Proven Path to a Successful EHR Implementation

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Practice Fusion, part of the Veradigm family, is on a mission to improve healthcare with the leading cloud-based ambulatory electronic health record (EHR) platform for independent practices. We support more than 30,000 medical practices in delivering better care to over 5 million patients a month with easy-to-use health technology and a team of experts skilled in providing best-in-practice EHR solutions.
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You’ve heard about it. Maybe you’ve witnessed a colleague struggling with it. Maybe more than one.

Dissatisfying and frustrating user experience with electronic health record (EHR) systems has become all too common. Physicians struggling with low levels of work satisfaction often cite their EHRs, especially confrontations with non-intuitive, data-dense workflows and interfaces, as their greatest hindrance to providing the best patient care.¹

But there’s more you need to know about: The daily stress of struggling with an “unsatisfactory” EHR is also contributing to physician burnout. As adoption of EHR technology has increased in recent years, physician burnout has kept pace. The burnout rate among front-line physicians is increasing at the rate of 54%, twice that of the US working population as a whole.²

As you probably know, physician burnout itself isn’t new. The increase in burnout from unsatisfactory EHR experiences, however, began only recently. After EHR adoption soared following the 2009 passage of the Health Information Technology for Economic and Clinical Health (HITECH) Act, it wasn’t long before many new EHR adopters were reporting experiences very different from what they’d anticipated—and feeling a lot of extra stress as a result. Their reports cited information overload, excessive data entry requirements, more work interruptions, more out-of-office hours keeping up with practice paperwork, more multitasking, higher cost, and interference with physician-patient relationships.²,³

Does this sound like someone you know, maybe even work with? If so, your colleague clearly isn’t receiving the full measure of EHR benefits he or she was expecting: a smoothly running practice, better patient outcomes, and significant time and cost savings.⁴ If you’re considering an EHR for your practice, perhaps you’re hesitating because of the negative experiences you’ve read about or observed—or both. You may be wondering: “Is that what will happen to me? To my practice?”

Despite this distressing trend, however, EHRs are here to stay. The reasons why become evident when the people using a system are comfortable with it and feel confident and productive using it.¹ It’s just a question of getting there... and now there’s real cause for optimism about EHR success.

Recent research has shown that EHR outcomes and user satisfaction can be dramatically enhanced by improving a single component of EHR implementation:

*Training.*⁴
How does improved EHR training improve user experiences?

You may be surprised to learn that although common, it’s incorrect to blame the software for the bulk of poor EHR user experiences. The main problem isn’t a software issue; it’s inadequate Implementation Training.

When Implementation Training leaves critical gaps in users’ ability to obtain the best practice performance from their EHRs, dissatisfaction results.

- Physicians who perceive their EHR Implementation Training as inadequate are over than 3.5 times more likely to state that their EHRs make them less able to deliver quality care.

KLAS Arch Collaborative, a resource for surveyed feedback on EHR experience from over 70,000 physicians, nurses, specialists, and residents across more than 150 provider organizations and 7 EHR solutions, has found wide variation in the quality of EHR experience—variations not caused by regulatory load or software design.

In one study of EHR user satisfaction, survey respondents’ average net score closely correlated with the number of hours of Implementation Training they had received: The greater their number of training hours, the higher their satisfaction scores, and vice versa (Table 1).

Higher-quality EHR Implementation Training creates positive attitudes toward users’ systems and improves users’ success. In fact, the single strongest predictor of EHR users’ positive experience is the perceived quality of the training they received.

- Physicians also report that higher-quality EHR training drives better patient care.

What does higher-quality EHR implementation training look like?

You want EHR training that leads to fast, efficient implementation and a comfortable, productive “fit” with your practice—that leads to mastery of your EHR and ensures your smooth transition to an EHR system that delivers better care faster and more efficiently.

Here’s a checklist of EHR implementation training “success features” to look for:

- Training methods and curriculum personalized for the size and needs of your practice
  - As you might expect, your personal experiences in your practice strongly shape your training needs
- Personalized training elements that correlate with the EHR system features you’ve chosen
- A Dedicated Implementation Specialist as your instructor, available to answer your questions and provide additional information throughout your training period
- An easy-to-use and thorough New Users’ Guide
- Training content that ensures fulfillment of EHR best practices and Meaningful Use requirements
- Video instruction sessions for “You’re in the picture” learning

<table>
<thead>
<tr>
<th>Hours of required new-provider training</th>
<th>Organizations</th>
<th>Average net EHR experience score</th>
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<tr>
<td>&lt;4 h</td>
<td>11</td>
<td>6</td>
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<tr>
<td>4 h</td>
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Customized training sessions for both you and your staff

A Learning Center with free online resources, including on-demand videos and reading materials, to reinforce training between sessions and after training ends

What does Practice Fusion EHR Implementation Training look like?

Practice Fusion understands the power and long-term importance of comprehensive, user-personalized EHR Implementation Training. We’ve invested time and effort in developing an effective and user-friendly training program, so you, along with other new users, can transition smoothly and confidently into full use of your EHR system.

But we’ve also learned that the best opportunity to keep growing our EHR’s value for you is twofold: maintaining our focus on effective Implementation Training and constantly working to improve our EHR design and software. We’ve developed our EHR in tandem across both these initiatives, resulting in EHR that both works intuitively and is fast and easy to master.

Your Practice Fusion Implementation Training Experience

What should you expect, what will you be doing?

Once you’ve selected Practice Fusion as your EHR vendor, you’ll feel comfortable with us from the start. We design every Implementation Training program individually, so your specific wants and needs for your practice and its size are taken into account at every step of the way.

• It’s also possible to attend a training session before making an EHR decision.

When you’re satisfied with your training curriculum—which will include training for both you and your staff—you and your Account Executive will set up an instruction schedule convenient for your practice.

Your Training Structure

Here’s an overview of how your Implementation Training schedule will be structured:

You begin with a 60-minute Kick-Off Call with your Practice Fusion Account Executive, who will assist you with your Account Setup and lay the groundwork for your training.

In an after-call email, your Account Executive provides all of your Training Session resources in an attached zip folder and introduces your Dedicated Implementation Specialist, who will lead the 4 training sessions that follow.

The email zip folder contains:

• Your New User Guide
• Links to on-demand webinars to view before Training sessions 1 and 2
• PDF Training Guides
• Full 24/7 access to Practice Fusion EHR Self-Help Resources: Tutorials, Knowledge Base, additional On-Demand and Live Webinars, and our Live Webinar Program

Your Training Sessions

The 4 training sessions, scheduled in advance, will run 30-45 minutes each, depending on your practice size and personalization features, and will be led by your Dedicated Implementation Specialist.

Training 1 | Staff Workflow Webinar & Q&A:
You and your staff, nurses, and medical assistants prepare by watching the 60-minute Staff Workflow Webinar before the session.
Training 2 | Provider Workflow Webinar & Q&A:
Before this session, you and your team prepare by watching the 60-minute Provider Workflow Webinar.

Training 3 | Workflow Customization:
In this key personalization session, you and your staff focus on customizing Practice Fusion workflows to meet your practice’s needs: charting templates, flowsheets, patient intake forms, formatting, and page layouts.

Training 4 | Utilization:
(or elective training, depending on your preference)
In this final training session, you and your staff focus on mastering all your Practice Fusion EHR functions, such as managing pharmacy communications, sending e-Prescriptions, approving refills, lab/radiology ordering and communications, signing results, and billing.

In addition, your Practice Fusion Implementation Training includes:
• A practice plus: Training in how to cohort your practice, which allows you to measure and analyze your ongoing experience with the EHR to keep improving its performance.
• If your practice doesn’t require full EHR implementation, you may choose from Modular, eRx, or charting-only programs.
• Spanish-speaking instructors, as requested.
• Expedited Implementation Training if needed.

After you complete your 5-week Implementation Training, your Dedicated Implementation Specialist introduces you to your Practice Fusion EHR Customer Support Team, who will be on call to provide additional support.

Below are quotes from Practice Fusion customers who completed our EHR Implementation Training program and provided additional commentary on the effectiveness of their session leaders:

“I was very impressed with the leader’s professionalism, knowledge, and especially patience as we worked through the program.”

“Our session leader was thoroughly knowledgeable about our Practice Fusion EHR product, which meant he was always able to answer our questions and keep us moving forward.”

“Was pleased to see that instead of a rigid, this-way-not-that-way approach, he took time to show us multiple ways of accomplishing the same tasks.”

“I especially appreciated that he asked directed questions, which helped focus our training to our specific needs.”

“When I finished the program, I felt fully prepared to rapidly integrate our EHR into my practice.”

WHAT ABOUT HOMEWORK?
We thought you’d never ask! Yes, there is homework, but again, it’s designed to fit into your practice with minimum effort. Often the homework we assign is simply to start using your new EHR, to get everyone in your practice using the system. (For best training results, it’s a good idea to schedule a full week of patients prior to each training session.) This also generates questions to ask your instructor, whose answers will further increase your skill and confidence.

According to a new survey released by Reaction Data, Practice Fusion, the leading cloud-based electronic health record (EHR) platform, has received the highest physician satisfaction rating among other industry-leading EHRs.
Train to Succeed: Practice Fusion EHR is #1

Did you know that the Practice Fusion EHR platform has been developed with input from over 150,000 medical professionals? So it’s no surprise that Practice Fusion EHR is recognized industry-wide for the quality and reliability of its EHR products and user support as well as its Implementation Training.

Your #1 EHR features and benefits will include:

- Cloud-Based EHR Access anywhere you have an internet connection
- Smart Charting and Automatic Favorite Lists
- Code Assist that lets you search for diagnostic criteria using natural language terms
- Online Appointment Management
- Automatic Insurance Eligibility Checks
- Full Patient Health Portal
- Feedback for Your Practice
- Quick tips or more in-depth coverage for every EHR feature
- Electronic Lab Results
- Updox Seamless Integrated Fax Solution
- Appointment Reminders and Patient Engagement Suite
- Certification from the Office of the National Coordinator for Health Information Technology (ONC)
- Quality Payment Program, Meaningful Use, and Comprehensive Primary Care Plus (CPC+) support
- Secure HIPAA messaging
- HIPAA-compliant, industry-leading security
- The services of our Dedicated Success Team, providing our world-class Phenomenal Support™
Your practice is our purpose. At Practice Fusion, we invest ourselves in our EHR users’ success, continually striving to make our EHR software and Implementation Training the best they can be. We’re passionate about empowering your practice to thrive with an EHR that helps you deliver better patient care cost-effectively for years to come.

To speak with our EHR experts about how easy it is to implement Practice Fusion into your practice, schedule a demo today.
References


