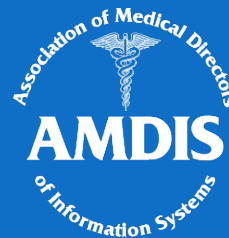


Building Your Physician Satisfaction Program

Brian D Patty, MD

CMIO

Medix Technology

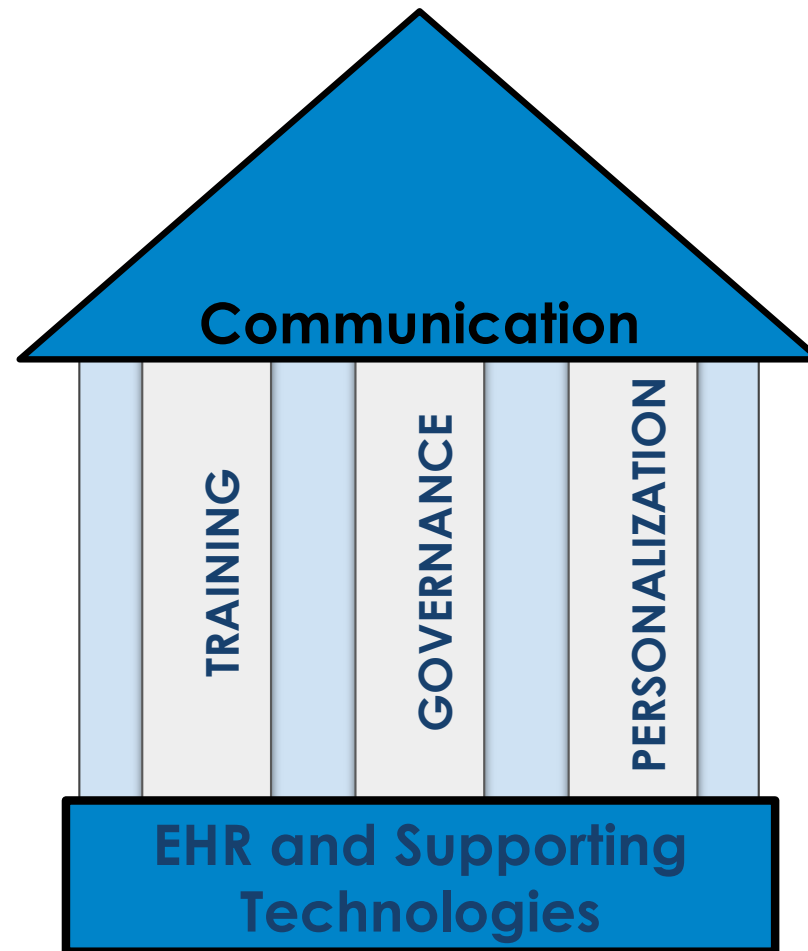




Overview

Five Key Components

- EHR and Supporting Technologies
- Training
- Governance
- Personalization
- Communication



EHR and Supporting Technologies

- Core EHR
 - Use the latest functionality - Keep current on upgrades
 - Maximize “Gold Stars” or other vendor programs
- Voice
 - voice to text
 - virtual scribes
 - navigation
- Single Sign-On (SSO)
 - in-house
 - remote
- Medication Management

Training

- **Onboarding**
 - Customize to meet the user's needs
 - Virtual vs In-Person
- **Ongoing:** 2-4 hours per year recommended
- **Just-in-time training**
- **Real-time support**

Governance

- Give your end-users a voice
 - Make them feel heard
 - Give them a sense of ownership
 - Improve Buy-In
- Educated voices: advanced training in your EHR
- Workflow is king!
 - Engage voices from key unique workflows at your organization

Personalization

Fit the EHR to each user's personal preferences

- Documentation Templates and Macros
 - Orders: sets and lists
 - Layouts: workflow
 - Sorting: by condition, location etc.
 - Filters
 - Reports
-
- From KLAS
 - 81% of organizations with high adoption or personalization achieve above average Net EHR Experience scores
 - Organizations with very little or no personalization—89% are dissatisfied with their EHR overall

Communication

- Targets
 - End-users
 - Organizational Leadership
 - EHR Team
- Take advantage of marketing team
- Develop a cadence across multiple modalities
- Educate and inform about latest changes
- Ensure availability (what) and value (why) of ongoing training and personalization is understood
- Make end-users feel heard!

2016

Foundation

- Epic 3 years out of date
- 2 Gold Stars
- No voice
- No SSO

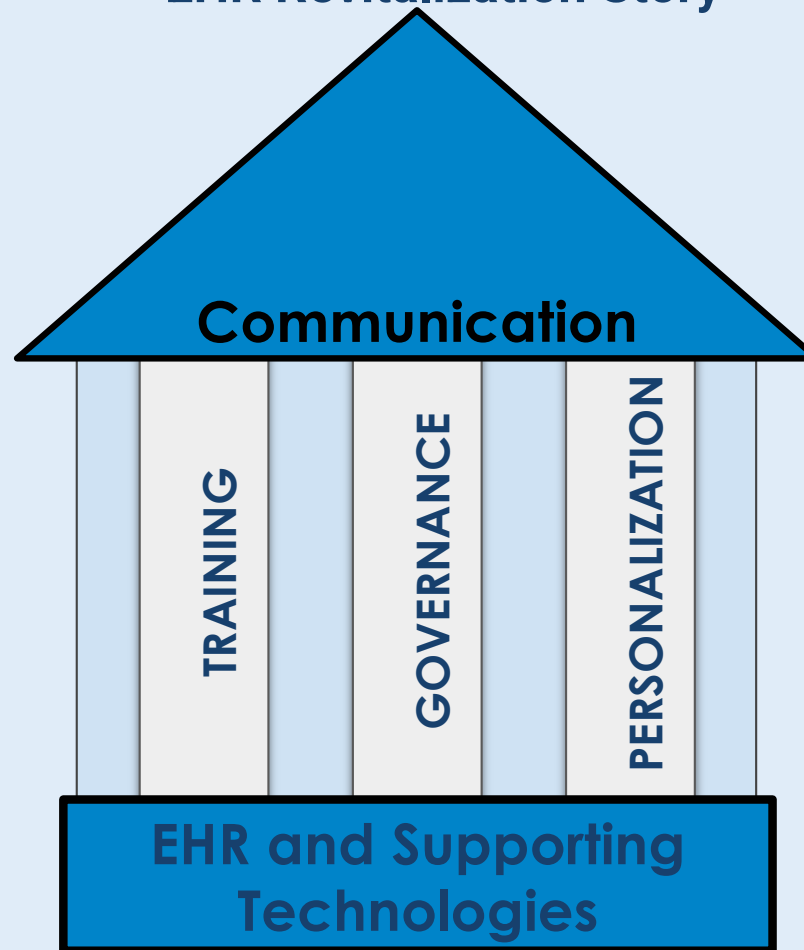
Pillars

- 5 person train team
- Providers w no training for 7 years
- No physician involvement in Governance
- No personalization

Communication

- Tip sheets

EHR Revitalization Story



2019

Foundation

- Epic upgrades within 6 months
- 8-9 Gold Stars
- Robust voice
- SSO

Pillars

- 20 person train team
- 800+ Providers re-trained
- All providers offered 4 hours training/year
- Physician Governance team (8) across multiple workflows all with PB Cert
- 650+ personalization labs and counting

Communication

- Broad communication strategy

[Download the eBook](#)



Questions & Answers