

# EFFECTIVE EHR ERGONOMICS: A LITTLE INSTRUCTION GOES A LONG WAY

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# OBJECTIVES

At the conclusion of this session, participants will be able to *teach healthcare students* to:

- Discuss the advantages of EHR
  - Utilize common sense strategies to improve communication during patient encounters that involve an EHR
  - Use EHR ergonomics to enhance patient-provider communication
  - Develop familiarity with EHR use prior to clinical training
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# EHR HAS CLINICAL ADVANTAGES

- Legible
- Available constantly
- Automatic population of data (decreased likelihood of transcription errors)
- Communication about patient attached to chart
- ID, date & time stamp of every access (medicolegal)
- Authorized access tracked (HIPAA violations?)

# EHR HAS CLINICAL ADVANTAGES

- Data collection
- Office physical space (must keep all records for 7 yrs after last visit / 7 yrs after age 18 for peds)
- CLINICAL DECISION SUPPORT
- Goal to decrease T2 time through clinical decision support
  - T1 time – bench to clinical trials
  - T2 time – clinical recommendation to standard clinical practice
  - Currently  $T1+T2 = 17$  years on average

# EHR IMPACTS PATIENT PROVIDER COMMUNICATION

- Toll E. The cost of technology. *JAMA*. 2012;307(23):2497-2498
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# EHR HAS BENEFITS

- Increased *satisfaction*
- Improved ability to *partner* with patient
- Increased *accuracy* / fewer errors
- Increased *security & confidentiality*

# EXPLAIN THE EHR TO THE PATIENT\*

1. Greet patient first
2. Articulate the *benefits* of using the EHR
3. Address concerns about *confidentiality*
4. Position the laptop for effective use
5. Actively involve patient in viewing & reviewing

# PREPARE A SCRIPT FOR EHR INTRODUCTION

- Today I will be using a computerized health record to review your vital signs.
- This system helps prevent errors by being more readable and ensuring that we are able to access the most complete and up to date information about you. (*Benefits*)
- I will need to take a moment to log into the system because the computerized health record system keeps your information secure and confidential by limiting access to it. (*Confidentiality concerns*)

## POSITION LAPTOP APPROPRIATELY

- Provider & patient can both see screen\*
- Provider position is open to patient
- Maintain eye contact & communicate fluidly

# USE THE EHR TO ENHANCE COMMUNICATION

- Share the screen with the patient for visualization:
  - Growth curve or weight loss trends
  - Med reconciliation
  - Problem list review
- Educate with graphics & pictures
- Encourage patients to correct inaccuracies

## CAN YOU CHART DURING THE PATIENT INTERVIEW?

- Sensitive details
- When comfort / listening is a priority
- When speaking other languages
- Role-play

## YOU CAN TEACH EHR CHARTING BASICS

- Patient specific versus encounter specific data
- What information is best as narrative? Best as discrete data (menus, clickboxes, etc.)?
- Discuss choices with colleagues
- Find information in an EHR

# IT WORKS

- Morrow JB, Dobbie AE, Jenkins C, Long R, Mihalic A, Wagner J. First-year medical students can demonstrate EHR-specific communication skills: a control-group study. Family Med. 2009;41(1):28-33. Available at <http://www.stfm.org/fmhub/fm2009/January/Jay28.pdf>
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<http://www.amednews.com/article/20120723/business/307239968/5/>. July 13, 2012. Accessed May 1, 2013.
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