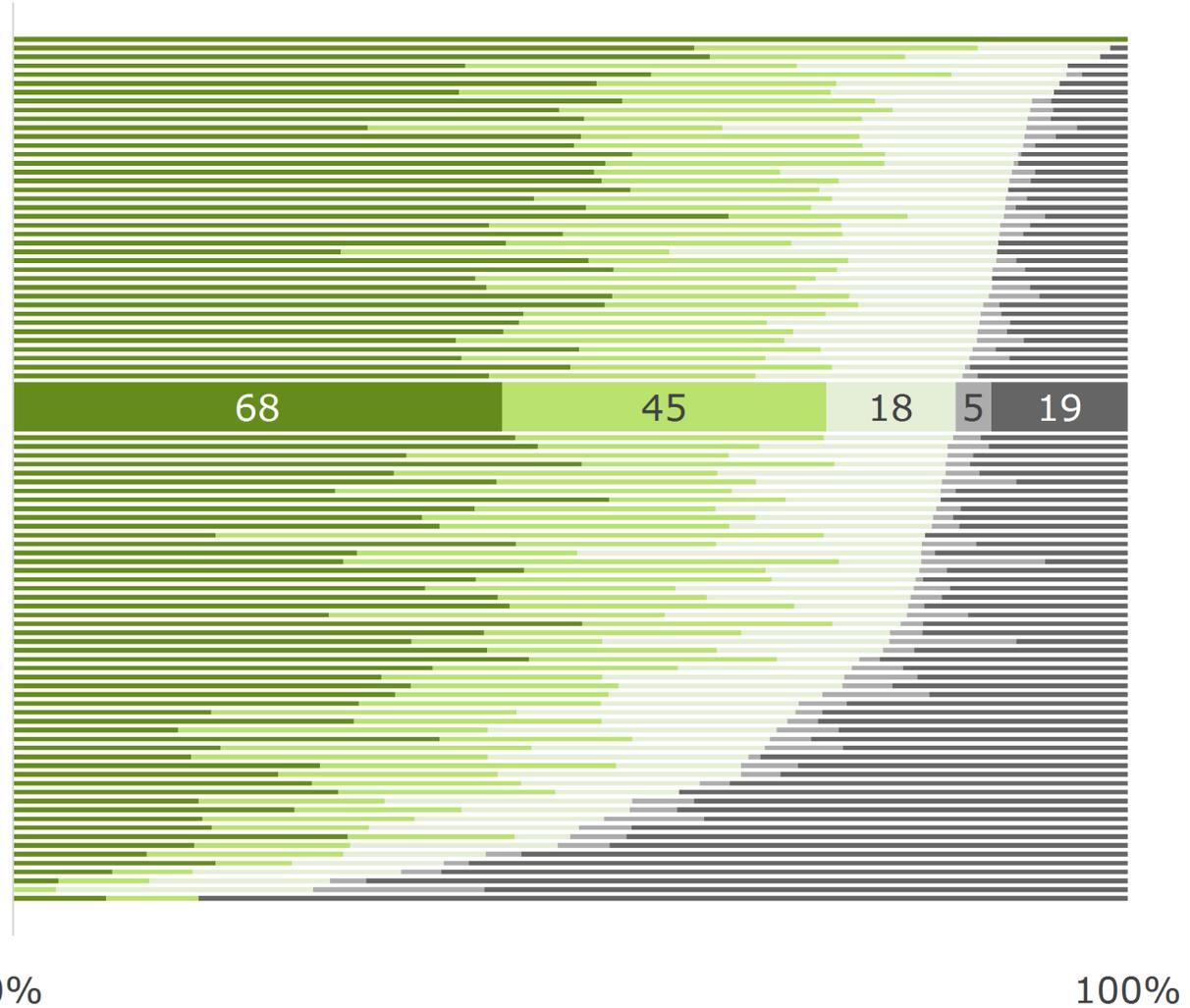


Personalized Template Use

Physicians and advanced practice clinicians only (n=19,220)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

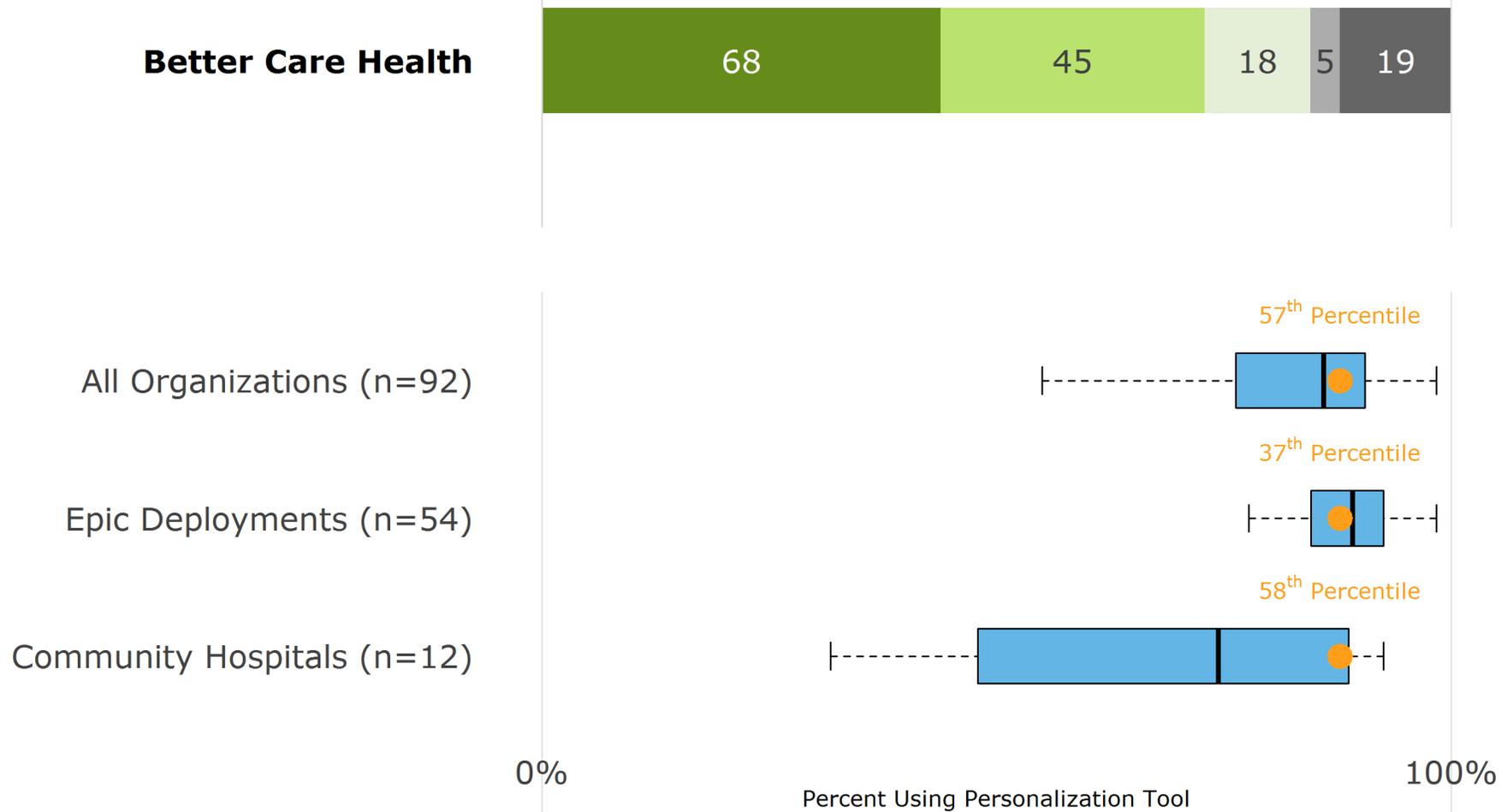
Better Care Health



Personalized Template Use

Physicians and advanced practice clinicians only (n=19,220)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

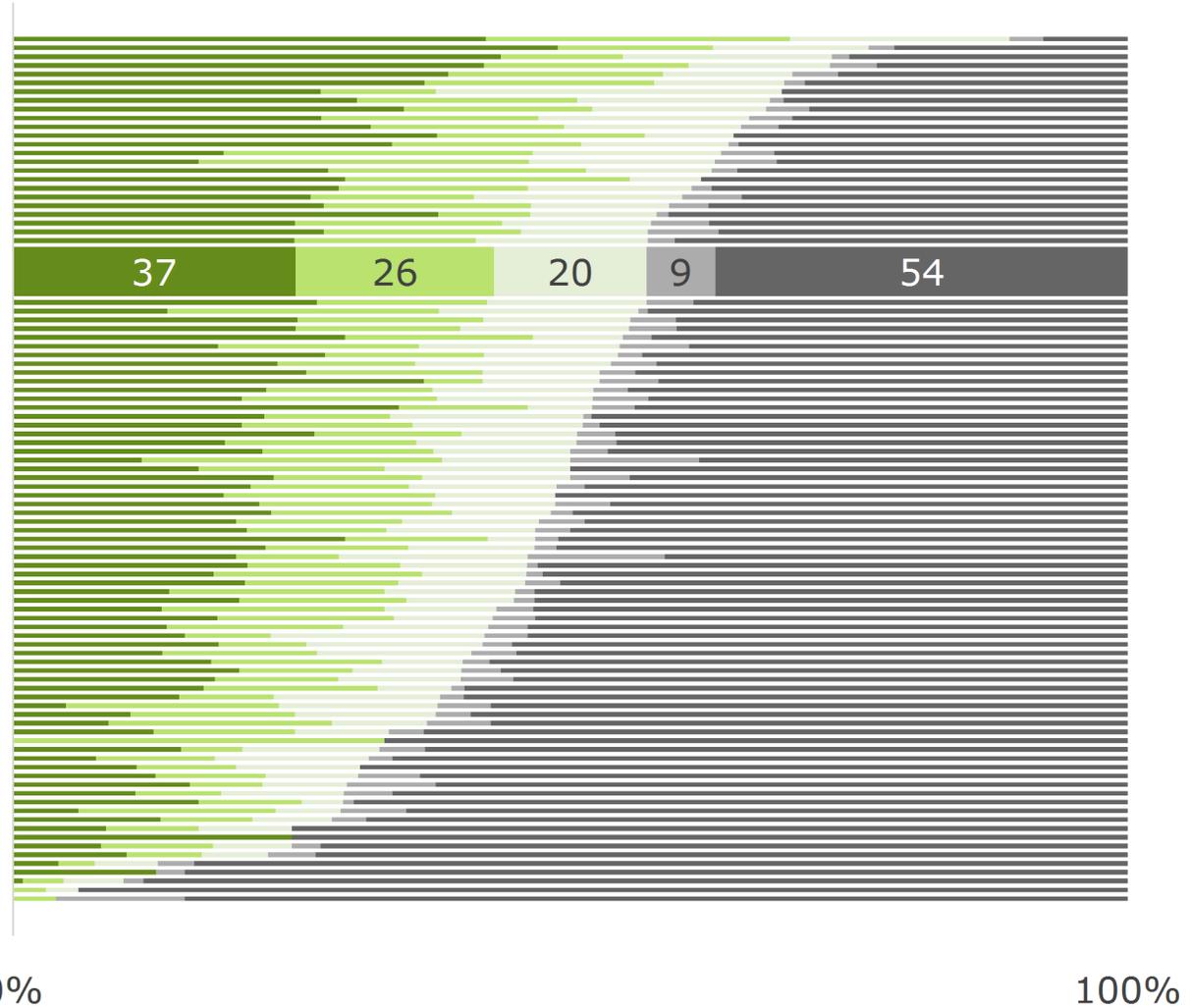


Personalized Macro Use

Physicians and advanced practice clinicians only (n=18,135)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

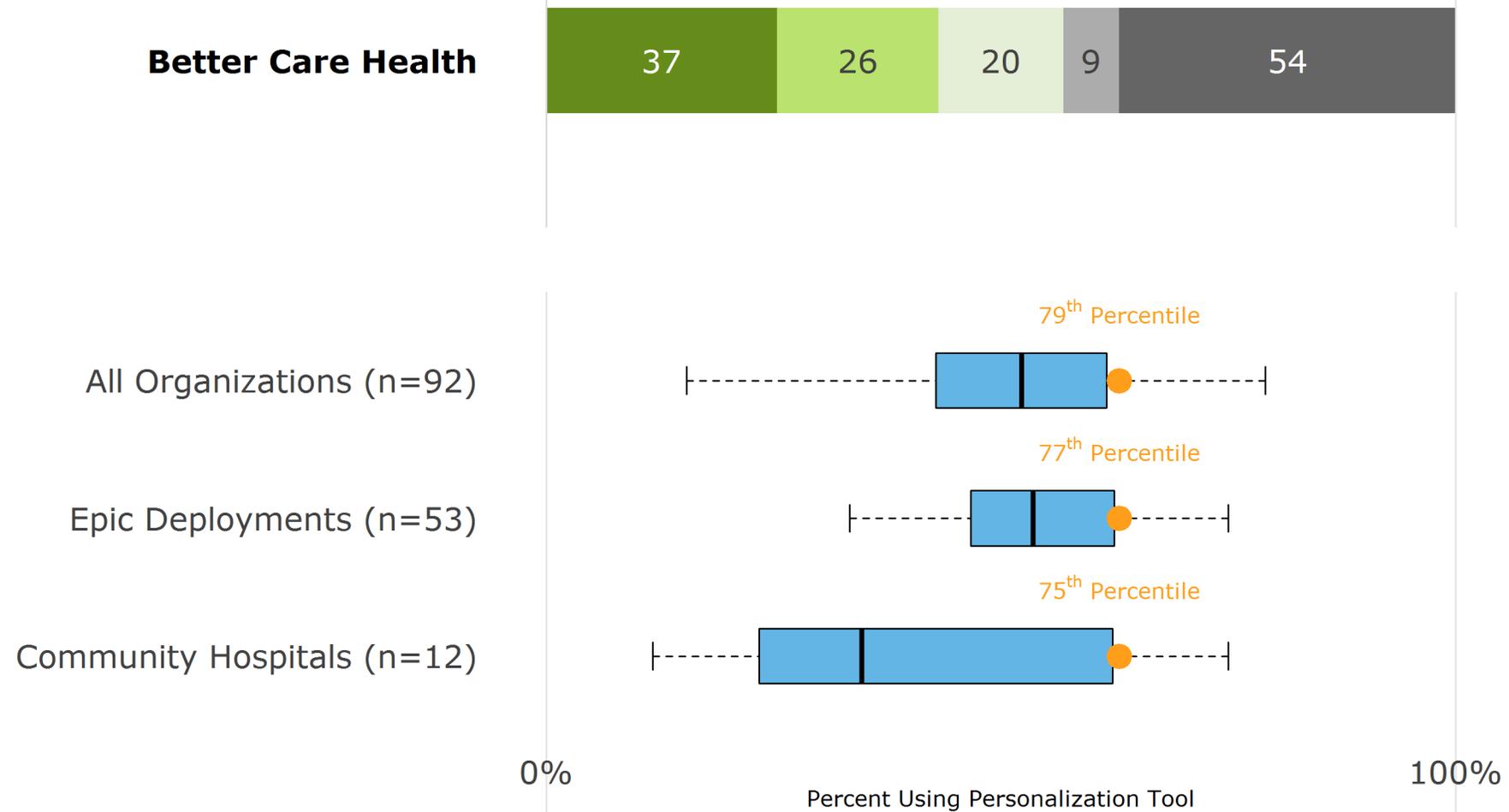
Better Care Health



Personalized Macro Use

Physicians and advanced practice clinicians only (n=18,135)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

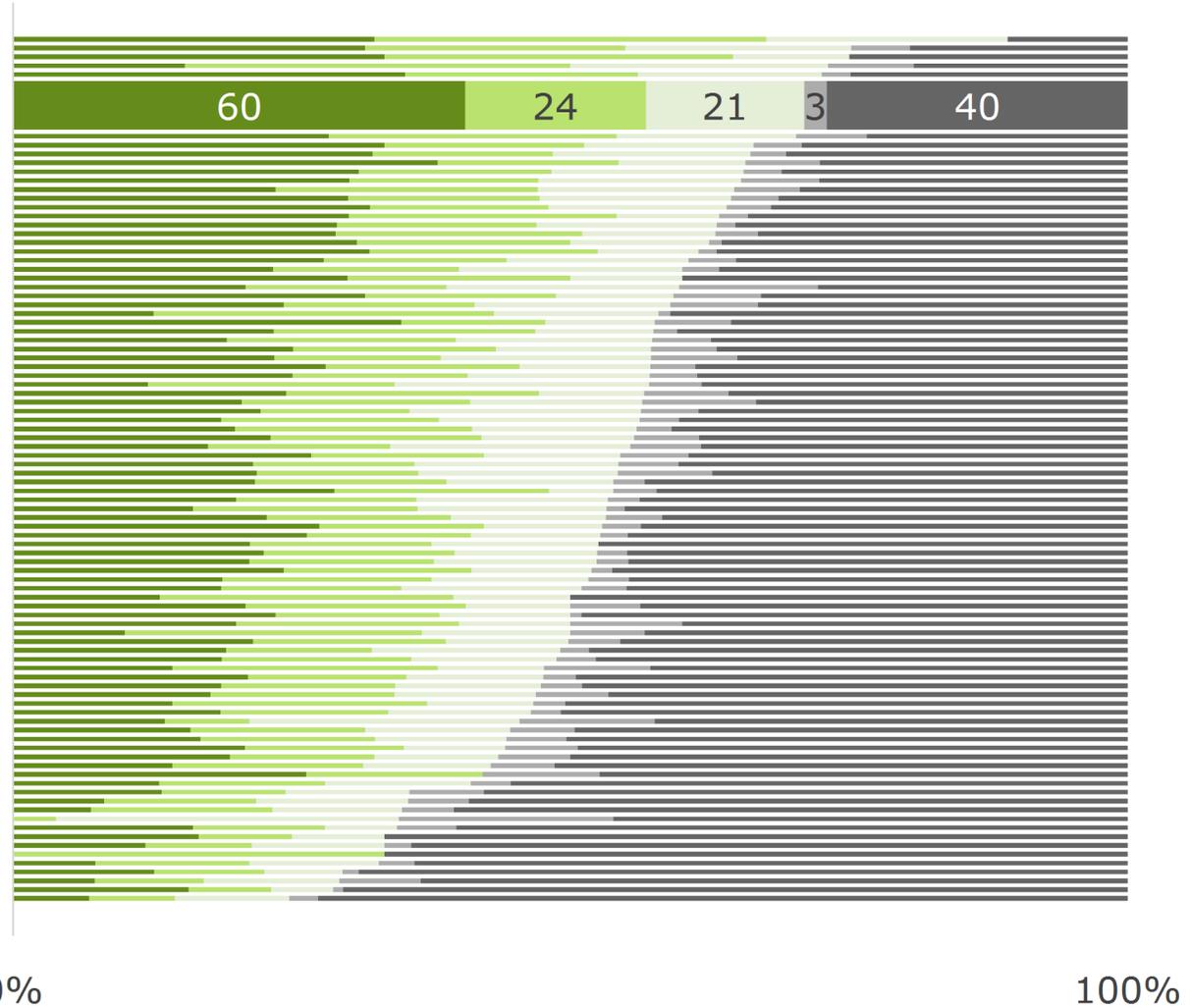


Personalized Order Set Use

Physicians and advanced practice clinicians only (n=18,231)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

Better Care Health

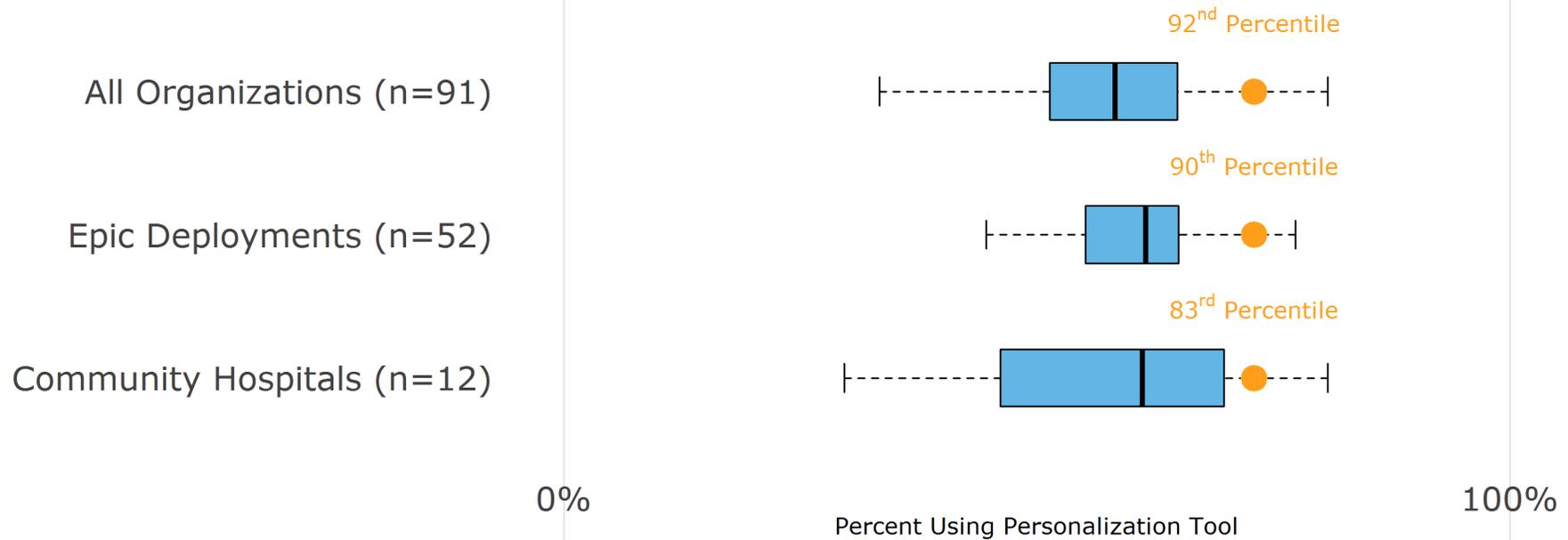


Personalized Order Set Use

Physicians and advanced practice clinicians only (n=18,231)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

Better Care Health

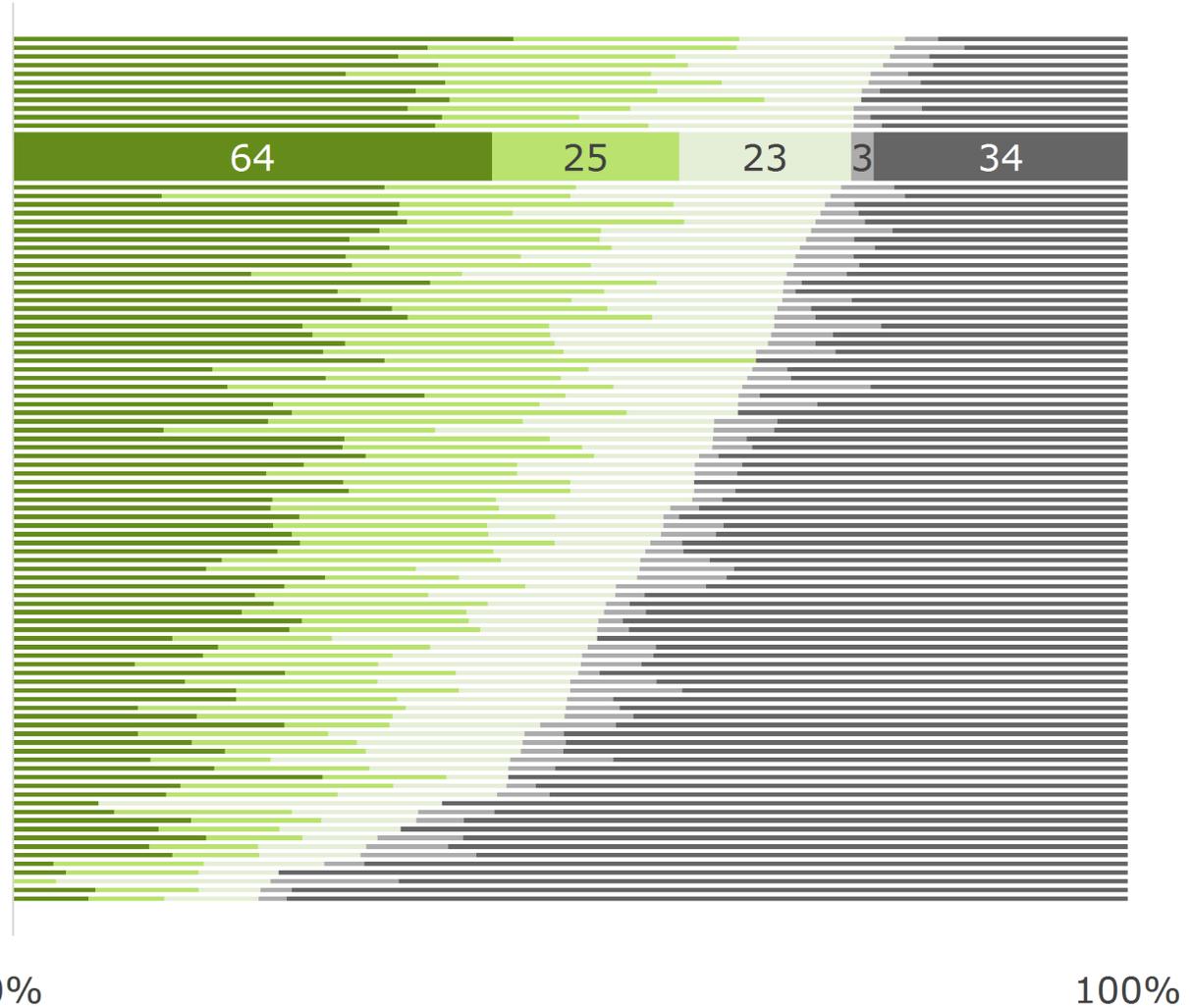


Personalized Order Preference List Use

Physicians and advanced practice clinicians only (n=18,212)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

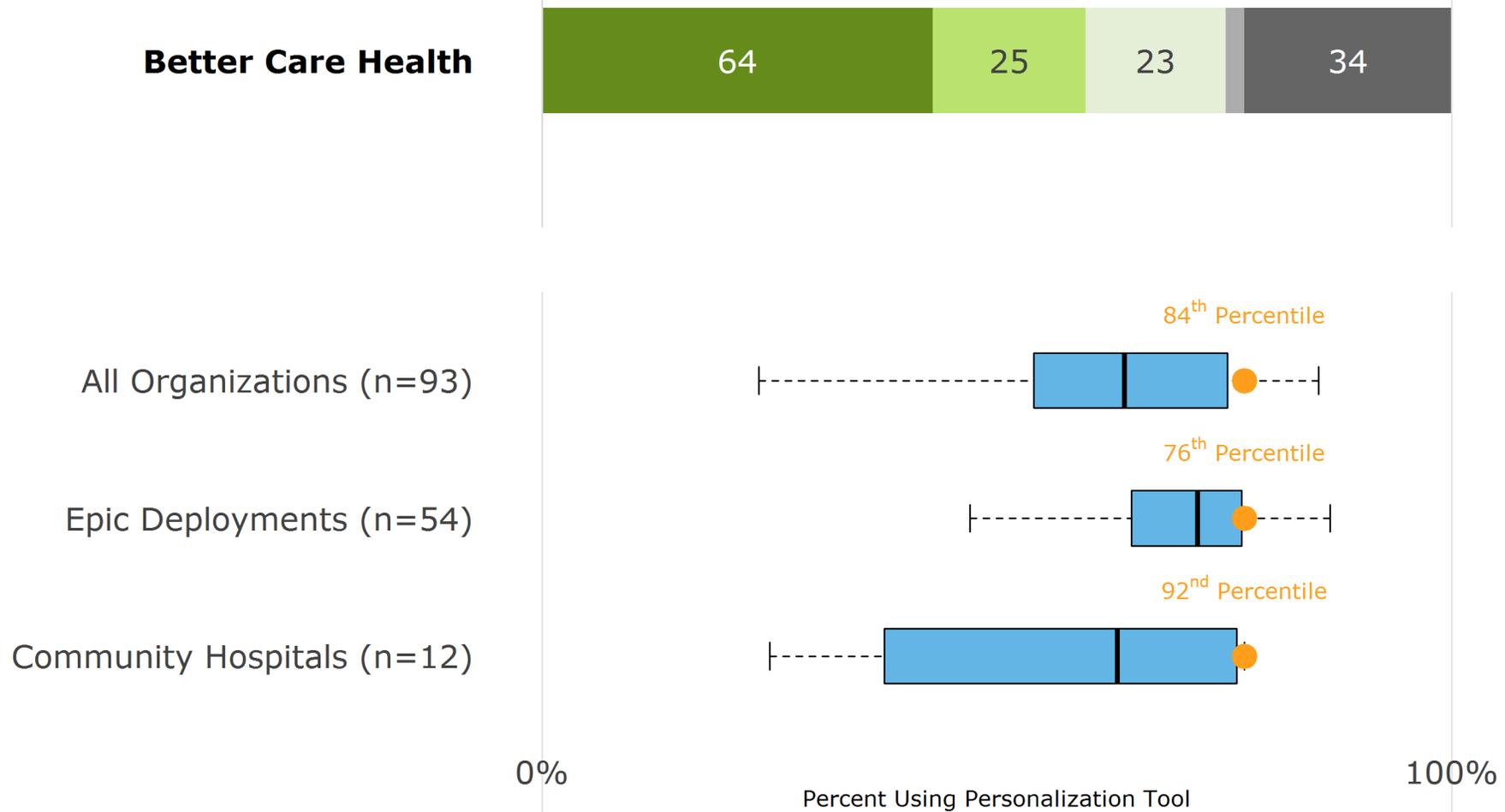
Better Care Health



Personalized Order Preference List Use

Physicians and advanced practice clinicians only (n=18,212)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

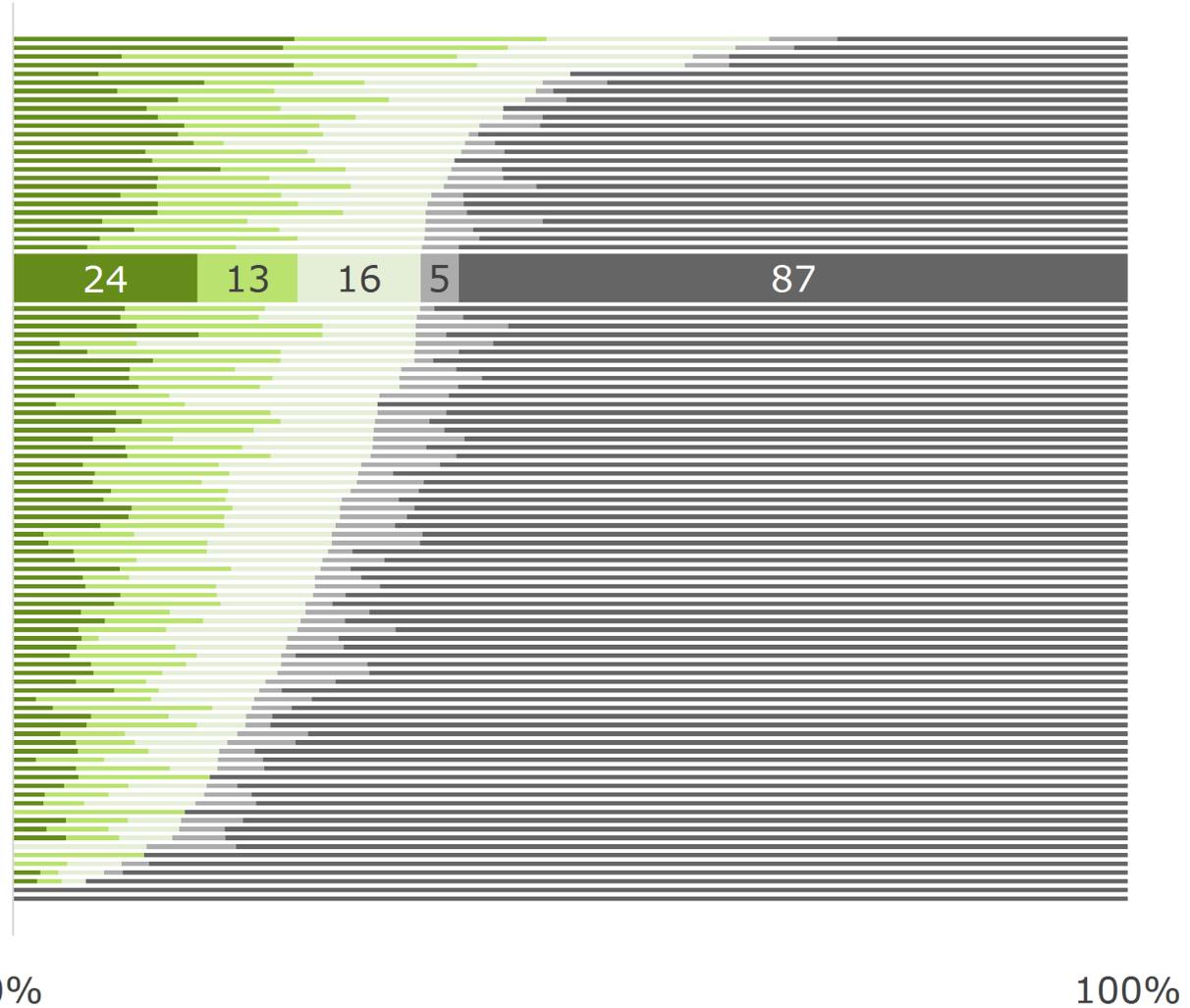


Personalized Report View Use

Physicians and advanced practice clinicians only (n=18,208)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

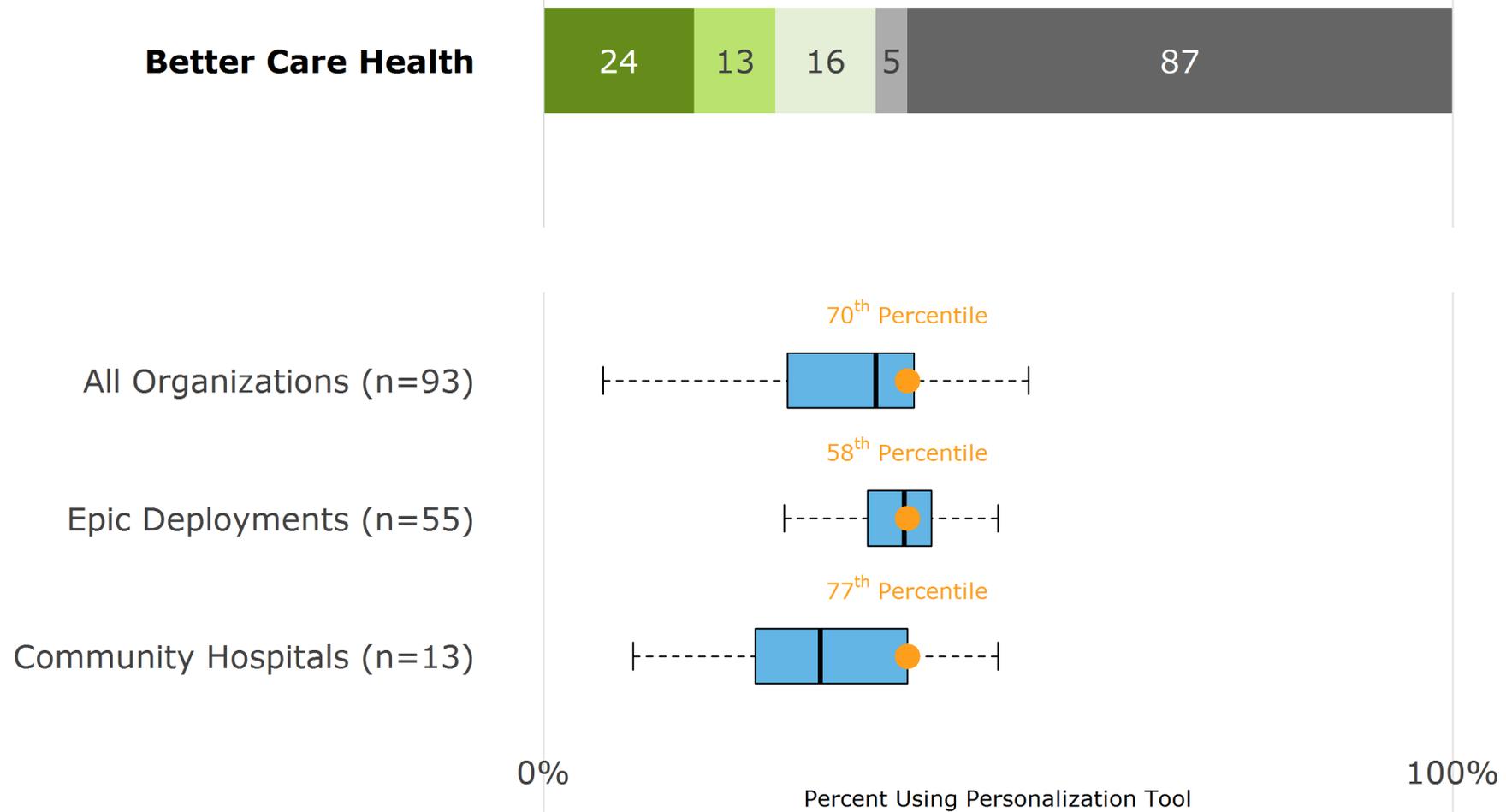
Better Care Health



Personalized Report View Use

Physicians and advanced practice clinicians only (n=18,208)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

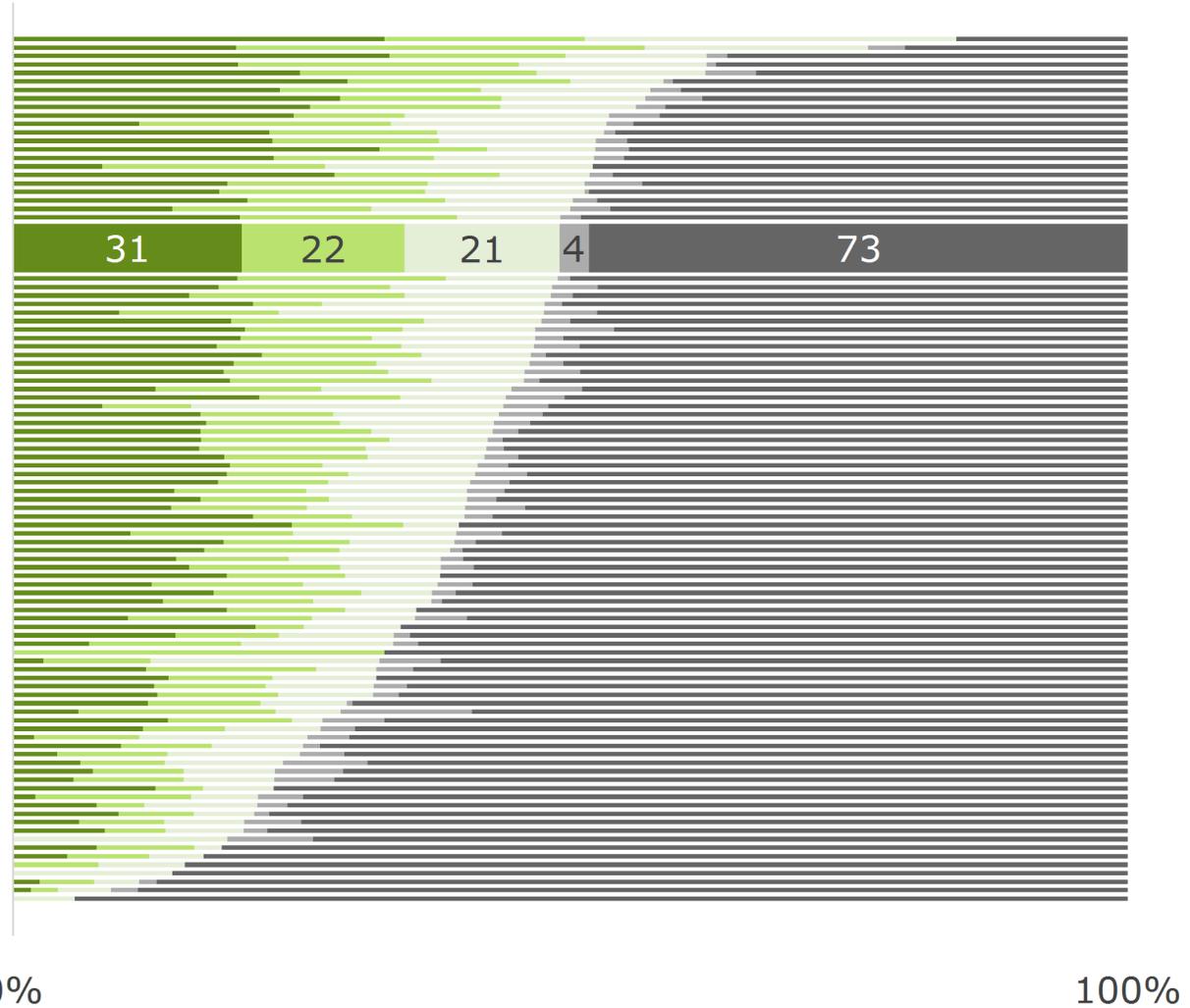


Personalized Speed Buttons/Shortcuts Use

Physicians and advanced practice clinicians only (n=18,541)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

Better Care Health

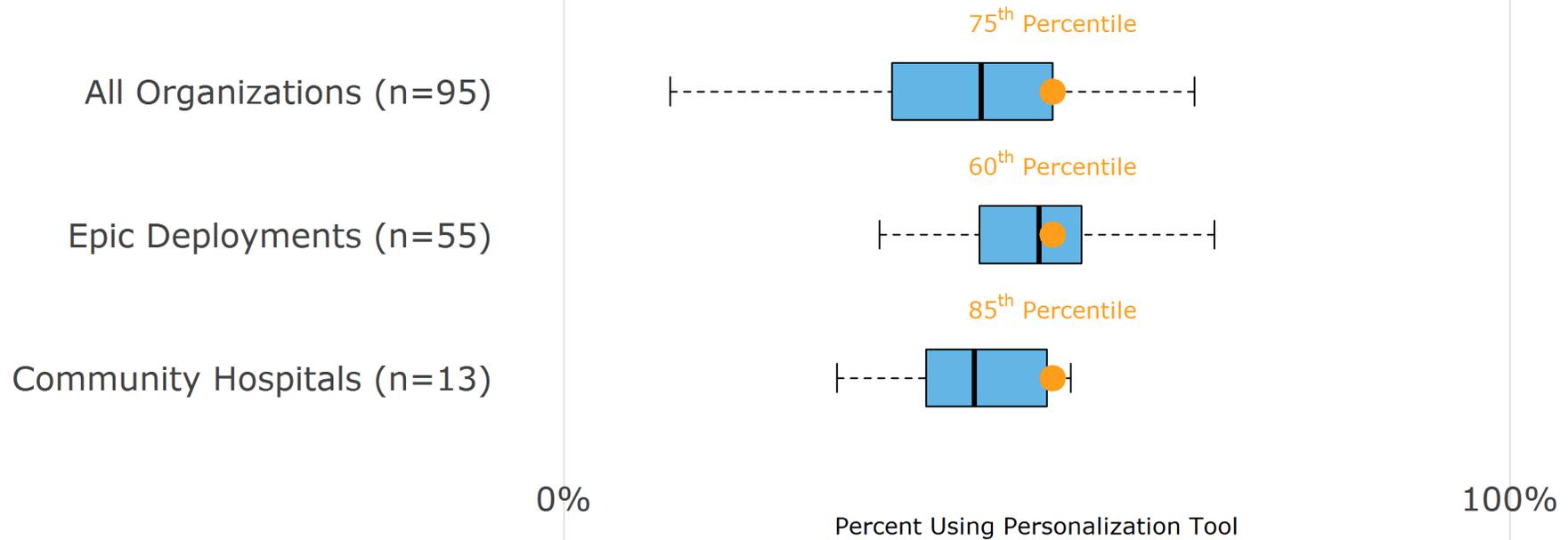


Personalized Speed Buttons/Shortcuts Use

Physicians and advanced practice clinicians only (n=18,541)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

Better Care Health

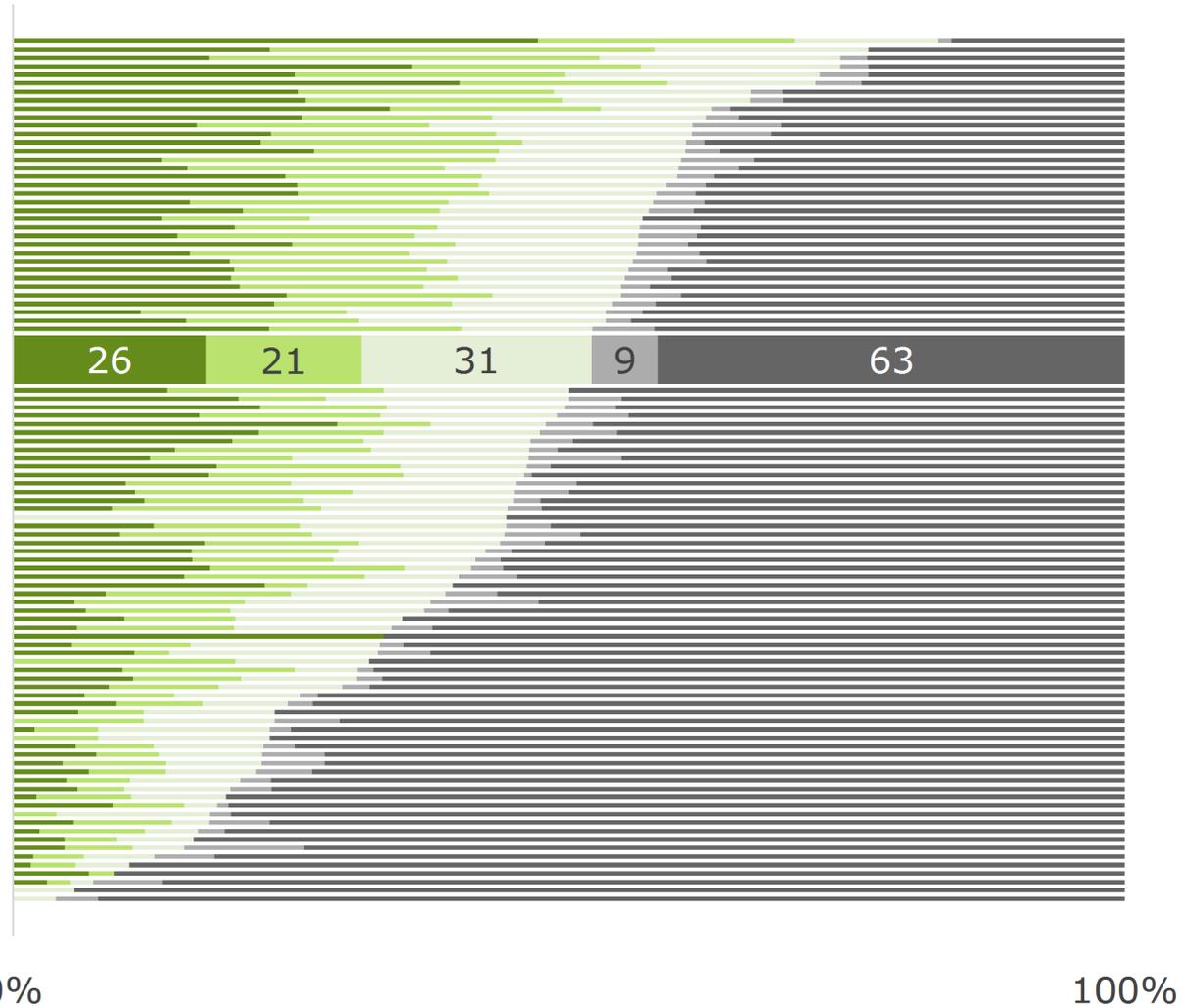


Personalized Filters Use

Physicians and advanced practice clinicians only (n=18,878)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

Better Care Health

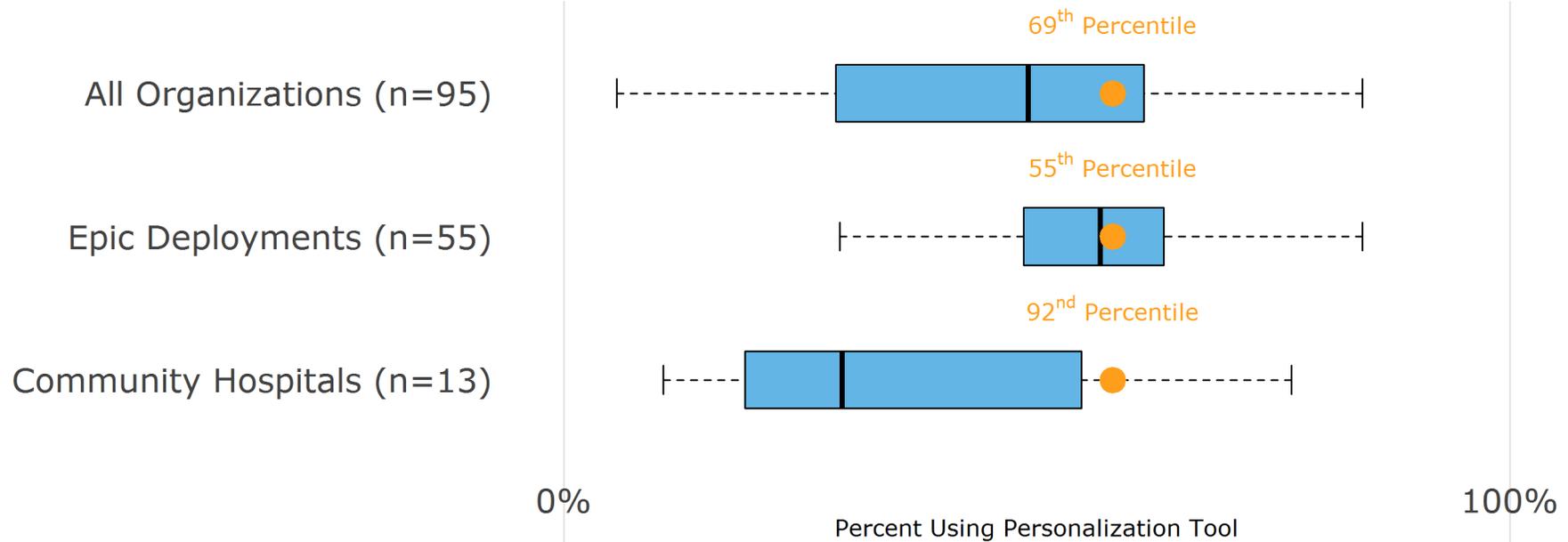


Personalized Filters Use

Physicians and advanced practice clinicians only (n=18,878)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

Better Care Health

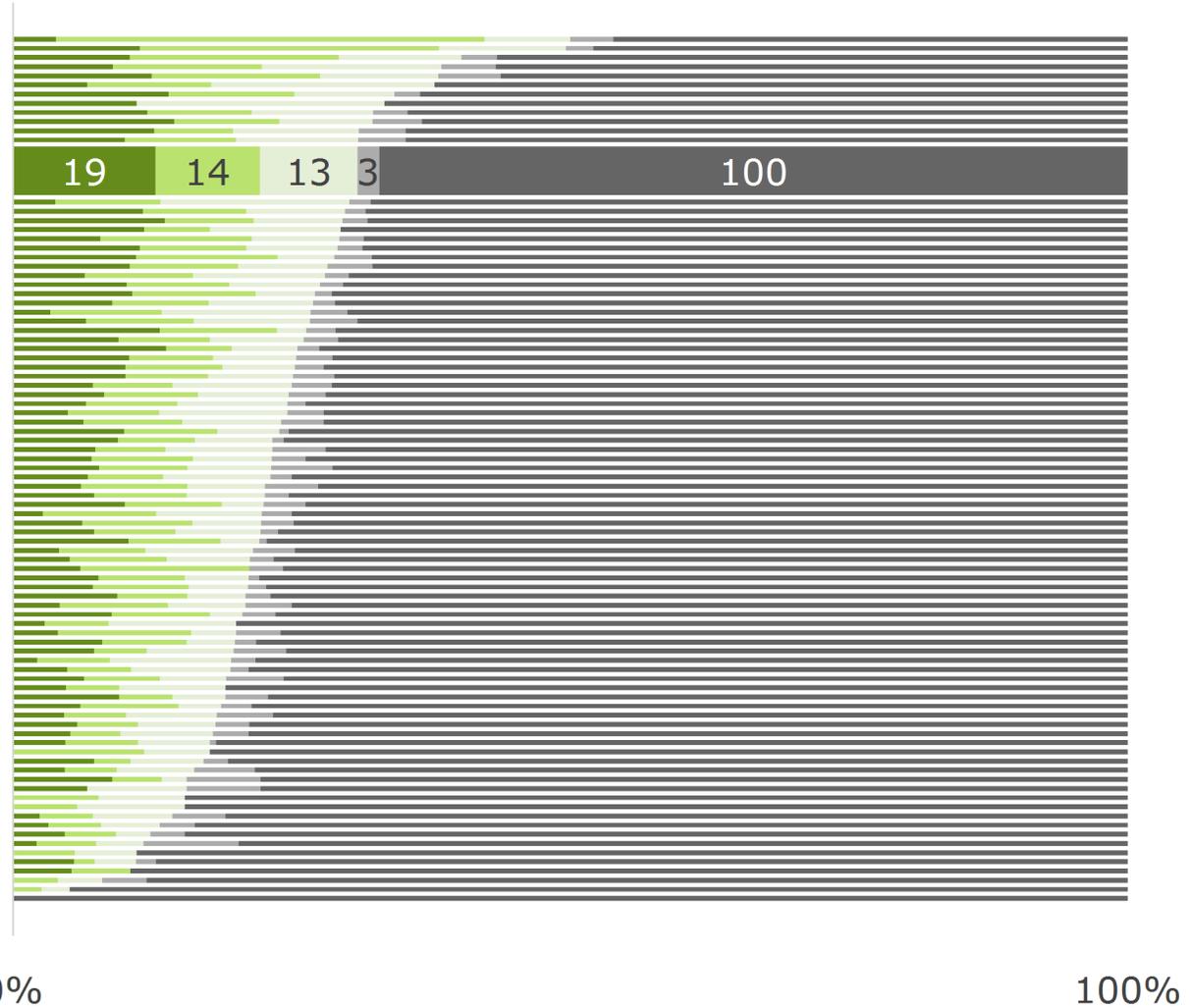


Personalized Sort Orders Use

Physicians and advanced practice clinicians only (n=17,211)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

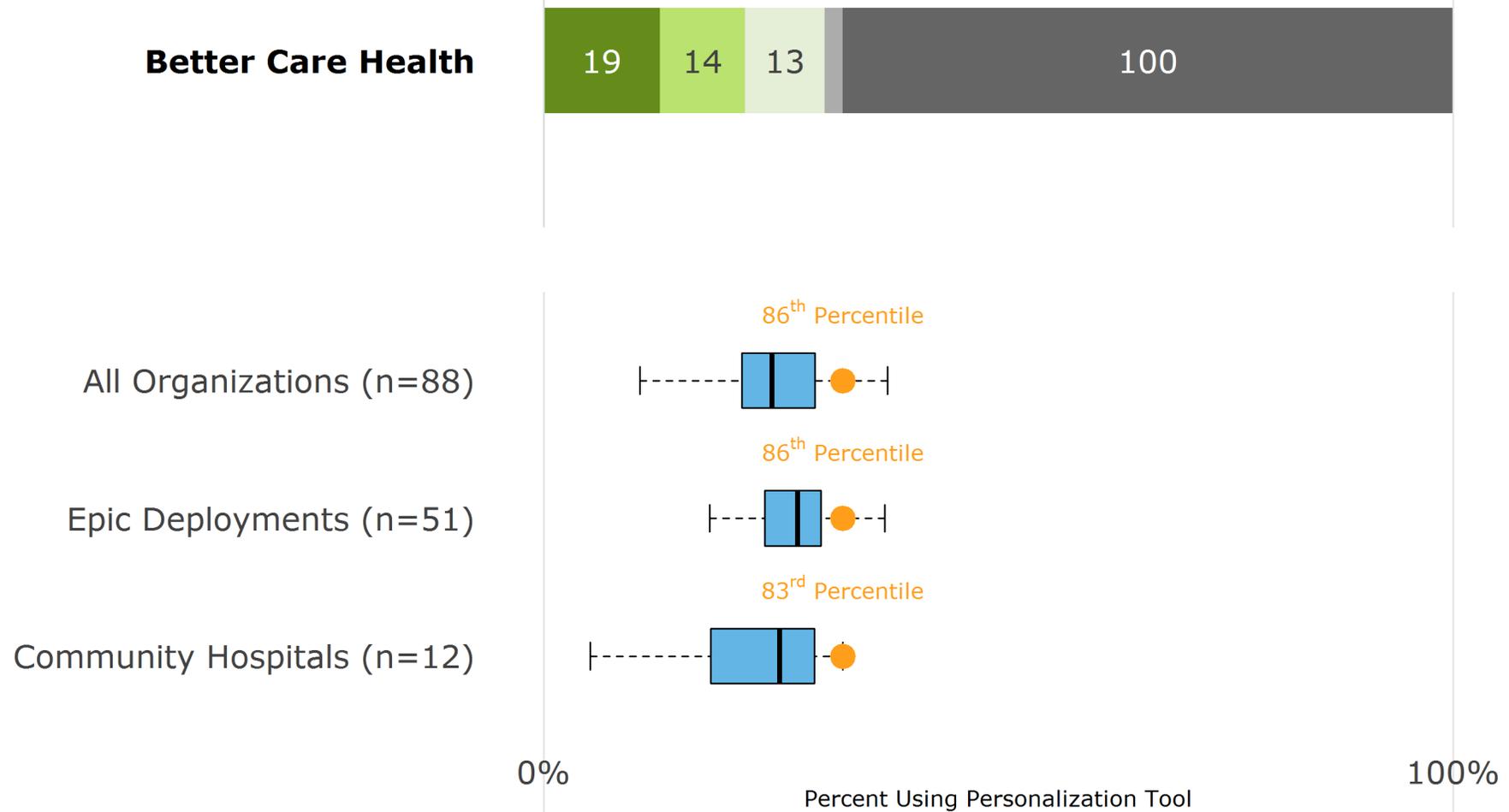
Better Care Health



Personalized Sort Orders Use

Physicians and advanced practice clinicians only (n=17,211)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

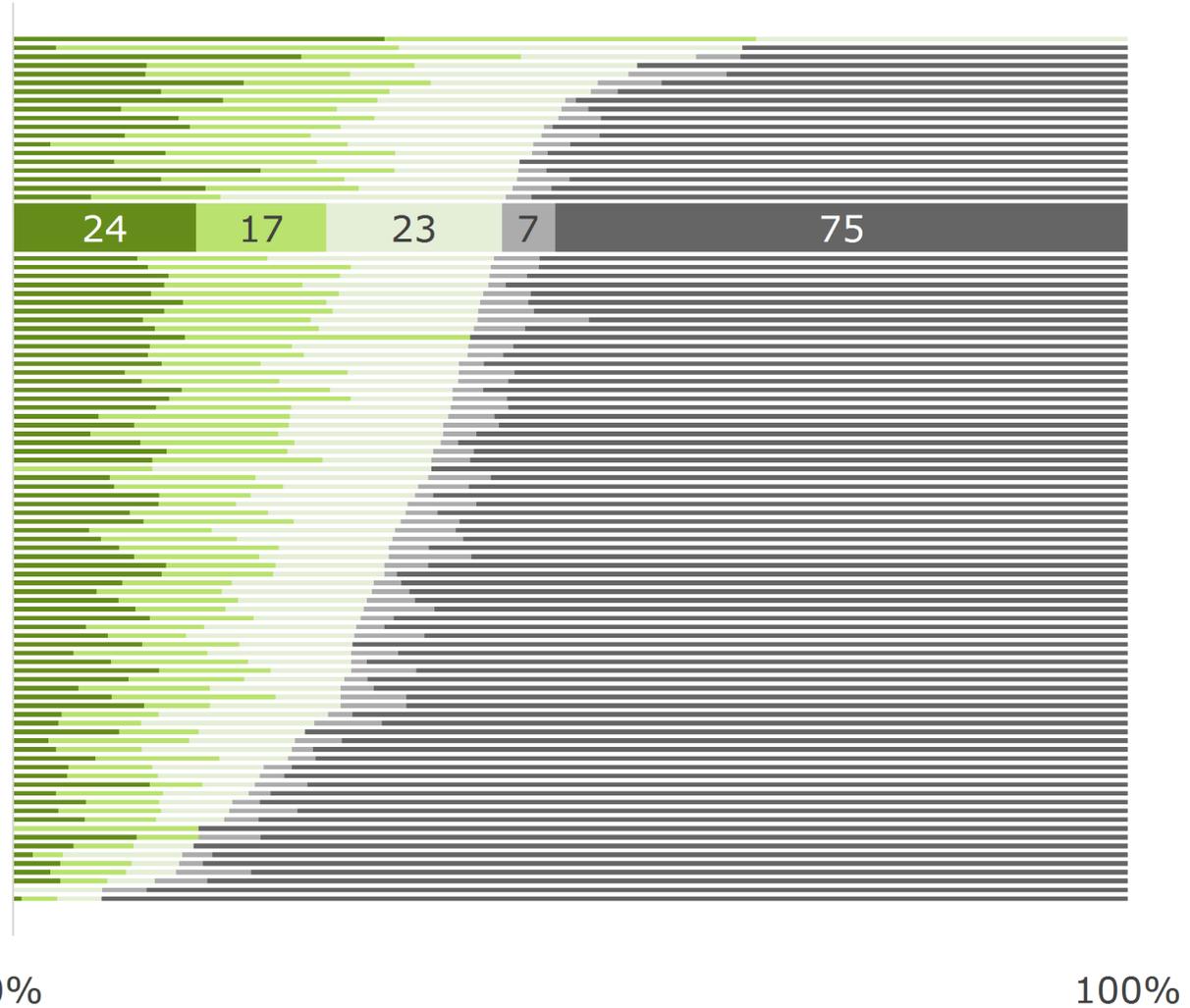


Personalized Layouts Use

Physicians and advanced practice clinicians only (n=18,038)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

Better Care Health



Personalized Layouts Use

Physicians and advanced practice clinicians only (n=18,038)

- Used and found very useful
- Used and found useful
- Used with some usefulness
- Used but not useful
- I have not used this

Better Care Health

