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# SWITCHING EHRs: A National Survey of Physician Users

**April 15, 2015**

Kenneth Adler, MD & Robert Edsall

# Conflict of Interest

**Kenneth Adler, MD and Robert Edsall**

Have no real or apparent conflicts of interest to report.

# Learning Objectives

**WHY:** Identify the factors that lead to an EHR switch

**HOW:** Explain the challenges involved in an EHR switch

**WHAT:** Analyze the outcomes of making an EHR switch

# STEPS

## **S: Satisfaction**

- Provider satisfaction

## **T: Treatment / Clinical**

- Quality / Efficiency / Safety

## **S: Savings**

- Efficiency savings

A new survey of nearly 17,000 active electronic health records (EHR) system users found that about 23% of currently implemented physician practices are frustrated enough to consider switching vendors.

Medical Economics reporting on Black Book  
Market Research - Feb 2013









THE GRASS  
IS ALWAYS  
GREENER  
WHERE YOU  
WATER IT.



# EHR Switch Survey

- Open only to members of the AAFP July-Sep 2014
- Requirement: **Practice changed from one EHR to another after January 1, 2010**
- 438 respondents
- 133 eliminated leaving **305 respondents**
  - 13 changed from paper to EHR
  - 9 changed EHRs because they changed practices
  - 111 didn't name an identifiable EHR
- Survey published in ***Family Practice Management*** January 2015

# Respondents' Practice Types

- Family Physicians
- 50% work in hospital or health system owned practices
- 41% work in physician owned practices
- 24% in practices with 100+ physicians
- 21% in solo practice
- 50/50: < 10 physician /  $\geq 10$  physician practices

# Switched from What to What?

- 305 respondents
- 73 previous EHRs
- 41 current EHRs
- 25 systems accounted for 82% of prior EHRs
- 11 systems accounted for 82% of current EHRs
- 198 “from-to” pairs
- Most common switch – Centricity to EPIC  
(17/305 = 6% of switches)

# Before

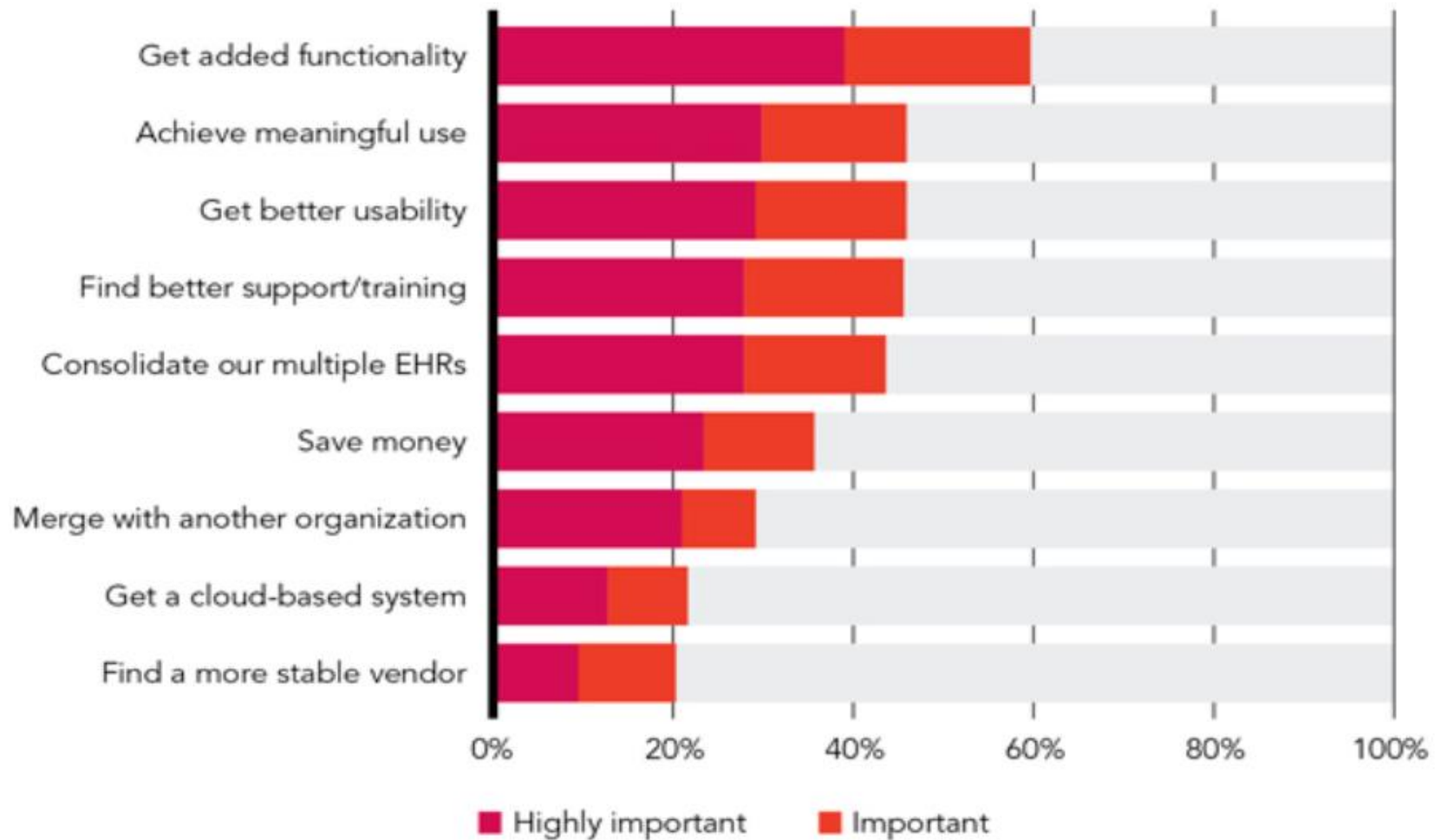
- **Centricity EMR** 30
- eClinicalWorks 27
- Allscripts Professional 22
- NextGen 22
- **Practice Partner** 18
- **Misys** 14
- Allscripts Touchworks 13
- athenaClinicals 11
- EPIC 11
- **SOAPware** 10
- **Proprietary systems** 8
- eMDs 8
- Cerner PowerChart/Works 7
- Practice Fusion 7
- **Allscripts MyWay** 6
- Amazing Charts 6
- **ChartConnect** 6
- **Horizon Ambulatory Care** 5
- **McKesson Practice Complete** 4
- Praxis 4
- **MPM / Meditech** 3

# After

- EPIC 74 (63)
- Praxis 30 (26)
- eClinicalWorks 34 (7)
- athenaClinicals 17 (6)
- Practice Fusion 12 (5)
- Amazing Charts 11 (5)
- e-MDs 9 (1)
- Allscripts Touchworks 13 (0)
- Allscripts Professional 18 (-4)
- NextGen 18 (-4)
- Cerner PowerChart/Works 15 (-8)

# Why Did They Switch ?

## REASONS FOR THE SWITCH



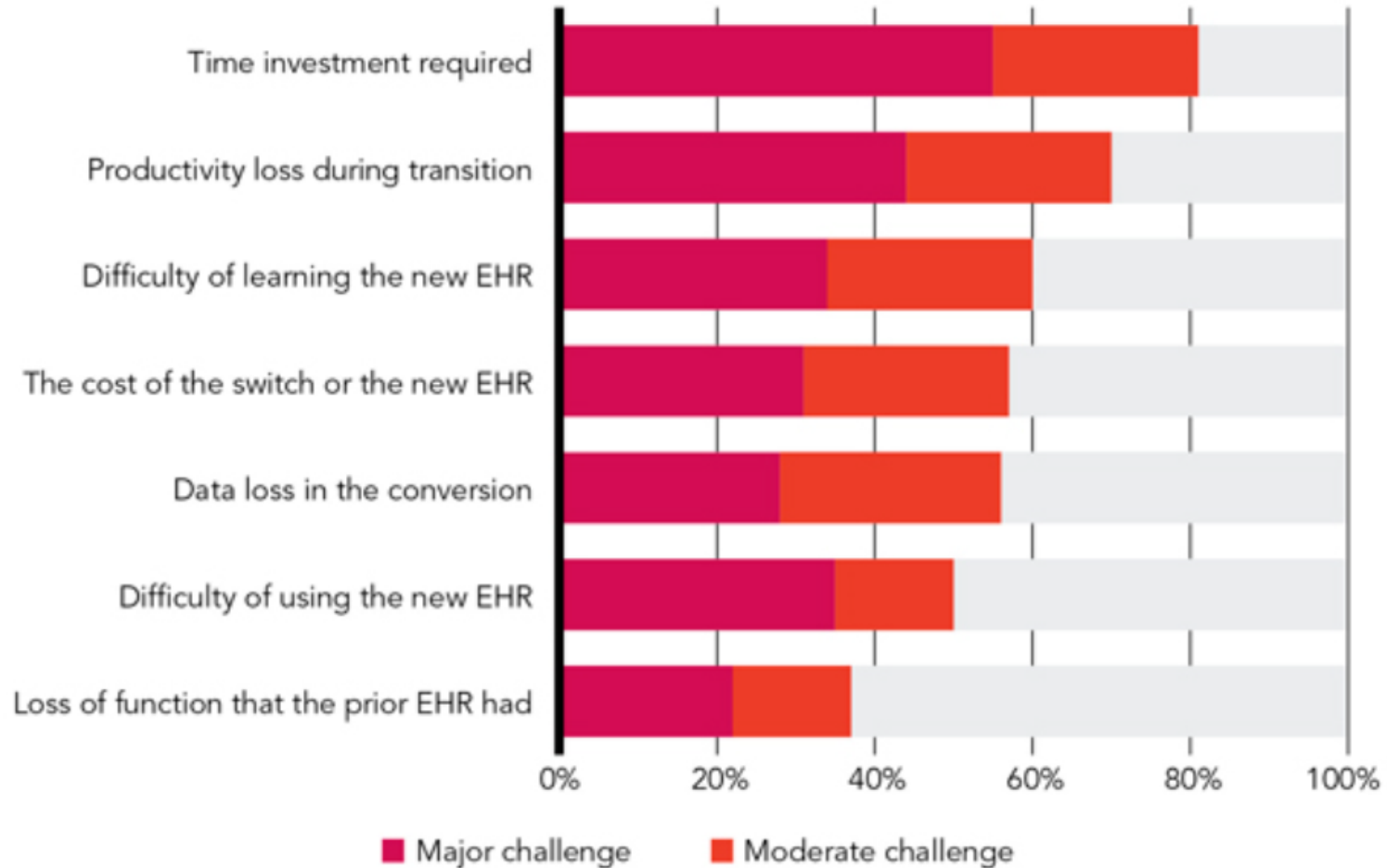
# Reasons for the Switch

*“Administration of the big system mandated we change from NextGen to Allscripts, and in two months we will be moving to Athena, mandated by... the giant mothership we are owned by now.”*



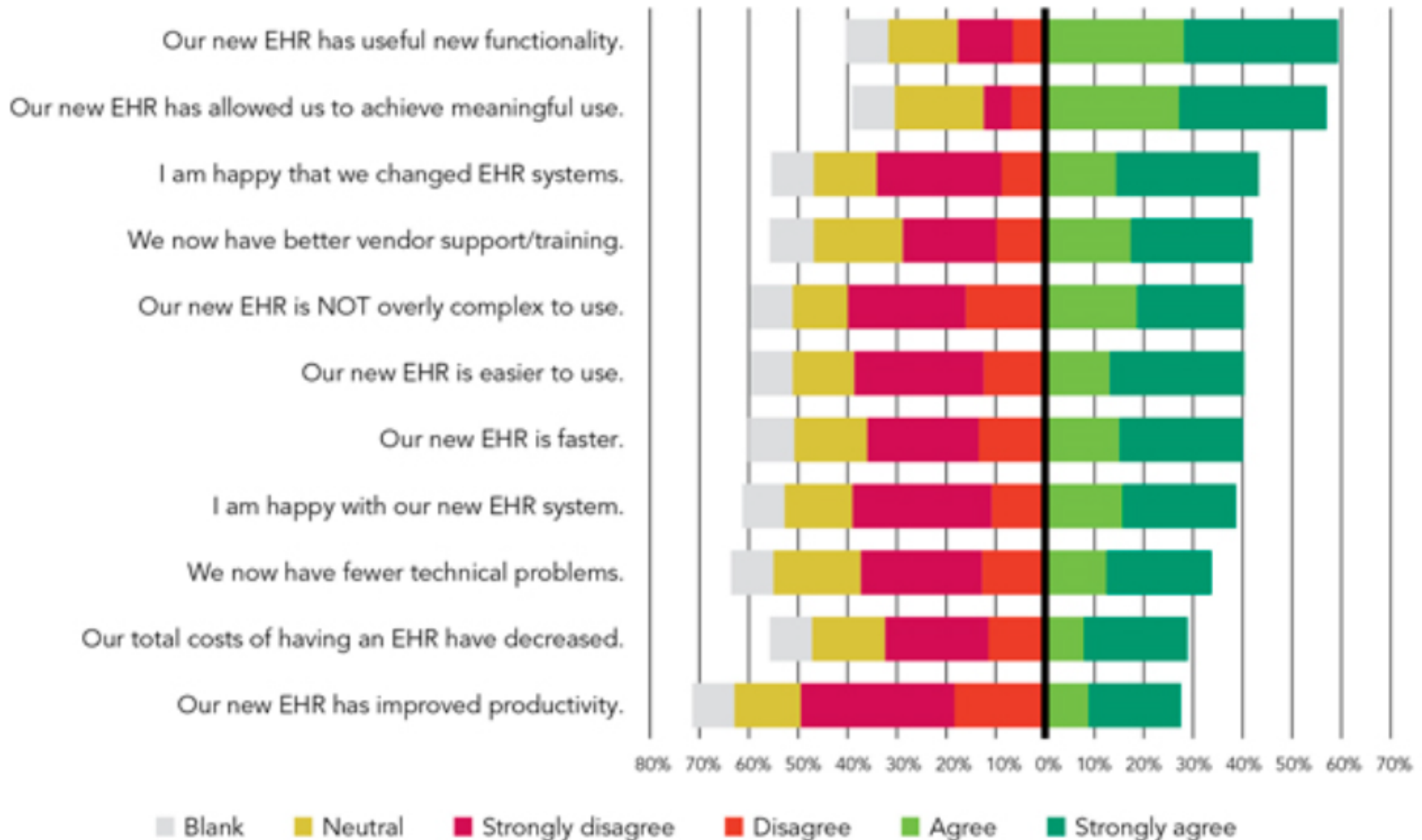
# How Hard Was the Switch ?

## CHALLENGES ENCOUNTERED IN THE PROCESS



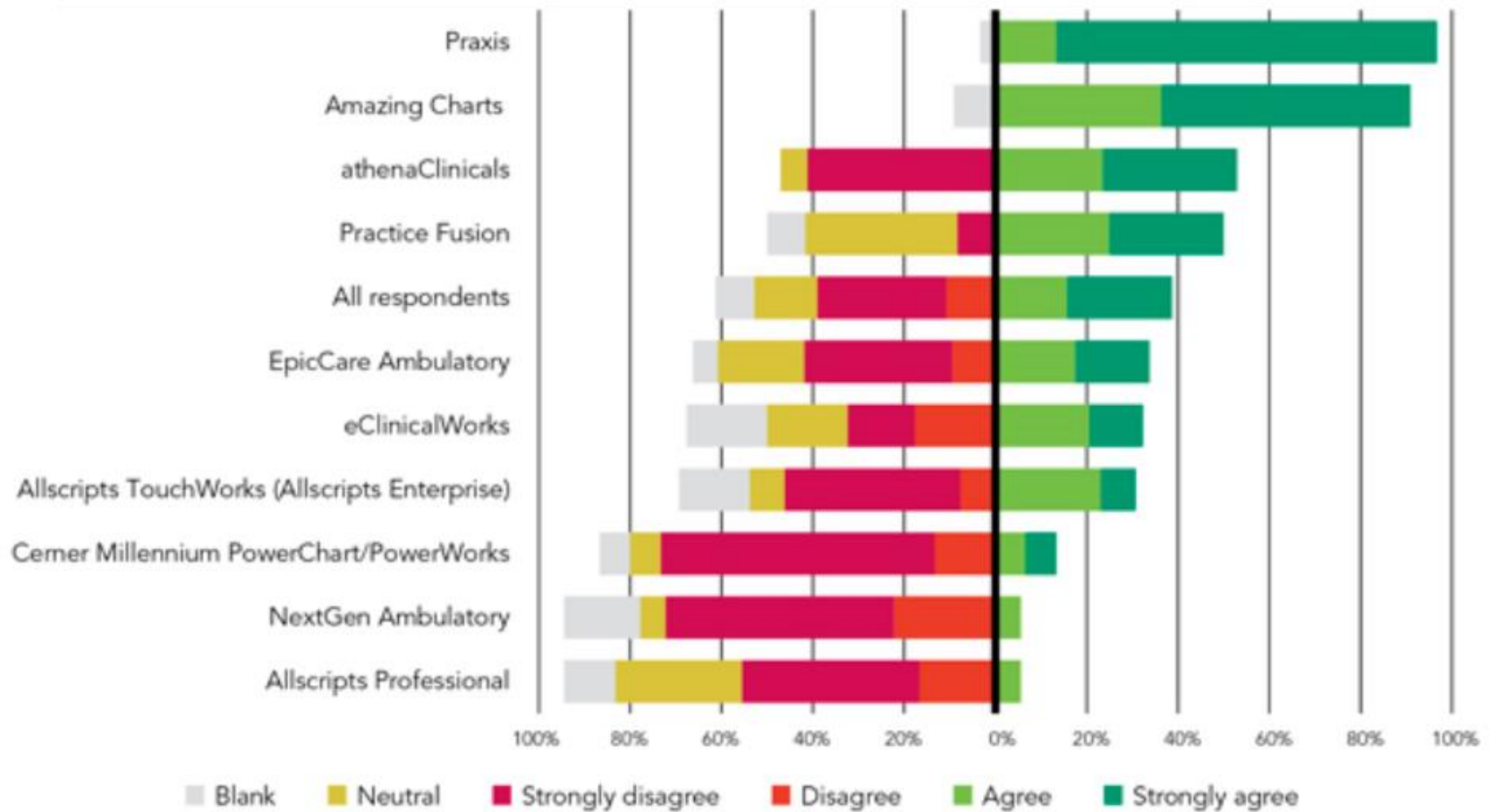
# Outcome: Was the Switch Worthwhile ?

## RESPONDENTS' OPINIONS ABOUT HAVING CHANGED EHR SYSTEMS



# Outcome: Physician Satisfaction

## AGREEMENT WITH THE STATEMENT “I AM HAPPY WITH OUR NEW EHR SYSTEM”



# Outcome: Physician Productivity

“Our new EHR has improved our productivity.”

Agreed = 28%

Disagreed = 49%

# Study Conclusions

- EHR market is consolidating
- Most common reason to change is to add needed functionality
- Other important reasons to change: MU, vendor inadequacies, software usability
- System integrations are forcing changes

# Study Conclusions

- Changing EHRs is a major undertaking: expensive and time-consuming
- Changing an EHR can be a step backwards in data retention and productivity
- Changing an EHR DOES add useful functionality and helps with achieving MU
- Changing an EHR DOES NOT make physicians happier or lead consistently to better overall EHR performance



# Further Thoughts

- Is it a software problem or an implementation problem ?
- “The grass is always greener where you water it. “

# References

- **The FPM Survey of Family Physicians Who Have Changed EHR Systems - Adler/Edsall**

– July-August 2014

<http://www.aafp.org/fpm/2014/0700/p18.html>

- **EHR Switch Survey: Responses from 305 Family Physicians - Edsall/Adler**

– January-February 2015

<http://www.aafp.org/fpm/2015/0100/p13.html>

# Discussion Questions

- Why did you switch ?
- What were your largest challenges ?
- What have been the biggest pros of the switch ?

# Discussion Questions

- What have been the biggest cons of the switch ?
- Do you expect continued EHR market consolidation ?
- What will be the future drivers of EHR switches ?

# Questions?

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