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Electronic Medical Record Use and Satisfaction in the U.S. Dialysis Setting

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Background

The benefits of electronic medical records (EMR) technology adoption and implementation are significant and clear. With the passage of Medicare & Medicaid EMR Incentive Programs, most clinical staff in dialysis facilities has experience with an EMR. Recent EMR surveys have indicated a steady decline in user satisfaction.¹

Method

In this study, over 2000 nephrology professionals were screened against inclusion criteria: US nephrology professional, dialysis practice setting, >1 yr of nephrology experience, and consent. 439 eligible study candidates were invited with eventual 170 study participants (39% response rate). Over 30 EMR systems were represented in the survey. The research objectives were to evaluate EMR satisfaction and most important attributes within the categories of Workflow Support, Access and Communication, and Training and Support.

Results

Ten percent of respondents do not use any EMR. Another twenty five percent of respondents are dissatisfied with their current EMR. Respondents who had previous experience with an EMR were twice as likely to be dissatisfied with their current EMR. Respondents reported less satisfaction for at least two of the top three attributes identified for Workflow Support, Access and Communication, and Training and Support.

Conclusion

This survey is the first to report EMR satisfaction within nephrology nursing. With over 25% of all users expressing dissatisfaction, nephrology nurses must be involved in the design and testing of all EMR functions, and in collaboration with their colleagues, need to choose the EMR that best meets their needs.

¹American College of Physicians and American EHR Partners. (2013, March 15). [Survey of Clinicians: User satisfaction with electronic health records]. Retrieved October 11, 2013, from the American College of Physicians website.

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