

Digital Learning Collaborative

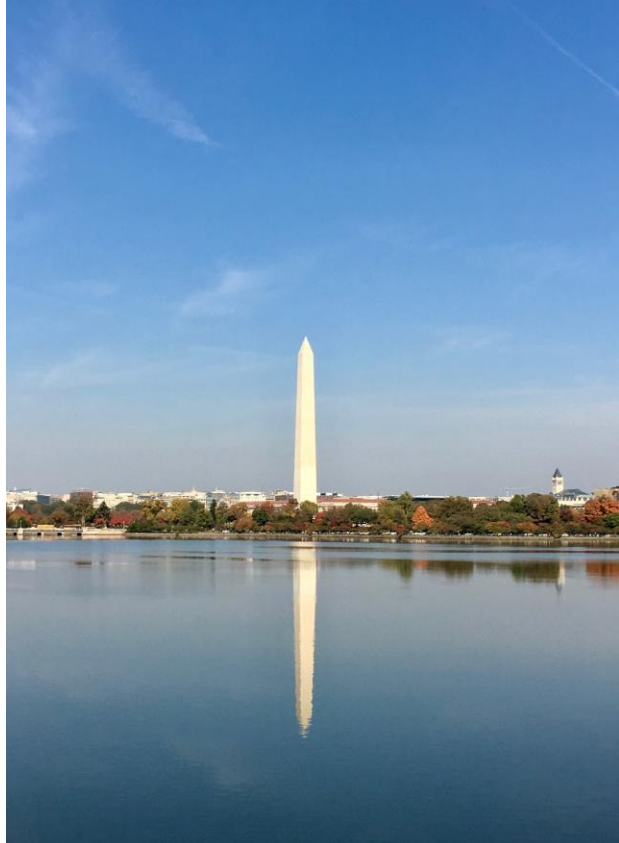
The View from Primary Care

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Professor Family Medicine

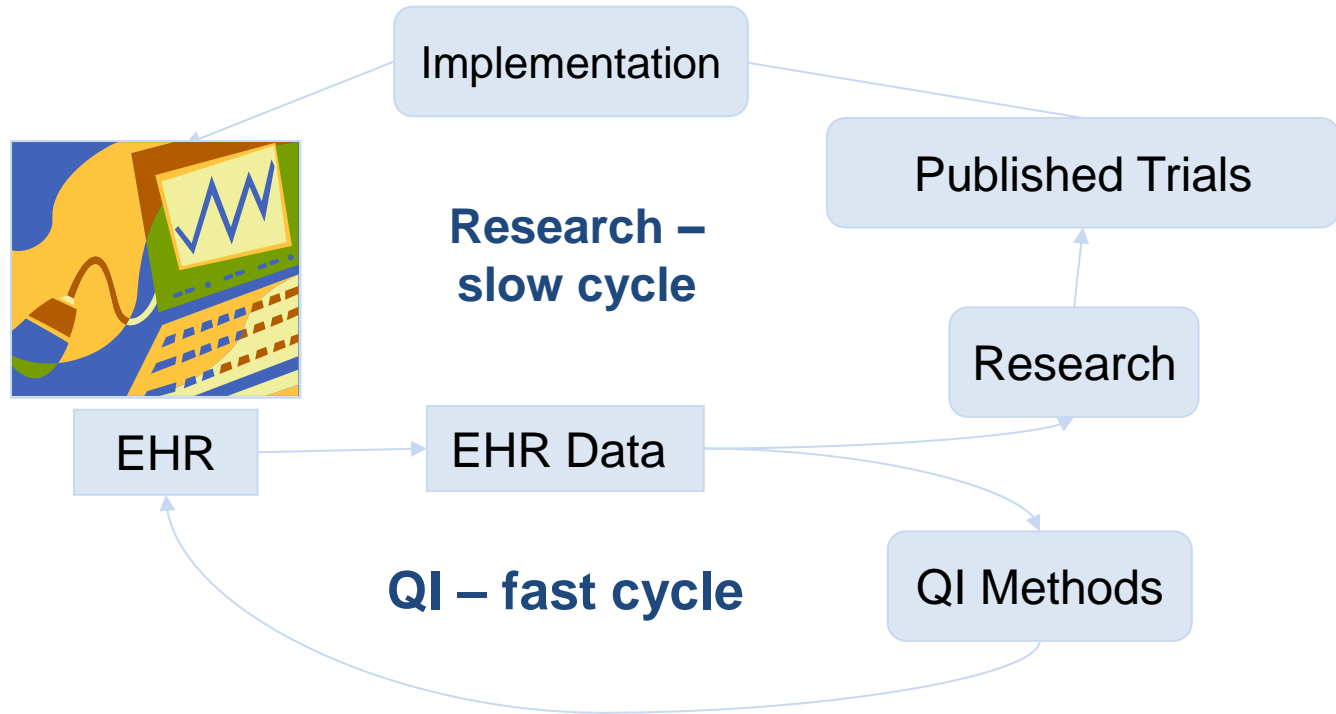
Georgetown University School of Medicine



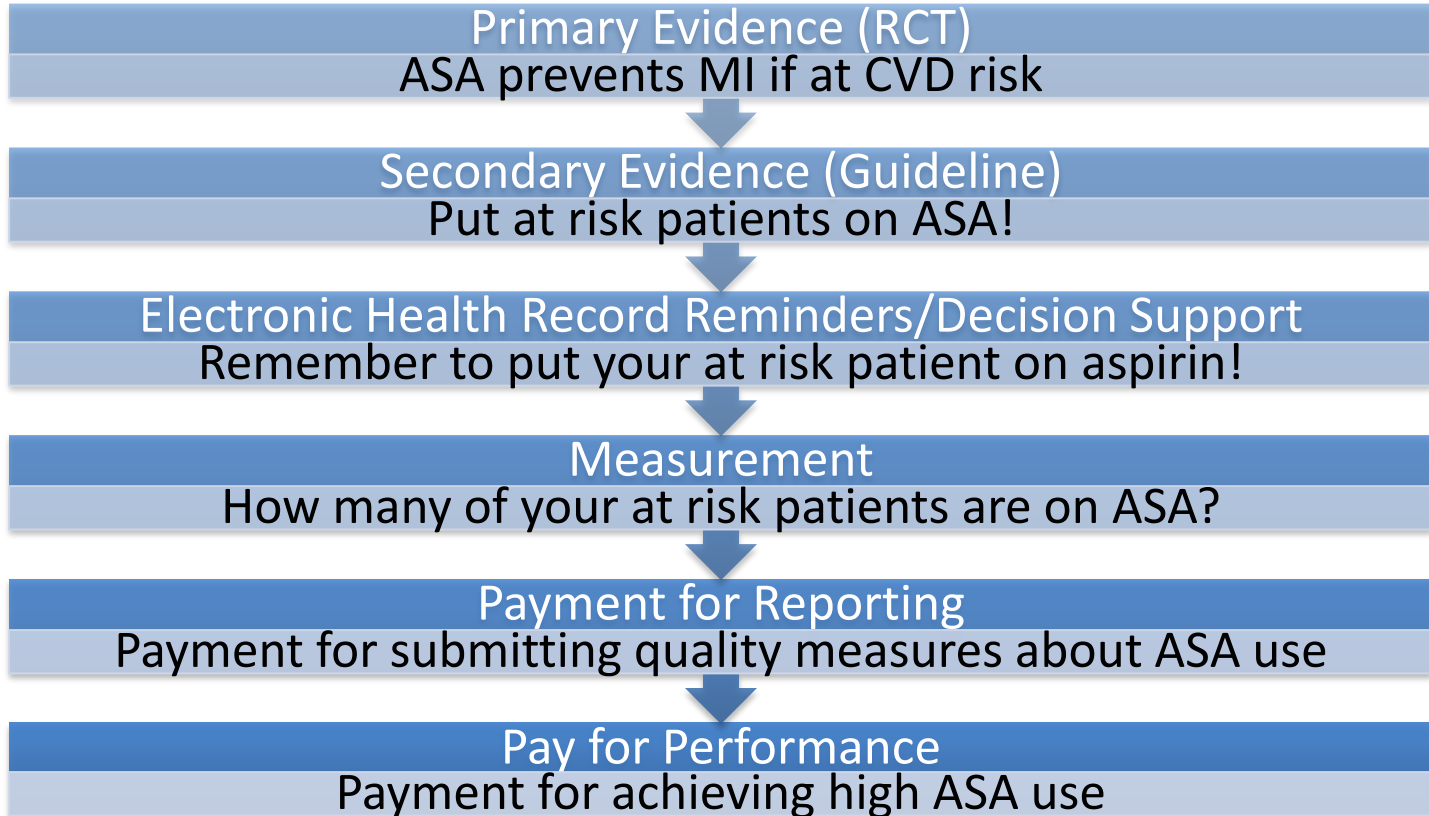


EHRs Make Medicine Quantifiable

Critical for LHCS



Implementing Evidence



Physician Burnout a Problem

The screenshot shows the Medscape website interface. At the top, there are navigation links for various medical topics and a search bar. The main content area features a prominent article titled "Physician Burnout: It Just Keeps Getting Worse" by Carol Peckham, dated January 26, 2015. The article has 414 comments. Below the article title, there is a sub-section titled "Burnout and Happiness in Physicians: 2013 vs 2015" with a brief summary of a national survey published in the Archives of Internal Medicine. The article text indicates that in 2012, 46% of physicians reported burnout, a significant increase from 2013. To the right of the article, there is an advertisement for "Check for drug interactions" featuring several medicine bottles. Other smaller articles and quizzes are visible in the top left and right sections of the page.

54% of Physicians
burnt out!

Shanafelt. Mayo Clin Proc.
2015;90(12):1600-1613

zdoggm.com

LeaveRequestDFM GU Apps DML GU Bb GUBox medcourseval MedStarEmail beyondcloud CitrixMedStar WP

Inbox (415) - we... (99+) Gmail Hel... SITEMS Home - MedSta... Georgetown Uni... EHR2-D2

ZDOGGMD ZBLOGG ABOUT Z CLINIC BOOK Z

EHR State of Mind | #LetDoctorsBeDoctors | ZDoggMD.com

We need a new chart

2:30 / 4:29

<http://zdoggm.com/ehr2-d2/>

Pajama Time

1 – 2 hours per night
on computer and clerical work
(Sinsky C.

Annals of Internal Medicine 2016)

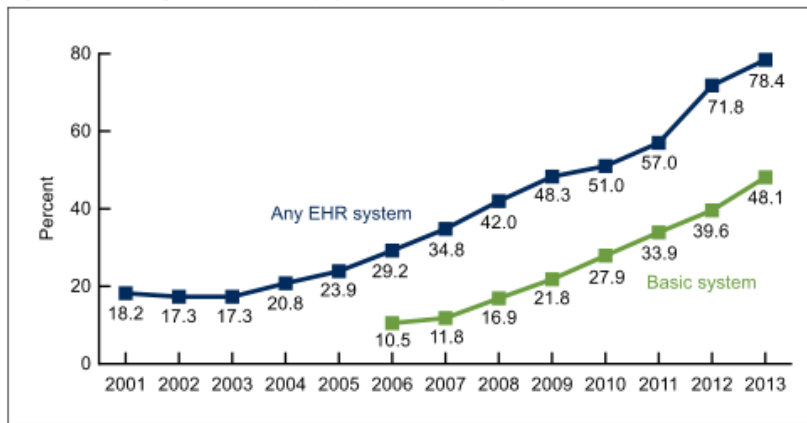
48 minutes per day EHR-
associated loss of free time
(McDonald CJ. JAMA IM 2014)



Outpatient EHR Adoption

Adoption of basic EHR systems by office-based physicians increased 21% between 2012 and 2013.

Figure 1. Percentage of office-based physicians with EHR systems: United States, 2001–2013



NOTES: EHR is electronic health record. "Any EHR system" is a medical or health record system that is either all or partially electronic (excluding systems solely for billing). Data for 2001–2007 are from in-person National Ambulatory Medical Care Survey (NAMCS) interviews. Data for 2008–2010 are from combined files (in-person NAMCS and mail survey). Estimates for 2011–2013 data are based on the mail survey only. Estimates for a basic system prior to 2006 could not be computed because some items were not collected in the survey. Data include nonfederal, office-based physicians and exclude radiologists, anesthesiologists, and pathologists.

SOURCE: CDC/NCHS, National Ambulatory Medical Care Survey and National Ambulatory Medical Care Survey, Electronic Health Records Survey.

Primary Care Challenges in Using EHRs

Usability • Functionality

Communication • Psychosocial

Zhang J, et al. JAMIA 2016;23:137–143



How did it get this way?

PCMH

Meaningful use

E & M Coding

ACOs

Unrelenting change!



How can we fix this?





WVU

Quadruple aim

From Triple to Quadruple Aim:
Care of the Patient Requires Care of the
Provider.

(Bodenheimer T and Sinsky C. Ann Fam Med
2014;12:573-576.
doi: 10.1370/afm.1713)



Extreme focus on usability to improve provider experience

Usability is the “extent to which a system, product or service can be used by specified users to achieve specified goals with **effectiveness**, **efficiency** and **satisfaction . . .**”

(ISO 2010)

Clinical Decision Support (CDS)

- Improves physician performance/process of care; medication monitoring/dosing, test ordering (Garg JAMA 2005;293:1223; Implementation Science Reviews 2011)
- Alert fatigue is a problem
- Less impact on patient outcomes



Interoperability

- Exchange works within health systems or within an EHR
- Often not semantic
- FHIR will help
- Need to bring standards “inside the EHR”
Zuckerman JACM 2017



Primary care informatics

- Research
- Share best practices for
Usability
Workflow
- Improve CDS



Thank you

