Healthcare Quality Reporting Program

HIT SURVEY – PHYSICIANS
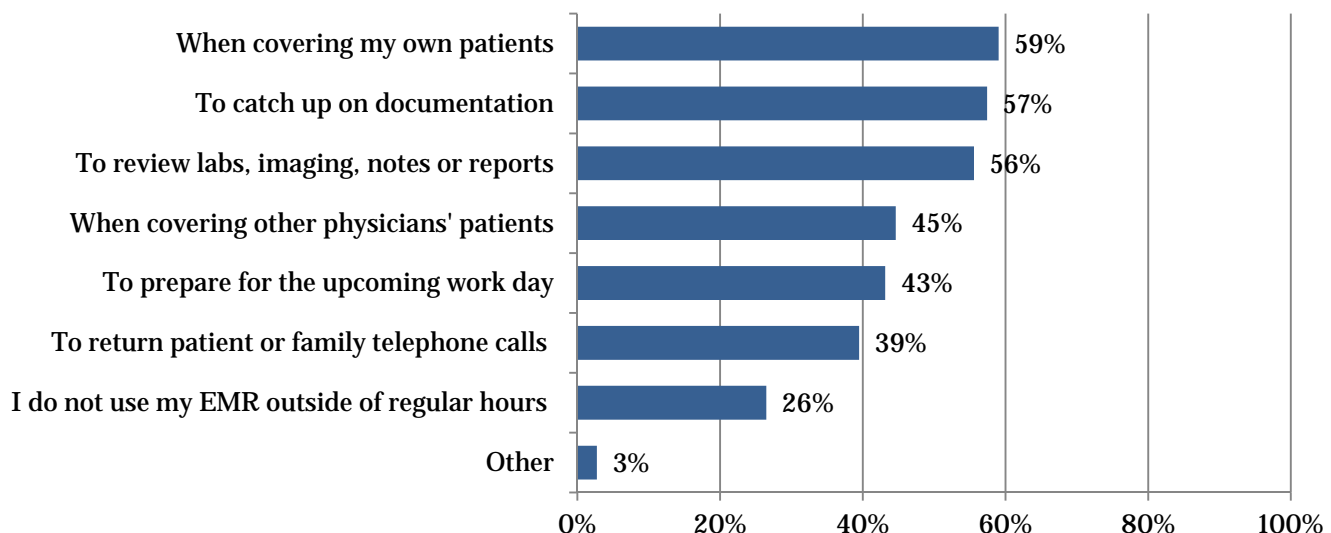
EMR Impact Detail Report, 2013

In early 2013, the Rhode Island Department of Health (HEALTH) administered the Physician HIT Survey to 3,799 physicians licensed in Rhode Island, in active practice, and located in Rhode Island, Connecticut, or Massachusetts. The response rate was 62.3% (n=2,367).

Survey respondents who indicated they use EMR were asked about how they use their EMR outside of regular work hours and if impacted their take-home workload. Respondents were also asked to think back to what their office or hospital was like before an EMR and indicate how much they agree or disagree with how an EMR has improved certain work related processes. Of those 2,367 respondents, 88.2% (n=2,087) already had an EMR. Some of the 2,367 physicians who completed the survey did not answer these questions.

Table 1. How do you use your EMR outside of regular work hours? (N=2,051)

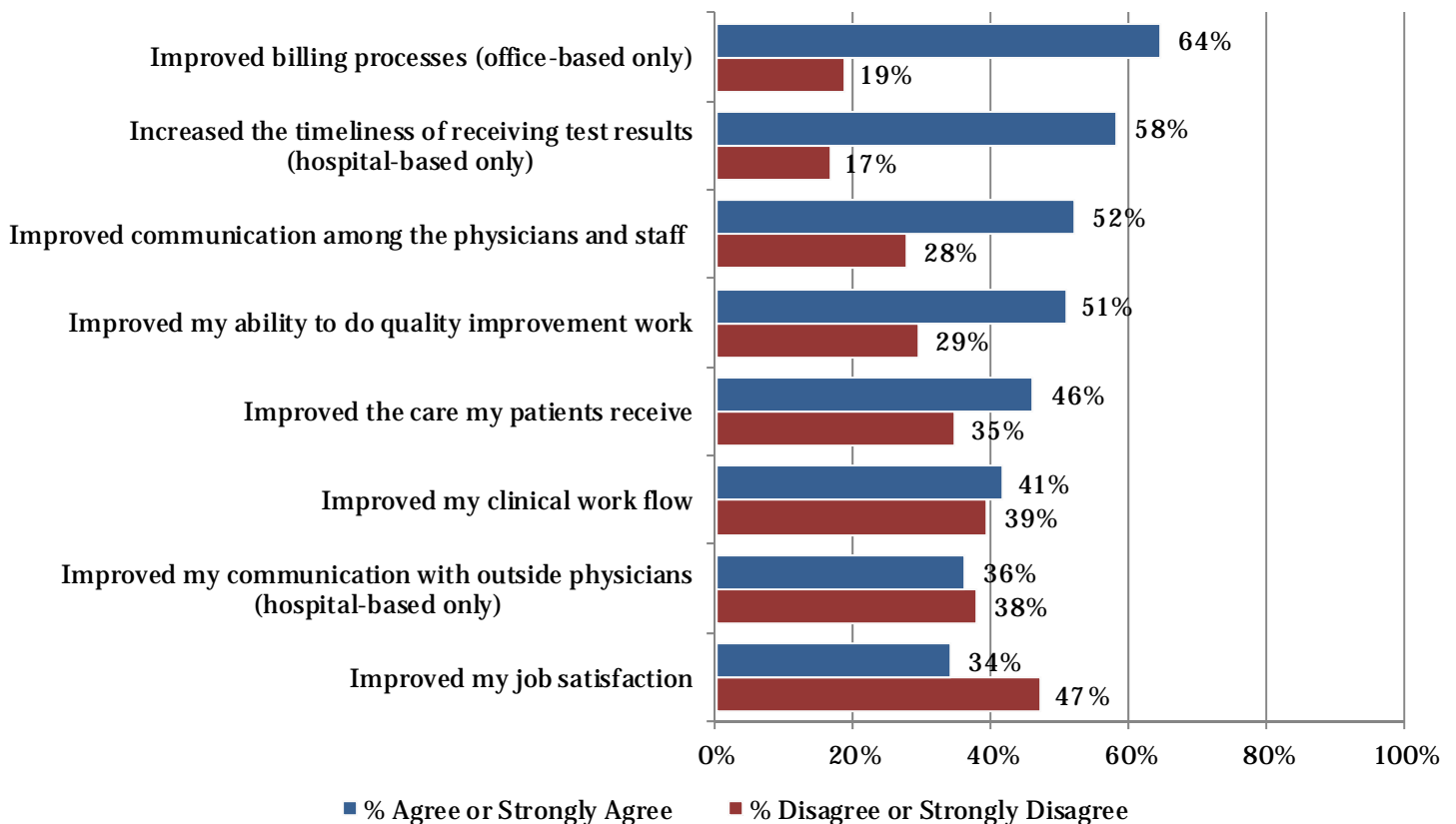| Answer Choice	Count	Percentage
When covering my own patients	1,211	59%
To catch up on documentation	1,178	57%
To review labs, imaging, notes or reports	1,140	56%
When covering other physicians' patients	915	45%
To prepare for the upcoming work day	885	43%
To return patient or family telephone calls	810	39%
I do not use my EMR outside of regular hours	543	26%
Other	56	3%

Figure 1. How do you use your EMR outside of regular work hours? (N=2,051)

Table 2. Thinking back to what your office (or hospital) was like before implementing an EMR, please indicate the extent to which you agree or disagree with the following statements. Implementing an EMR:

Response	% Agree or Strongly Agree	% Disagree or Strongly Disagree	% N/A	Total Responses
Improved billing processes (office-based only)	64%	19%	17%	983
Increased the timeliness of receiving test results (hospital-based only)	58%	17%	25%	1,046
Improved communication among the physicians and staff	52%	28%	20%	2,038
Improved my ability to do quality improvement work	51%	29%	20%	2,029
Improved the care my patients receive	46%	35%	19%	2,042
Improved my clinical work flow	41%	39%	19%	2,045
Improved my communication with outside physicians (hospital-based only)	36%	38%	26%	1,045
Improved my job satisfaction	34%	47%	19%	2,033

Figure 2. Thinking back to what your office (or hospital) was like before implementing an EMR, please indicate the extent to which you agree or disagree with the following statements. Implementing an EMR:

Table 3. How has using an EMR affected your take-home workload? (N=2,024)

Answer Choice	Count	Percentage
I take home about the same amount	690	34%
Increased the amount I take home	630	31%
Decreased the amount I take home	146	7%
N/A -- have always used an EMR here	558	28%

Table 4. What would it take for you to implement an EMR? (N=227)

Answer Choice	Count	Percentage
Financial support for implementation	141	62%
Technical assistance	120	53%
Free software	106	47%
Web-based EMR	89	39%
Other	81	36%
Payment for population-based management	37	16%
Licensure requirement	36	16%

Figure 3. What would it take for you to implement an EMR? (N=227)