



Our Blog

7 Keys to Better EHR Usability

Posted by [eClinicalWorks](#) on 5/23/19 7:00 AM

When it comes to improving healthcare IT, what is the consensus of expert opinion for improving the day-to-day usefulness of Electronic Health Records?

We looked at a dozen reports issued during the last five years and published in sources including Becker's Health IT & CIO Report, the Harvard T.H. Chan School of Public Health, EHR Intelligence, The Pew Charitable Trusts, and industry news outlets. The reports summarize studies, user surveys, industry trends, consumer preferences, and experts' views.



7 Vital Recommendations for Improved Usability

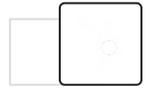
1. Simplify Your Notes

Striving for shorter notes ([NueMD report](#), March 2017), along with reducing “information overload in physician notes” ([EHR Intelligence](#), September 2018) can ease documentation burdens. Experts Derek A. Haas, John D. Halamka, and Michael Suk, in the [Harvard Business Review](#), advocate reducing payer-imposed requirements, adding that the patient note has more than doubled in length since 2009, to an average of 700 words.

2. Use Templates

Using templates in the EHR can streamline workflows. Reducing the burden of repetitive tasks lowers the risk of provider burnout and lets doctors exercise the decision-making skills at the heart of medicine.

3. Train, Train, Train!



found 54% believed their workflows were no better than before the EHR. The article advises constant training, using resources offered by your EHR vendor, and attending user group meetings to share experiences and solutions.

eClinicalWorks offers optimization services that can help practices identify areas for improvement, including recommendations to optimize use of our software.

4. Keep Up to Date

Staying current with your EHR vendor's latest software is critical. Given patient mobility and the need to guard against abuse of pharmaceuticals, being on the latest version of the EHR — and having the latest interoperability solutions — is vital for comprehensive patient records that promote clinical effectiveness and enhance patient safety.

eClinicalWorks practices that upgrade to V11, for example, have access to the very latest tools, including our new Patient Safety Dashboard.

5. Use All the Tools

Each EHR is enhanced with the use of additional features. [Physicians Practice](#) recommends the use of an electronic scribe to make documentation easier, and a portal to give patients ready access to appointments, records, and lab results — as well as a 24/7 means of communication with providers.

Partnering with speech-to-text software, eClinicalWorks Scribe allows providers to generate accurate and comprehensive Progress Notes, saving time and reducing the burdens of after-hours documentation.

6. All Hands on Deck

“To ensure EHR optimization projects accurately address providers’ usability needs, healthcare organizations should consider inviting nurse informaticists to make system



[Paas, Palatnik, and Suk](#) advise that routine tasks, such as data entry, can be shifted from physicians to other staff.”

7. Be Patient

Whether a practice takes a “Big Bang” approach to implementation (see [“Five Ways to Improve Customer Experiences with Health IT”](#)) or a piecemeal approach, one common factor for success is easy to overlook: Be patient. A 2012 University of Manitoba School of Medicine study, cited in [Paediatrics & Child Health](#), notes it can take up to a year for a healthcare professional to become “confident and competent” with an EHR.

The good news? The time it takes to become proficient with your EHR — all the simplifications, templates, updates, new tools, and training of superusers — will lead to a brighter future for your practice.

At eClinicalWorks, we are constantly seeking new and innovative ways to meet the IT needs of healthcare professionals. Our EHR/PM solution is designed to address the very areas of greatest concern to today’s practitioners, including ease of use to reduce [physician burnout](#), and a full range of tools to improve patient visibility and deepen your practice’s understanding of emerging challenges in medicine.

Topics: [EHR usability](#), [improving healthcare IT](#), [technology improving healthcare](#)

Subscribe by email

Email*



Recent Posts

- [7 Keys to Better EHR Usability](#)
- [3 Ways to Prepare for the Future of ASCs](#)
- [The Infinity Gauntlet of Healthcare Interoperability](#)
- [4 Ways to Reduce Physician Burnout With eClinicalWorks](#)
- [Gauging Healthcare Risk: From Antiquity to HCC](#)

Posts by Topic

- [EHR \(23\)](#)
- [Interoperability \(19\)](#)
- [Patient Engagement \(19\)](#)
- [National Conference \(16\)](#)
- [healow \(13\)](#)

[see all](#)

About eClinicalWorks

At eClinicalWorks, we are 5,000 employees dedicated to improving healthcare together with our customers. More than 130,000 physicians nationwide — and more than 850,000 medical professionals around the globe — rely upon us for comprehensive clinical



and excellence, we have a single focus — providing our customers with secure, cloud-based solutions to their healthcare IT needs.

Sales: (508) 836-2700

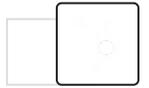
sales@eclinicalworks.com

Fax: (508) 836-4466

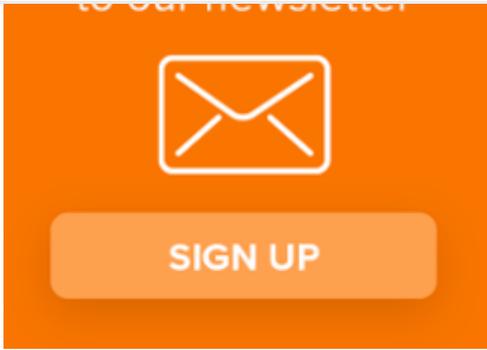
Site Navigation

- [Home](#)
- [Products & Services](#)
- [About eClinicalWorks](#)
- [Contact Us](#)
- [Blog](#)
- [Events](#)
- [Resources](#)
- [Privacy Policy](#)

Newsletter Sign-up



to our newsletter



eClinicalWorks | © 2019 All rights reserved