



COMMUNITY
HEALTH CARE
ASSOCIATION
of New York State

Optimizing the EHR Using the KLAS EHR Experience Survey: An EHR- Agnostic Training Series

Session 1- September 28, 2023

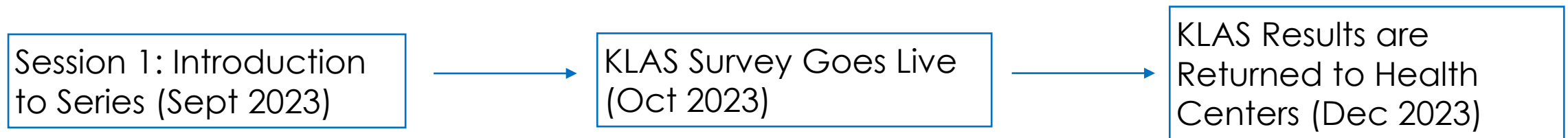
Agenda

1. Welcome and Introductions to the series
2. Alan Nebeker, KLAS research, on KLAS EHR Experience Survey and KLAS resources
3. Sarah Nosal, Institute for Family Health, on using KLAS survey data
4. Q&A for Alan and Sarah
5. Finalize session 4 topic

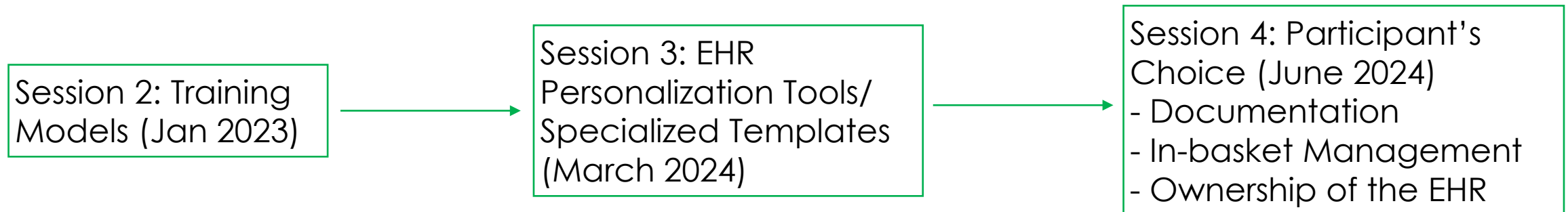


EHR Agnostic Training Overview

Part 1: Level-Setting and Collection Data

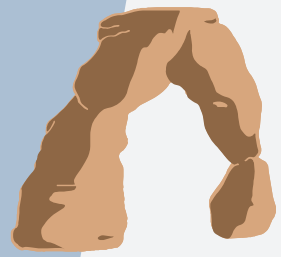


Part 2: Diving into Data and Case Studies



Alan Nebeker, KLAS Research





KLAS
RESEARCH

*Arch
Collaborative*

EHR Experience Survey

Alan Nebeker – Director, Provider Success

Who is KLAS?

KLAS is entirely dedicated to improving healthcare by providing **accurate, honest, and impartial** insights that move the market.

3,100+

Healthcare customer executives (VP and C-Level) who actively participate by sharing their experiences. They also benefit from accessing KLAS data and reports.

5,400+

Healthcare organizations worldwide represented in the KLAS data through the participation of their employees each year who share their voices and experiences.

23,000+

Interviews conducted each year. Over 90% are person-to-person interviews with current customers.

900+

Healthcare IT products and services measured by KLAS.

420+

Vendors measured and highlighted in KLAS reports.

27,839

Downloads of KLAS specialty reports published last year by healthcare customers. Average of 400-500 healthcare customer downloads per report.

32

Members of the **KLAS Advisory Board**

[CLICK HERE](#) to see complete list of Advisory Board Members



Research focus is on the customer experience.



Vendors receive guidance.



KLAS insights assist organizations.



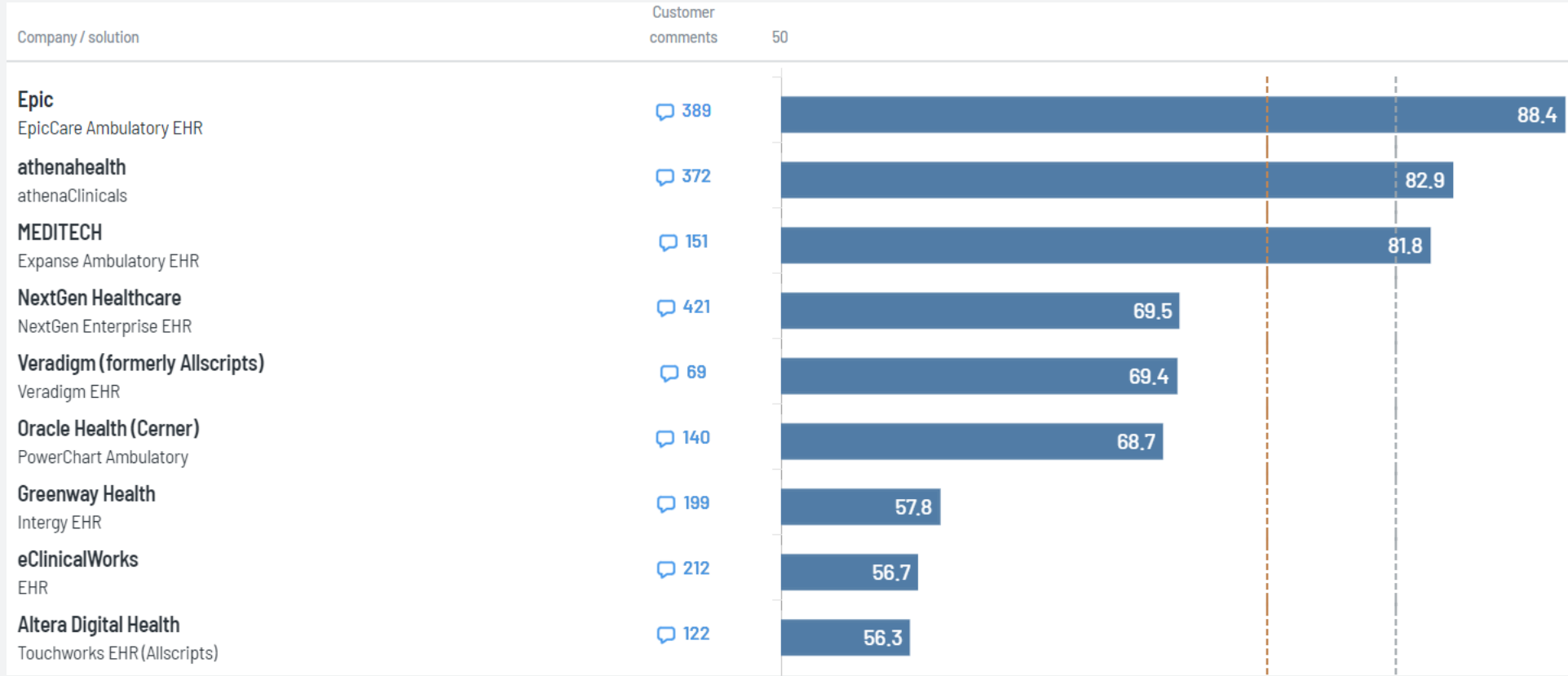
What we do ▾ Who we help ▾ Who we are ▾

Search

Welcome, ALAN

Inpatient Clinical Care Ambulatory & Post Acute Care Global RevenueCycle Financial / HIM Value Based Care Security & Privacy Services & Consulting Imaging Systems Payer Solutions

Our vendor differentiation data is published to our website, with the intent of helping health-care organizations make informed purchasing decisions

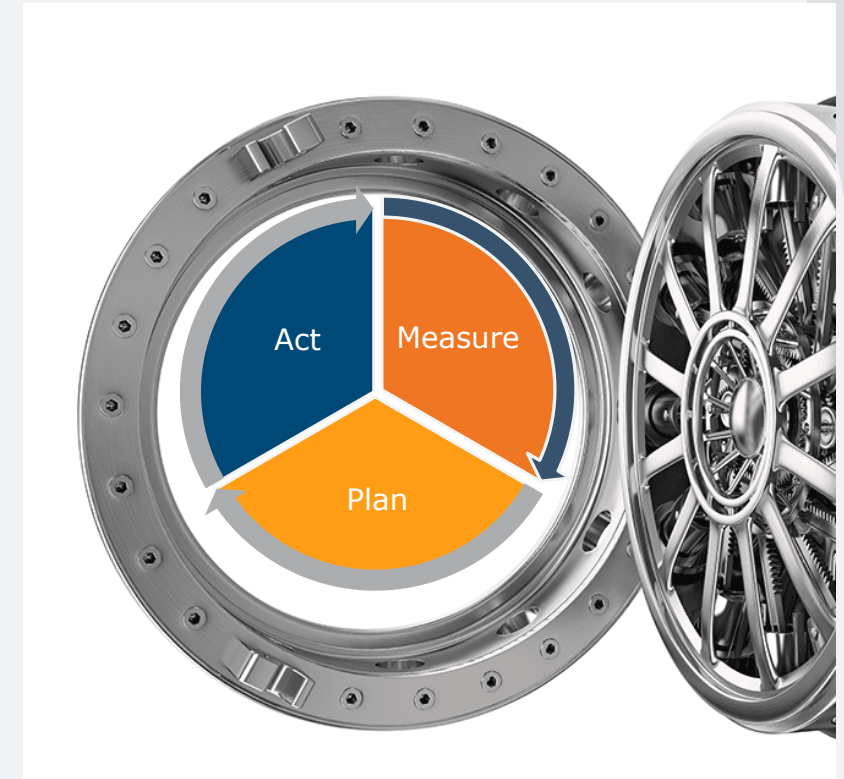
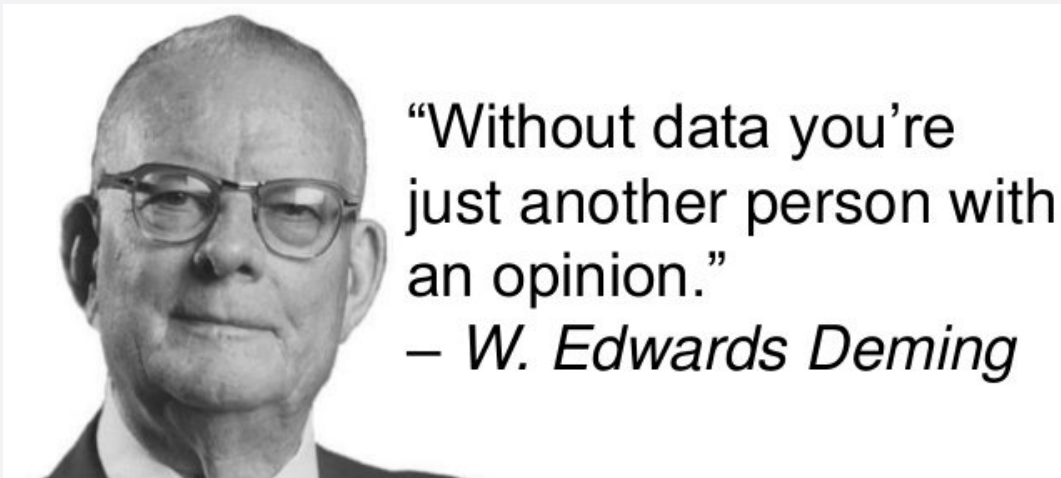


The KLAS Arch Collaborative is a provider-led effort to unlock the potential of EHRs to revolutionize patient care.

For five years straight, the average software rating score for Acute Care EMR was lower than any other software segment. We want to change that.

Members of the Arch Collaborative

- Benchmark EHR satisfaction against similar organizations
- Connect with and learn from other healthcare organizations
- Improve clinician EHR satisfaction
- Fine-tune clinician education
- Alleviate technology-related burnout



Why Do KLAS Arch Collaborative Participants Measure?

"We've been so heads down building our version of our EHR Ferrari, that we've never looked up to see how fast we're going." (CMIO)



Our Hallmark benchmark: The Net EHR Experience Score

The Net EHR Experience Score is a snapshot of your clinicians' overall satisfaction with the EHR environment(s) at your organization.

Sample Data

Overall Benchmark EHR Metrics Better Care Health 22
Included Clinical Backgrounds: **All clinicians at 282 Organizations**
EHR Benchmark: **180 Epic Organizations**
Similar Organizations: **48 Academic Health Systems**



The Net EHR Experience score is calculated by subtracting the percent of **negative** user feedback (strongly disagree & disagree) from the percent of **positive** user feedback (strongly agree & agree). Net EHR Experience scores can range from -100 (all negative feedback) to +100 (all positive feedback).

11 core questions make up the Net EHR Experience Score

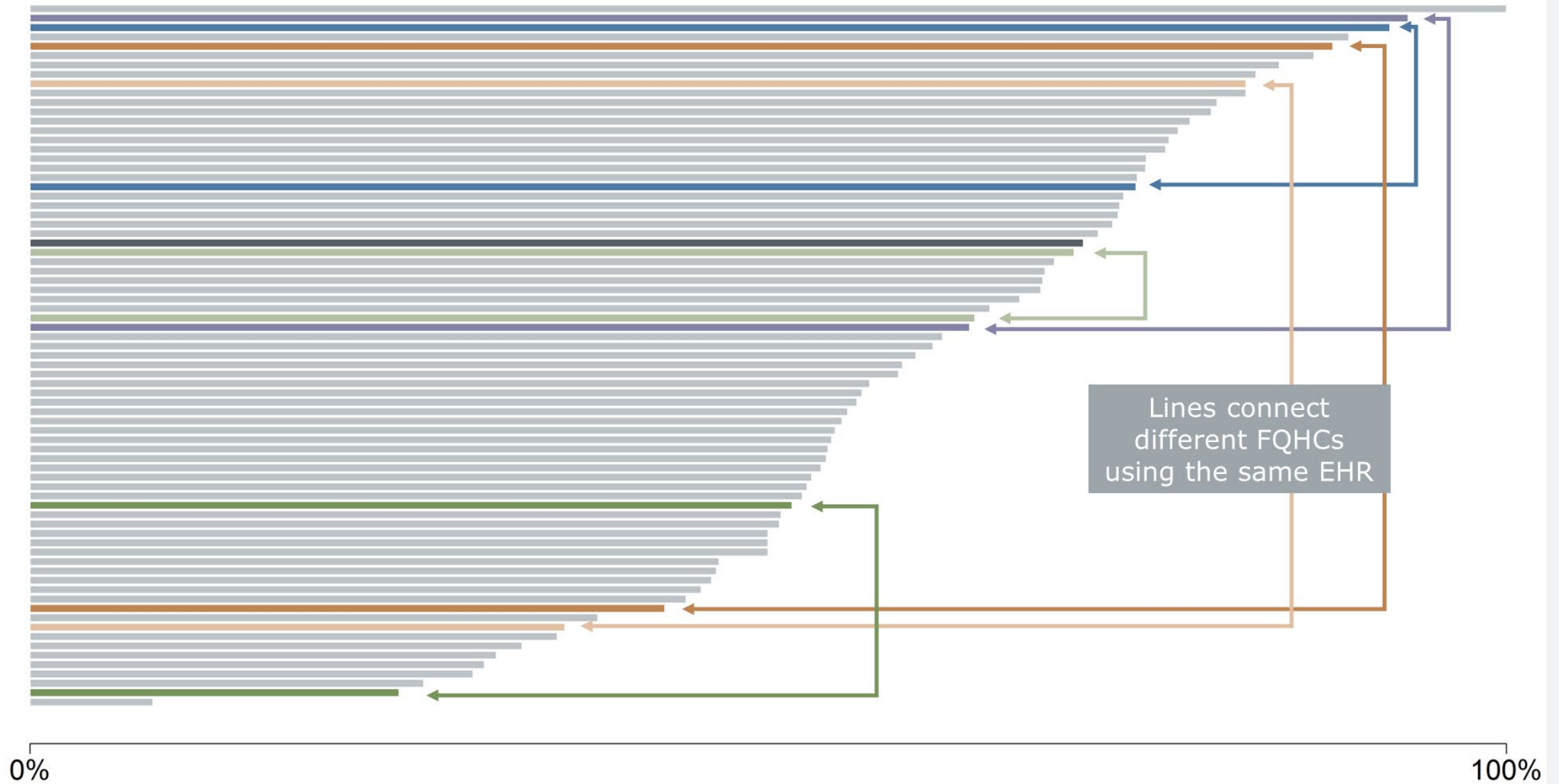
The survey asks respondents to rate the following factors on a strongly disagree to strongly agree Likert scale:

This EHR...

- Is **Reliable**
- Has **Fast System Response Time**
- Has Needed **Internal Integration**
- Has Needed **External Integration**
- Has Needed **Functionality**
- Is **Easy to Learn**
- Enables **Efficiency**
- Enables **Patient Safety**
- Enables **Patient-Centered Care**
- **Alerts Prevent Mistakes**
- Enables **Quality Care**

Percent of Clinicians Who Are Satisfied With Their EHR

n = 7,675 clinicians from 76 FQHCs: each bar is an EHR deployment with >10 responses



300+ healthcare organizations
measuring to date
(~215 FQHCs/CHCs)

Over 440,000 clinicians participating

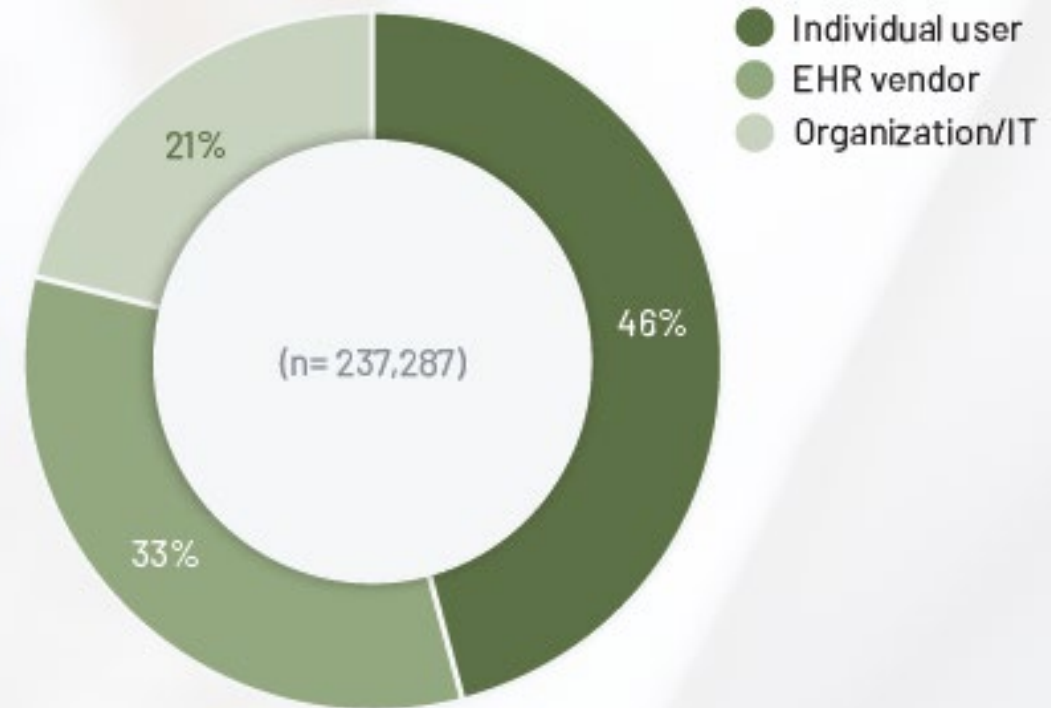
10 Countries

**1 Survey: 30 Questions, ~10
Minutes**

Where Does Variation in EHR Experience Come From?

Stakeholder Impact on Net EHR Experience Score[†]

Percent of variation in satisfaction that is attributable to each EHR stakeholder; all Collaborative respondents



What Makes a Successful User?

Strong user mastery

I am confident in my ability to use this EHR effectively and efficiently.



Successful user

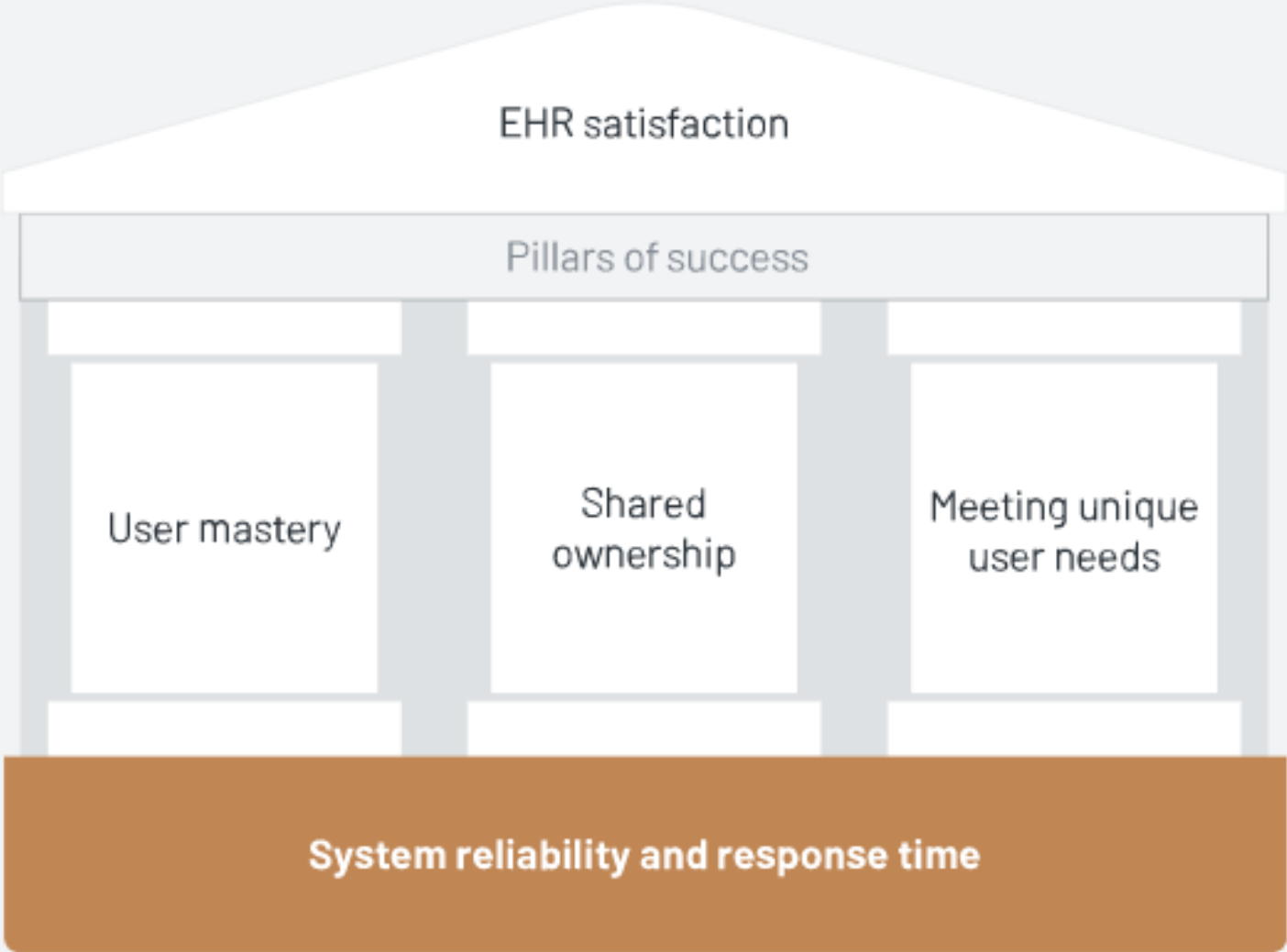
EHR meets unique needs

We have gotten this EHR to a great place where it meets my specific needs. I have taken the time to make sure it works how I need it to.

Shared ownership

I feel that I have the ability to influence the team that shapes this EHR. My voice is heard, and I am seeing progress as we shape this into a successful solution.

Foundation & Pillars of EHR Satisfaction



EHR House of Success Metrics

Do you agree...

Ongoing Education

- Overall, ongoing EHR training/education is helpful and effective

Meets Unique User Needs

- This EHR has the functionality for my specific specialty/clinical care focus

Shared Ownership

- Our organization has done a great job of implementing, training on, and supporting the EHR

Reliability

- This EHR is available when I need it (has almost no downtime)

Response Time

- This EHR has the fast system response time I expect

Other areas covered in the EHR Experience Survey

- Feelings of burnout, and contributors
 - Likelihood of clinicians to leave in the next 2 years
- Training
 - Onboarding and ongoing education
 - What is working, what is not
- How well are you supporting your EHR
 - Infrastructure issues
 - Functionality and/or workflow gaps
 - What do clinicians wish most would be fixed
- What can you engage your vendor to help with
- Patient messaging burden
- Documentation burden
 - Adoption of personalization tools

Why Do KLAS Arch Collaborative Participants Measure?

"I've felt this is where we were tracking with our EHR satisfaction, based on conversations in the halls of the hospital, but I've never had the data to prove it." (CMIO)



Why does the EHR Experience matter?

- **Cost of Turnover Expense Estimate*:**
 - Nurses: \$1.9-\$3.4 million/organization
 - Physicians: \$6.4-\$25.6 million/organization
- The combination of these estimates and KLAS models on the correlation between clinician EHR satisfaction, burnout, and turnover shows how much of this cost could be attributable to EHR dissatisfaction:
 - Nurses: \$93,000-\$170,000 per organization per year
 - Physicians: \$319,000-\$1.3 million per organization per year

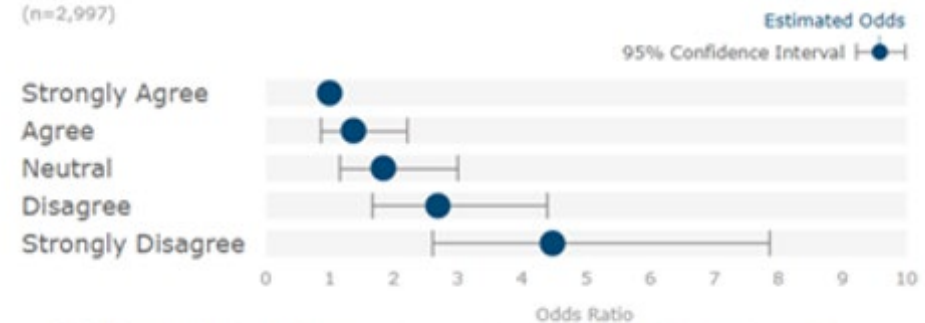
Odds of Reporting Complete Burnout —by Agreement That Ongoing Training Is Effective

(n=28,629)



Odds of Reporting Plans to Leave in Next Two Years —by Agreement That Ongoing Training Is Effective

(n=2,997)



*The [AMA](#) estimates that losing a physician costs an organization two to three times the physician's annual salary.

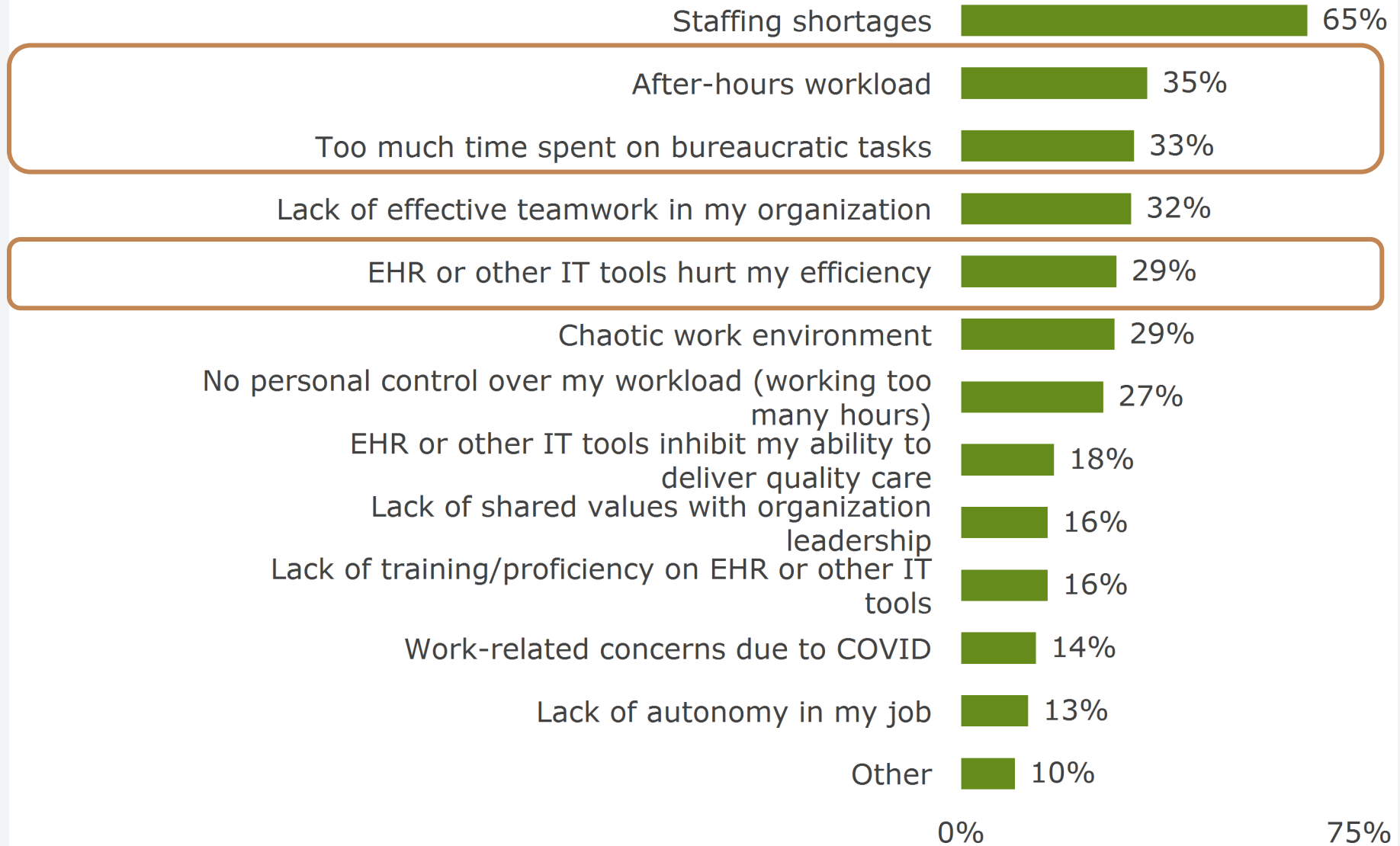
*Costs are based on the following sources:

1. 2022 NSI National Health Care Retention & RN Staffing Report, published by NSI Nursing Solutions, Inc.

2. Shanafelt T, Goh J, Sinsky C. [The Business Case for Investing in Physician Well-being](#). JAMA Intern

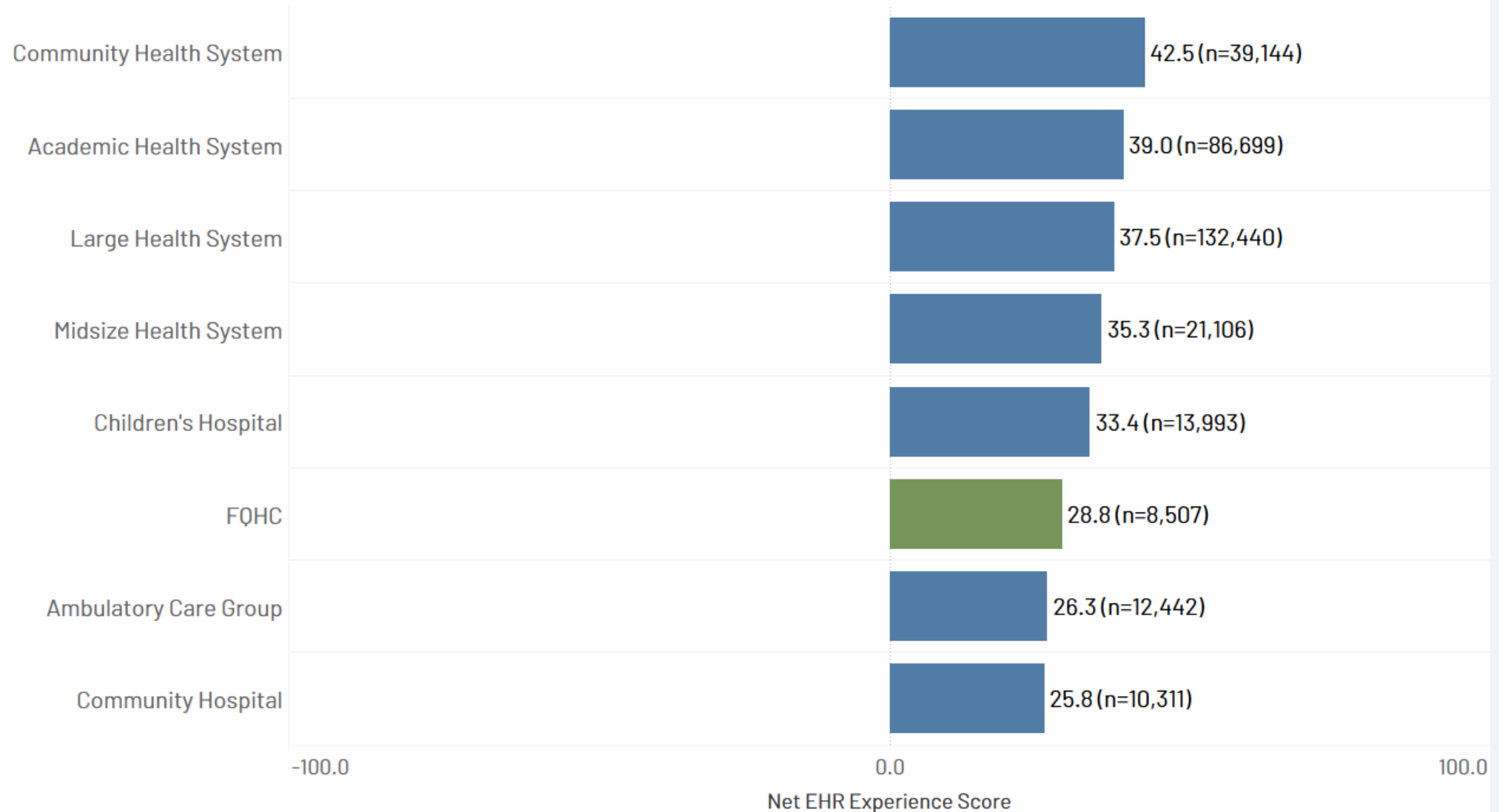
Contributors to Burnout

CHCANYS 22; all clinicians (n=325)



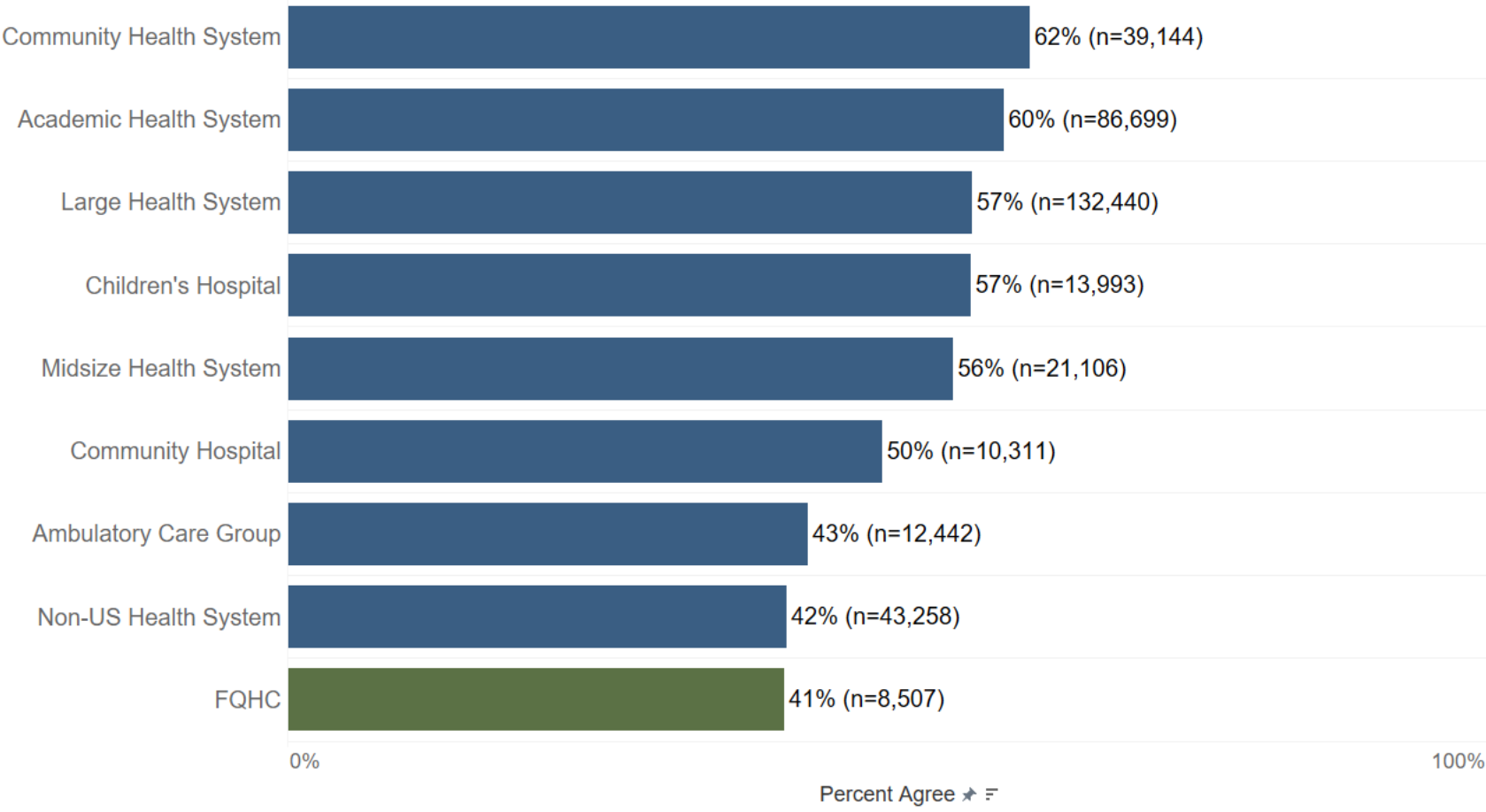
Net EHR Experience Score by Organization Type

All clinicians



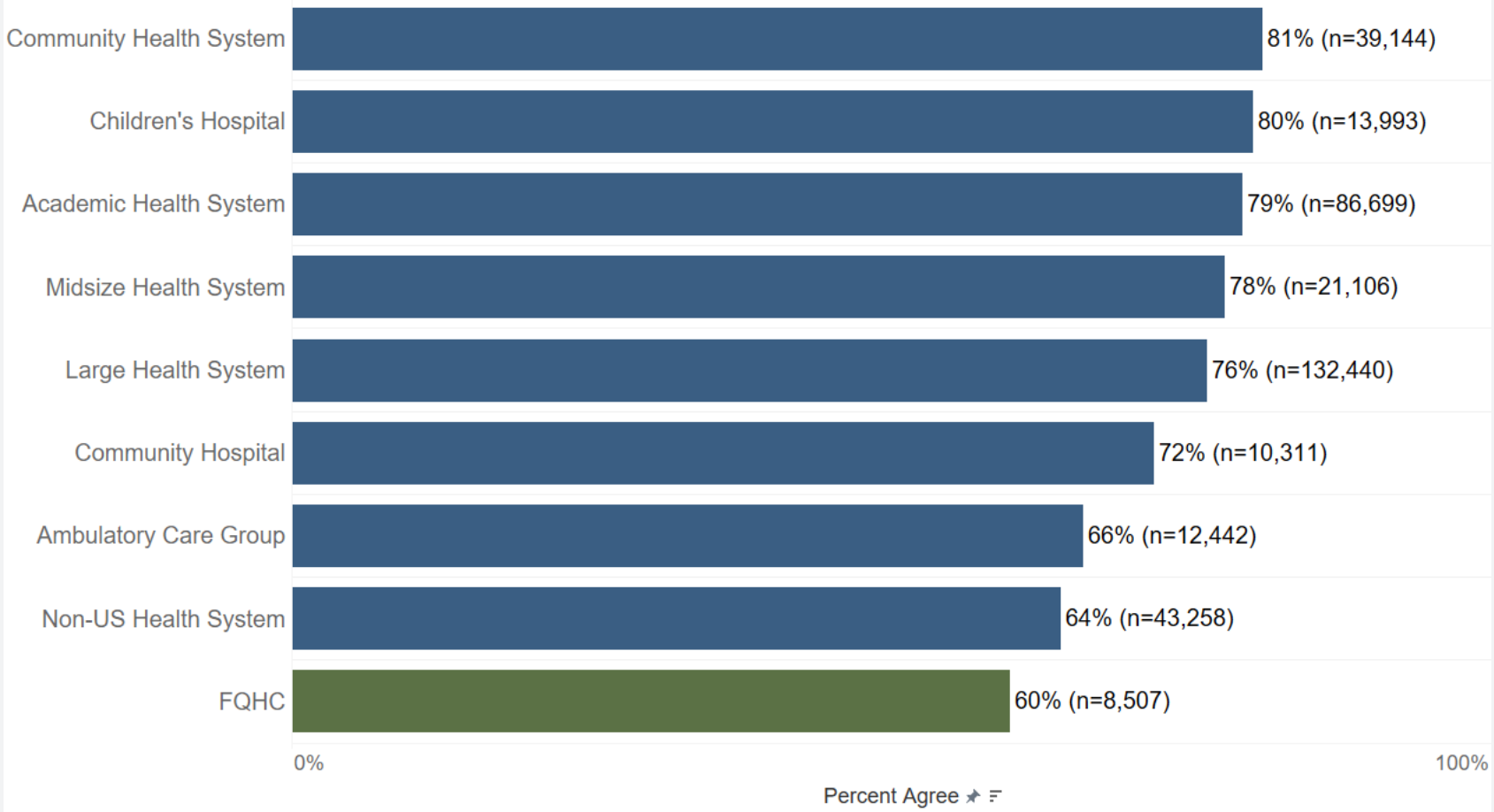
Percent Agree the EHR Has Fast System Response Time by Organization Type

All clinicians



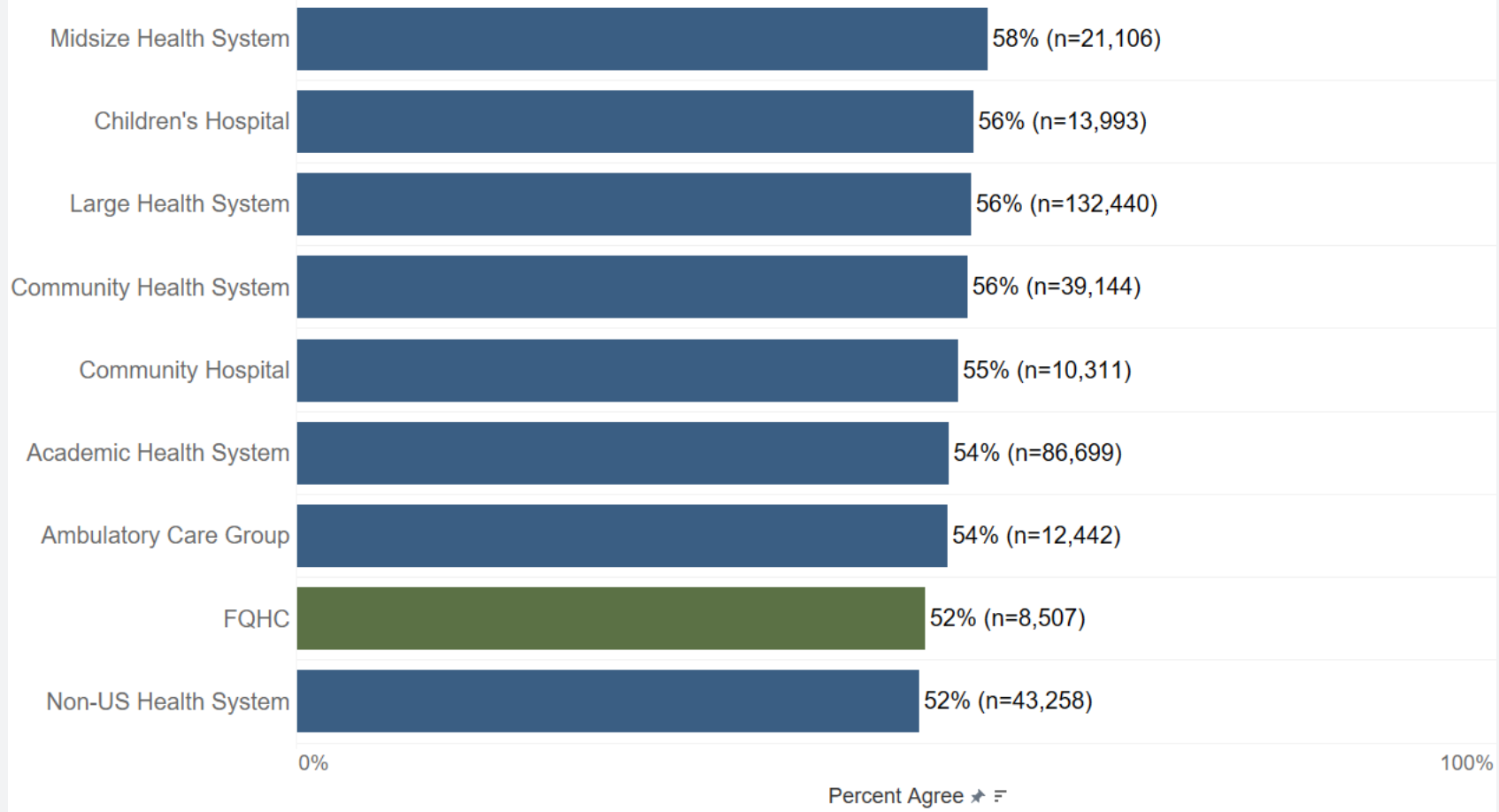
Percent Agree the EHR Is Reliable by Organization Type

All clinicians



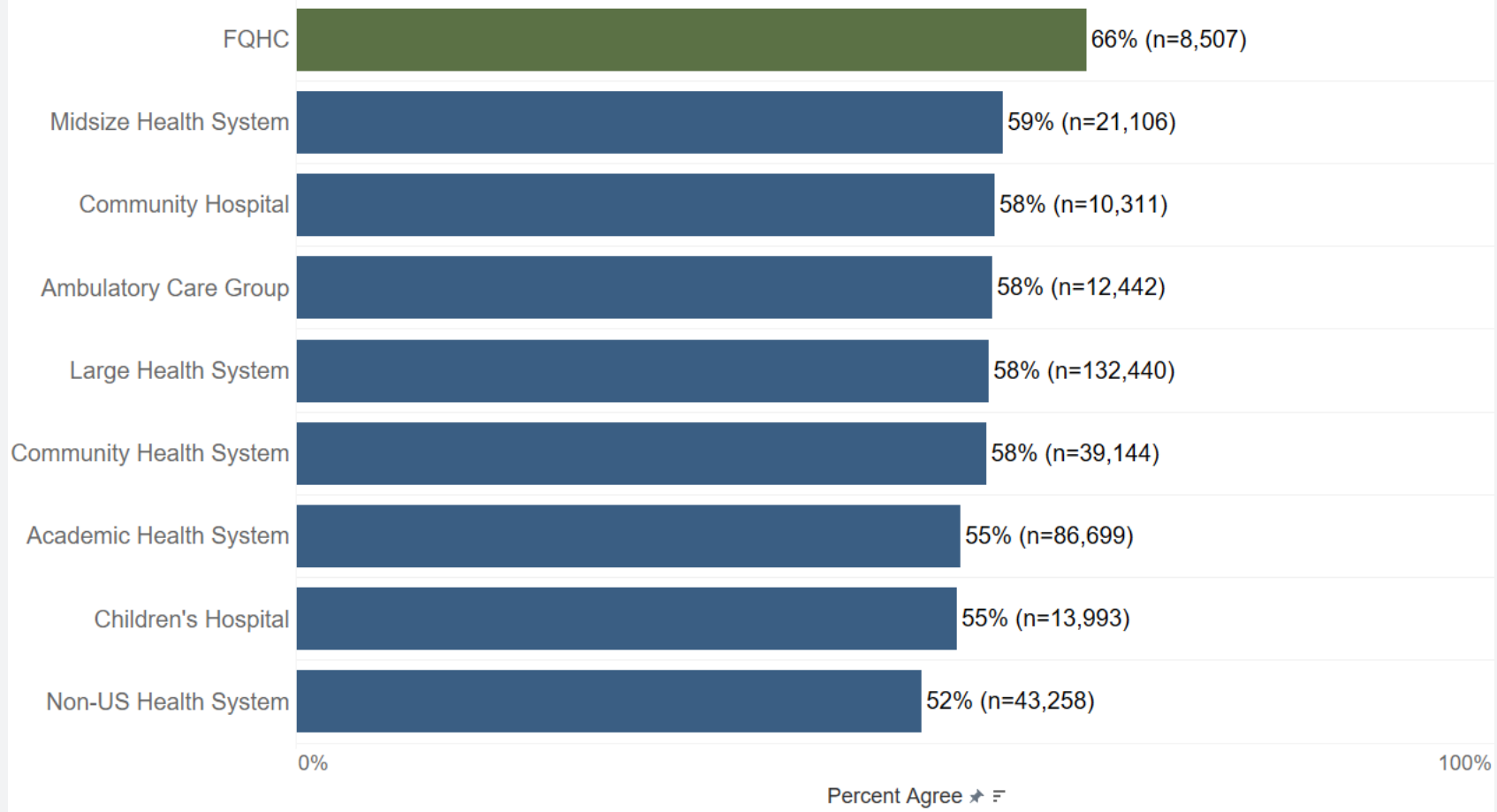
Percent Agree Initial Training Prepared Them Well by Organization Type

All clinicians



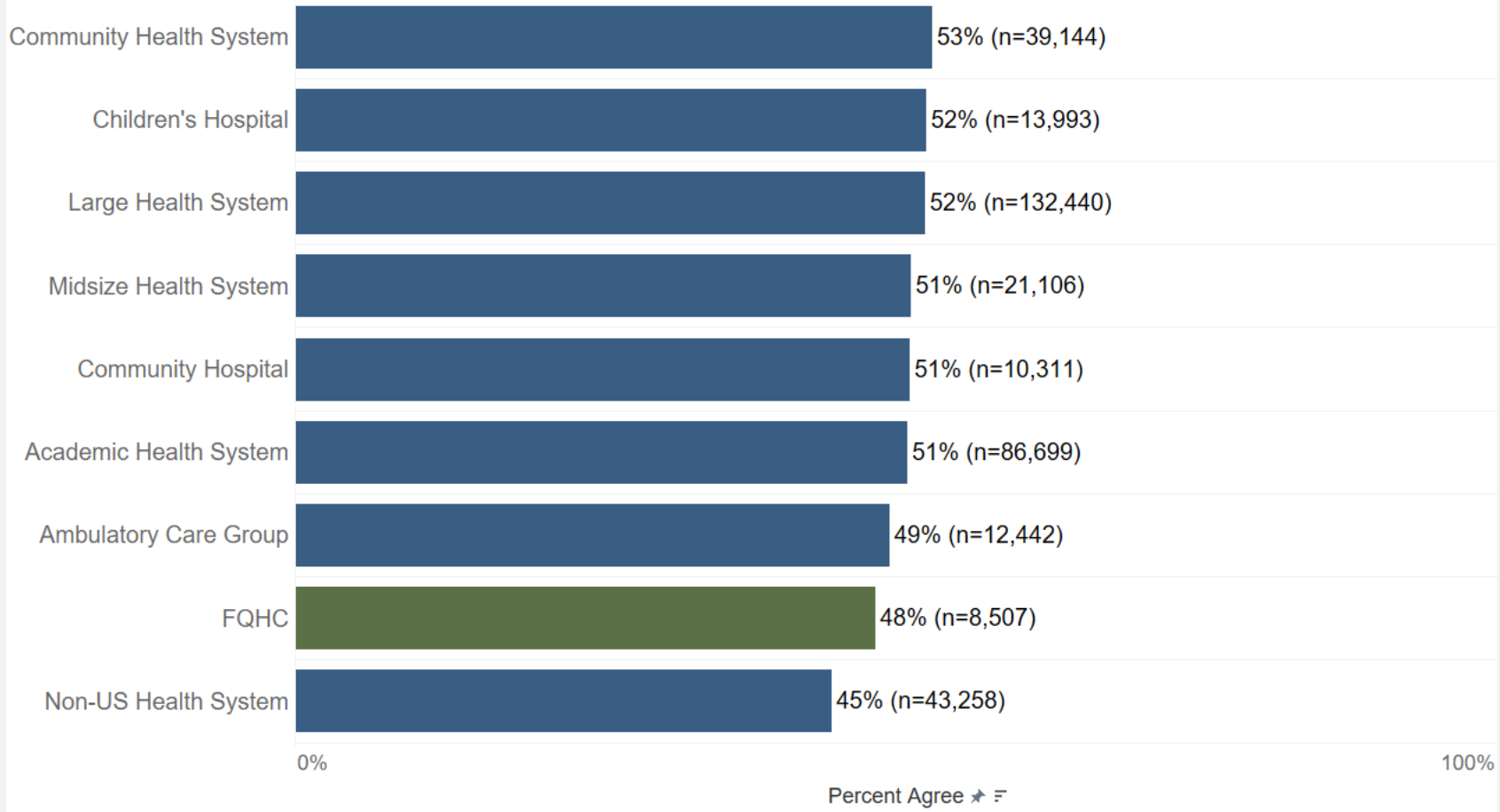
Percent Agree Ongoing Training Is Sufficient by Organization Type

All clinicians



Percent Agree Organization/IT Delivers Well by Organization Type

All clinicians



What will you get for your health center?

- Raw data for every response to the survey
- Charts that break down
 - Overall Net EHR Experience metrics
 - By Clinical Role
 - Onboarding and Ongoing training satisfaction
 - Satisfaction with EHR Support
 - Burnout trends and contributors
 - Changes in experience since the last survey (for those that surveyed in spring 2022 as well), along with comparisons for repeat respondents

State of FQHC – Nationwide Data Review Presentation – December 13, 2023, 1 pm ET

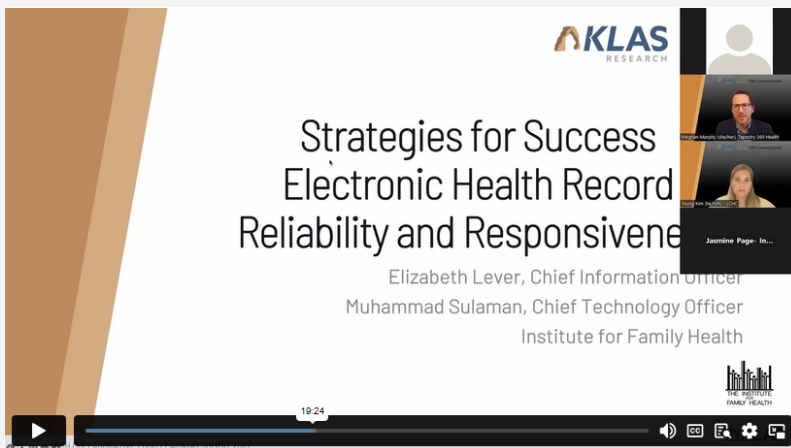
Arch Collaborative Learning Center

Reports



Reports take a deeper look into our entire dataset, which now spans over 300 organizations and over 400,000 clinical responses. What really drives satisfaction? How do we combat clinician burnout? What are the keys of a good training program? The [Arch Collaborative Guidebook](#) compiles best practices from eight key areas in EHR satisfaction, and should be your first stop.

Webinars



Hear about the principles of success straight from the source. Webinars include KLAS experts diving into Arch Collaborative learnings, healthcare organizations sharing details of their successful programs, and recordings of sessions from our events.

To gain access, please contact cheuberger@chcanys.org

Arch Collaborative Learning Center

Case Studies



Don't reinvent the wheel; start where others have already found success! These case studies are written from interviews we have conducted with healthcare organizations who have scored highly in different areas. Learn from them as you prepare to make your own changes.

To gain access, please contact cheuberger@chcanys.org

2023 EHR Experience Survey

Oct. 2 – 27, 2023

In conjunction with ~250 health centers across the country

Sarah Nosal, Institute for Family Health







Elizabeth Lever
Chief Information Officer &

Sarah C. Nosal, MD, FAAFP
Chief Medical Information Officer
The Institute for Family Health

CHCANYS KLAS

The Institute for Family Health

Overall EHR Satisfaction

	Score/ Percent Agree	Overall Collaborative (n=811)	Epic Organizations (n=366)	FQHCs (n=231)
Net EHR Experience	67.4	67% Satisfied	67% Satisfied	67% Satisfied
Is Reliable	91%	91% Satisfied	91% Satisfied	91% Satisfied
Has Fast System Response Time	78%	78% Satisfied	78% Satisfied	78% Satisfied
Has Needed Internal Integration	84%	84% Satisfied	84% Satisfied	84% Satisfied
Has Needed External Integration	65%	65% Satisfied	65% Satisfied	65% Satisfied
Has Needed Functionality	85%	85% Satisfied	85% Satisfied	85% Satisfied
Is Easy to Learn	62%	62% Satisfied	77% Satisfied	62% Satisfied
Enables Efficiency	73%	73% Satisfied	73% Satisfied	73% Satisfied
Enables Patient Safety	75%	75% Satisfied	75% Satisfied	75% Satisfied
Enables Patient-Centered Care	77%	77% Satisfied	77% Satisfied	77% Satisfied
Alerts Prevent Mistakes	67%	67% Satisfied	67% Satisfied	67% Satisfied
Enables Quality Care	80%	80% Satisfied	80% Satisfied	80% Satisfied

Overall Information Technology

Top Performing (top 25th Percentile)

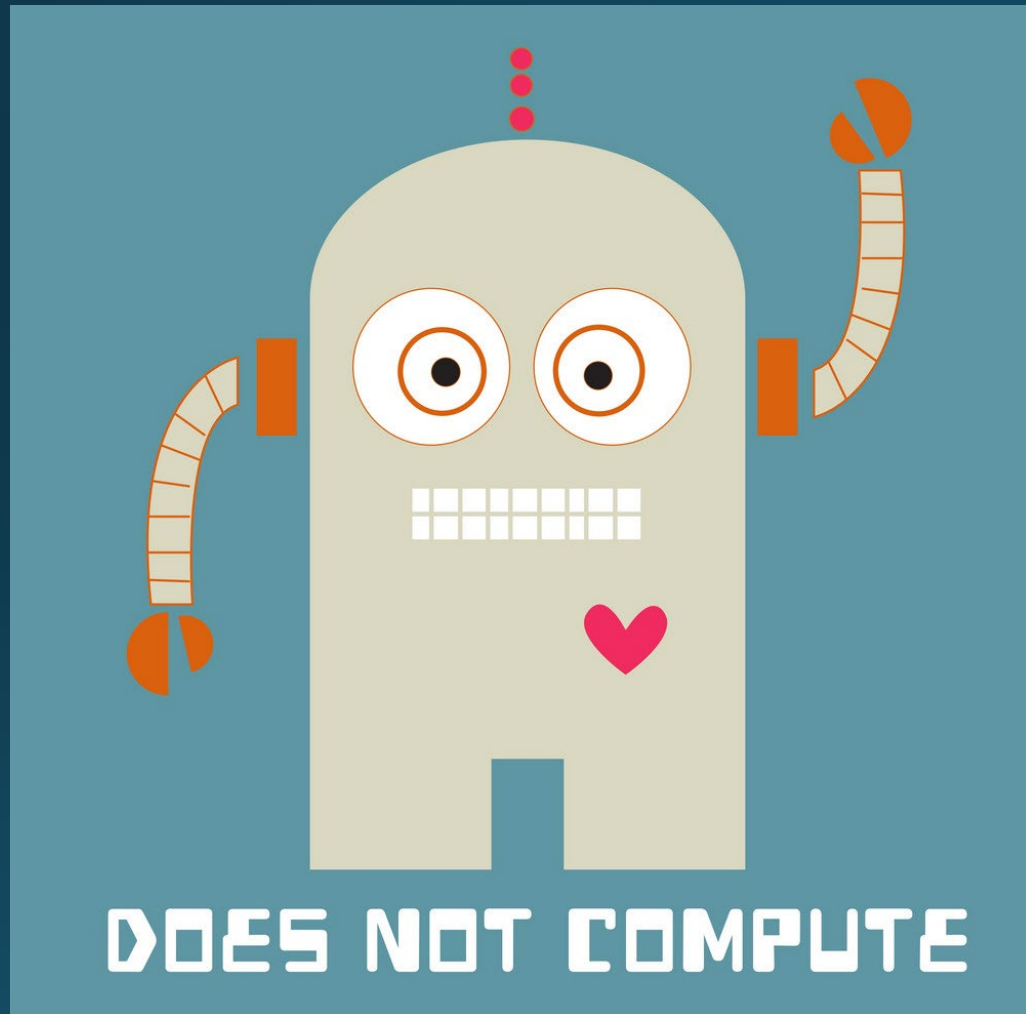
- Overall despite significant limitations in staffing, support and resources The Institute's EHR and support of such as measured by KLAS survey did generally very well - performing in the Top Percentile for the majority of measures across all comparison groups



Clinician Wellness

	Score/ Percent Agree	Overall Collaborative (n=750)	Epic Organizations (n=332)	FQHCs (n=243)
Net EHR Experience	67.4	96 th Percentile	93 th Percentile	93 th Percentile
Likely Staying	72%	36 th Percentile	27 th Percentile	33 th Percentile
Not Burned Out	63%	26 th Percentile	26 th Percentile	24 th Percentile
<5 Hours a Week At-Home Charting	77%	55 th Percentile	63 th Percentile	50 th Percentile
>50% Same-Day Amb Chart Closure	56%	79 th Percentile	90 th Percentile	67 th Percentile

Overall Clinician Wellness



Sub Optimal Performing

- The Institute performed sub optimally on some KLAS measures of Clinician Wellness
- Lack of semblance between Clinician Wellness scores and high EHR Satisfaction scores
- CONCLUSION: To improve Clinician Wellness must look for solutions outside of the EHR

Next Steps...

- For each realm took a Health Information Technology System team approach as well as a Cross Collaboration Organizational Approach
- Used information to further persuade leadership on importance of focusing on these areas we knew needed support and help
- Helped our HITS Team prioritize some pain points we knew needed attention
 - Staffing in general
 - Support for Training team
- Helped emphasize that the answer to Clinician Wellness would not be found in additional EHR trainings – this message needs frequent revisiting and still need to address belief with available resources



What questions do you have?



Session 4: Participants Choice

Please use the poll functionality to choose which topic you would like covered in the fourth session.



Upcoming EHR Agnostic Training Session





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Contact Information

Sanjana Prasad, Program Manager (CHCANYS)

sprasad@chcanys.org

Claire Heuberger, Program Manager (CHCANYS)

cheuberger@chcanys.org

Alan Nebeker, Provider Success Director (KLAS Research)

Alan.nebeker@Klasresearch.com

Sarah Nosal, VP for Innovation & Optimization, CMIO (The Institute for Family Health)

snosal@institute.org