



## ELECTRONIC HEALTH RECORDS MEMBER SURVEY

# The results refer to:

## AAOE member survey

- Sent in Jan 2009
- 237 respondents
- Response rate 16%

## Academy member survey

- Sent in April 2009
- 208 respondents
- Response rate 14%

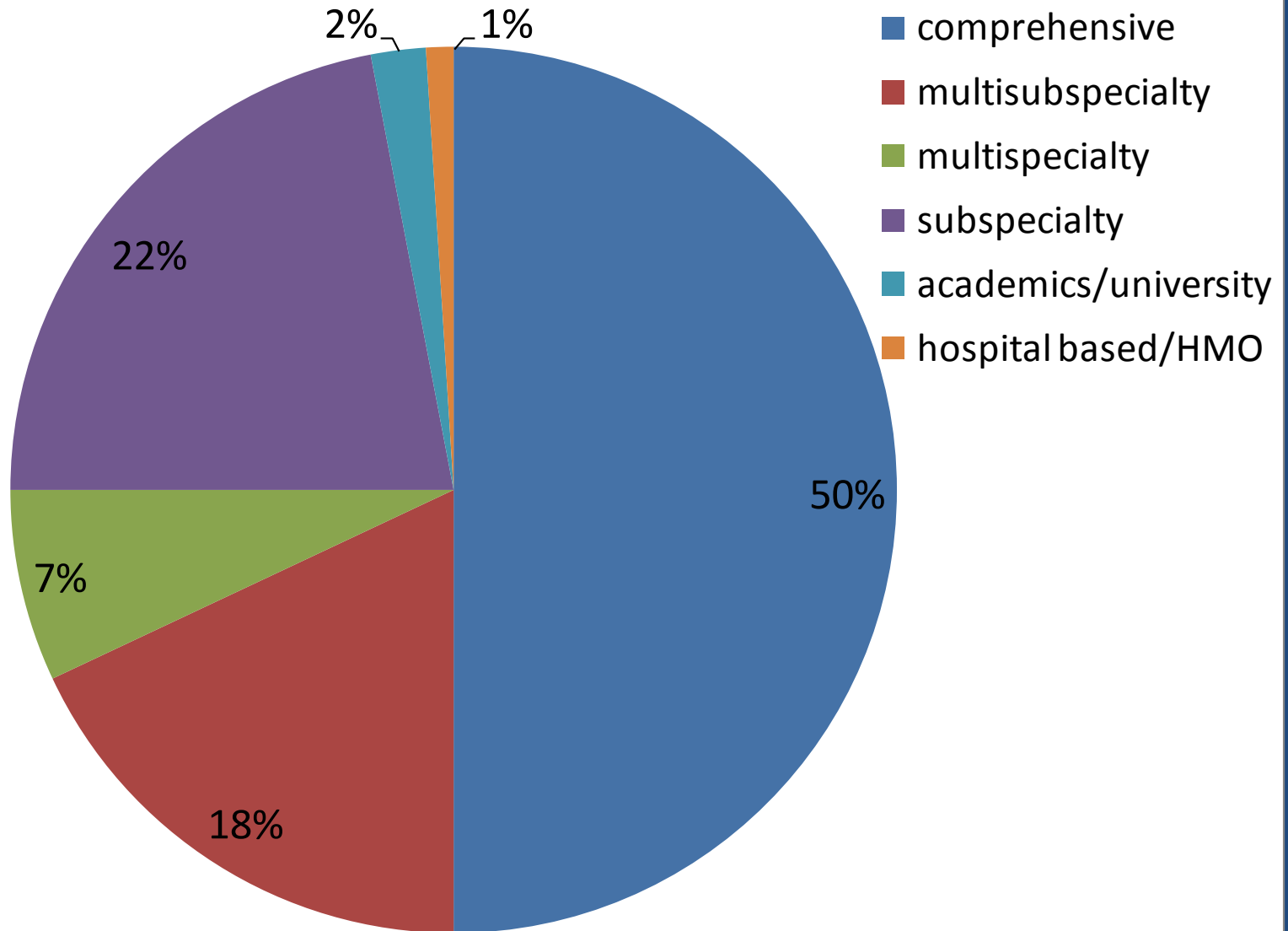
# Summary of Findings

- 31% have converted to a electronic health record system (database system) according to AAOE survey (23% have converted according to AAO survey).
- 67% extremely satisfied to satisfied with system.
- 63% have been on EHR less than 3 years.
- Biggest benefits of EHR:
  - No more lost charts
  - Access to patient records
  - Improved compliance
- 41% did not experience change in patient flow following implementation.
- 52% found e-prescribing reduces patient flow.

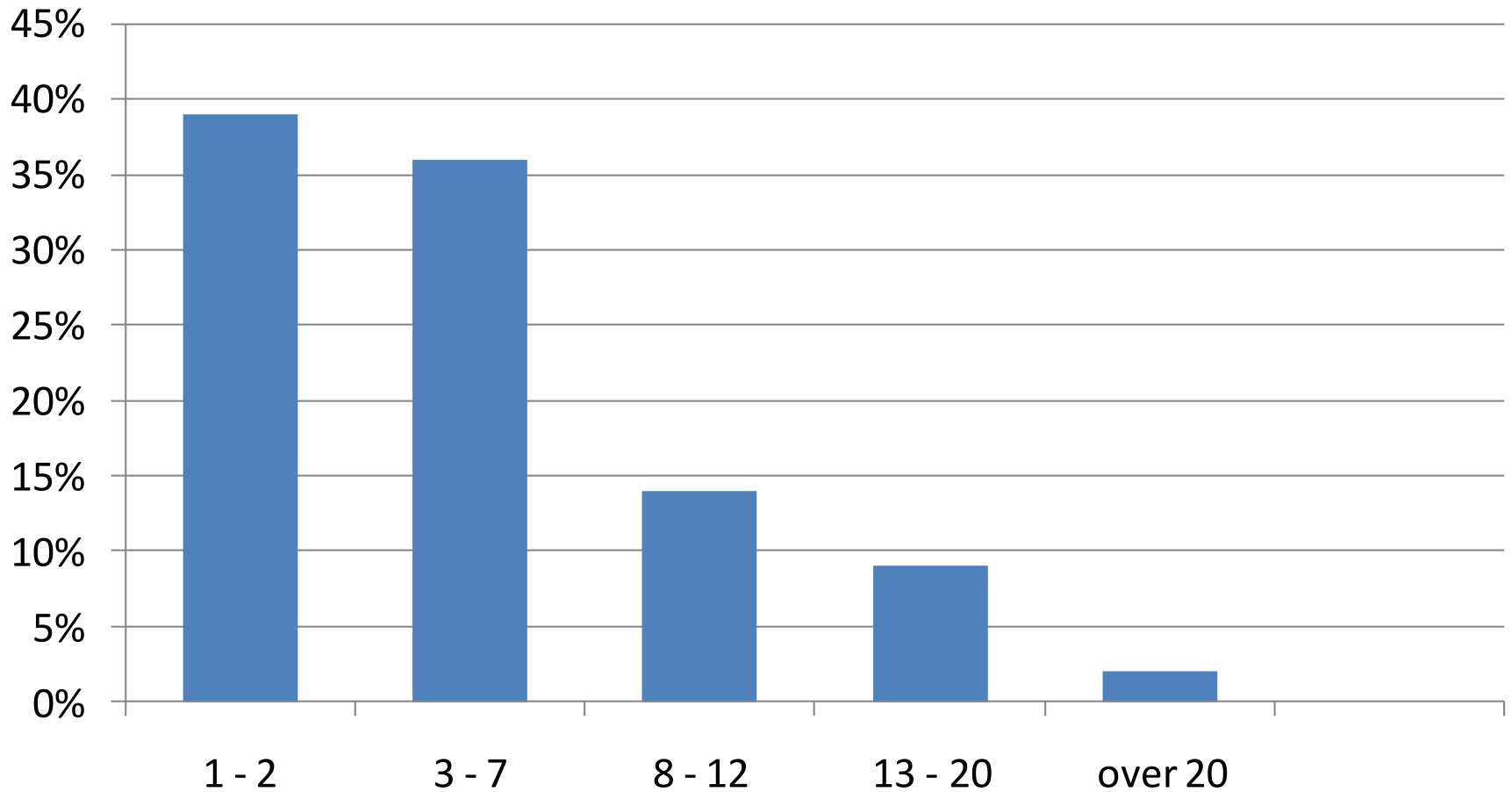
# Summary of Findings

- Cost is the major hindrance to migrating to EHR and e-prescribing.
- 46% plan to wait for CMS to release information before making decision to migrate.
- 43% currently e-prescribing, 57% not e-prescribing.

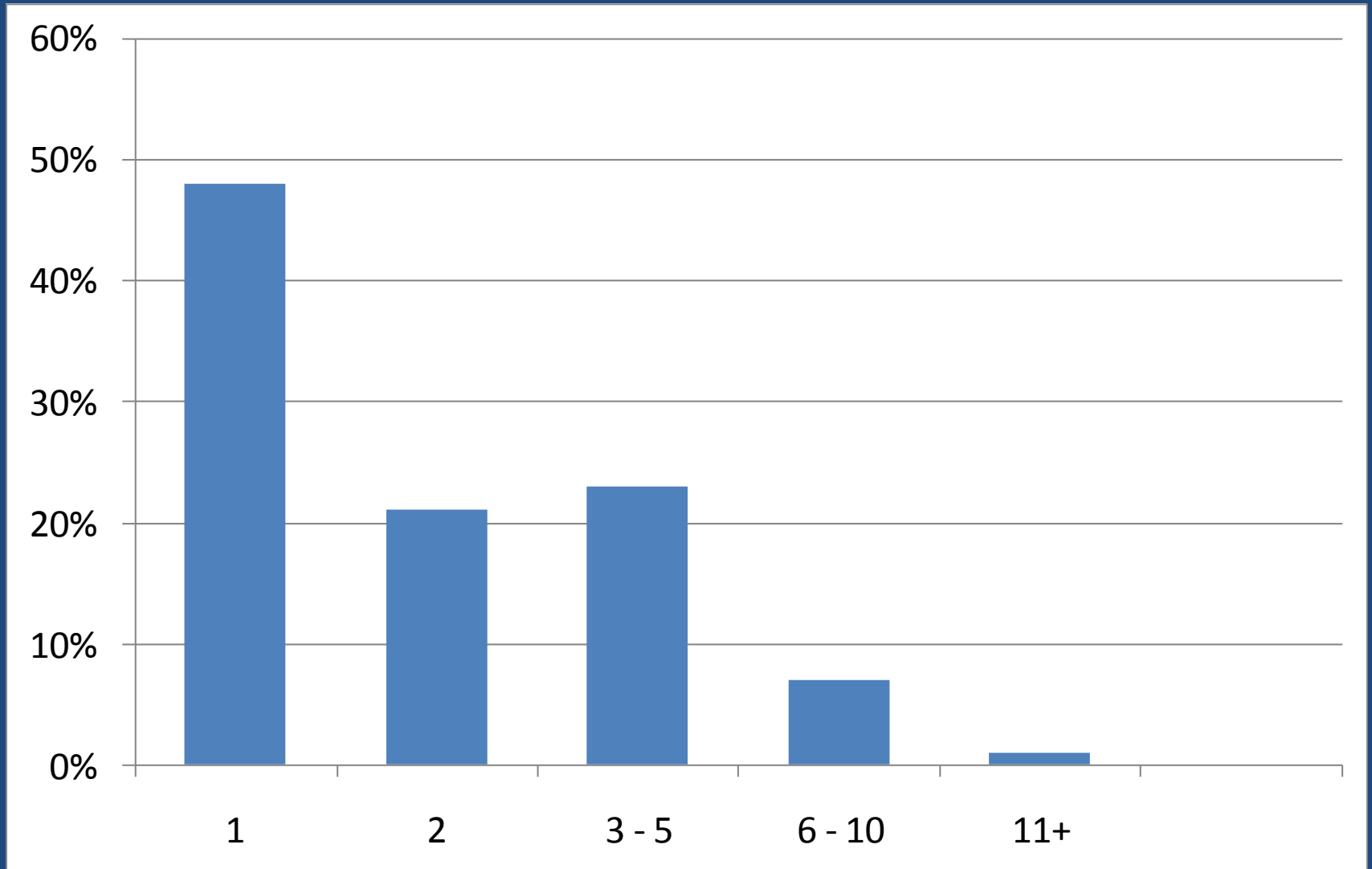
# Practice Focus



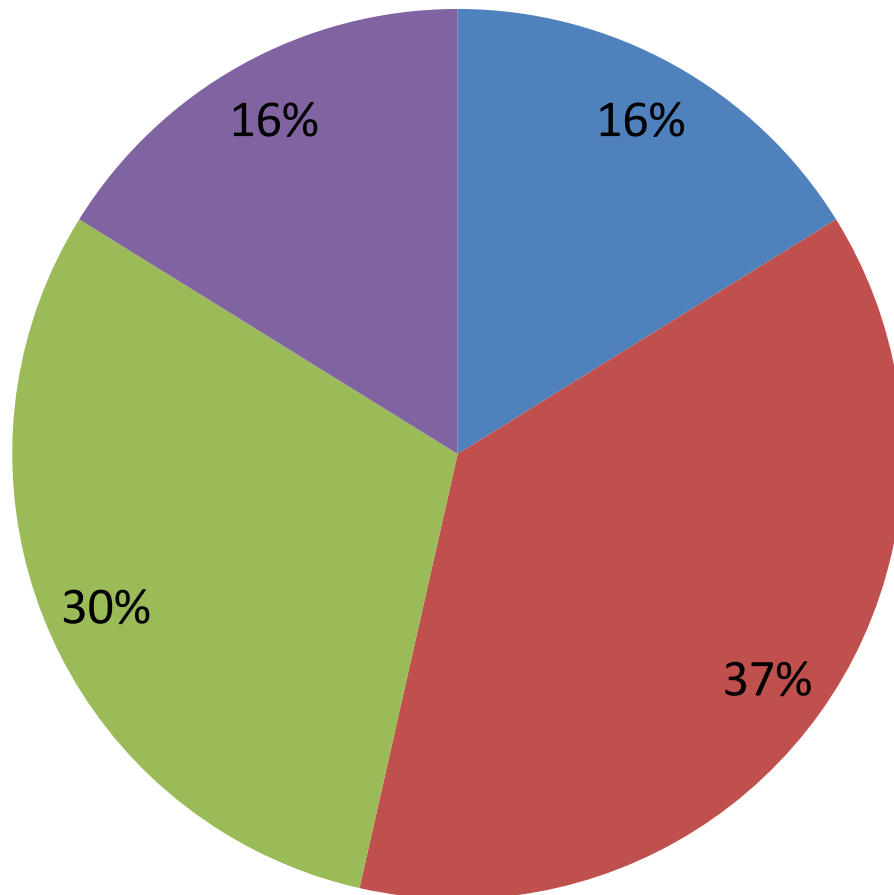
# Number of Total Providers



# Number of Office Locations



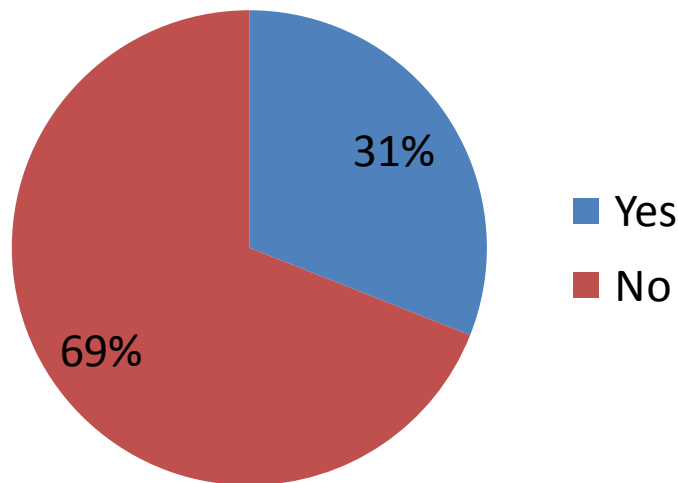
# Metropolitan Area



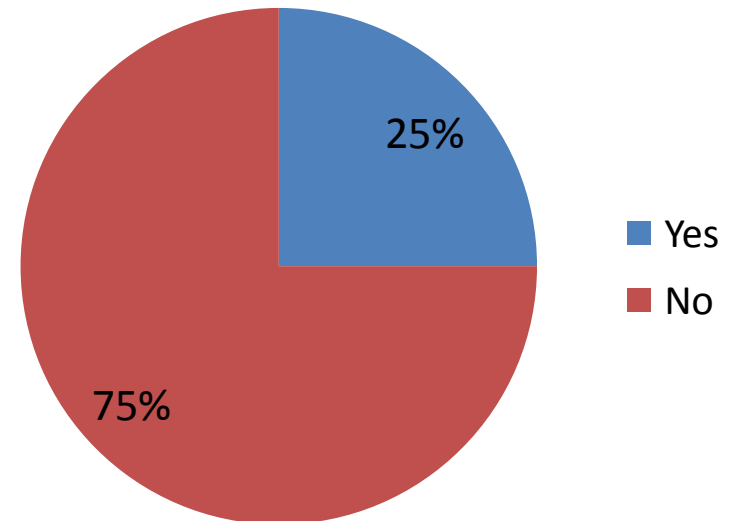
- Nonmetropolitan (less than 50,000)
- Metropolitan (50,000 to 250,000)
- Metropolitan (250,000 to 1,000,000)
- Metropolitan (Greater than 1,000,000)

# As of today, have you purchased or implemented an EHR system?

2009

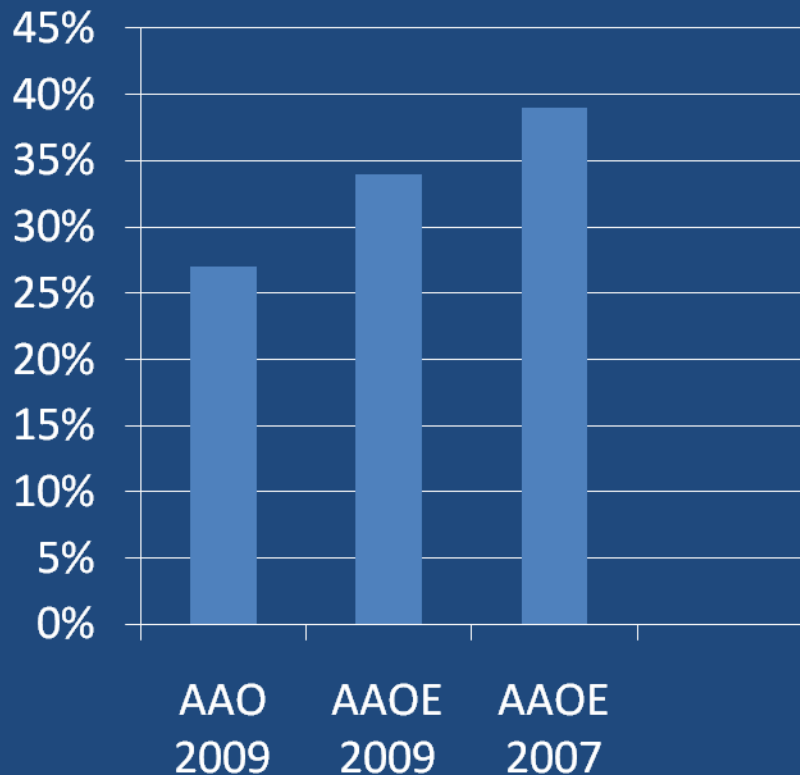


2007



Note: an additional 3% use a EMR Hybrid which is not reflected in the percentage of users. A 2009 Academy survey found 23% using EHR system, 3% EMR Hybrid and 74% non-users.

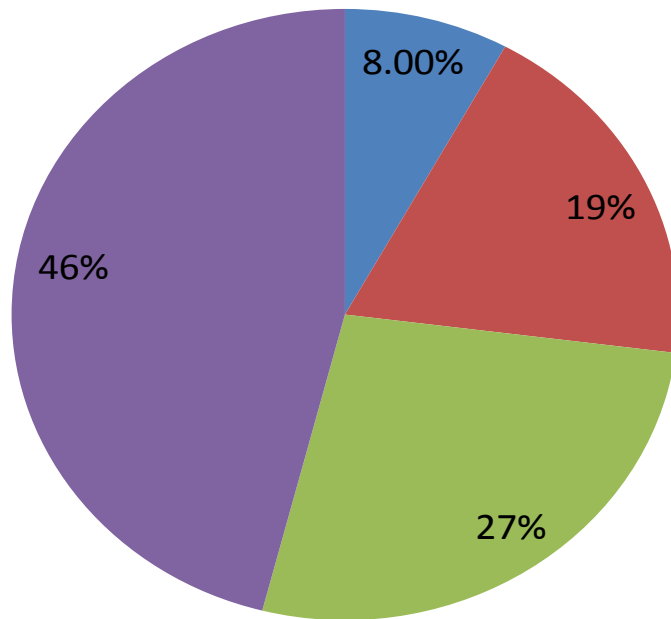
# Non EHR Users: Plans to convert within 2 years



Results from

- April 2009 Academy (AAO) Survey
- Jan 2009 AAOE Survey
- Sept 2007 AAOE Survey

# Impact of EHR Incentives



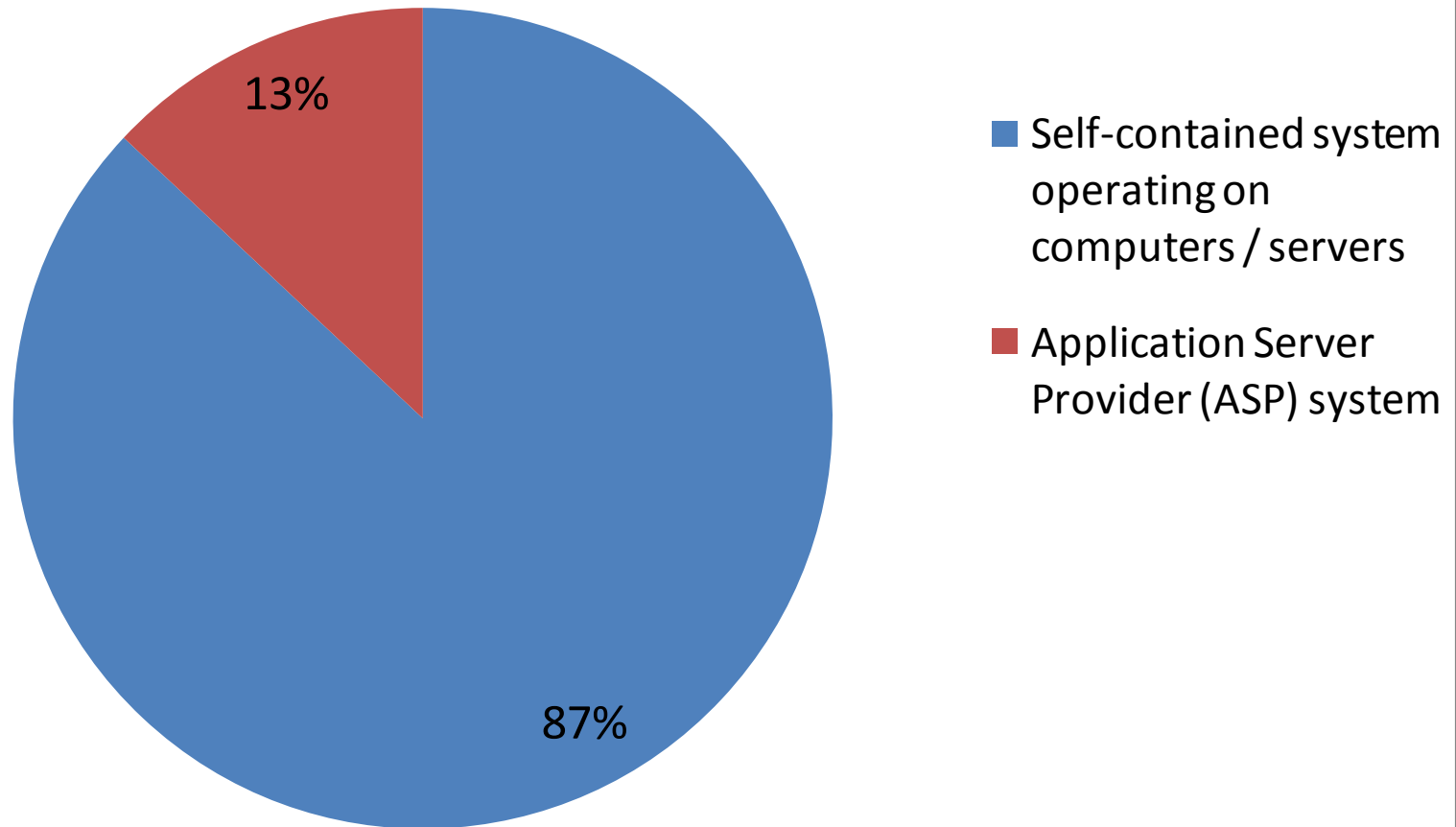
■ No impact - already plan to implement EHR

■ No impact - don't plan to implement until mandated

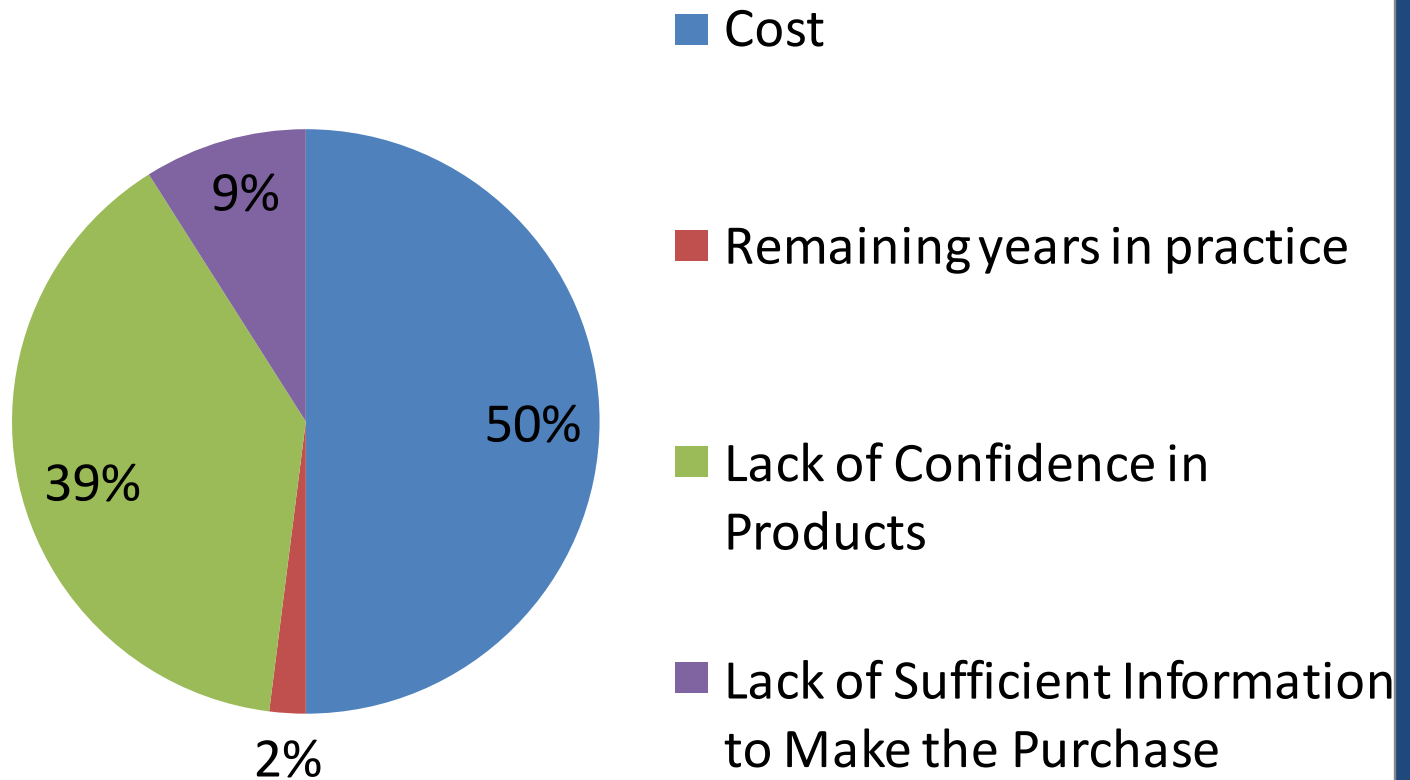
■ Impact. The practice plans to migrate to EHR within the next 2 years to take advantage of incentives.

■ Not Sure. Will wait for the standards to be released from CMS before making a decision.

# EHR Users: What best describes the EHR hardware configuration?



# Non EHR Users: What is the greatest barrier to your moving to EHR?



# System Selected

- 64 respondents listed a total of 30 different systems selected.
- As such, we deduce such factors as price, practice focus, number of offices, number of users and other factors will influence the purchase decision.
- A number of systems were also noted in a survey conducted by AAOE in 2007.

# System Selected

System	2009 responses	2007 responses
NextGen Healthcare	10	18
Medflow	14	11
*EPIC	4	10
**SRS	4	6
Medinotes	3	3
Eyedoc	2	4
GE Centricity	2	2
HCIT	2	3

System	2009 responses	2007 responses
MaximEyes	2	2
Officemate	2	0
Intergy	2	0
IFA Systems	1	1
IO Practiceware	1	0
Management Plus	1	1
Mdoffice	1	0

\*Academic practices

\*\* EMR Hybrid (scans/stores patient information )

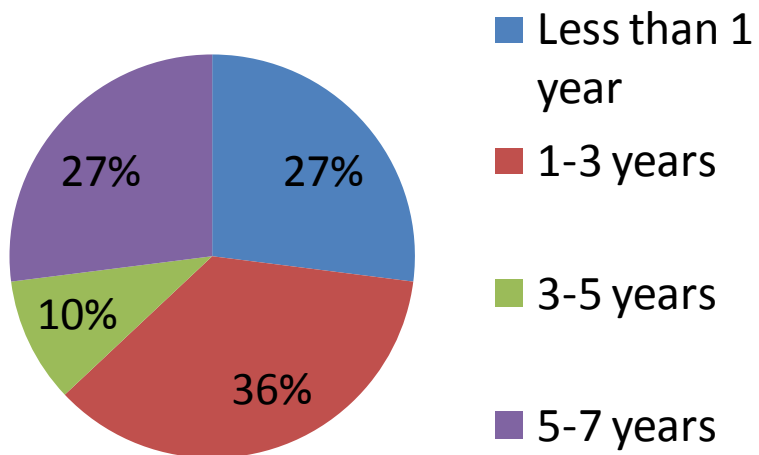
# System Selected

System	2009 responses	2007 responses
mdTeknix	1	0
Medinformatix	1	4
Retina Resource	1	0
VersaSuite	1	1
Cerner	1	0
Melior	1	0
PC Archiver	1	0
STI	1	0

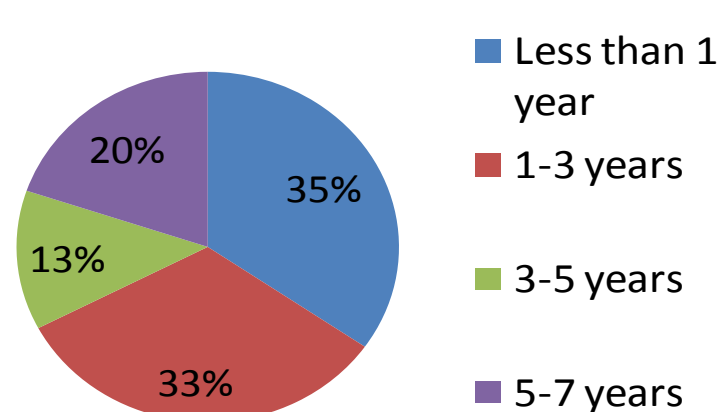
System	2009 responses	2007 responses
MacPractice	1	1
Citrix	1	
Partner Community	1	1
Idx	0	1
Clinic Genie	0	1
Built own	1	2

# Length of time on EHR

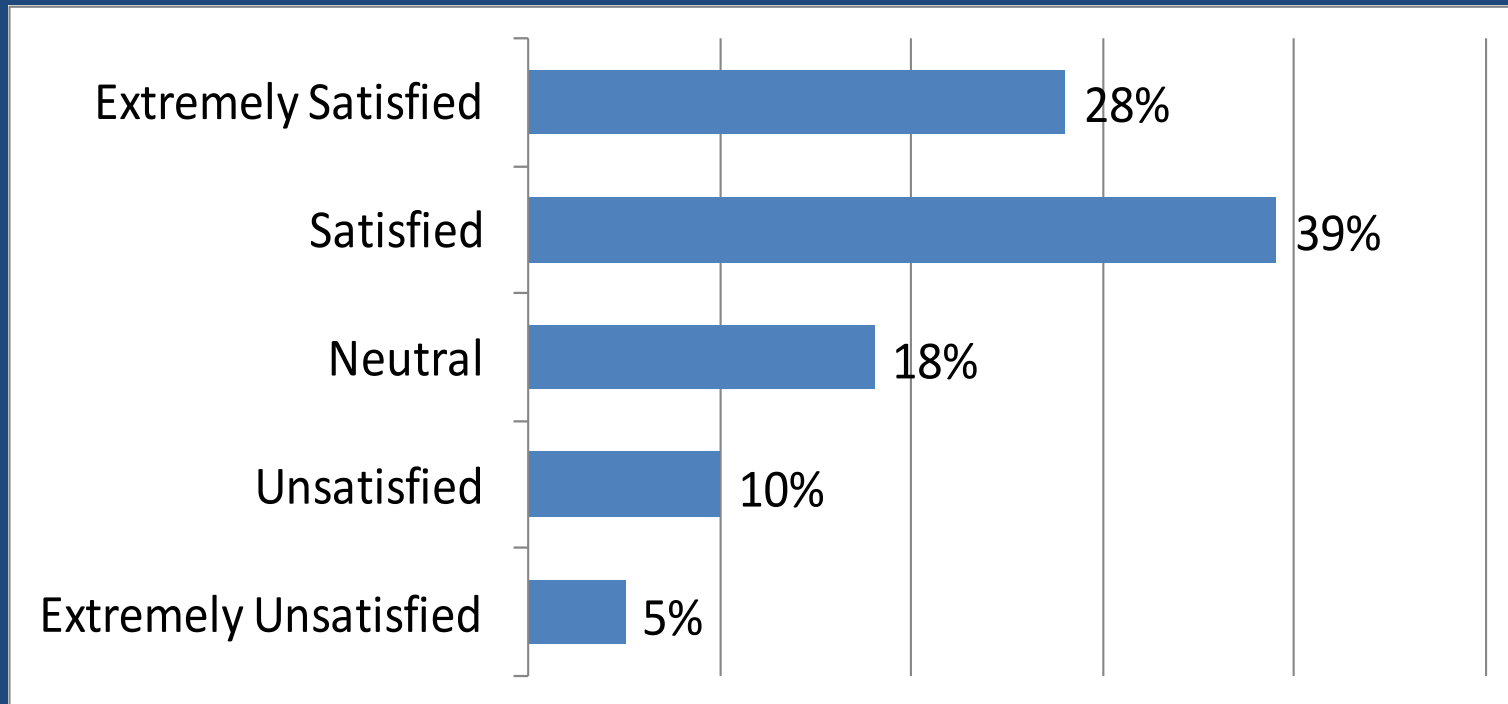
2009



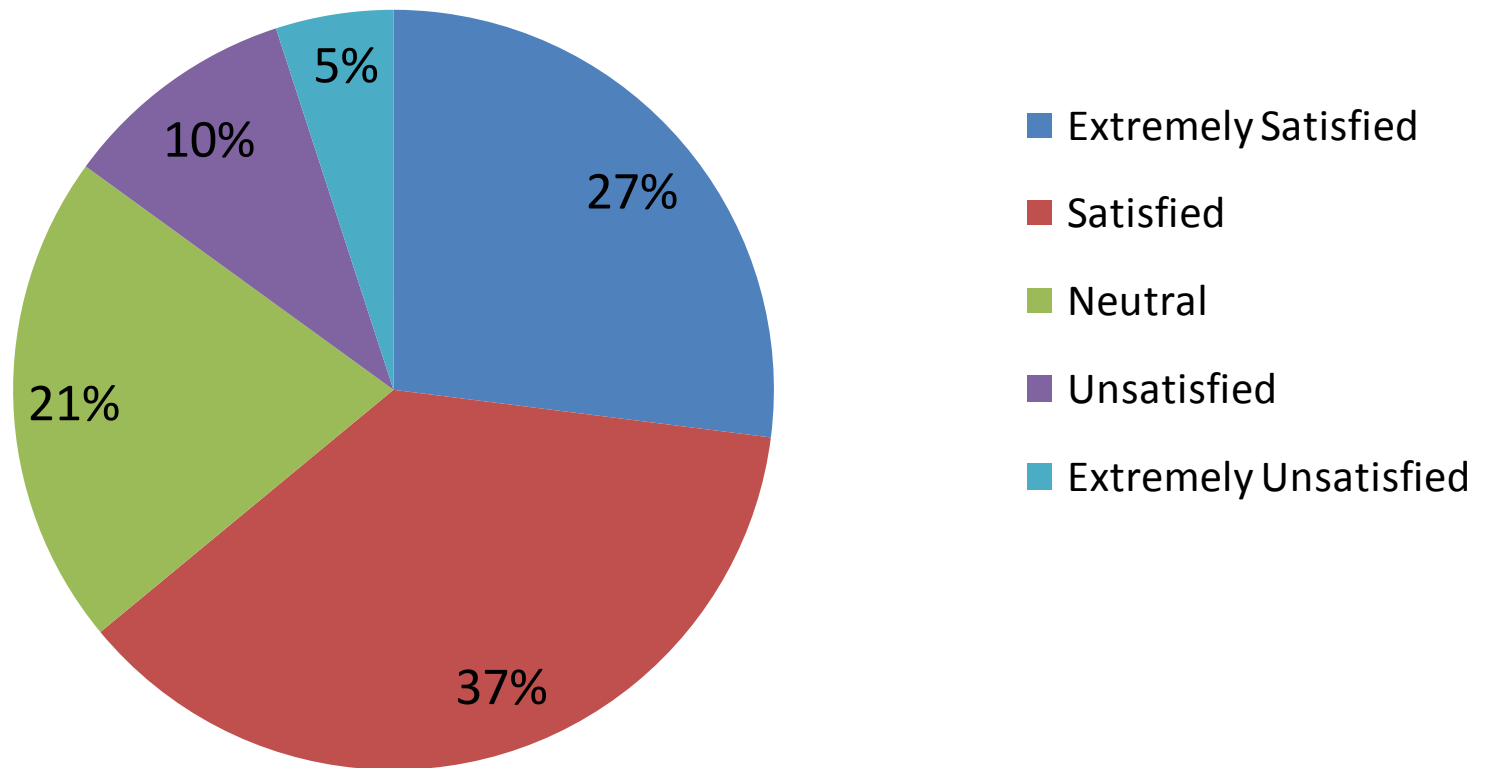
2007



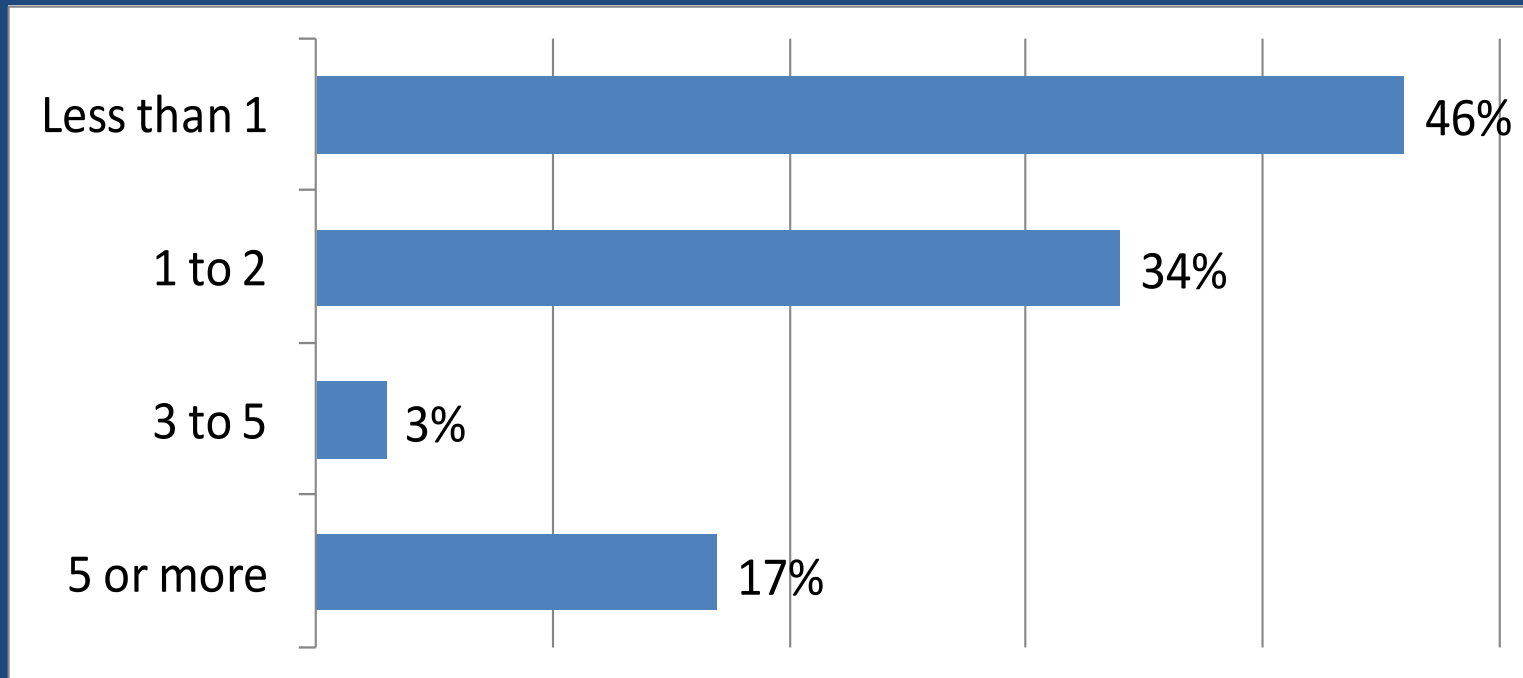
# Overall degree of satisfaction with EHR



# Satisfaction with ongoing support and service provided



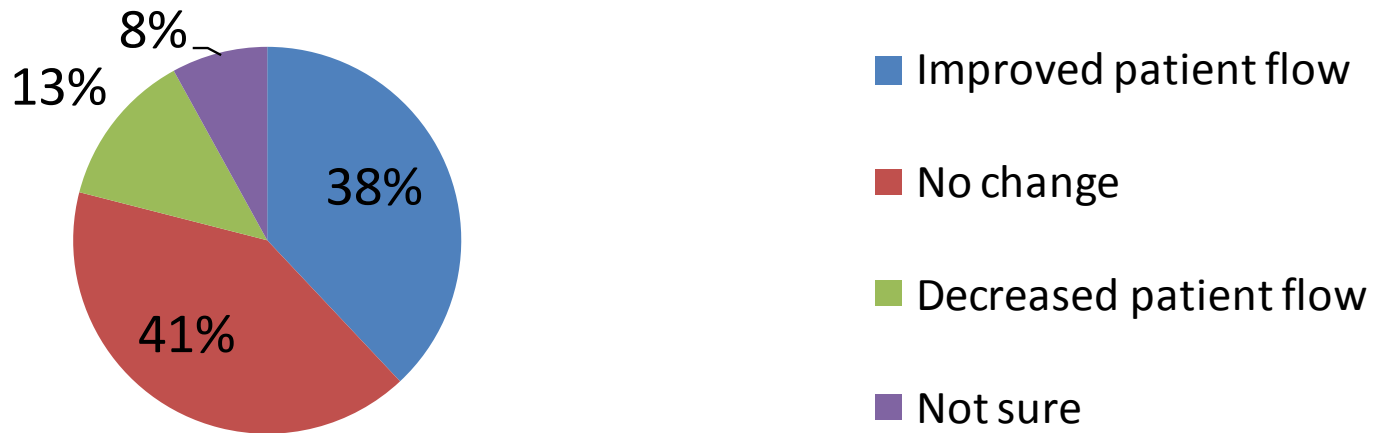
# FTE technical support



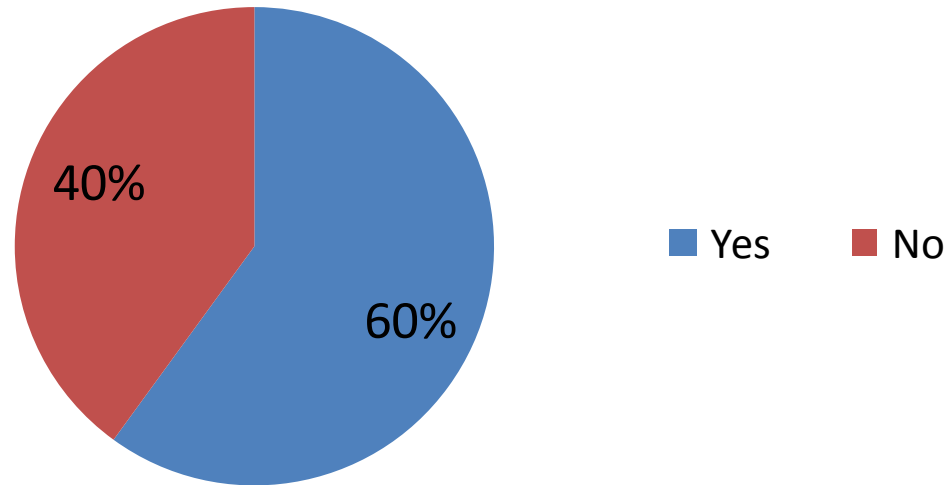
# Benefits of EHR

	Extremely Important	Very Important	Important	Somewhat Important	N/A
No more lost charts	66.7%	13.3%	11.7%	3.3%	5.0%
24/7 access to patient records	50.0%	21.7%	20.0%	6.7%	1.7%
Improved compliance	51.7%	22.4%	19.0%	5.2%	1.7%
Easier to participate with PQRI	16.7%	28.3%	26.7%	11.7%	16.7%
Ability to mine the data	30.5%	35.6%	23.7%	8.5%	1.7%
Reduced administrative burden (referral letters, transcription costs, medical records cost)	37.3%	39.0%	11.9%	8.5%	3.4%

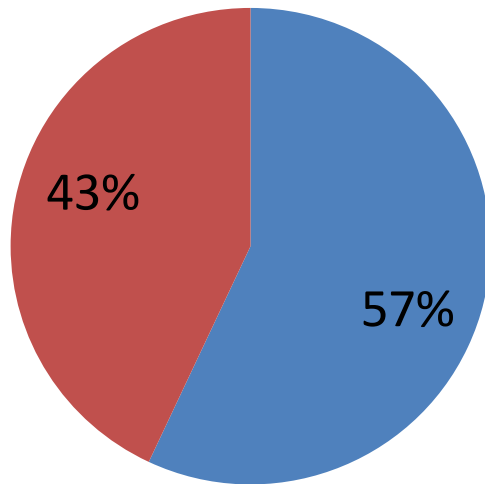
# EHR system effect on patient flow



# Reduced schedule during implementation?

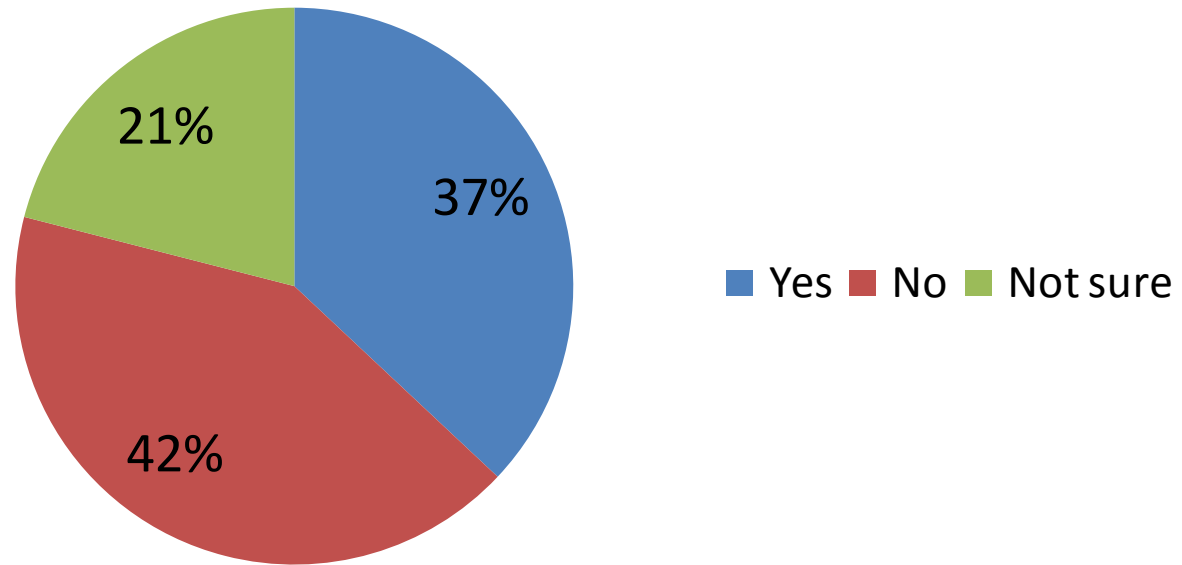


# EHR in-house system support staff

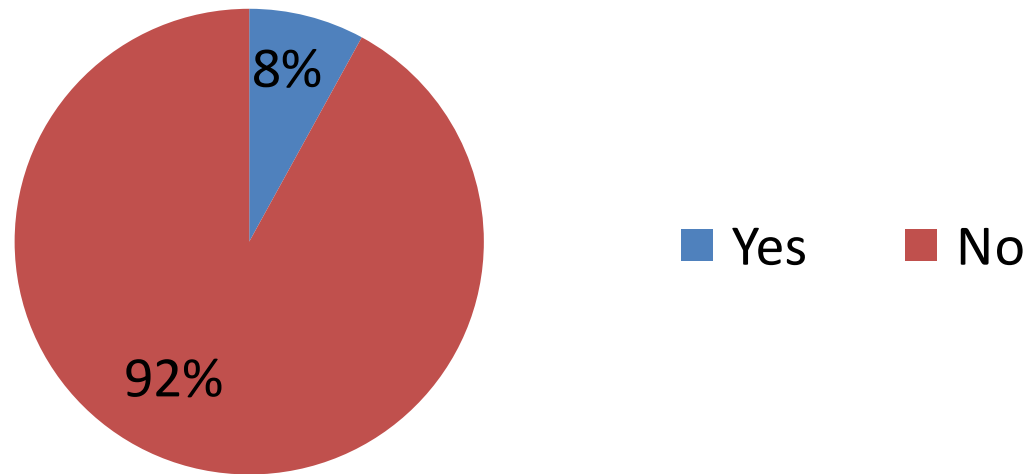


- Staff dedicated to training, template upkeep, network and hardware upkeep.
- No in-house staff dedicated to the system. Tasks absorbed by other staff and outsourced as needed

# EHR system offers a patient education module



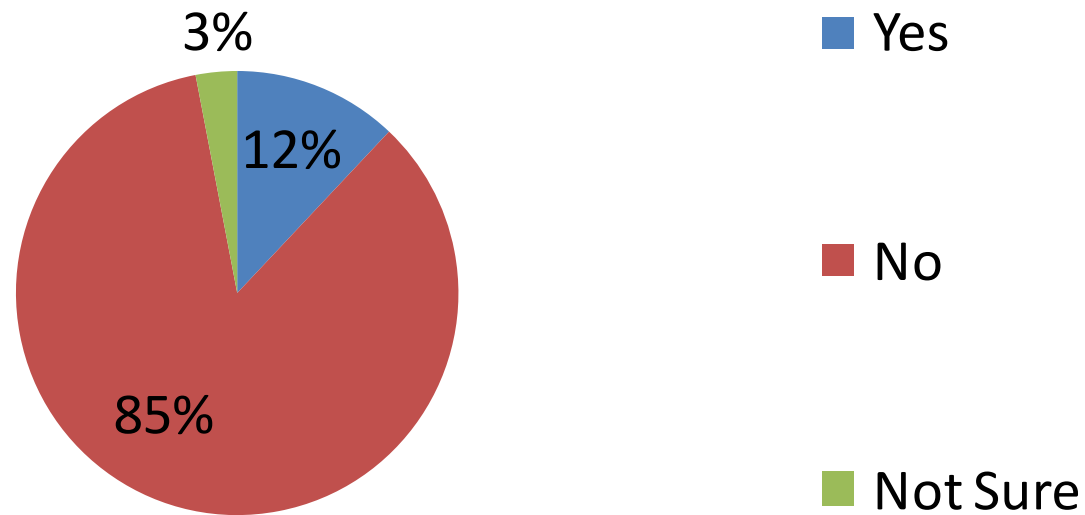
# Previously used a different EHR system



# Reasons respondents abandoned previous EHR system

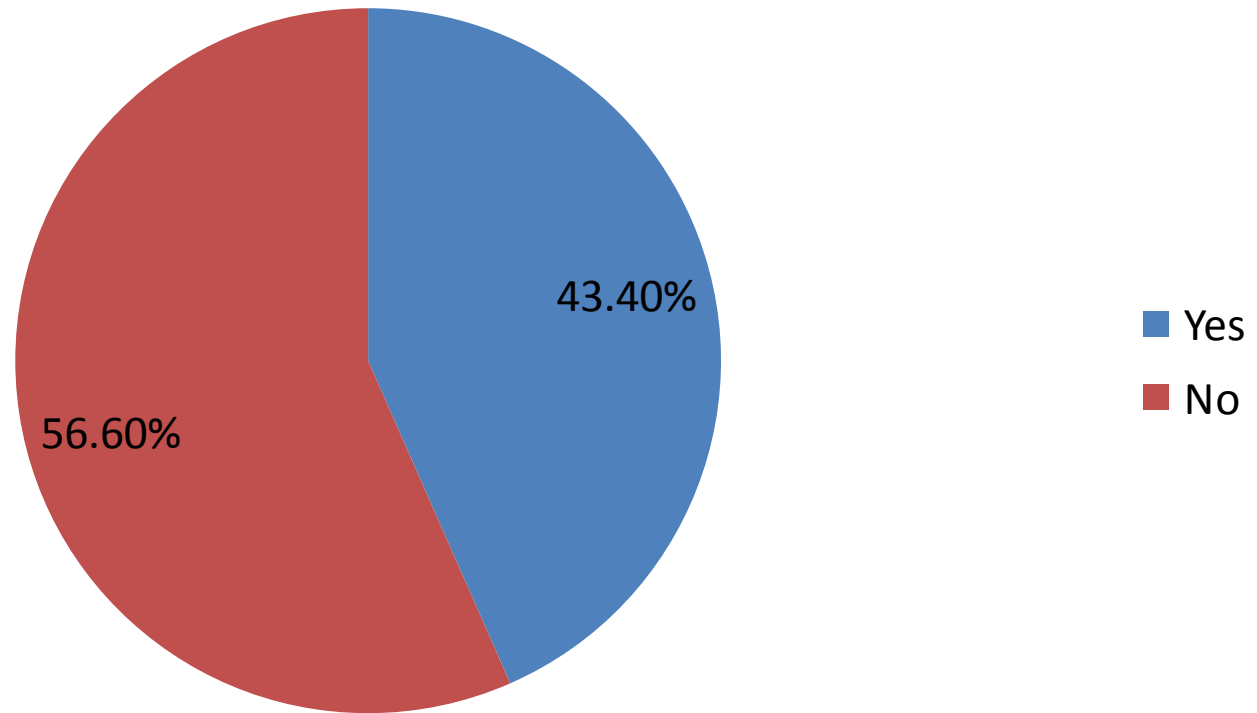
	Extremely Important	Somewhat Important	Neutral	Somewhat Unimportant	Extremely Unimportant
Data input takes too long resulting in less patients seen and less face time with patient	44.4%	22.2%	11.1%	0.0%	22.2%
Unable to access and visualize previous exams quickly	50.0%	20.0%	10.0%	0.0%	20.0%
Poorly written program lacking knowledge of clinical ophthalmology resulting in illogical layout of screens	60.0%	10.0%	10.0%	0.0%	20.0%
Too many unresolved problems taking up staff time	50.0%	10.0%	30.0%	0.0%	10.0%
Poor integration between practice management program and EMR	70.0%	10.0%	10.0%	0.0%	10.0%
Poor support (lacks knowledge to fix problems, slow to respond, etc)	44.4%	22.2%	22.2%	0.0%	11.1%
Switching to too many screens for one exam	44.4%	22.2%	22.2%	0.0%	11.1%
Frequent crashes	30.0%	10.0%	30.0%	0.0%	30.0%
Difficulty of selecting medications, diagnosis and procedure codes	30.0%	20.0%	20.0%	10.0%	20.0%
High maintenance costs	40.0%	20.0%	10.0%	10.0%	20.0%
Not able to customize screens	20.0%	30.0%	30.0%	10.0%	10.0%
No interfaces to digital equipment	33.3%	33.3%	22.2%	0.0%	11.1%

# Using separate software for scanning and storage of old records?

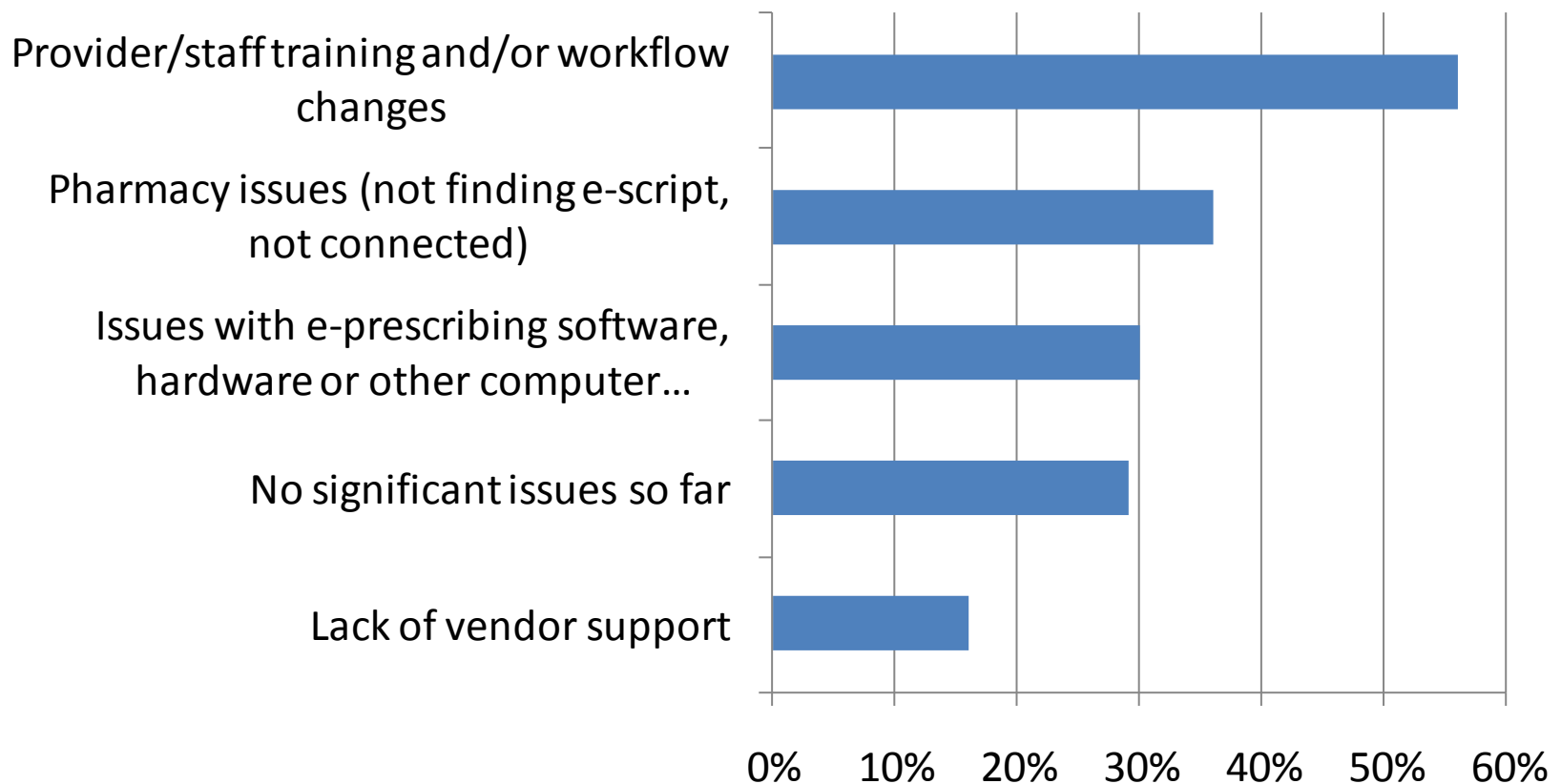


# April 2009 Academy survey

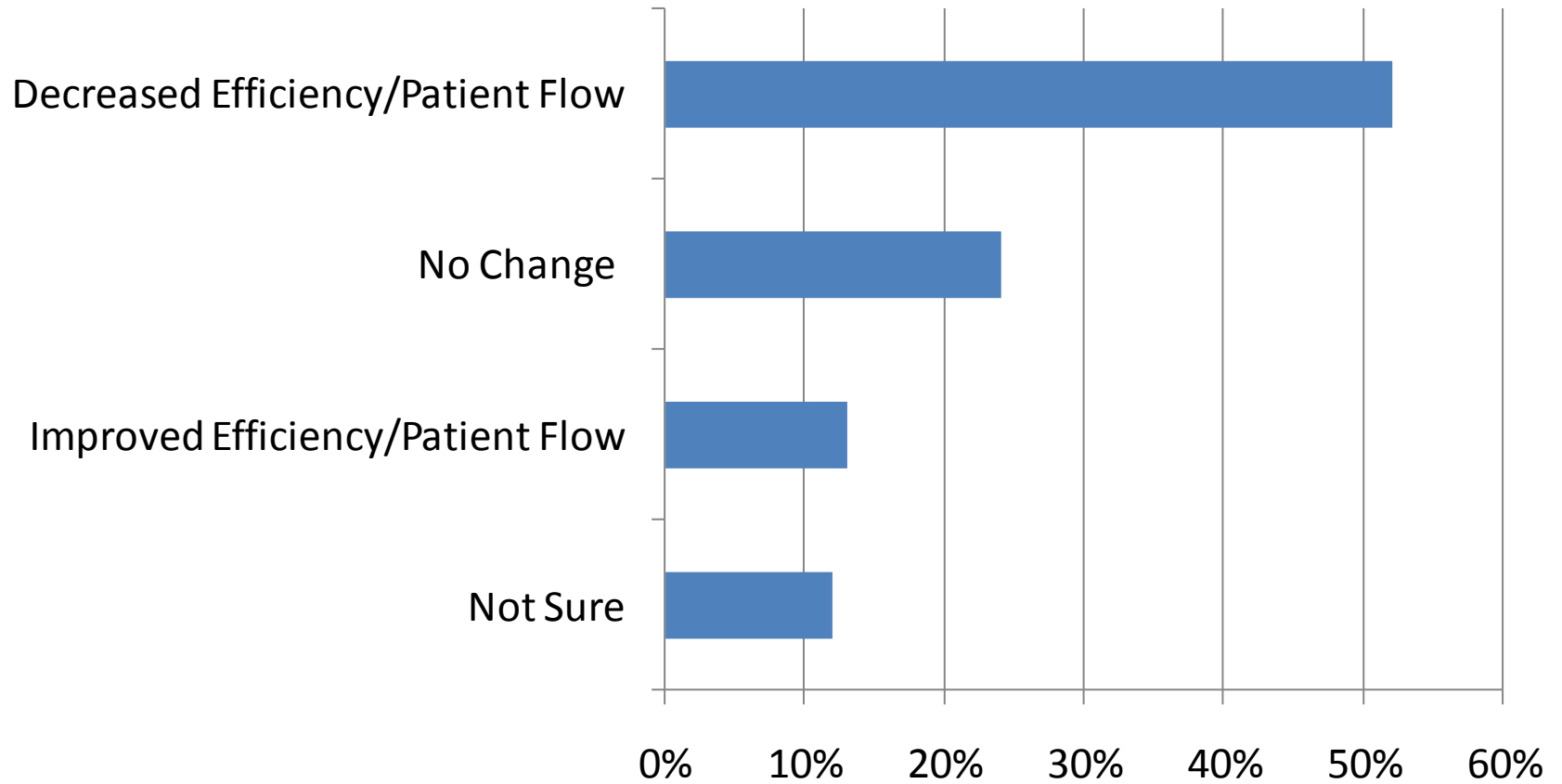
## Are you currently participating in e-prescribing?



# Key challenges with e-prescribing (check all that apply)



# E-prescribing impact on patient flow



# Not e-prescribing

