

Where is Our Focus?

Arch Collaborative Update

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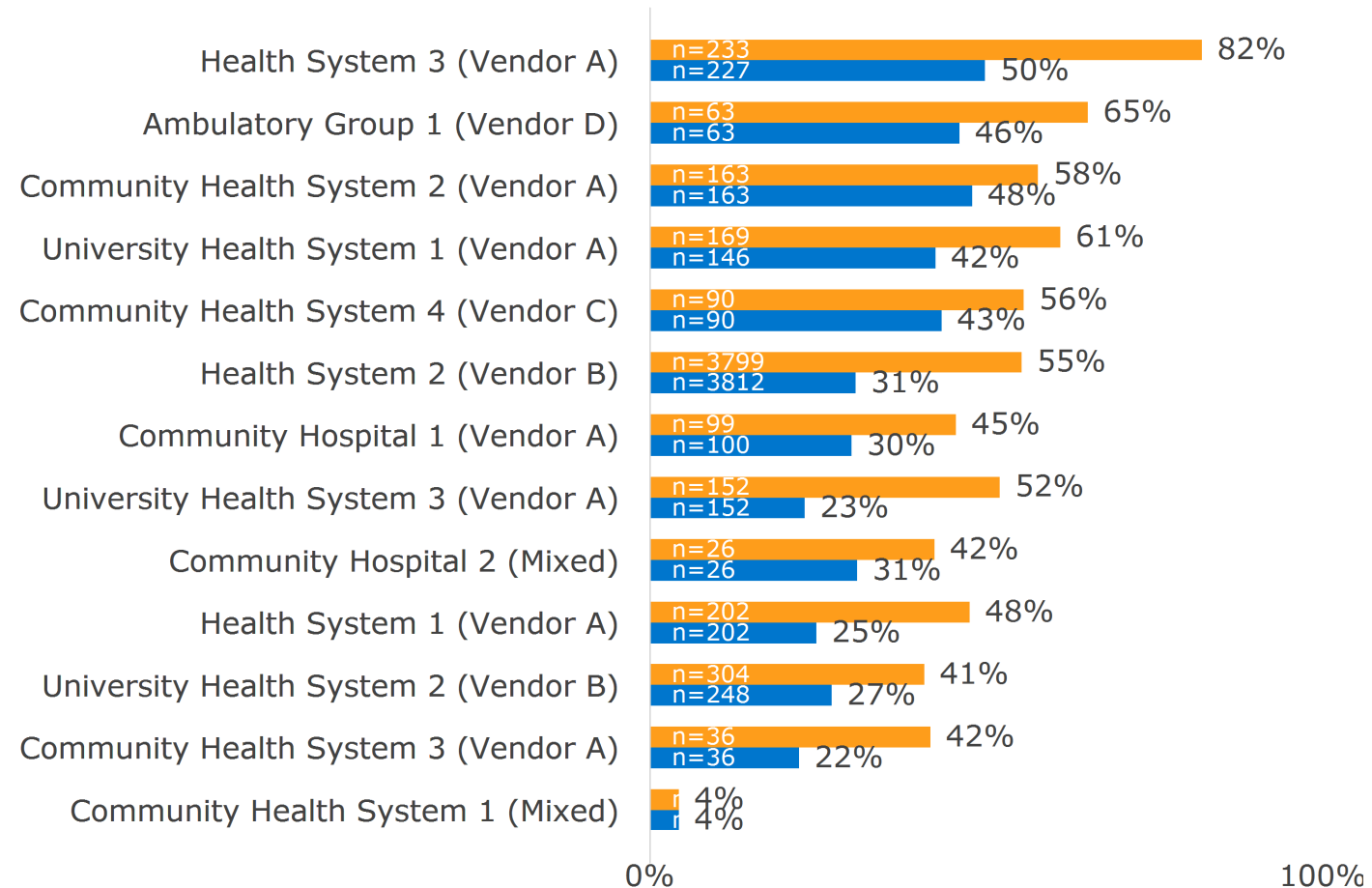
The Arch
Collaborative[™]
a KLAS[®] initiative



Where We Were Last Year

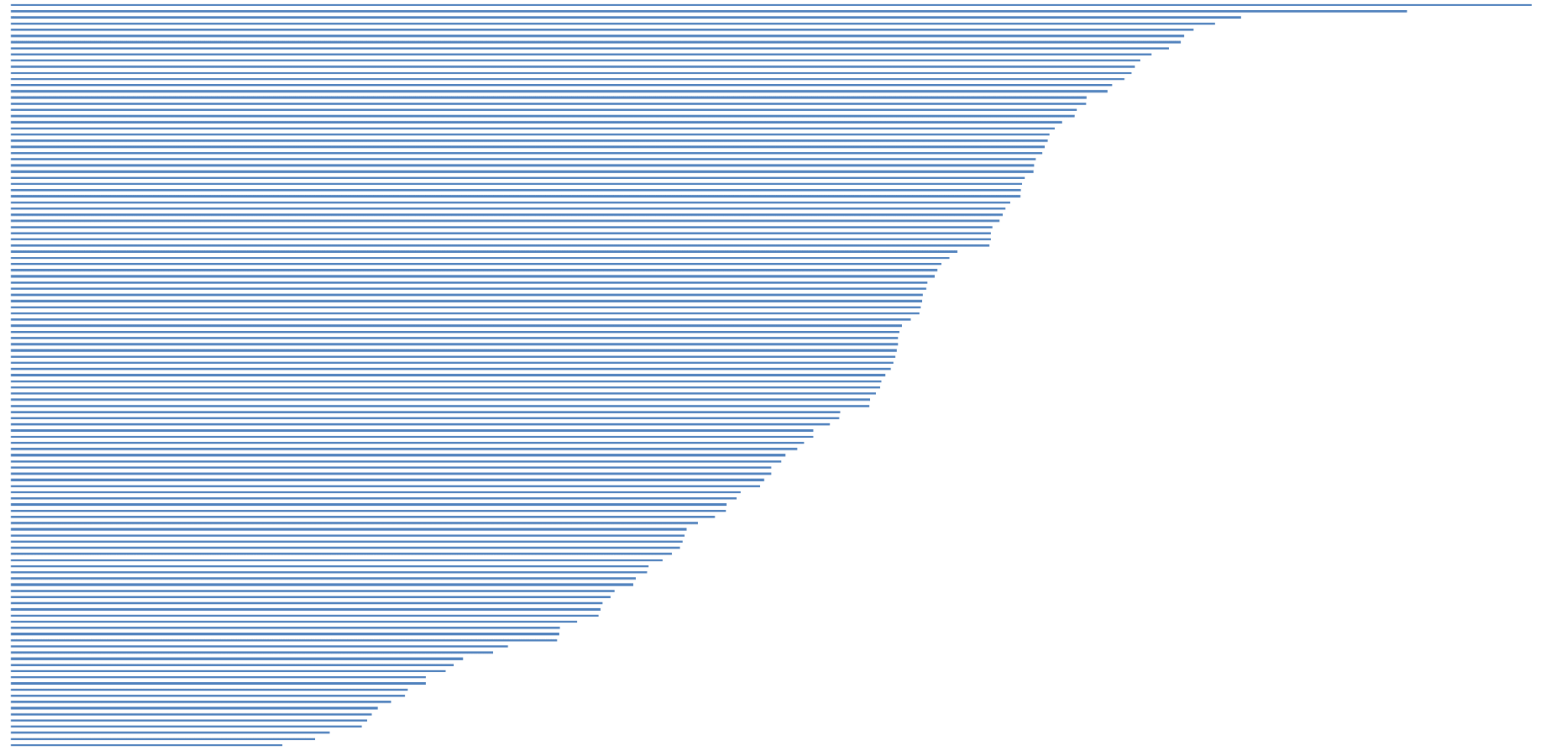
EMR Enables Quality and Efficient Care

Percent of Users That Agree or Strongly Agree That the EMR Enables Quality/Efficient Patient Care



Where We Are Today

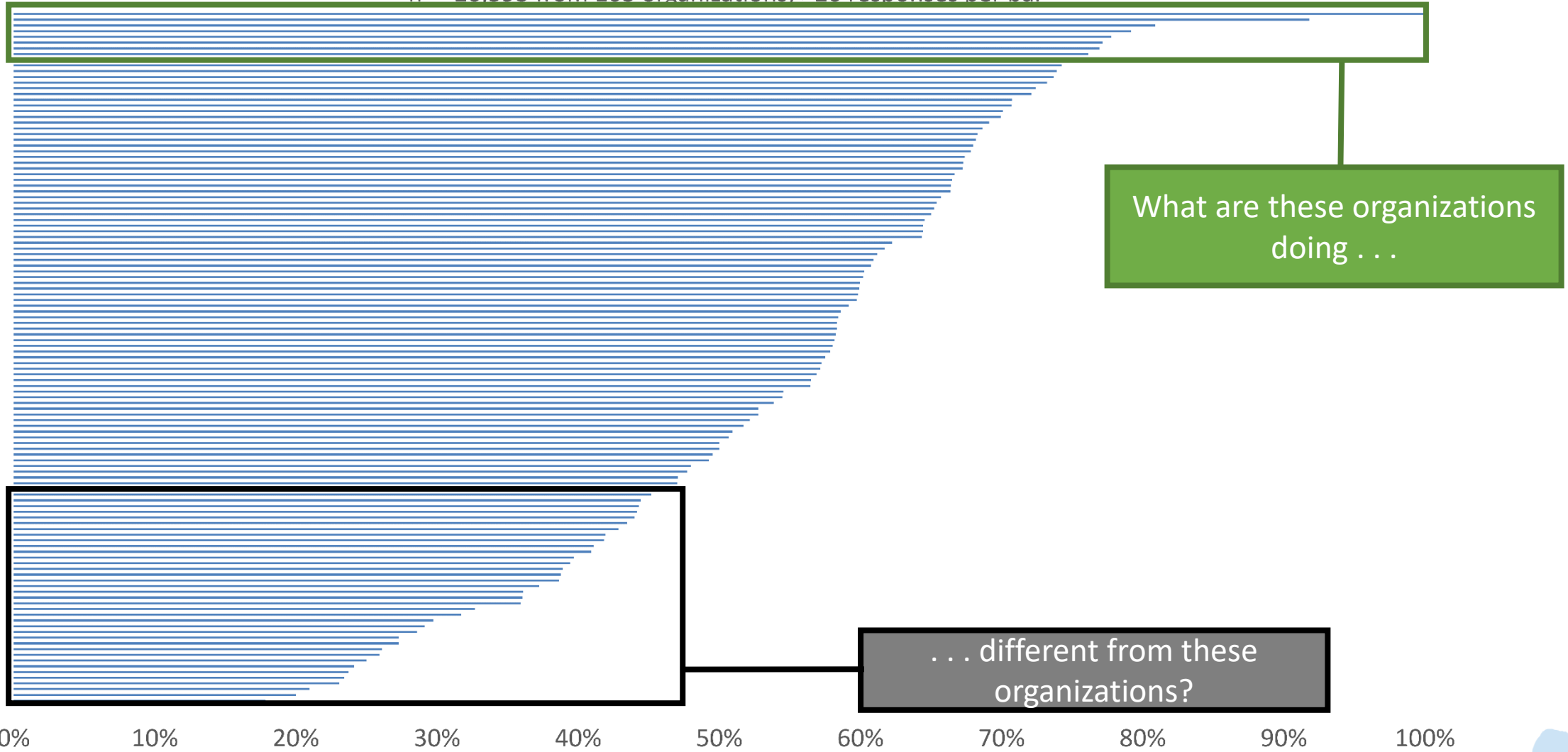
Percent of Independent Care Providers That Agree or Strongly Agree: EMR Enables Quality Care
n = 20,593 from 103 organizations; >20 responses per bar



What Can We Learn From This Variation?

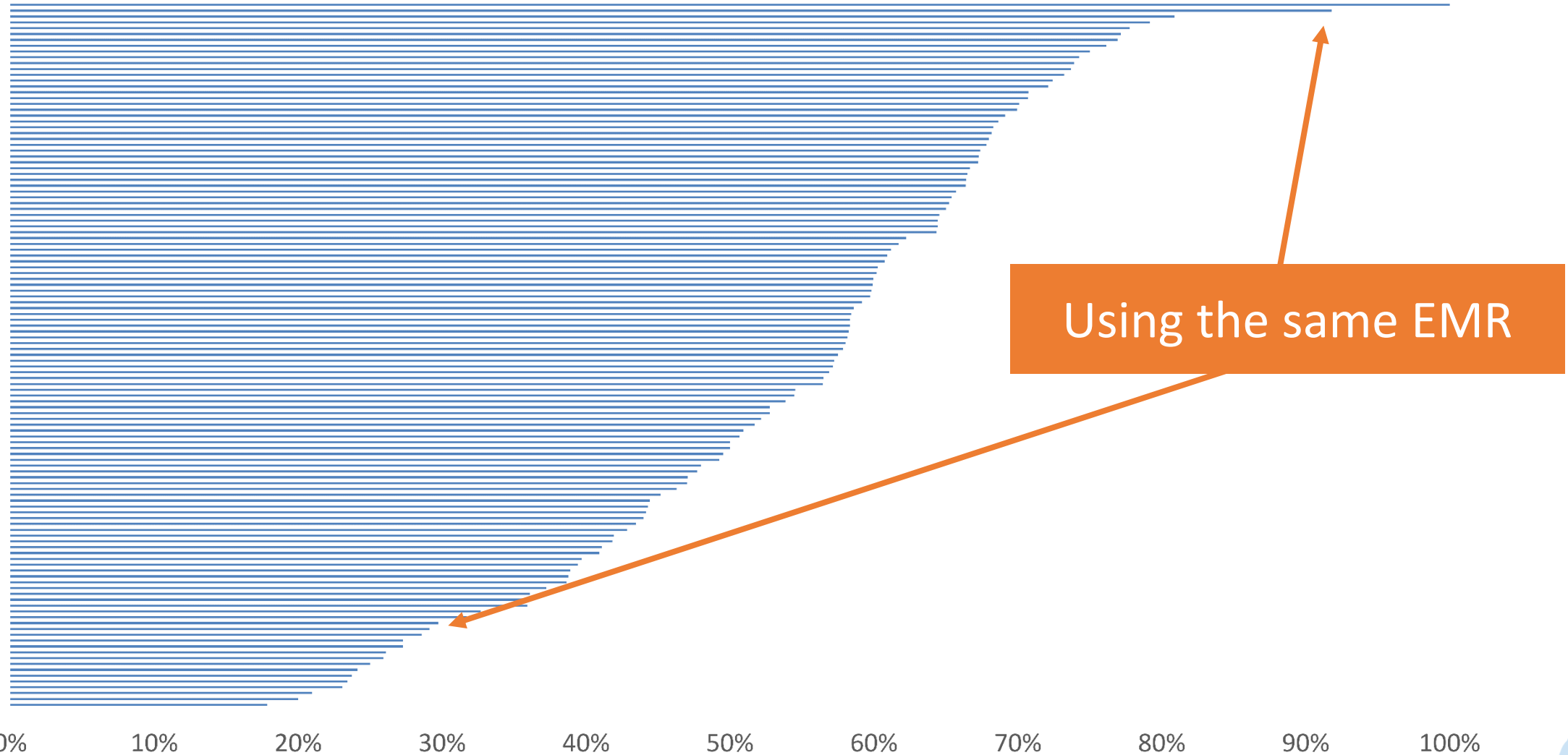
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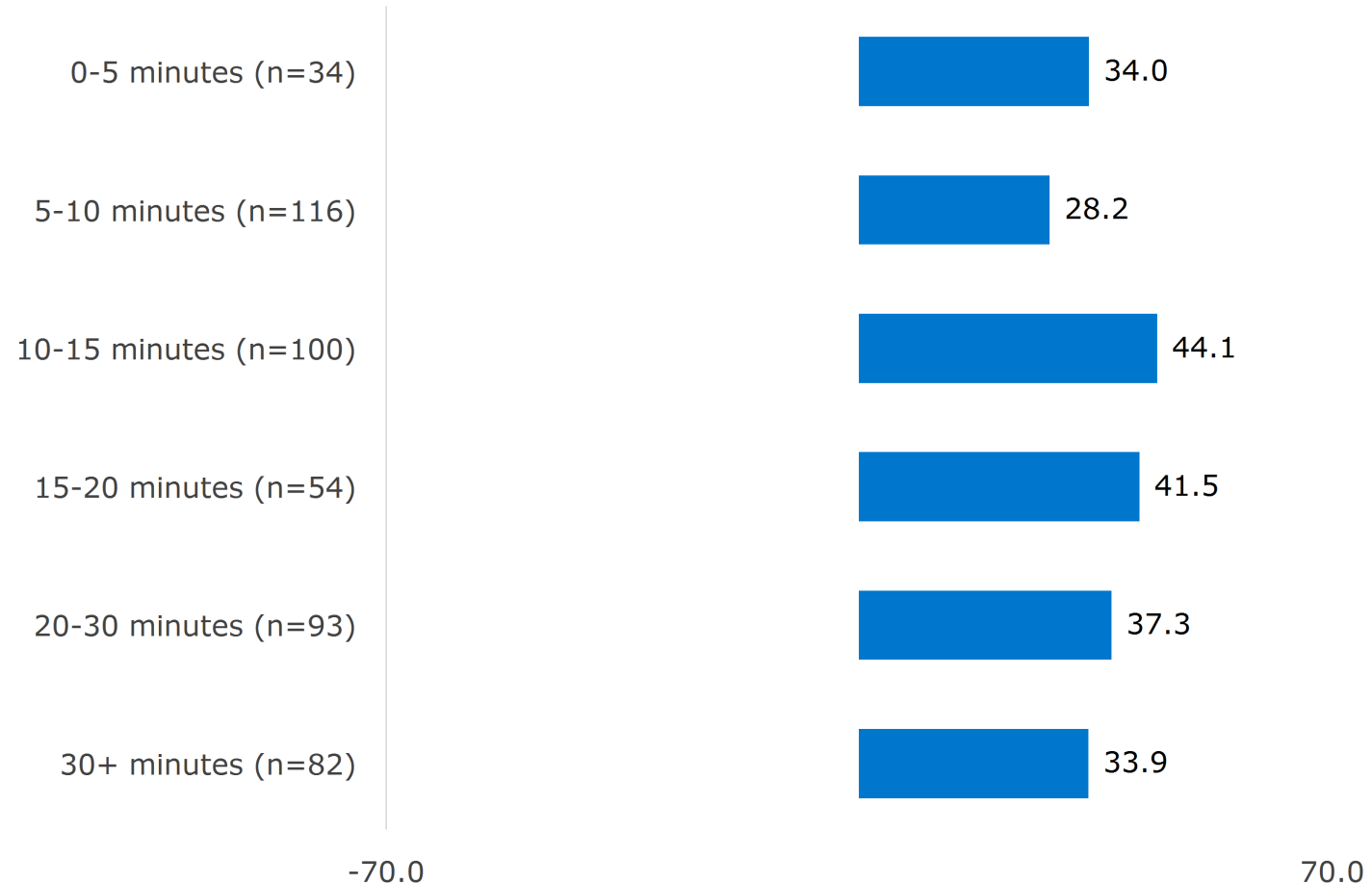
Which EMR Matters, But . . .

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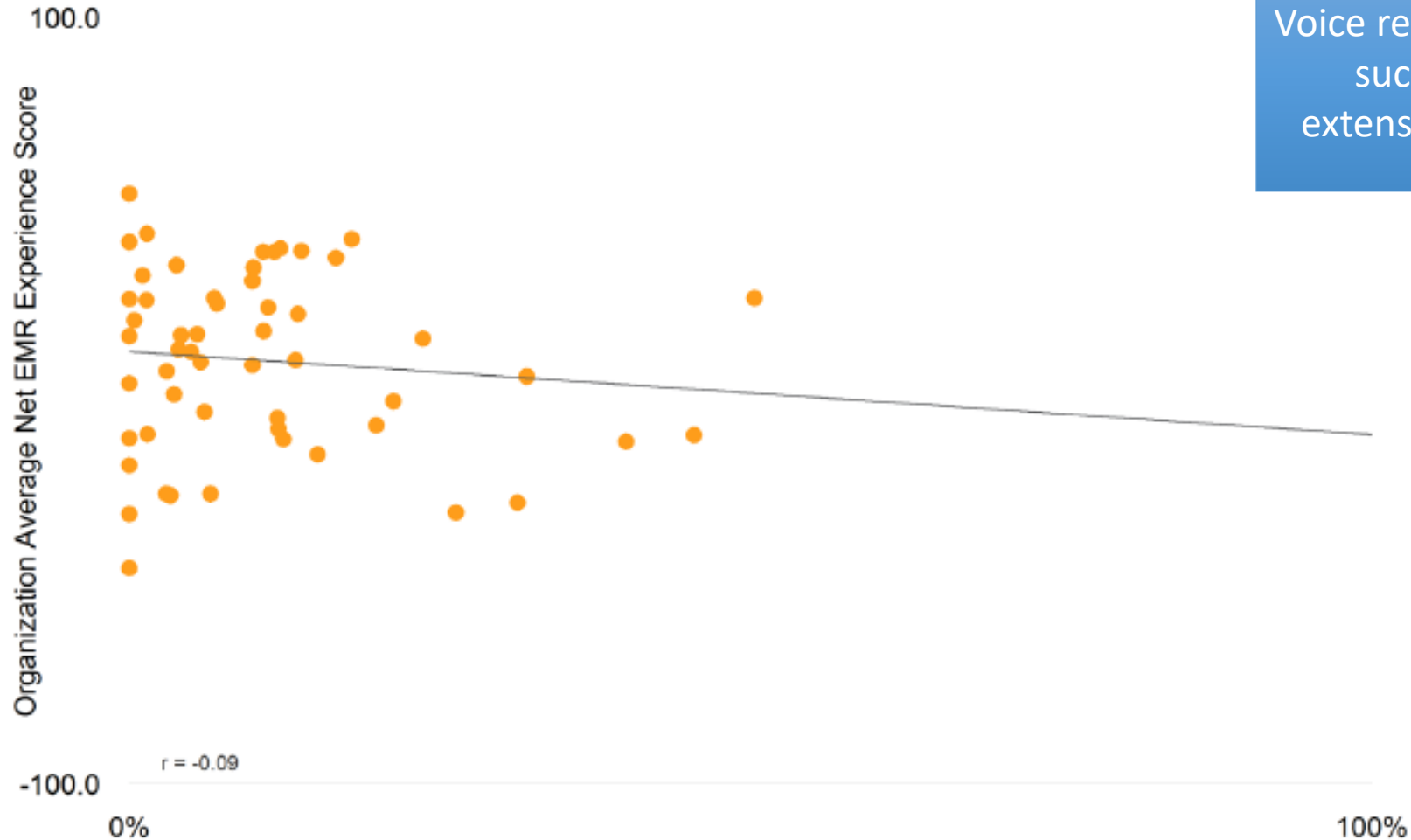
Time Spent in EMR . . . Doesn't Matter?

Provider Average Experience Score by PEP Number of Minutes in Epic Per Appointment



Voice Recognition . . . Doesn't Matter?

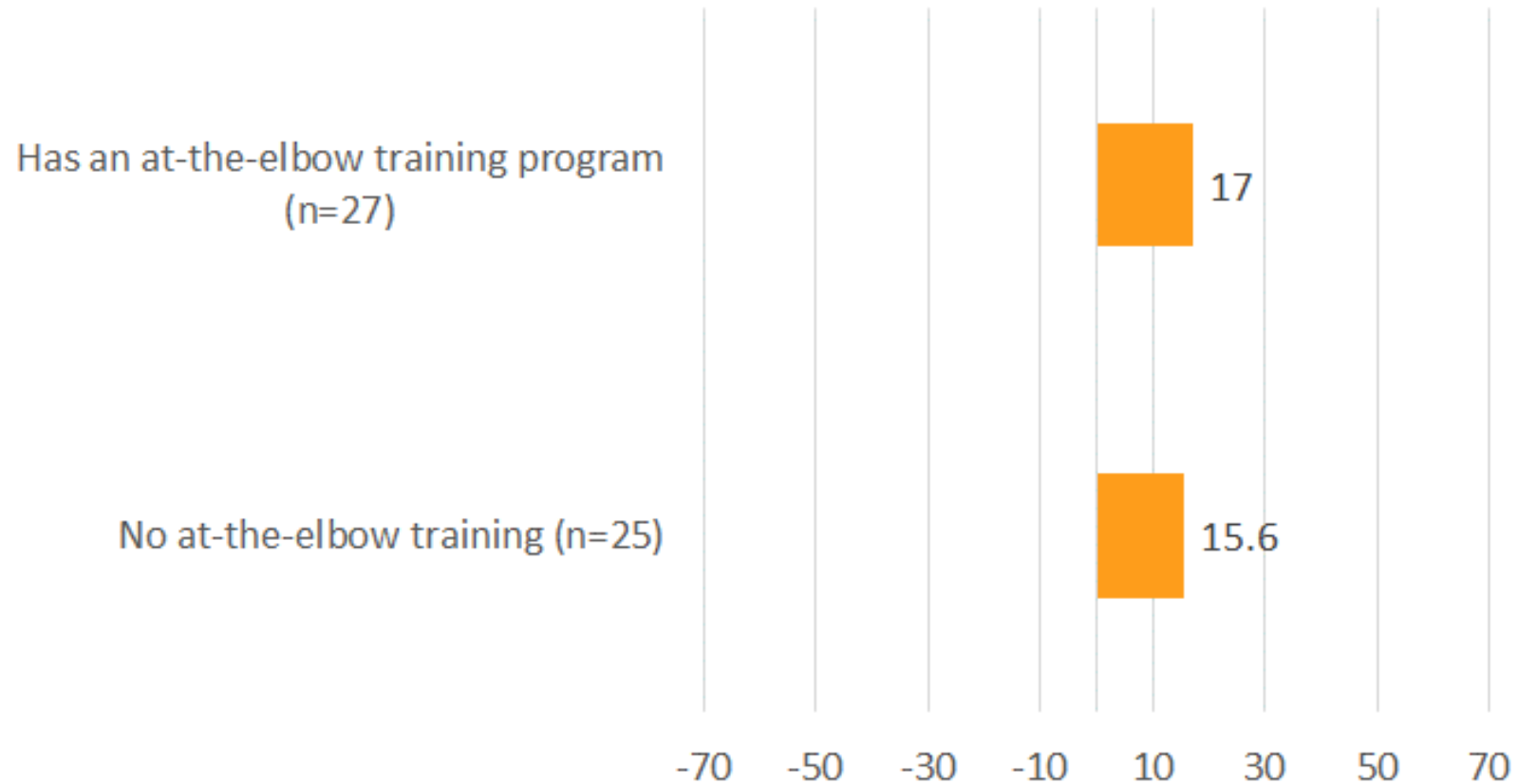
Correlation Between Satisfaction and Percent of Users Using Voice Recognition



Voice recognition can be incredibly successful, but it requires extensive change management.

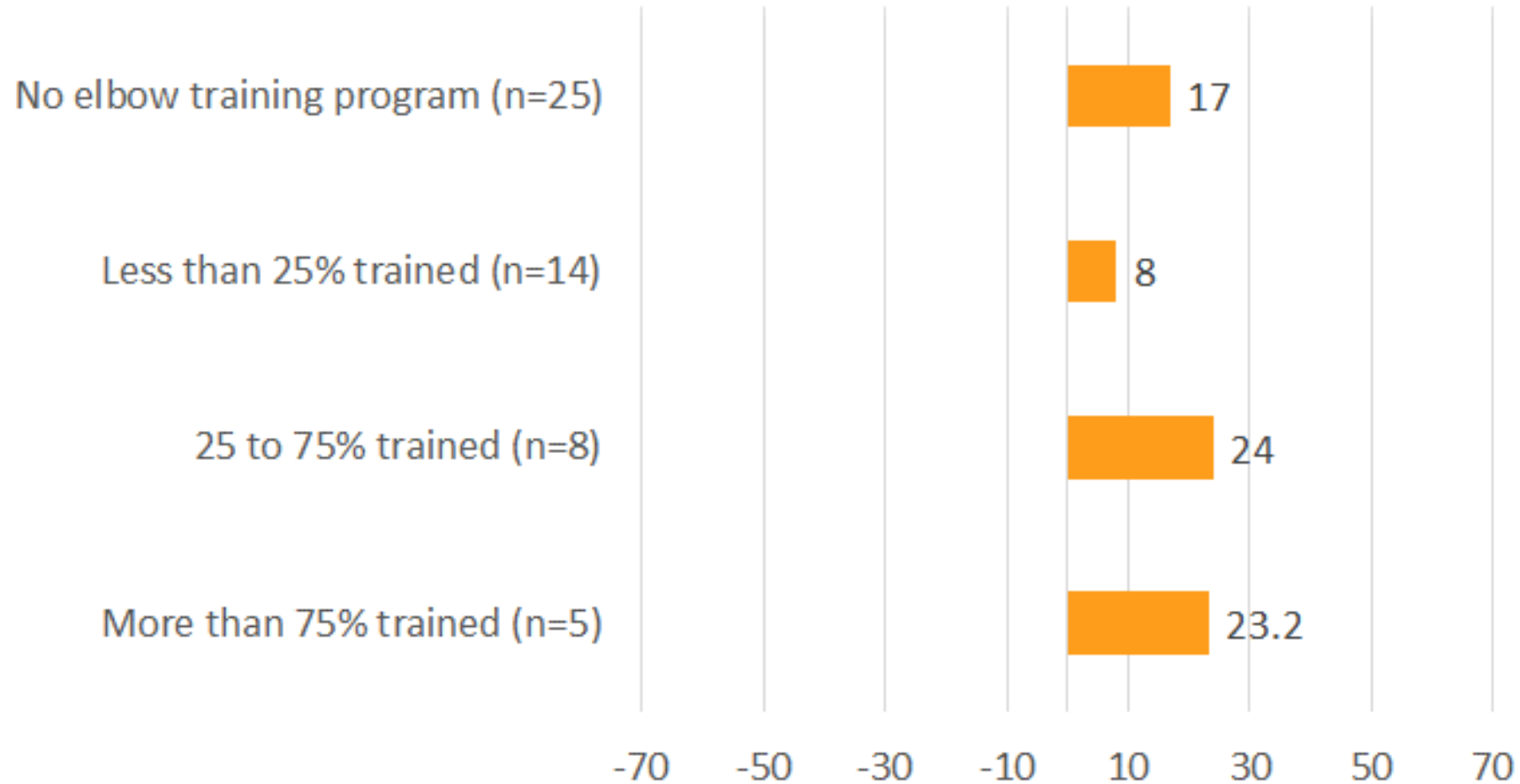
At-the-Elbow Training . . . Doesn't Matter?

Provider Experience Score by Whether Organization Has an At-the-elbow Training Program



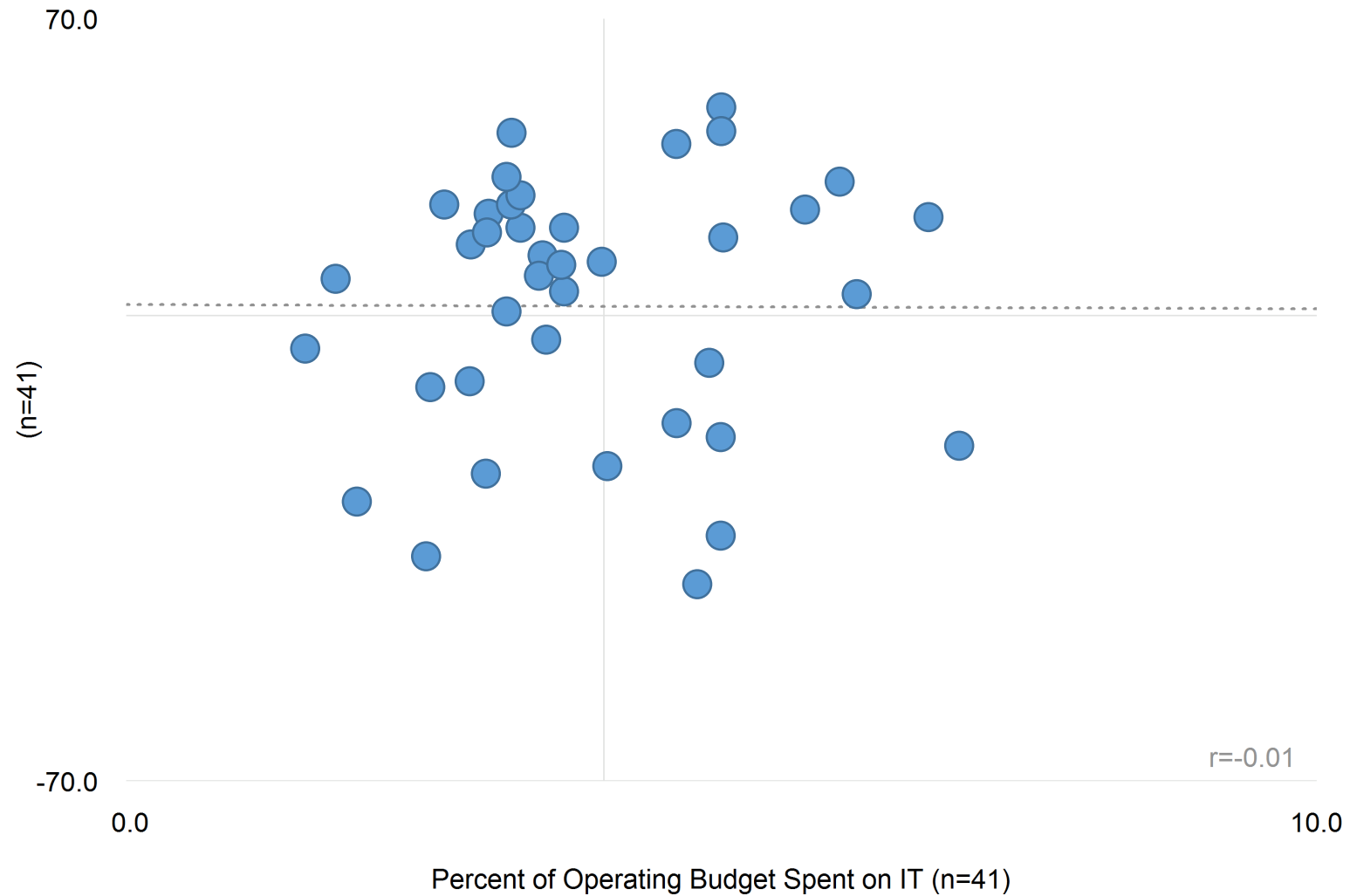
Correction . . . *Weak* Elbow Training

Provider Experience Score by At-the-elbow Training Utilization Level



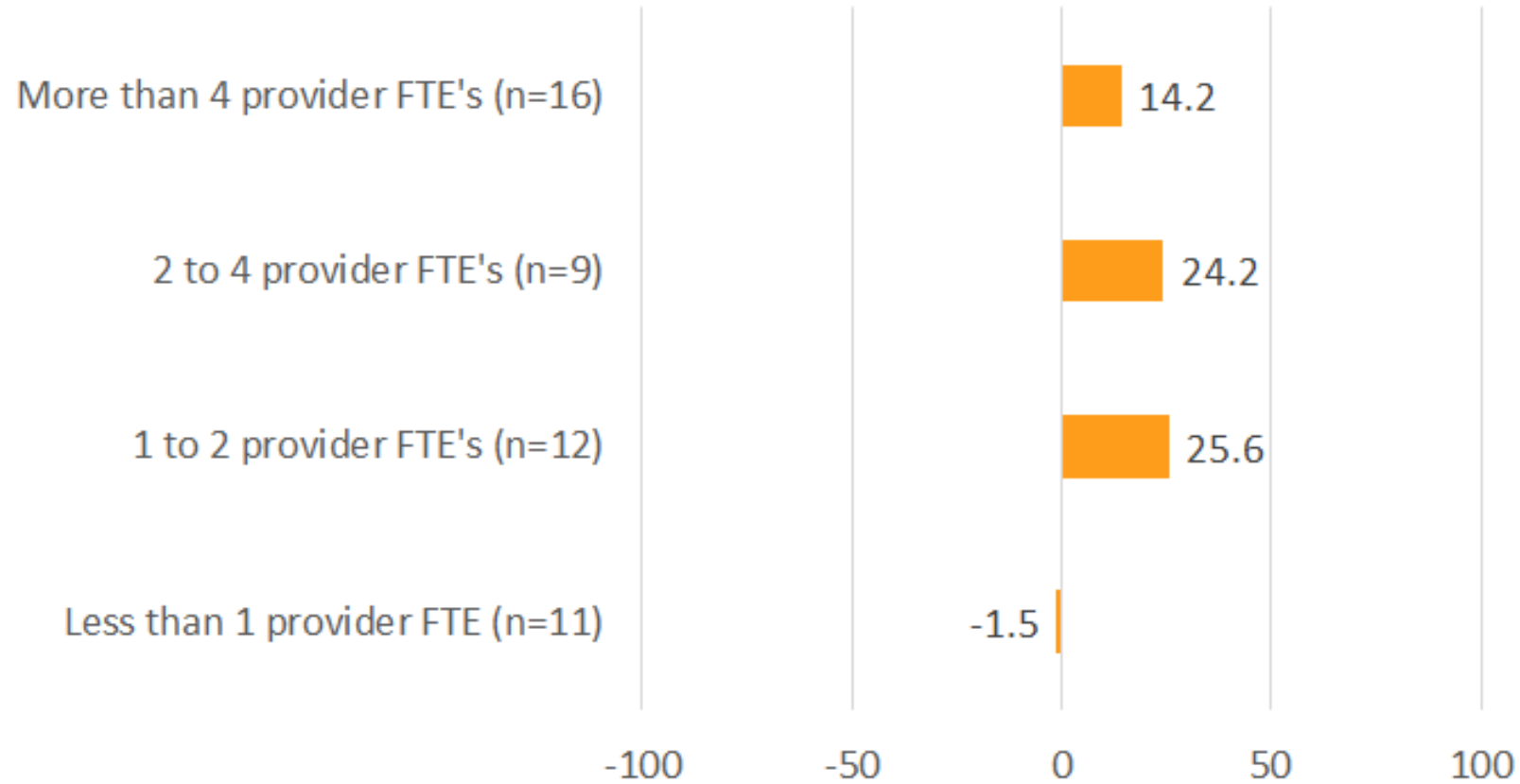
How Much You Spend . . . Doesn't Matter?

Provider Experience Score by Percent of Operating Budget Spent on IT



But You Can Understaff

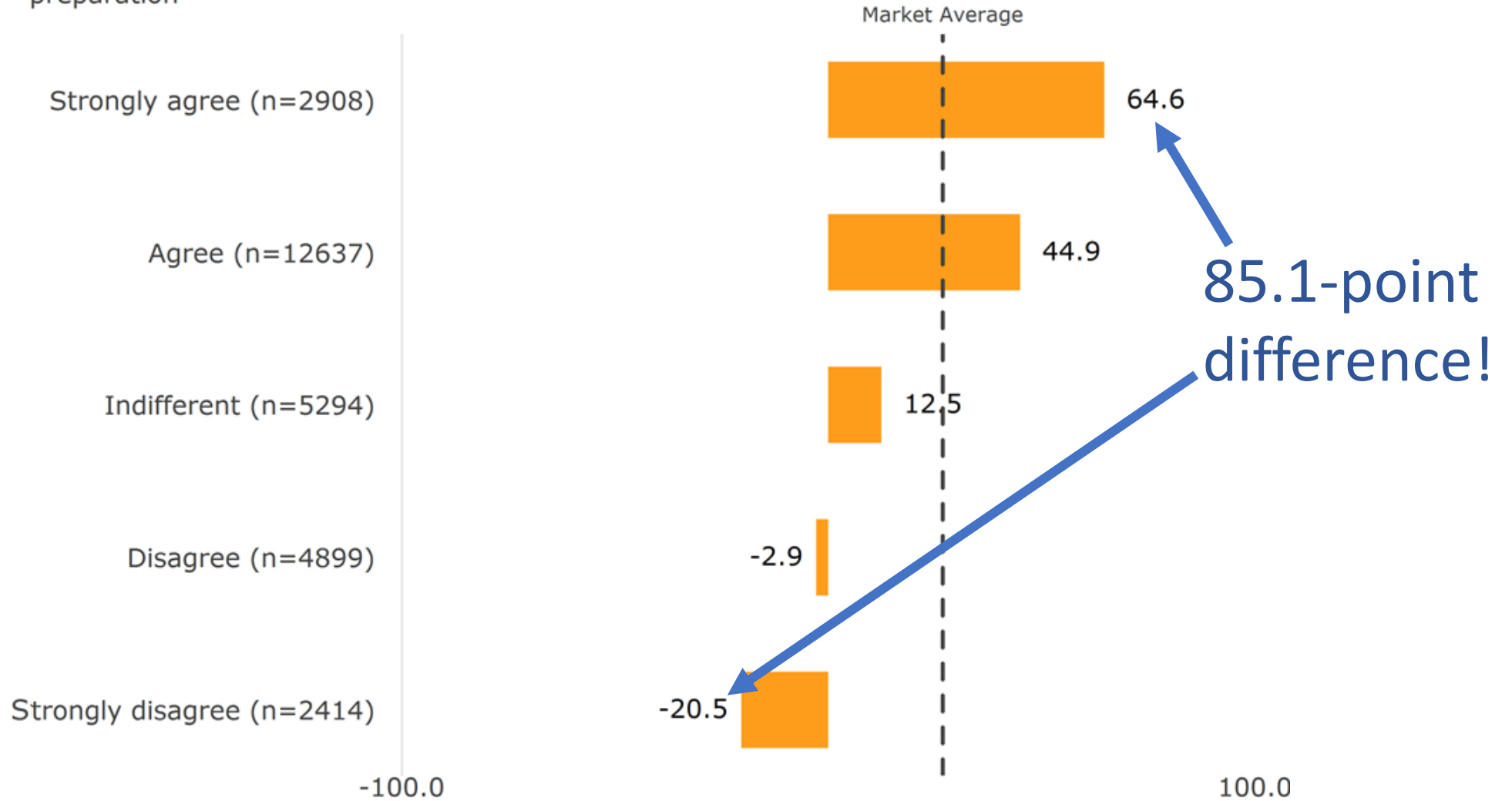
Provider Experience Score--By Provider FTE's Employed
by IT Per Every 1,000 Provider Users



EMR Education Matters

Net EMR Experience Score—By Quality of Initial Training

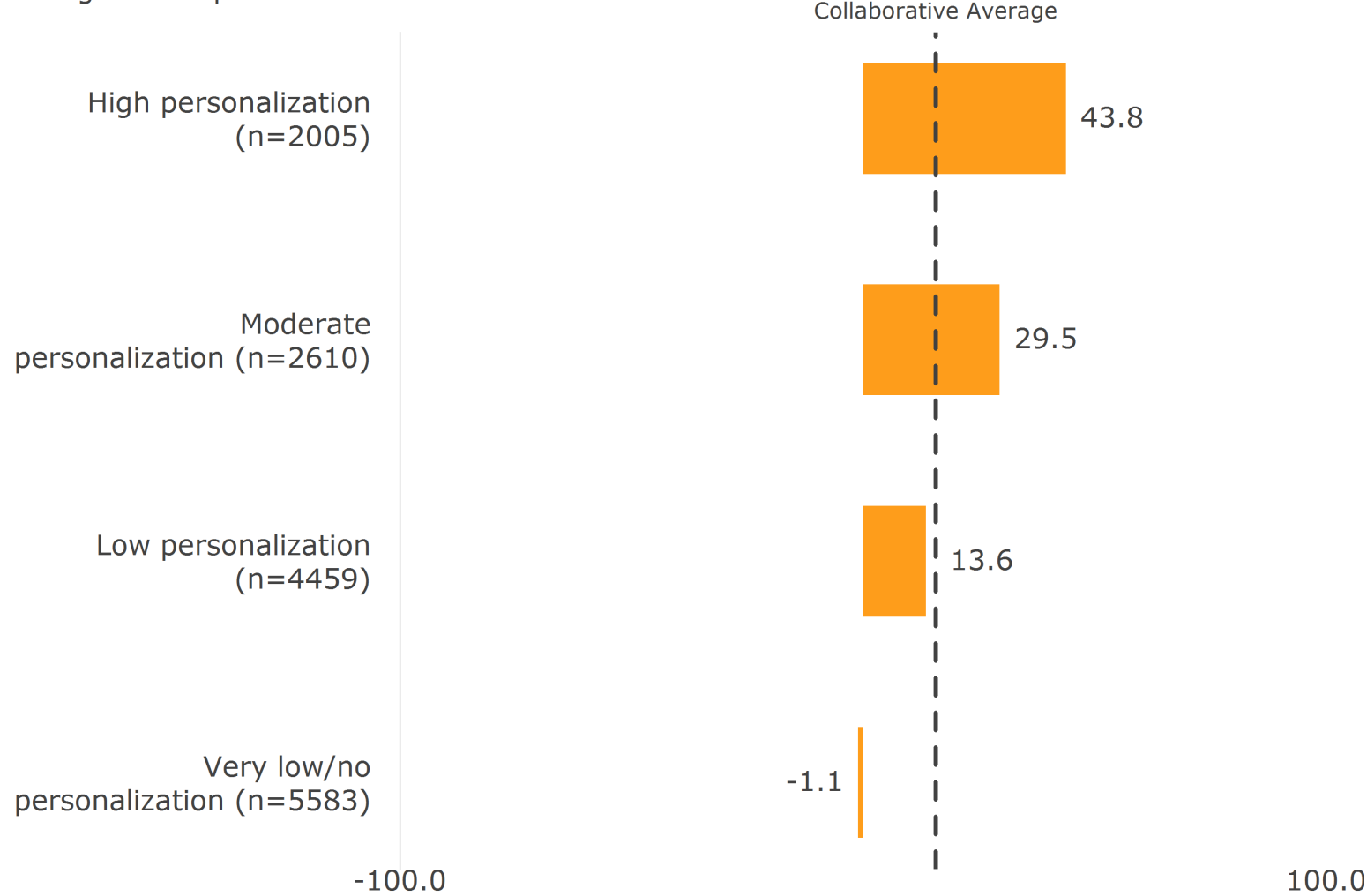
Quality of initial training measured by agreement that initial training provided strong preparation



Adoption of Personalizations Matters

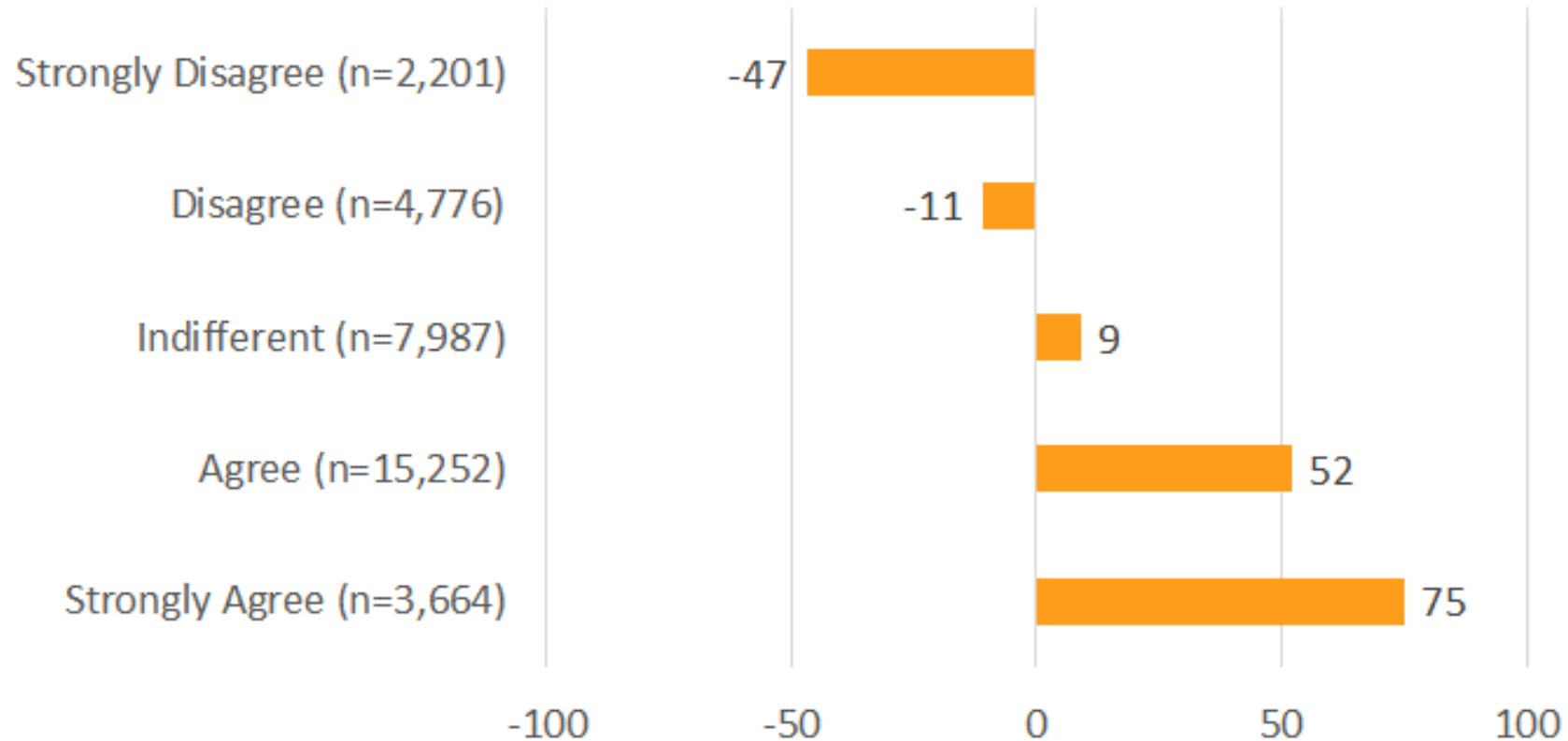
Differences in Satisfaction by Level of EMR Personalization

Average Net Experience Score



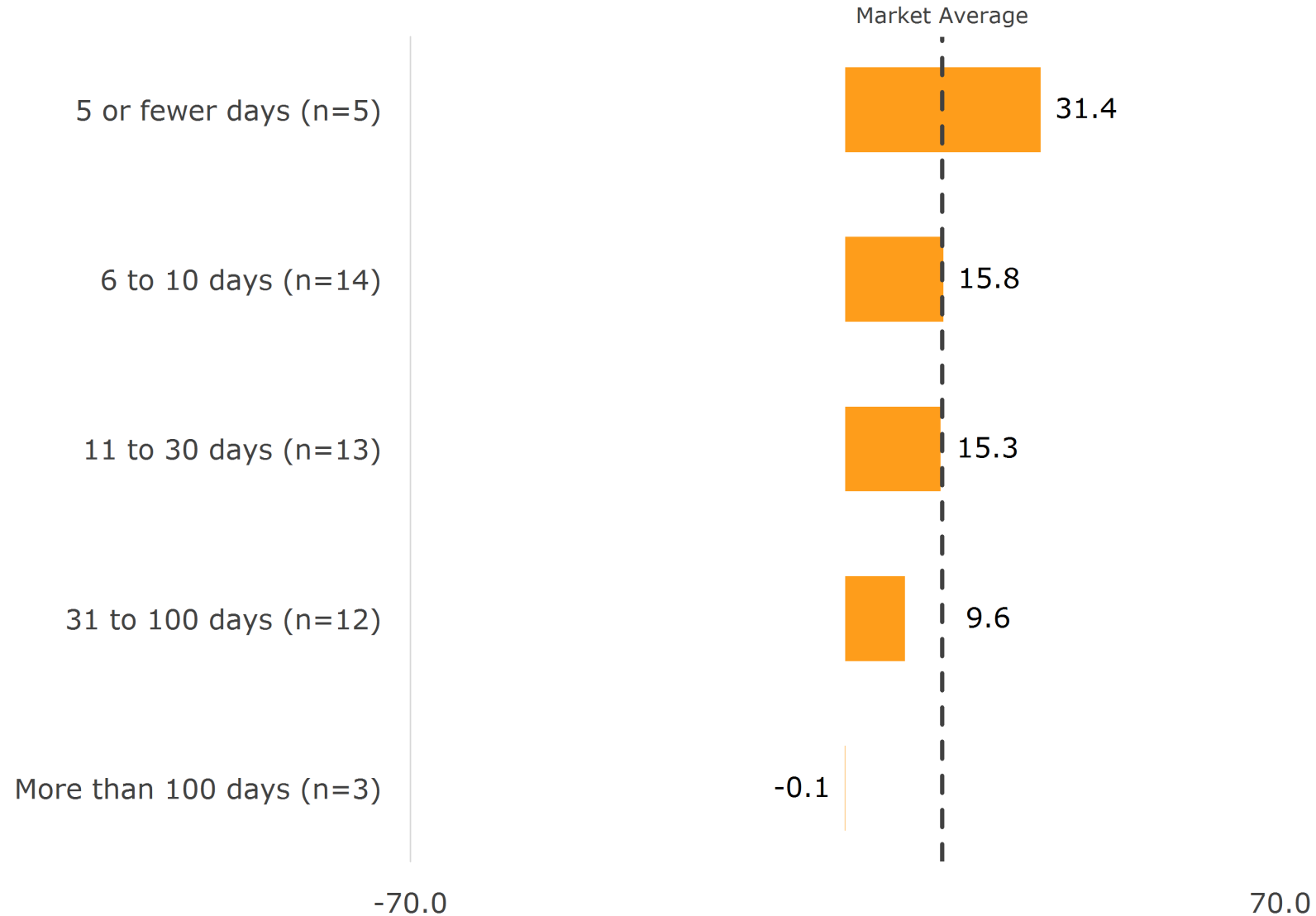
Teamwork and Trust Matters

Provider Experience Score--By Agreement That Organization IT/Leadership Has Implemented and Supports EHR Well

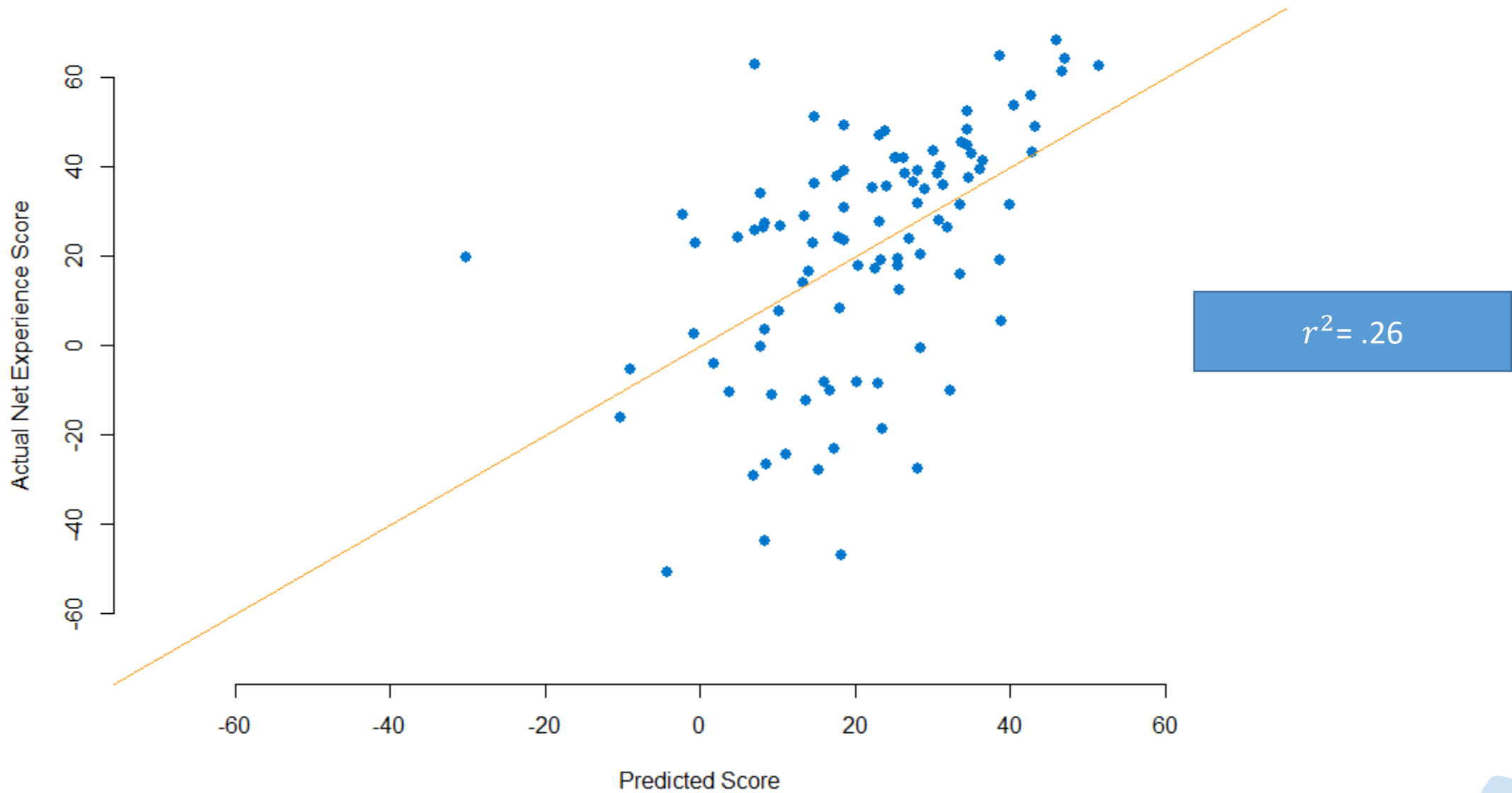


Nimbleness Matters

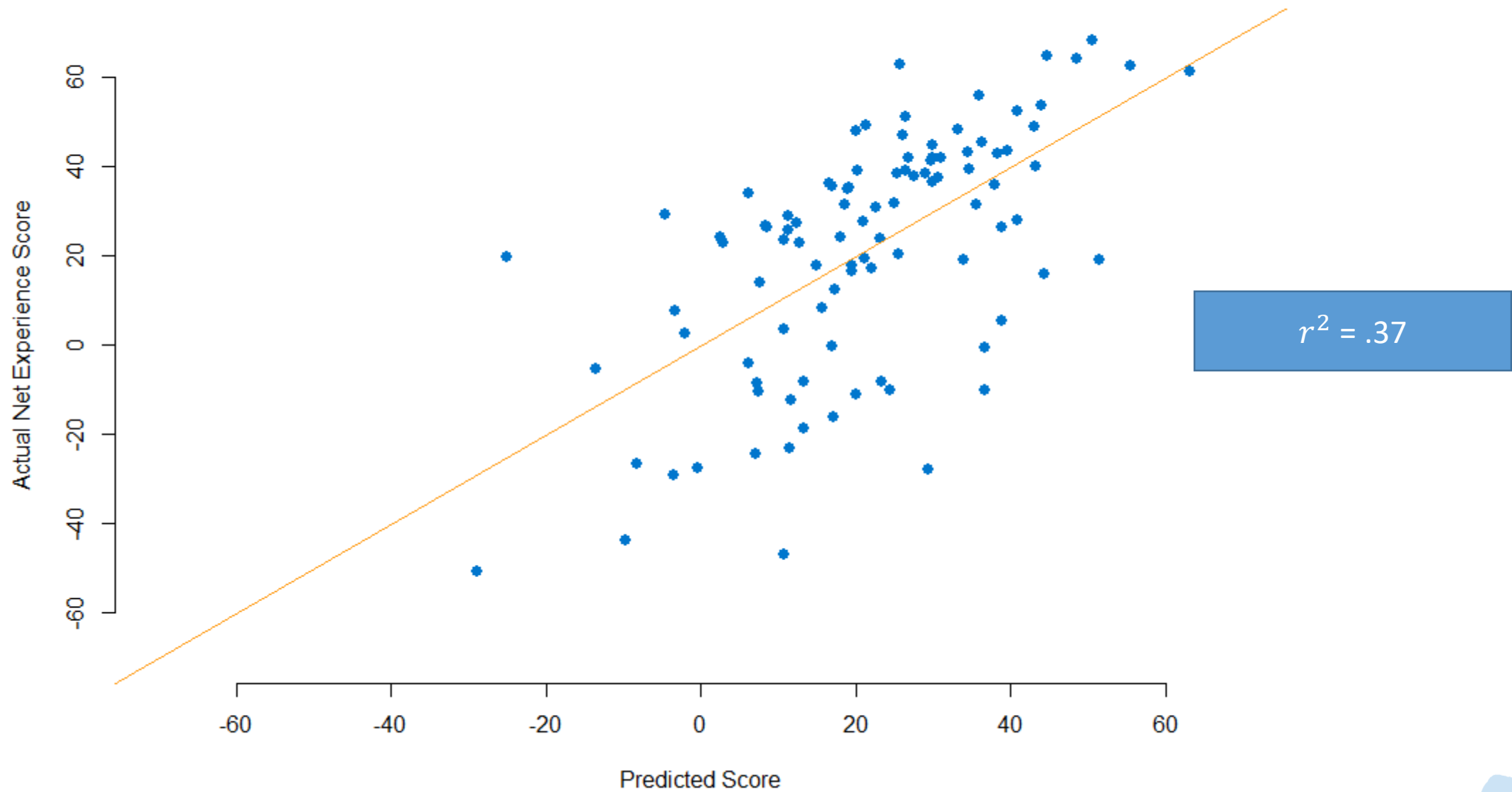
Provider Experience Score by Minimum Number of Days for an EMR Change



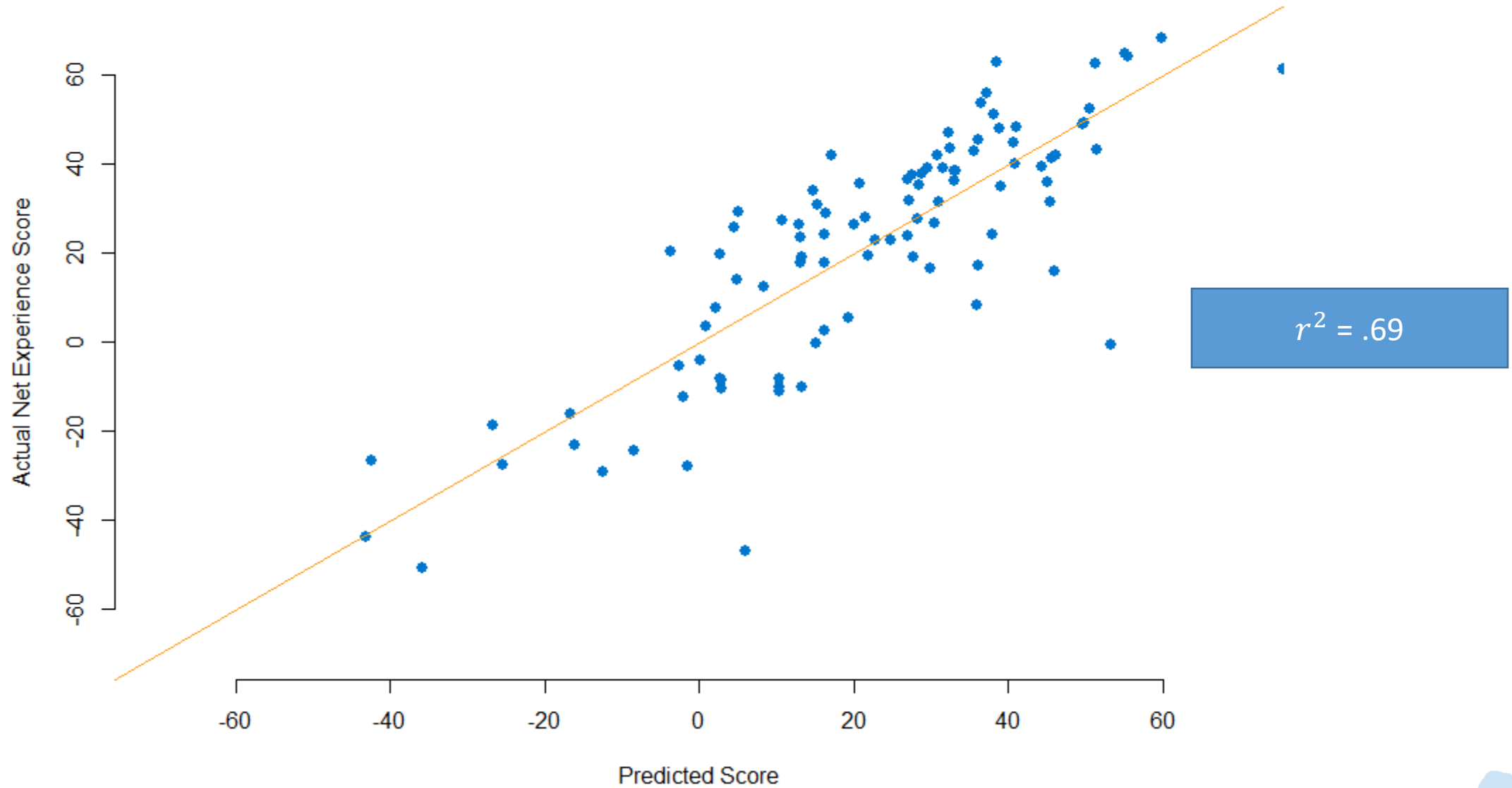
Predicting Satisfaction Using “Initial Training”



Adding "Trust in IT"



Adding "EMR Personalization"



Keys to EMR Success

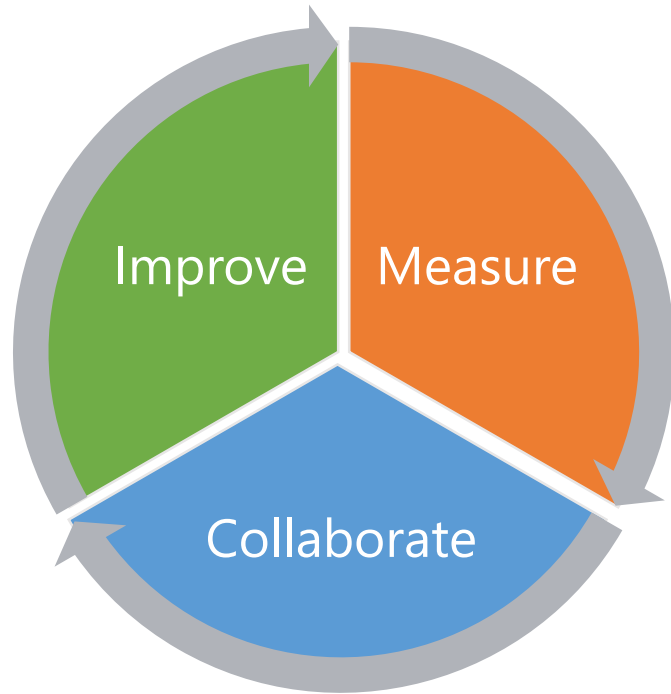
- **Mastery (Training):** Physicians and clinicians are masters of their craft, but not of their technology tools. Successful organizations know that:
 - The time matters: Newly hired physicians need more than six hours of initial training.
 - The quality matters: Teachers need to be able to really teach, including knowing and speaking to the clinical workflows of the people they are educating.
 - Peer pressure helps: Peer-to-peer training can be very effective as it helps create culture change at the same time as educating.
 - Training users on how to get data *out* of the EMR matters as much as, or more than, training them on how to get data *into* the EMR.
- **Comfort (Personalization):** Level of EMR personalization is the best predictor of organizational clinician EMR satisfaction, with personalizations that help users get data *out* of the EMR helping the most.
- **Hope (Dynamically Structured Governance):** Successful organizations have structured their governance so that small/critical optimizations can move fast but also that broader voice is heard.

Built on the foundation of teamwork and trust

Come Join Us!



The Arch
Collaborative™
a KLAS initiative



- **Measure (no membership cost for first measurement):**

- Robust, short eight-minute survey already built
- KLAS hosts the survey and builds extensive data review slide deck, delivered two weeks after survey cutoff
- KLAS presents findings to your leadership team
- Get actionable feedback on your EMR in as short as two months!

- **Collaborate and Improve (requires ongoing membership):**

- Access to detailed research detailing collaborative data trends and findings
- Learning center with ability to see what drives success for leading organizations (case studies, webinars, etc.)
- Membership directory for connecting with other members
- Yearly Learning Summit registration
- Unlimited ongoing measurement
- All standard KLAS reports and research