

Software Advice UserView: EHR Survey Early Results

Lessons from real software users

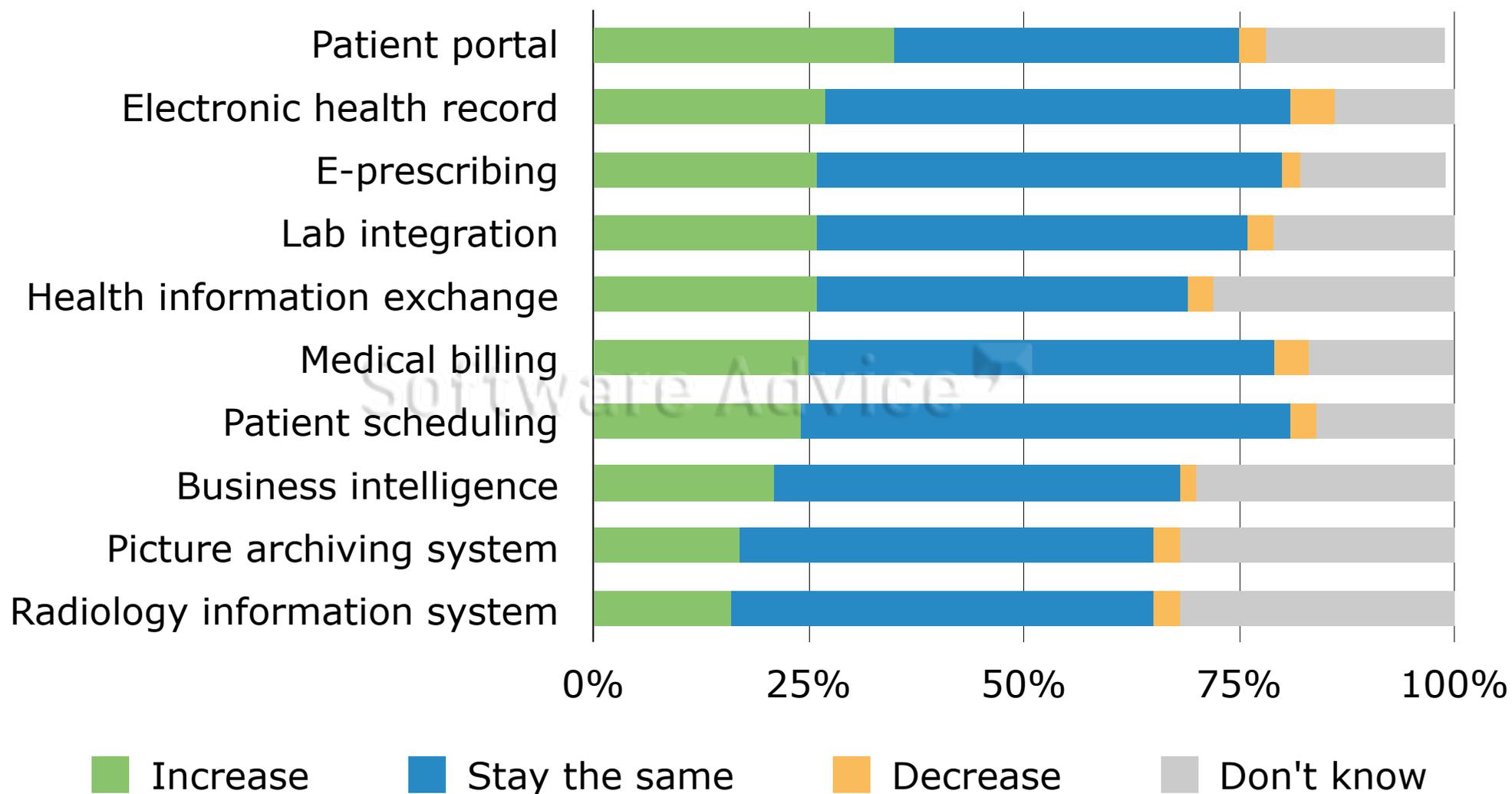
Abstract

Software Advice is currently surveying EHR users to find out which systems they're using, as well as those systems' key benefits and top challenges. The survey is ongoing, but we report on the results so far, including:

- EHR users are investing more in patient portals in 2014.
- Many EHR users are accessing their systems on tablets and smartphones.
- Slowed user productivity and poor integration are key challenges.

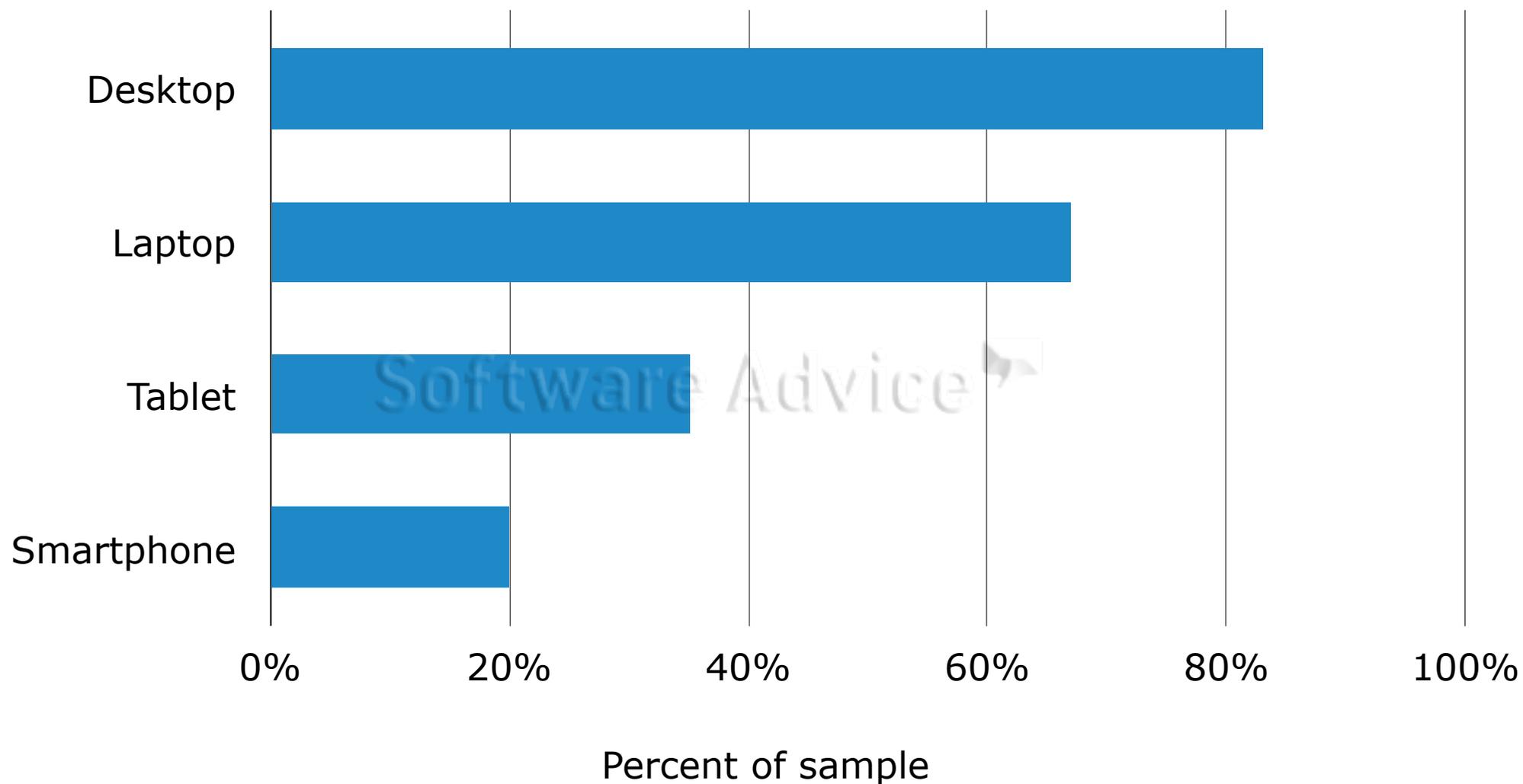


EHR Users' 2014 Investment Plans



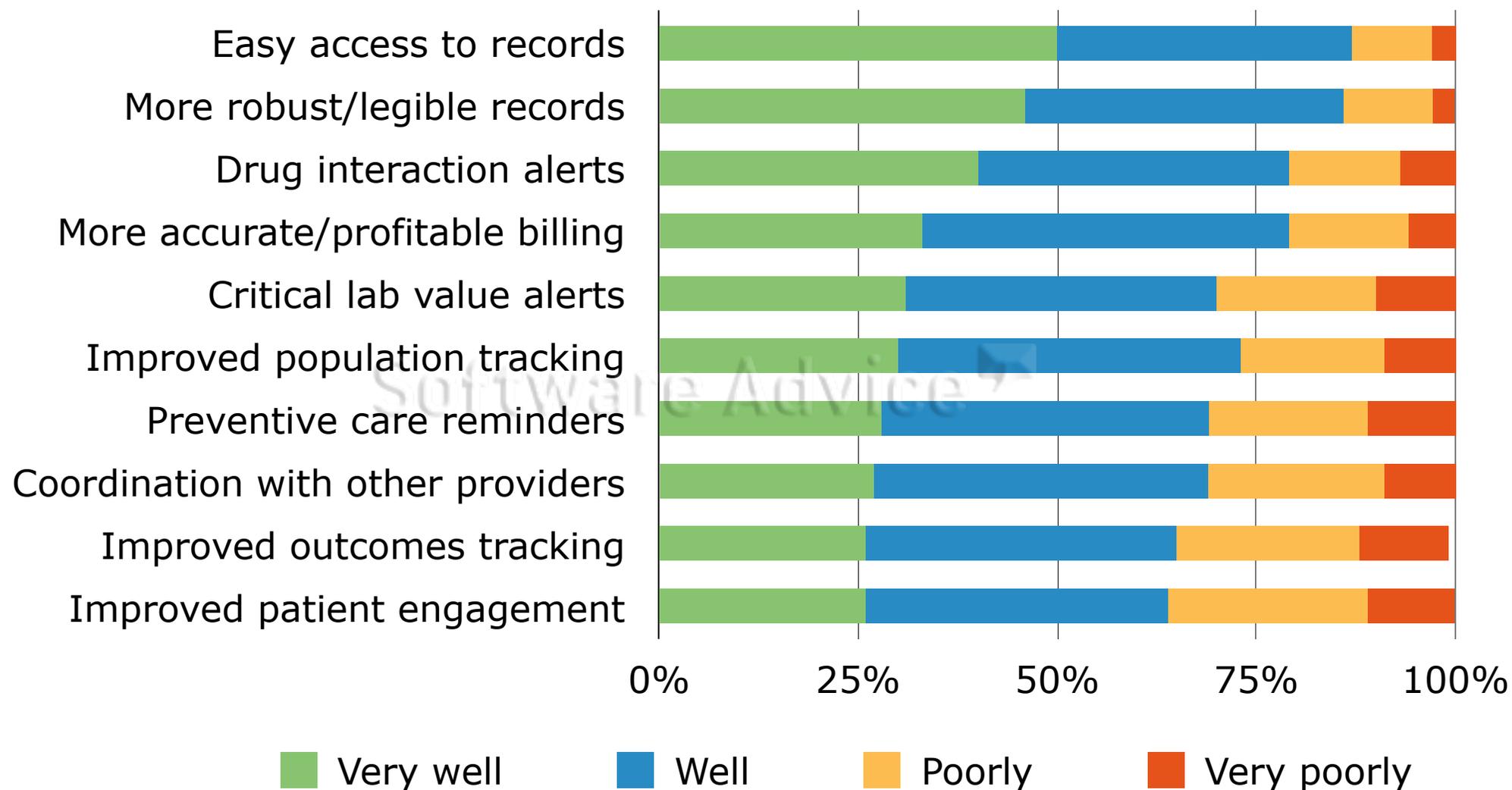
Patient portals are the application category where the most EHR users are investing in 2014, with 35 percent saying their investments in patient portals are increasing.

Devices Used to Access EHRs



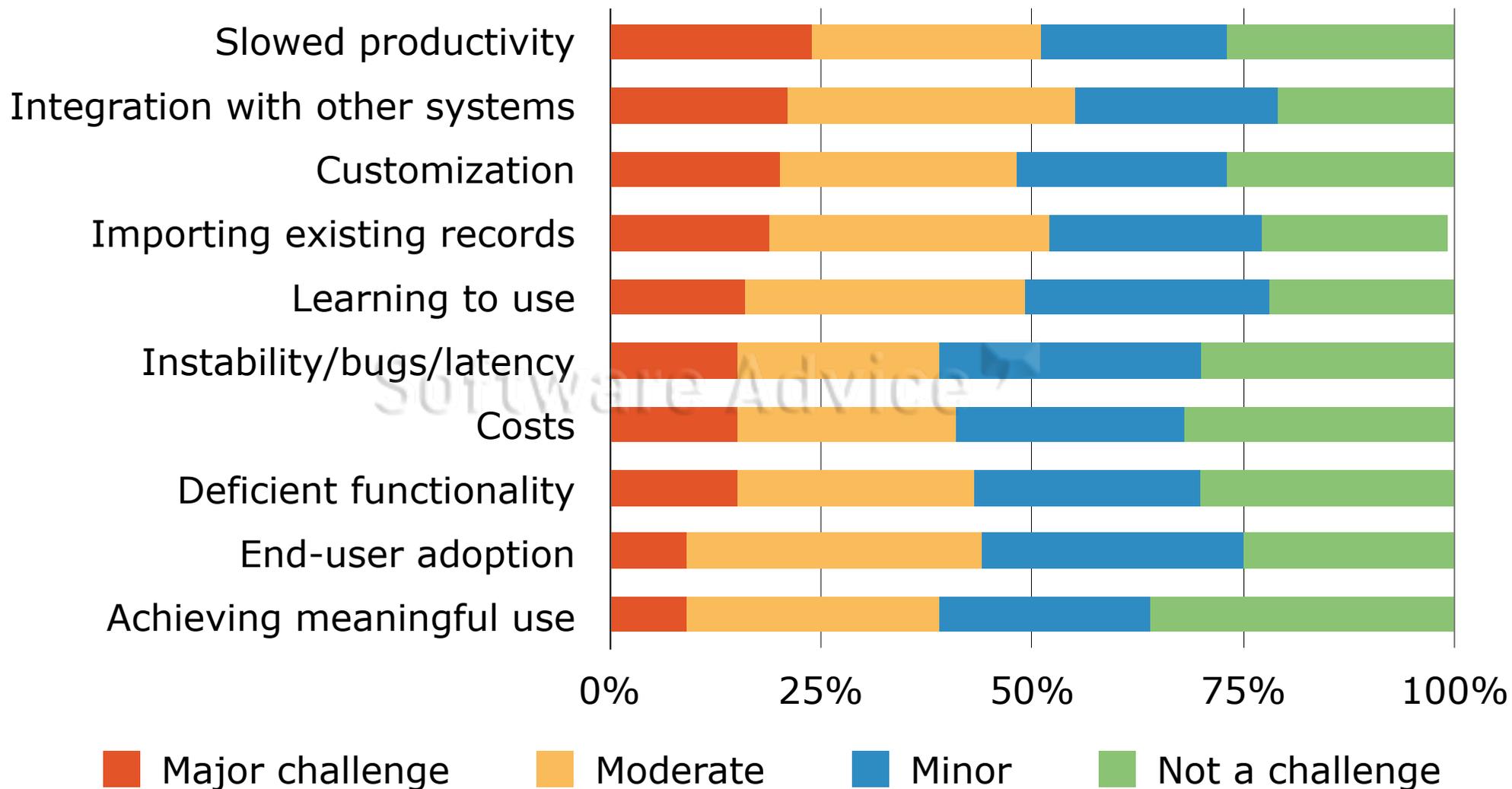
Over one-third of EHR users access their systems on tablets; 20 percent use smartphones to access EHRs.

How Well EHRs Deliver on Key Benefits



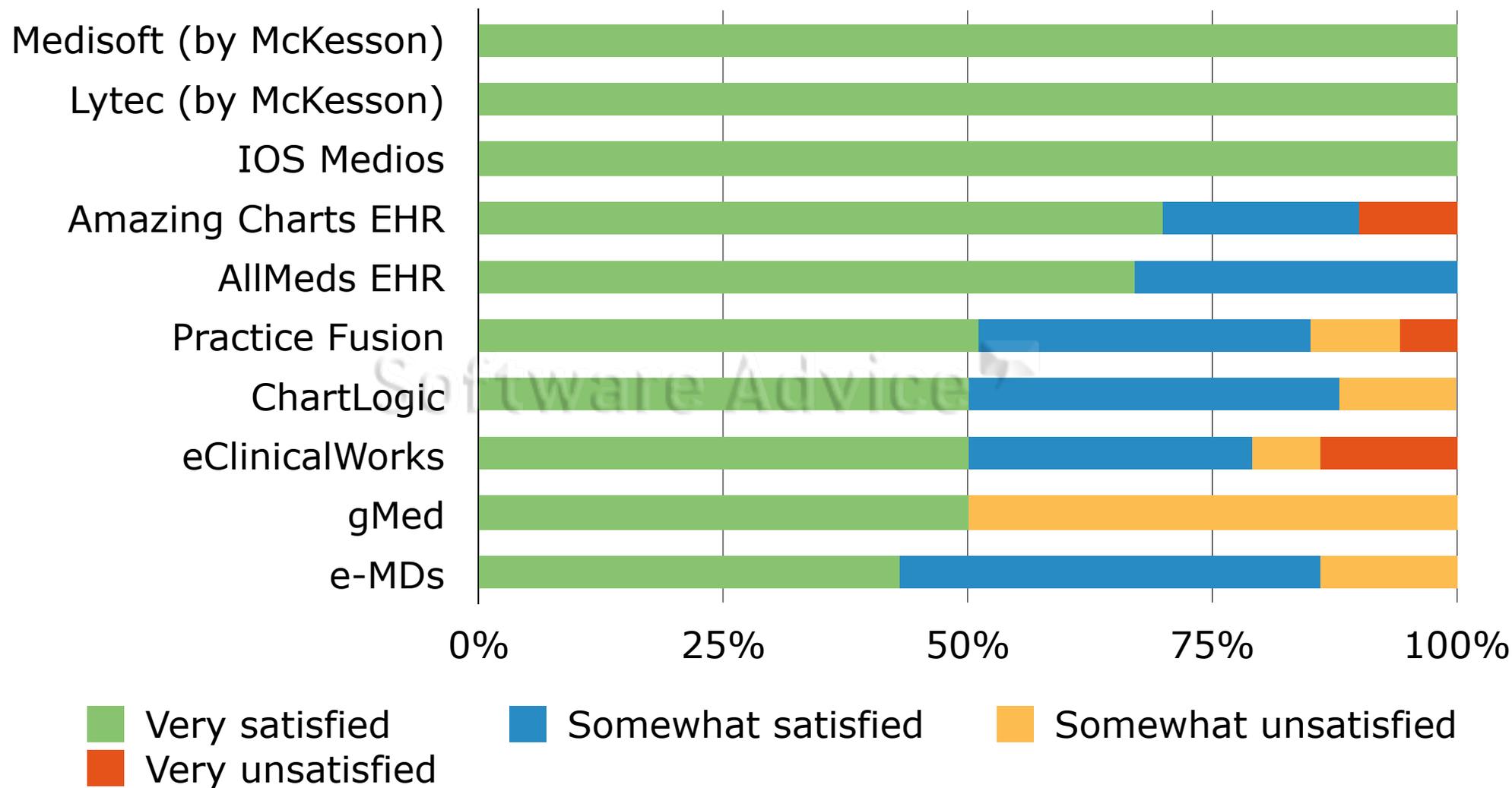
Over half of users surveyed say their EHR delivers every benefit on our list “well” or “very well,” but easy access and more legible records rank highest.

Top Challenges Faced by EHR Users



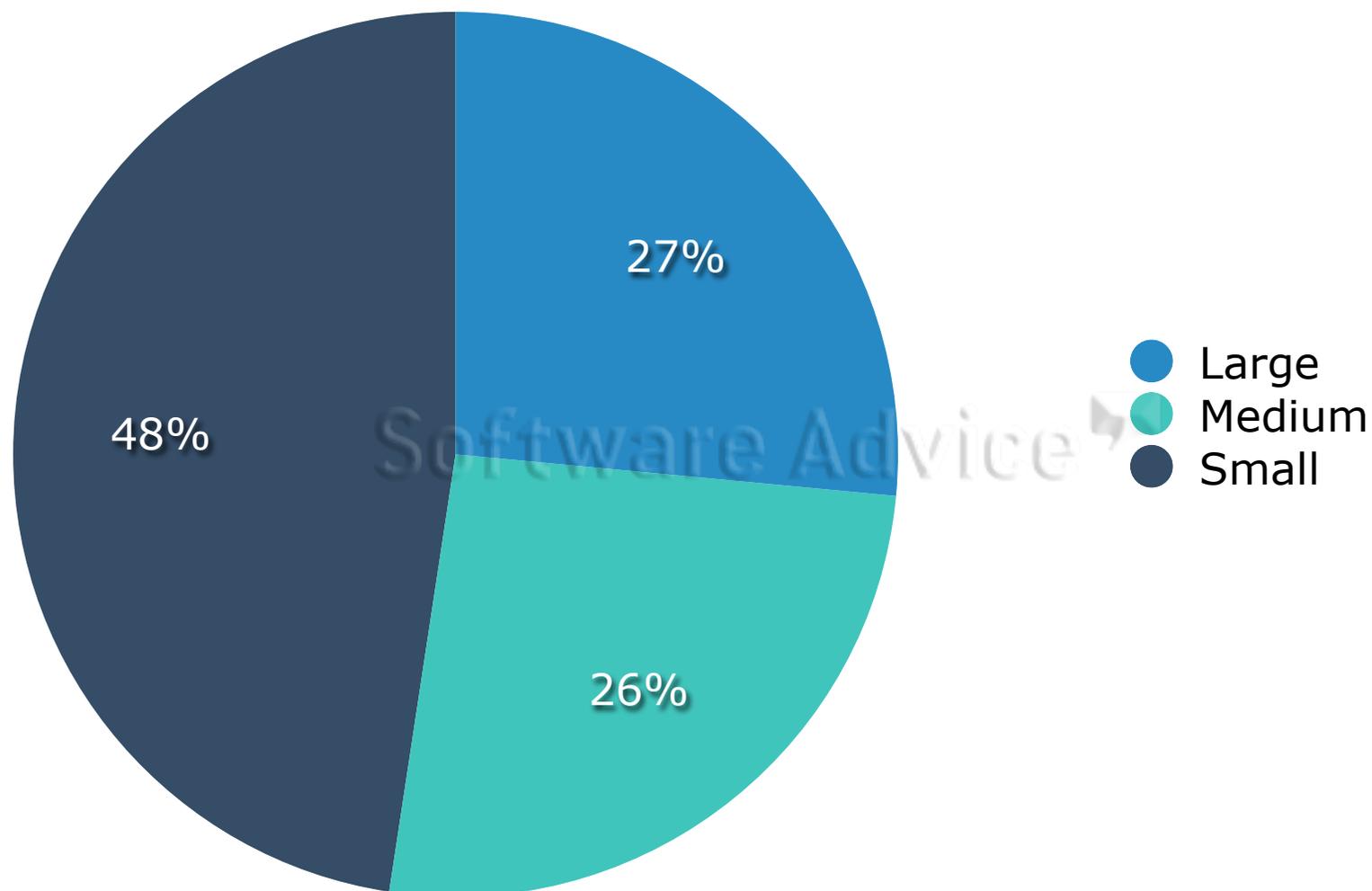
Slowed user productivity and poor integration with other systems are the key challenges cited by EHR users. Lack of customization is also a pain point for many.

Top 10 Vendors by User Satisfaction



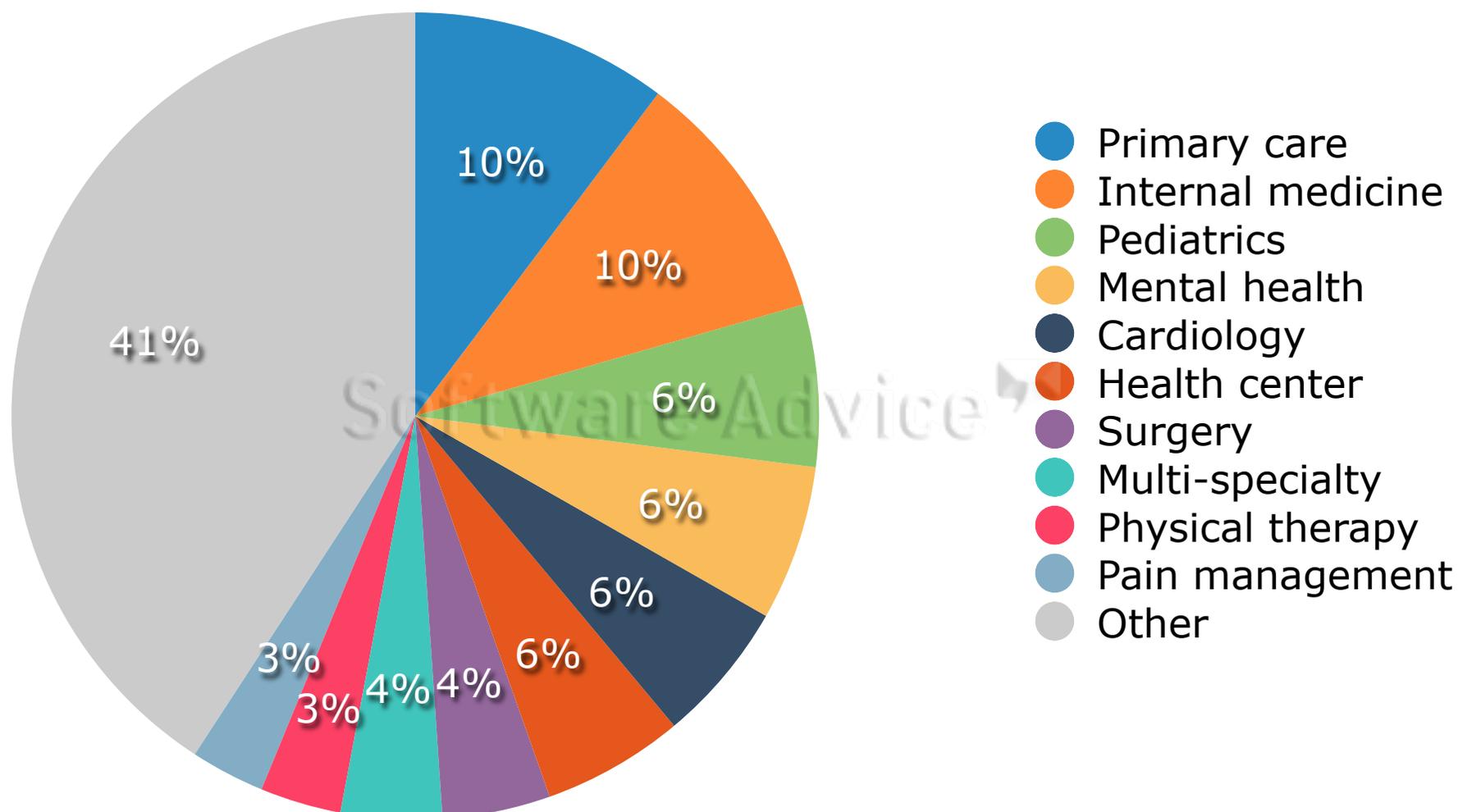
McKesson products, IOS Medios and Amazing Charts top the list of vendors with the highest customer satisfaction ratings.

Demographics: EHR Users by Practice Size



About half our sample comes from small practices (3 doctors or fewer). Medium (4-10 doctors) and large (11+ doctors) practices make up about one-quarter each.

Demographics: EHR Users by Practice Type



Primary care and internal medicine are the most commonly-reported medical specialties, accounting for 10 percent of the sample each.

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