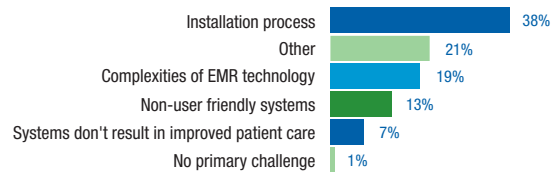


**Summary**

A number of recent articles have addressed the challenges that exist with implementing electronic medical records (EMRs). This research suggests about half of survey respondents identify either the installation process or the complexities of the EMR technology as the top challenge. Presently about one-quarter of respondent noted that their EMR implementation has exceeded or vastly exceeded expectations. However, at present, not all respondents are doing an assessment of the cost savings that can be generated from an EMR; one-quarter of respondents reported that they don't measure the cost savings associated with their EMR system. Among the respondents who measure their cost savings, only six percent reported that the cost savings have exceeded expectations. Finally, nearly 40 percent reported that the organization they work for has experienced a patient safety or healthcare quality issue that can be directly tied to their electronic system (if they work for a vendor organization, they've had a client report this to be the case).

**Primary Challenge in EMR Environment**

One-third of respondents noted that the primary challenge associated with their EMR environment is focused on the implementation process, not the technology itself. Another 19 percent suggested that their primary challenge is a result of the complexities of the EMR technology. Only one percent stated that there are no challenges with the EMR environment.



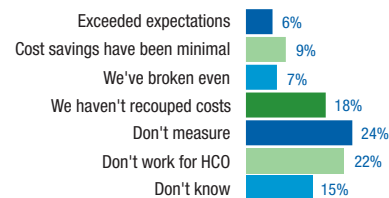
**Characterize Success of EMR Implementation**

Slightly more than one-quarter of respondent (29 percent) noted that their EMR implementation has exceeded or vastly exceeded expectations. A similar percent (22 percent) noted that their implementation has not met their expectations.



**Cost Savings From EMR Implementation**

One-quarter of respondents reported that they don't measure the cost savings associated with their EMR system. Among the respondents who measure their cost savings, only six percent reported that the cost savings have exceeded expectations. In comparison, 18 percent of respondents noted that they have not recouped costs.



**Has Your Organization Had a Patient Safety Issue With Direct Results of Electronic System**

Approximately 40 percent of respondents indicated either that they have had a patient safety or healthcare quality issue at their organization that could be classified as being a direct result of having an electronic system or that a client had reported this type of issue.

