MSSNY Survey on EHR Usage and Functionality Shows Continued Level of Frustration with EHR technology- Physicians Who Haven't Yet Done So, Urged to Complete Survey

Preliminary response to MSSNY's survey on EHR usage and functionality are consistent with results of other surveys which show a level of dissatisfaction with regard to EHR systems. While 78% of respondents to MSSNY's survey are using or plan within two years to use EHRs in their practice or at their hospital, 53% stated that they are either disappointed or very disappointed with their EHR. Notably, 38% of the respondents stated that their EHRs cannot generate routine reports to help manage their patient population, like diabetics, hypertension or ad hoc reports like finding patients due for a flu shot and 29% replied that their EHRs do not support meaningful use 2 or provide guidance on how to achieve MU-2. 56% responded that their EHR did not have prompts to notify them of gaps in patient care. Of the 45% of physicians who stated that they were currently participating in pay for performance (P4P) programs that require reporting from their EHRs, 32% stated that their EHR did not give adequate support to collect data to support their P4P program. Many stated that they or their staff either manually aggregated the data or purchased additional software to do so. 75% of the respondents did indicate that they were e-prescribing either non-controlled substances only (46%) or both non-controlled and controlled substances (29%). Of those who were not e-scribing, a majority (66%) indicated that the delay in the implementation of the law was the primary reason why they were not yet e-scribing. With regard to educational programming, 46% of respondents stated that they would like more information on three topics: the Delivery System Reform Incentive Program (DSRIP) and how it will affect my practice; the State Health Innovations Plan and how will it affect my practice; and how to get the most out of the data in your EHR. Other educational programs thought to be of value to respondents included: Value Based Purchasing; What is It and how can physicians position themselves to maximize payment (40%) and Practice transformation; what does this accomplish for the typical physician practice (33%).

Physicians are encouraged, if they haven't yet done so, to complete the survey by clicking on the following link: **https://www.surveymonkey.com/r/MSSNY_EHR_Survey**

EHR Usage and Potential Educational Programs

Demographic Questions

1. . Are you a physician in:

○ Solo Practice

○ 2-10 group practice

○ 11-50 group practice

○ 50-larger group practice

2. Is your practice located in:

○ • NYC

○ • Long Island

○ • Hudson Valley

○ Capital District

○ The North Country

○ Central New York

○ Southern Tier

○ Western New York

3. What is your specialty?

○ Addiction Medicine

○ Allergy and Immunology

○ Anesthesiology

○ Cardiology

○

- Colon and Rectal Surgery
- Dermatology
- Emergency Medicine
- Family medicine
- Internal medicine
- Gastroenterology
- Medical Genetics and Genomics
- Neurology
- Neurosurgery
- Nuclear Medicine
- Obstetrics and Gynecology
- Oncology
- Ophthalmology
- Orthopaedic Surgery
- Otolaryngology
- Pathology
- Pediatrics
- Physical Medicine and Rehabilitation
- Plastic Surgery
- Preventive Medicine
- Psychiatry
- Radiology
- Surgeon
- Thoracic Surgery
- Urology

Other (please specify)

Usage of Electronic Health Records (EHRs)

4. Are you using an EHR?

○ Yes

○ Plan to use an EHR within 2 years

○ Have no interest in using an EHR

5. If you do not plan on using an EHR, what are the top two reasons you choose to not use an EHR?

☐ I cannot afford the cost

☐ will be retiring within five years

☐ Interference with doctor-patient relationship

☐ Incentives and penalties not worth it

☐ Patient privacy concerns

☐ Technology too difficult to learn

Other (please specify)

6. If you use an EHR, where do you use the EHR?

○ At the hospital only

○ At my independent practice only

○ At the hospital and at my independent practice

7. Do you (Check the response which most aptly describes your situation):

○ Have an IT department which is run by your organization.

○ Have hired IT services.

○ Perform your own IT services

○ Combination of above options

8. Is the EHR which you use most often installed on your server or is it web based?

○ Client server

○ Web based

○ Don't know

9. How long have you used an EHR?

○ Under 1 year

○ 1-5 years

○ More than 5 years

10. Are you satisfied or dissatisfied with your EHR?

○ Very satisfied

○ Satisfied

○ Neither satisfied nor dissatisfied

○ Disappointed

○ Very disappointed

11. If you are Disappointed or Very Disappointed with your EHR, what are the top two reasons for your disappointment?

☐ Cannot get vendor to address technology concerns

☐ Cannot connect with local RHIO

☐ Additional costs to connect with RHIO

☐ Cannot achieve Meaningful Use

☐

☐ Have functionality issues/problems

☐ Negative changes in routine workflow

☐ Takes too much time

☐ It is too complex

☐ It distracts from patient care

☐ Clinical value of electronic documentation is lower than old documentation (dictation, templates or written notes)

12. Has your EHR become easier to use over time?

○ Yes

○ No

13. Have you already or do you have plans to change EHRs?

○ I have changed my EHR at least once

○ I have no plans to change my EHR

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