

BRIGHAM HEALTH



BRIGHAM AND
WOMEN'S HOSPITAL

EHRs, the Physician Experience, & the Road Ahead

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HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL



Mass General Brigham

Outline

1

Why Focus on
the Electronic
Health Record

2

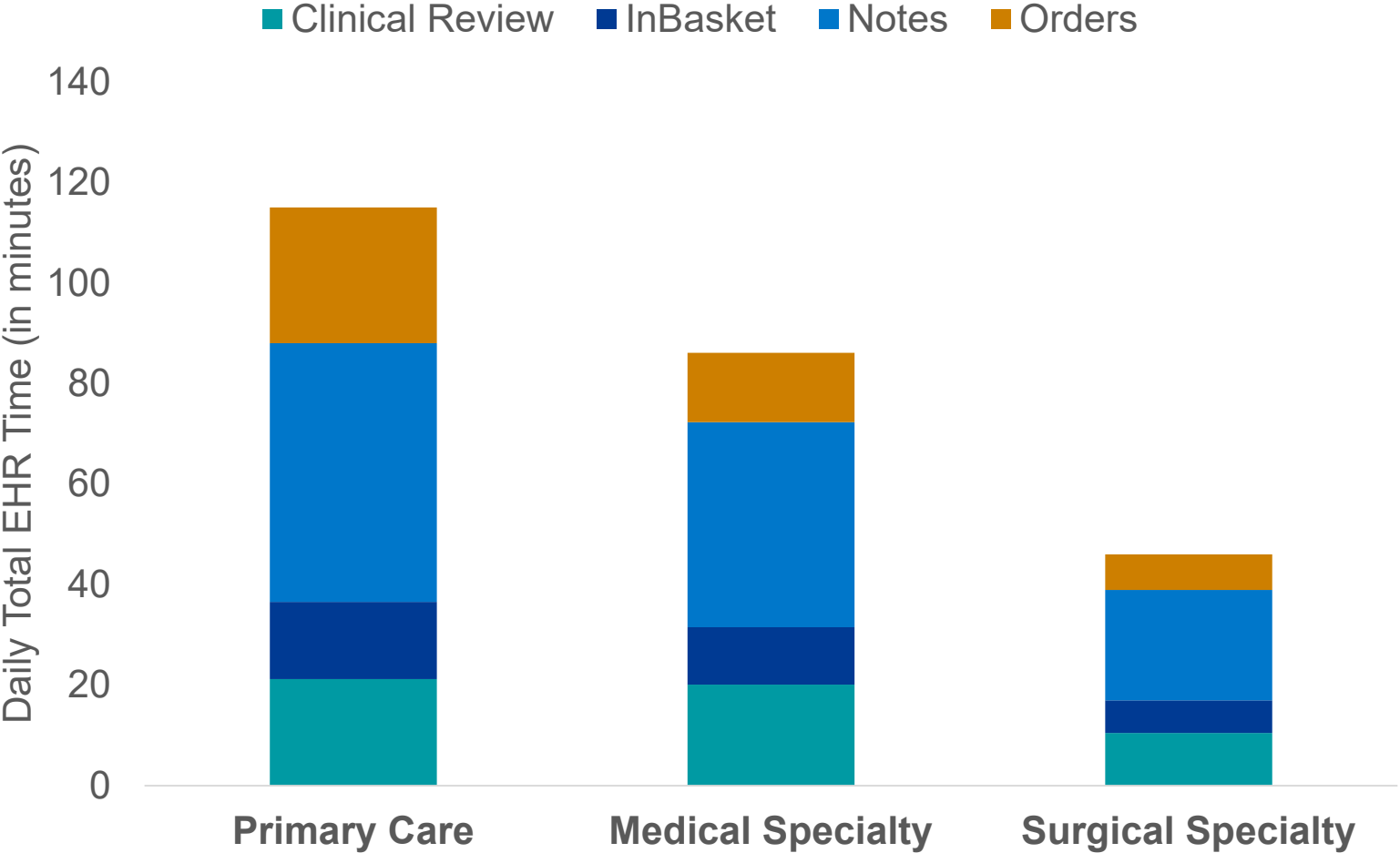
Evidence to
Guide Innovation

3

Identifying &
Testing Solutions

Why Focus on the EHR?

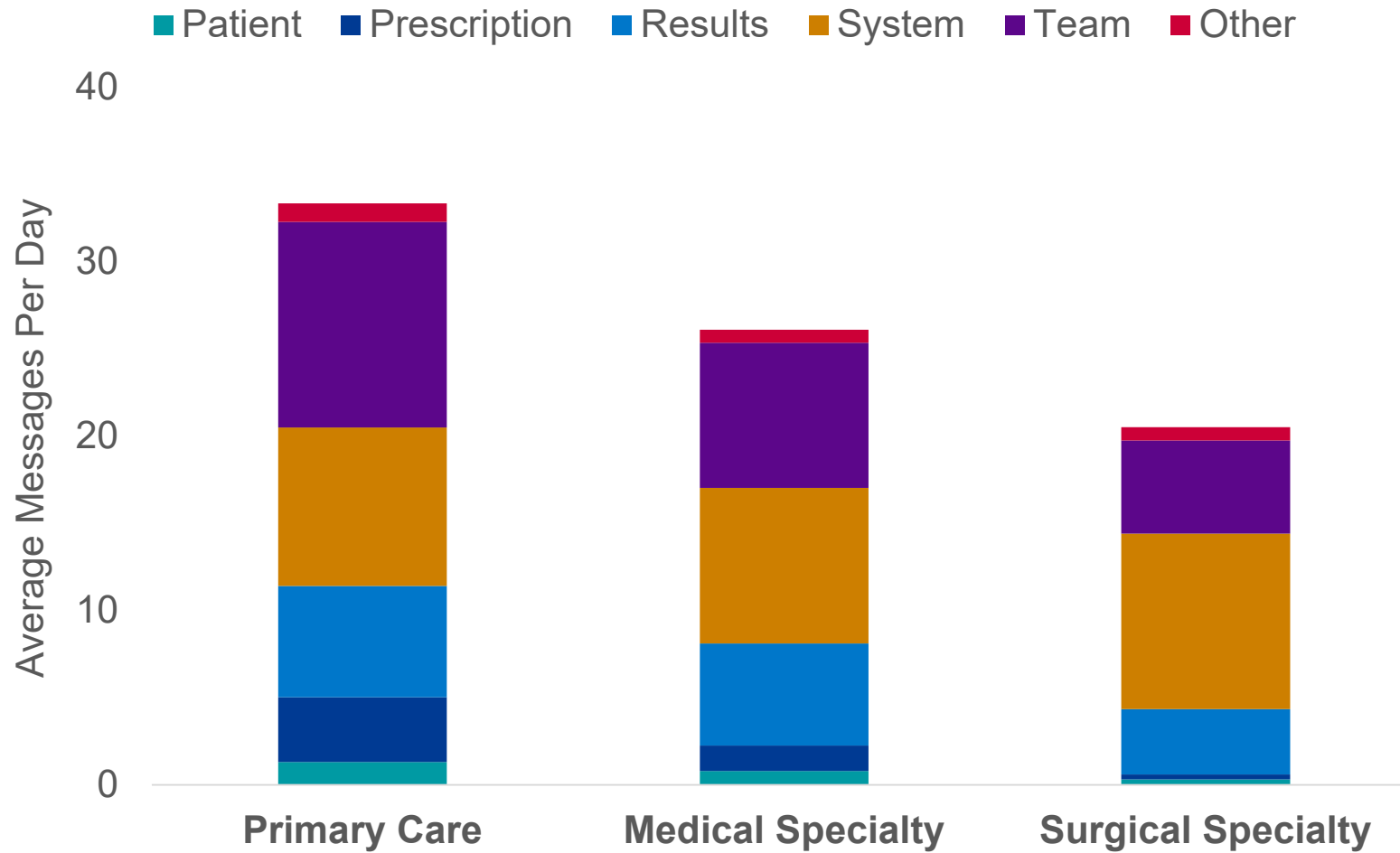
Significant Burden of EHR Time



Primary care specialists spent the most time on the EHR, and twice the amount of time as surgical specialists.

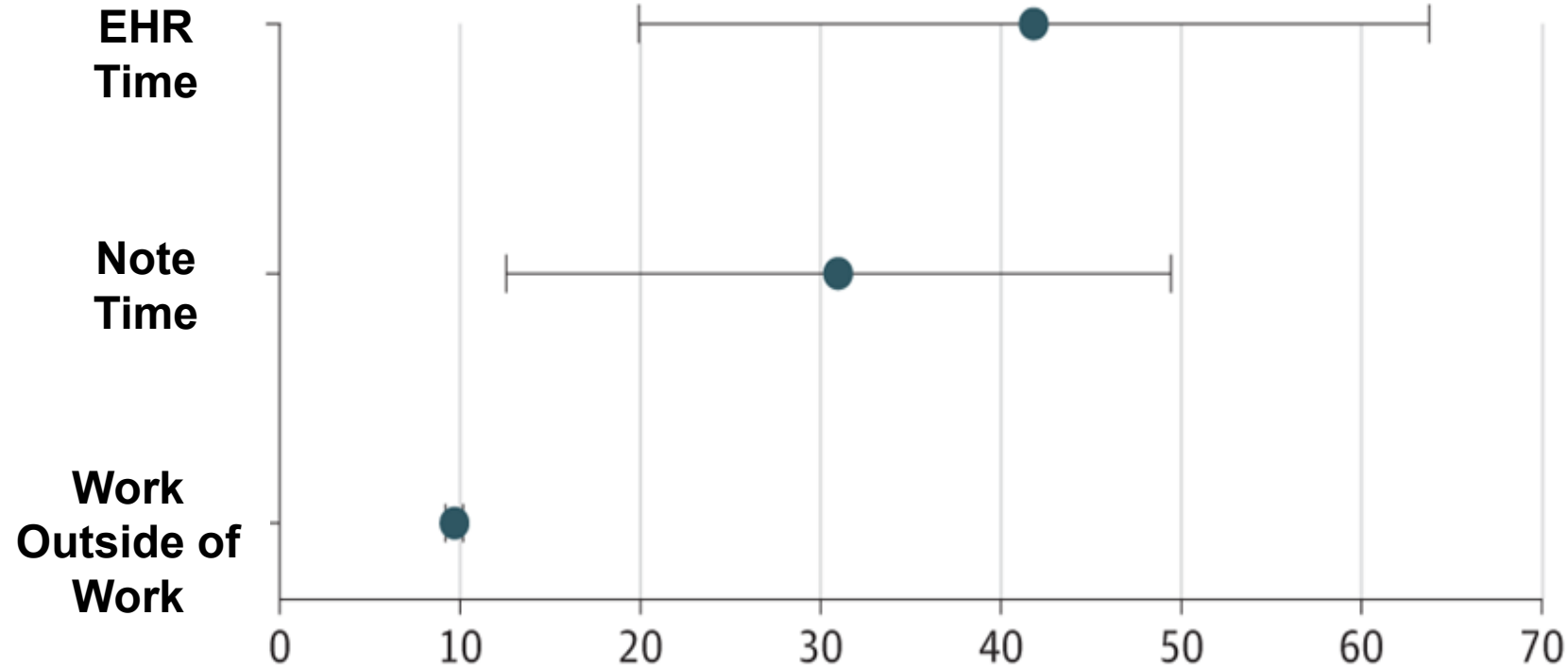
Source: Rotenstein et al. JAMA IM. 2021; 181(6):863-865

Differences in Message Volume & Source



Primary care specialists received 5x as many patient messages, 2x as many team-messages, and 15x as many prescription messages per day.

Gender Differences in EHR Time

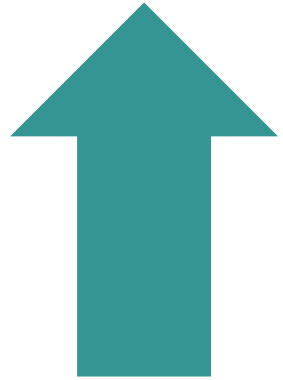


**Comparative Time for Women vs. Men
(additional minutes per 8 scheduled hours)**

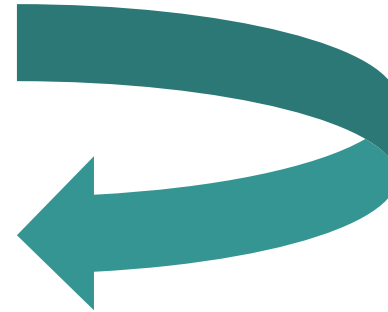
Additional Evidence

- Experience with technology heavily shaped by local context (i.e. physician vs. non-physician ownership).
- Minimal relationship between EHR time and established measures of ambulatory quality.

Why Does It Matter?



After-hours
time on the
EHR associated
with burnout

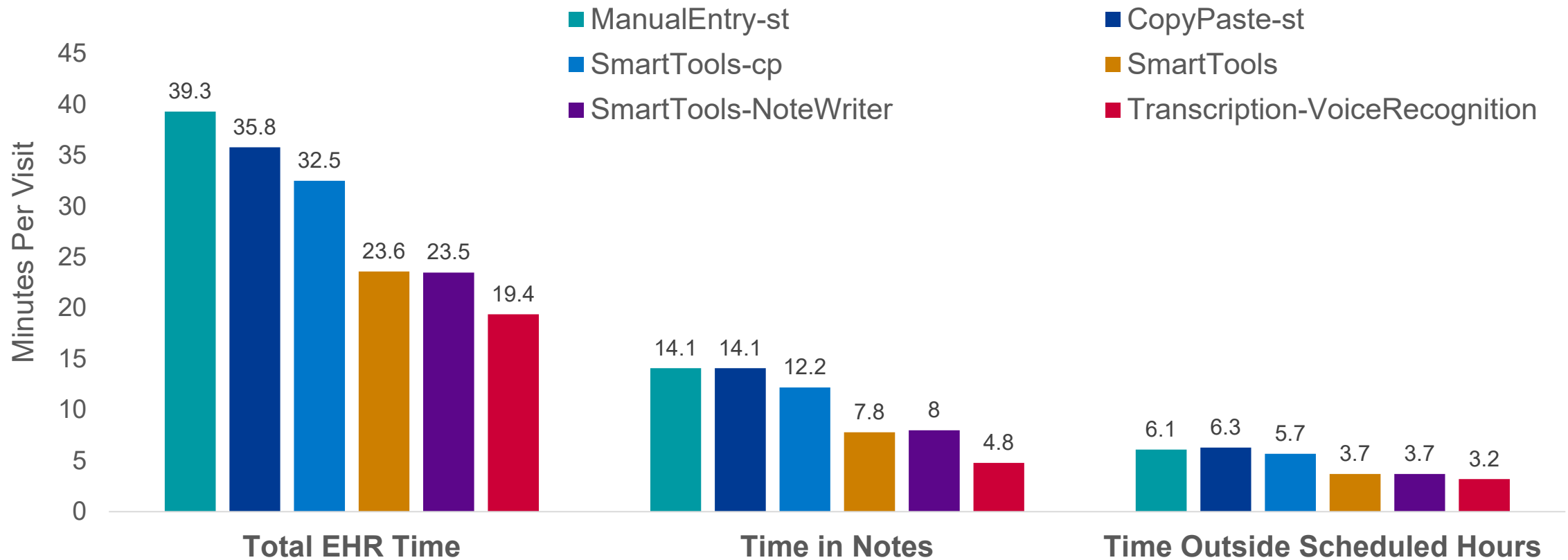


Burnout
associated with
turnover +
worse
outcomes

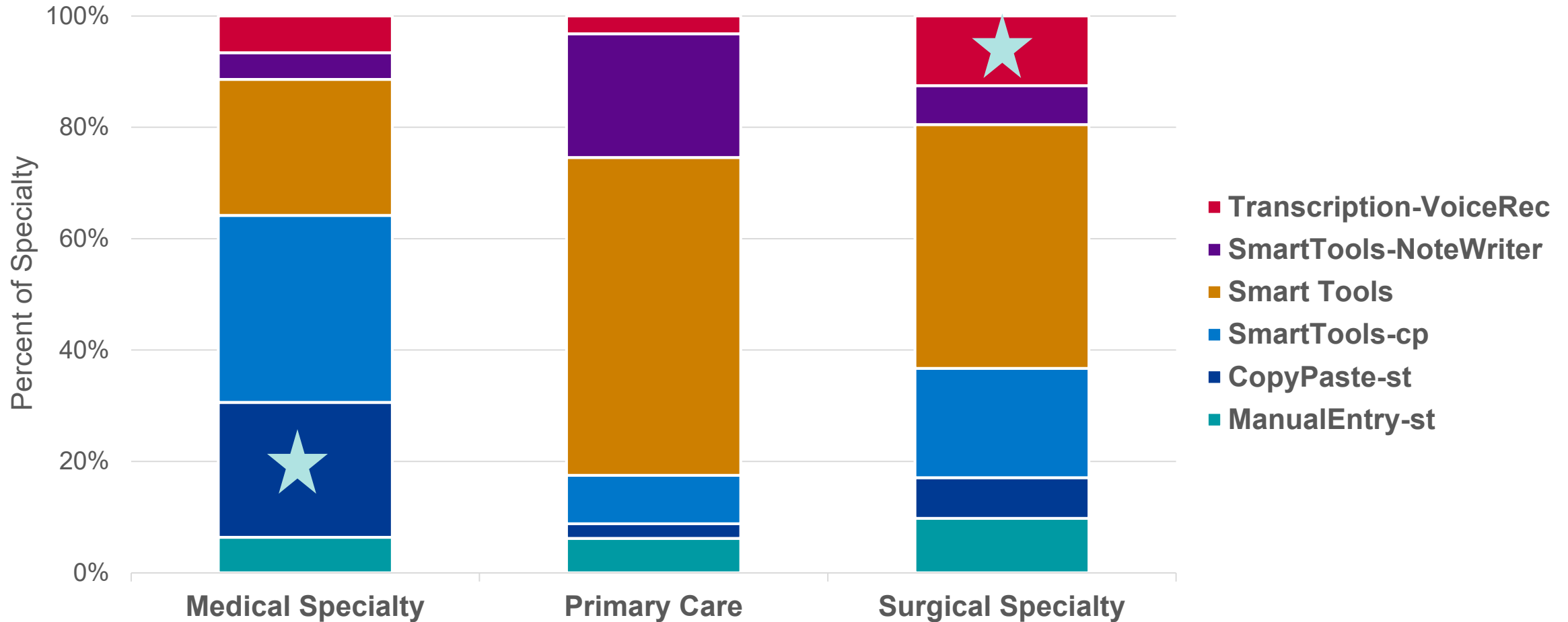
A blue ribbon graphic with a 3D effect, featuring a darker blue shadow on the left side. The ribbon is horizontal and contains white text.

Evidence to Guide Innovation

How Physicians Document Influences EHR Time



Documentation Strategies Vary By Specialty



Implications

- Some technologies associated with efficiencies, but may not be the right choice for all specialties.
- Need better technologies and workflows for specialties whose value is communicated through detailed reasoning + longer documentation.

Supports Outside the EHR



- Ong et al. explored implementation of **virtual scribes** in *NEJM Catalyst*. Their key takeaways:
 - Variability in scribe proficiency
 - Some physicians work well with scribes and others don't
 - “Response” to scribes determines efficiency gains

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Identifying & Testing Solutions

Ideal Features

Easy to Use

Fits with
Existing
Workflows

Sustainable

Enhances
Quality &
Satisfaction

Principles for Design & Piloting

1

Involve End User in Design

2

Consider How Tech Fits into Workflows

3

Minimize the Learning Curve

4

Garner Post-Implementation Feedback from End Users

Promising Trends



TECH THAT
ENHANCES
TEAMS



VIRTUAL
SCRIBING



AI-
POWERED
MESSAGING
TOOLS



AMBIENT
DOCUMENTATION
TOOLS

A blue ribbon graphic with a 3D effect, featuring a darker blue shadow on the left side. The text "Thank you!" is written in a white, bold, sans-serif font across the center of the ribbon.

Thank you!