

National Academy of Medicine (NAM) Action Collaborative on Clinician Well-Being and Resilience

Allscripts Commitment to Clinician Well-Being

Allscripts vision is to build open, connected communities of health with solutions that enable smarter care, delivered with greater precision, for healthier patients, populations and communities.

We aspire to the Quadruple Aim: better care for patients, better health for populations, improved clinician well-being and lower cost of health care. A growing body of research shows that when clinician experience suffers, the other three aims are at risk.

Clinician well-being is a complex, system problem with numerous contributing factors. Every stakeholder across the industry must do its part to improve clinician experience. Health IT solutions should help, not hinder clinicians.

Allscripts is currently reducing clinician burden thorough several efforts, which include:

1) Uphold robust user-centered design (UCD) process.

We follow best practices in user-centered design. Working closely in partnership with our clients, we involve users early and often throughout the design process.

2) Maintain UCD tools for design teams.

We use evidence-based UCD tools, such as a detailed Allscripts interface style guide and best-practice design patterns.

3) Measure usability.

We evaluate our progress and are committed to continuously improving the objective and subjective usability of our solutions.

4) Educate our associates.

We have an 'empathy program' to help our associates understand clinician burden, its causes and how it affects our users.

5) Provide strong industry leadership.

We are moving the clinician experience conversation beyond usability and promoting a Helper Philosophy, which encourages people to explore and address root causes of frustration with more *helpful* solutions.

6) Drive change with cross-disciplinary task force.

We engage experts from different teams – including clinical, user experience, client delivery, patient safety, marketing and other disciplines – to collaborate for a comprehensive response to clinician burden.

Allscripts prioritizes product safety and usability. We will continue to assess and improve the usability and safety of our solutions, as well as align our team to this shared purpose. Allscripts also recognizes that health IT must go beyond general usability to improve clinician experience, by supporting users with better insights, advice and ways to save time and effort. We will share our learnings to help the industry advance its progress with clinician wellness.