

100% USER ADOPTION



NOTEWORTHY
Medical Systems

INTRODUCTION

Implementing an EMR solution is a demanding project. The amount of time spent and effort required are on the scale of months to years and dozens of personnel. However, one of the issues that healthcare groups often overlook is the importance of user adoption, particularly among physicians. While it is often assumed that a successfully implemented system will be used, this is not always the case. With specific regards to clinicians, a lack of 100% user adoption will greatly diminish the returns on the investment. This paper will explore Noteworthy Medical Systems' approach to promoting 100% user adoption.

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STATEMENT OF THE ISSUE

The first and most obvious issue confronting any organization is the simple fact of change. Not everyone likes change and it is often times not initially comfortable. Additionally, personnel are often concerned about disrupting their ability to perform work tasks and implementing a system that will effectively make their duties less enjoyable than before. In this light an EMR is perceived to be an administrative benefit, but not an employee benefit.

Certainly some of the concern about change revolves around the lack of an appropriate skill set, either real or perceived, on the part of all future end users. Even today, many in the healthcare industry do not feel they have the knowledge needed to operate a complex piece of software. And the assumption is that any such software **MUST** be difficult to use if it is to handle the incredibly complex medical issues those same users deal with on a day-to-day basis. While many administrative support staff have the basics of computer skills in place due to the nature of their work, those in the purely clinical realm have not had the same associated learning imposed on their job function. Thus the perception becomes that a significant, and therefore unreasonable, amount of learning will be required to merely maintain what is already a hectic and demanding career.

TAKING A PROACTIVE APPROACH

The Noteworthy Medical Systems' EMR is designed to function in the clinical outpatient environment as the central hub of any complete

electronic health solution. By capturing data and manipulating it as needed, clinicians are provided with a clinical documentation tool that also functions to provide appropriate suggestions and access reference and support materials relevant to specific patients. Additionally, this includes time saving document generation, such as prescriptions and ABNs, in a print on demand format.

However, the benefits of electronically capturing patient data at the point of care go well beyond simply the EMR itself. Integration into practice management systems, lab systems, scheduling tools, etc. using existing standards provides a format of information sharing that benefits the entire organization.

In addition to the robust clinical performance of the software, Noteworthy Medical Systems addresses issues of user adoption through two primary means.

The first is the intuitive nature of the user interface and the second is the implementation methodology, which manages the user introduction to the software. Unlike many software suites, the Noteworthy EMR does not force users to relearn their entire workflow to “fit” themselves into a match with the product. Instead, Noteworthy has been designed to fit around, and configure to, the standard workflow of any medical specialty. This allows the users to focus on clinical work instead of spending time attempting to find what they need within the software.

Secondly, in almost all instances, the complete charting of any patient encounter can be performed using the three main screens of the Noteworthy EMR. These are the Summary Screen, the History and Physical Examination Screen, and the Order Entry screen. Each of these is designed to gather and provide the information needed in the course of the visit, as it would normally be encountered in each patient’s visit.

The Summary screen provides all of the critical data, accessible from one location, that a user would expect to encounter when first opening a patient chart. This includes, but is not limited to, the chief complaint and reason for visit, the vitals, the problems list (ongoing and chronic problems), and most recent allergy and medication information. Users are able to review and update this information before proceeding to the next screen, History and Physical Examination.

It is on the History and Physical Examination that the charting for a patient’s current visit begins in earnest. Personalized clinical outlines guide the user through the standard information collected for each type of visit while still allowing users to return to information already covered at any point and time.

The screen is clearly delineated into two halves, one for history and the other for the physical examination. Once the history has been taken the

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chart can be electronically held for the physician to review from any location to prepare for their examination. The option to change or update any of the previously gathered information upon physician review always exists. Once this information is verified to the clinician's satisfaction the findings of the physical exam can be documented appropriately on the second half of this screen.

It is on the Order Entry screen that physical exam findings can be used to document action for treatment. Assessments, procedures/labs/radiologies, referrals, future appointments, and new medications can all be entered and tracked from this point in the encounter. A time saving technique used by Noteworthy EMR is to provide the most commonly used treatment suggestions based on the information entered to this point. These suggestions can be based on each groups existing superbill. However, this is only for convenience. Noteworthy never makes the decision for the clinician and the ability to pull up less common care-path options always exists.

The entire purpose of designing the software in this manner is to place the needed elements within reach at the time of most likely use. This is not a solution designed around the principles of software development interfaces. It is a solution designed around good medical workflow. It combines familiar elements of the paper chart organization with the benefits of an electronic chart.

While the software itself is engineered to mimic the familiar clinical paper chart, this alone is not enough to ensure the adoption of the software - mainly for reasons relating to familiarity and experience. Clinicians want to use what they know and what has been proven to work. However, it is impossible to expect them to approach a shift to electronic records without some measure of caution.

LOOKING AHEAD

Noteworthy Medical Systems provides a well thought out, intuitive software suite that is supported with proper training from start to finish. Noteworthy emulates the workflow that healthcare workers are already familiar with, and keeps the number of new elements to a minimum. The constant support of a well-planned implementation minimizes the remaining new elements introduced into the work environment.

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