



How EHR Workflows Impact Clinician Experience, Patient Care, and Profitability

EHR Workflows are Key to Transforming Clinical Outcomes and Financial Results

INSIGHTS FROM 2023 RESEARCH

FOREWORD BY INSITEFLOW CEO

Thank you for reading this foreword and report summarizing our research survey of 250 clinicians. It highlights clinicians' opportunities and challenges when using EHRs and third-party solutions.

Seventy-four percent (74%) of clinicians surveyed reported they changed their initial diagnosis or altered a treatment plan for a patient based on the insights from solutions external to their EHRs. The opportunity to combine third-party solutions and EHRs to improve patient care is evident. However, clinicians working in their EHRs often must use multiple disparate methods that are not easy to use when accessing and acting on these data-driven recommendations. The data is straightforward: this results in an alarming number of missed opportunities to improve patient care, quality, and cost while also increasing clinician fatigue and burnout.

To date, the industry has primarily focused on data interoperability to streamline the exchange of data. This data fuels the insights created outside the EHRs by third-party solutions. However, the research documents the challenges of using these solutions while in the EHR. The study also highlights the alarming number of missed opportunities to improve patient care and the dire consequences of these missed opportunities. **Ninety-four percent (94%) of clinicians reported patients being impacted by clinicians not having access to easy-to-use insights.** More work is needed to improve the clinician's experience. Interoperability needs to be expanded to include EHR workflow to make accessing and using third-party solutions within the EHR easier.

This presents an opportunity to further improve EHR workflow to achieve the quadruple aim of improving patient outcomes, population health, the patient experience, and the care team experience. Our mission at Insiteflow is to solve this challenge by deploying the EHR workflow the care team needs. We make accessing and acting on insights from external third-party solutions inside the EHR more accessible and actionable, creating a unified experience. This empowers the care team to transform clinical outcomes and financial results. I hope this report inspires you to contribute to this mission of improving EHR workflow to make healthcare better for everyone.



ANTHONY GERARDI
CEO, INSITEFLOW



SURVEY FINDINGS AT A GLANCE

98% of clinicians surveyed agree they could provide better patient care, save lives, and receive timely reimbursement if patient-specific insights were easier to access and use.

98% of clinicians miss opportunities to use patient-specific insights that result in their hospital or practice not being paid or reimbursed appropriately at least once a week if not more.

94% of clinicians believe that patients at their practice or hospital have been impacted by clinicians not having access to easy-to-use patient-specific insights. This what they reported happens when insights are not easy-to-use:

53% of clinicians surveyed report patients will start treatment too late.

52% of clinicians report patients will spend additional time in the hospital.

47% of clinicians report patients will receive the wrong treatment plan.

91% of clinicians use - 6 to 20 or more clinical decision-support tools.

74% of clinicians surveyed reported that they have changed their initial diagnosis or altered a treatment plan for a patient based on patient-specific insights from clinical decision support tools external to their EHR.

80% of clinicians report they sometimes overlook accessing and using patient-specific insights from clinical decision support tools external to their EHR.

81% of clinicians reported overlooking the extra steps required to access and use patient-specific insights from clinical decision support tools external to their EHR because of factors such as It being too time-consuming, not being intuitive, not being relevant, they forget to, or it's too difficult

94% of clinicians state that learning how to access and use patient-specific insights from different external clinical decision support tools contributes in some capacity to their feelings of fatigue and burnout.

ABOUT THIS STUDY

The Insiteflow Survey was conducted by Wakefield Research (www.wakefieldresearch.com) among a select group of 250 U.S. clinicians. Importantly, the surveyed clinicians had been using their current EHR system for a minimum of 12 months, ensuring that their insights were grounded in substantial experience. The study was conducted between August 10th and August 20th, 2023, with respondents participating through email invitations and online surveys. The margin of error for the survey is +/- 6.2%

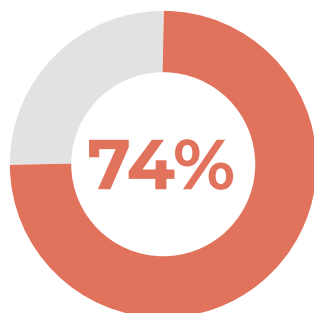




THE INTERDEPENDENCE OF EHR'S AND THIRD-PARTY SOLUTIONS FOR IMPROVING HEALTHCARE

Electronic Health Records (EHRs) are the digital versions of the paper patient chart, serving as the system of record for care delivery. EHRs record the documentation and codes used in patient care and for reimbursement. External third-party solutions create additional insights using data science and analytics, including artificial intelligence (AI) and machine learning (ML), to analyze various data from EHRs, claims, clinical research, and other sources. Many of these insights are data-driven recommendations that represent critical opportunities to improve patient care. The combination of EHRs and these third-party solutions is essential to improve patient care.

Third-party-provided recommendations represent a significant opportunity for enhancing the delivery of care. Seventy-four percent (74%) of clinicians in this study reported they changed their initial diagnosis or altered a treatment plan for a patient based on the insights from solutions external to their EHR.

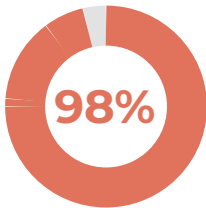


Seventy-four percent (74%) of clinicians reported they changed their initial diagnosis or altered a treatment plan for a patient based on the insights from solutions that were external to their EHR.

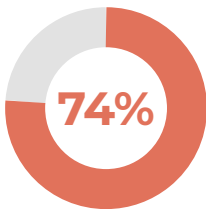


THE ALARMING NUMBER OF MISSED OPPORTUNITIES IS DEEPLY CONCERNING FOR CLINICIANS

Despite the power of additional insights to advance patient treatment and care, the number and frequency of missed opportunities are troubling. Ninety-eight (98%) of clinicians reported missing opportunities to provide better patient care, save lives, and receive timely reimbursement because patient-specific insights from third-party solutions were not easier to access and use. Eighty percent (80%) of clinicians responded that they sometimes miss opportunities to access and use patient-specific insights from solutions external to their EHRs, with nearly 1 in 2 clinicians reported missing opportunities often or all the time. Clinicians are deeply concerned, with seventy-four (74%) responding that they are very or extremely concerned about these missed opportunities. When ninety-eight (98%) of the most highly trained and diligent care team members miss opportunities for improvement, it helps explain why the industry has not had more success bending the cost curve and improving quality. These missed opportunities highlight a systemic problem that needs a solution.



Ninety-eight (98%) of clinicians reported missing opportunities to provide better patient care, save lives, and receive timely reimbursement if patient-specific insights were easier to access and use.



The percentage of clinicians who are very or extremely concerned about these missed opportunities for improvement.

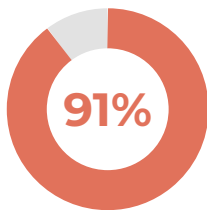


WHY AN ALARMING NUMBER OF IMPROVEMENTS ARE MISSED

A combination of factors contributes to why such a concerning percentage of opportunities are missed at an alarming rate.

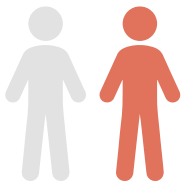
The Crowded Desktop

The industry already knows clinicians are busy, often burdened with an overwhelming number of patients and requirements for delivering and documenting care. We have uncovered another challenge: their digital desktops are also crowded. Ninety-one (91%) of clinicians reported having 6-20 or more solutions they are trying to access and use in addition to their EHRs.



91% of clinicians report having 6-20 or more external third-party solutions

The crowded desktop, also known as the swivel chair problem, is expanding. Each additional decision-support solution compounds the workflow problem. With the rise of AI, we expect the landscape of third-party decision-support solutions to grow significantly, further complicating the EHR workflow, which in turn complicates the clinicians' ability to access patient-specific insights. Today eighty (80%) of clinicians report sometimes overlooking access to these third-party solutions, with nearly 1 in 2 clinicians overlooking third-party solutions often or all of the time.



Nearly 1 in 2 clinicians overlook third-party solutions often or all of the time.

Accessing the Insight is Not Easy for Clinicians

While third-party critical insights can improve care, 82% of clinicians surveyed say accessing these insights is not easy. In fact, nearly 50% confirm it is difficult. This highlights a fundamental problem for clinicians and their patients. Accessing external tools can be confusing, exhausting, or tedious in the EHR workflow. The top reasons clinicians reported for missing insights from tools external to their EHR are the process being too time-consuming (43%), the process is not intuitive (39%), or they, quite simply, forget (31%). More than a quarter (27%) stated it is too difficult.

43% it's too time-consuming

39% it's not intuitive

31% they forget

27% it's too difficult

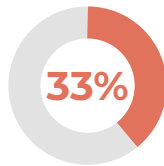


Disparate Workflows for Accessing Insights

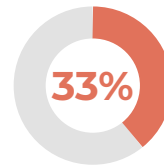
As a clinician, the disparate workflow in their EHR for accessing various third-party solutions can be frustrating. None (0%) of the clinicians surveyed were able to use one consistent workflow to access all 6-20 or more of the external solutions. Here are the three main workflows they reported using:



external websites



drop-down menus



notifications or alarms

01

Logging into External Websites:

The first common workflow is leaving the EHR to go to external websites and applications. This means clinicians have to log in, search for any patient-specific recommendations, and then return to the EHR to address or implement the insight they discovered. This requires the clinician to go find third-party solutions. Clinicians reported using this method on average 34% of the time.

02

Scrolling Drop-Down Menus to Find Buttons:

The second common workflow is searching through a lengthy drop-down menu in the EHR. The clinicians must find and then click on the button to discover if that one solution has any patient-specific insights. They must repeat this activity for each third-party solution in a hunt-and-peck game of looking for patient-specific insights and recommendations. While internal to the EHR, this workflow still requires the clinician to search for a third-party solution. Clinicians use this method on average 33% of the time.

03

Notifications or Alarms in the EHR:

The third common workflow is receiving insights through notifications or alarms within the EHR. This occurs when a notification or alarm appears in the EHR workflow. The clinician clicks on the notification or alarm to review the patient-specific insight. A separate notification or alarm would appear for each of the 6-20 or more solutions that deliver insights. This workflow makes it easier for clinicians to see insights than the other two; however, clinicians are already suffering alarm fatigue. Moreover, it does not combine insights from multiple third-party solutions. Clinicians use this method on average 33% of the time.

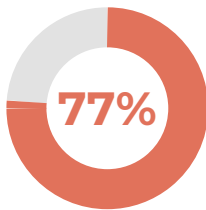


THE CONSEQUENCES OF CURRENT WORKFLOWS

The negative consequences of current workflows are felt across the industry, impacting patients, care teams, and cost.

Clinician Burnout

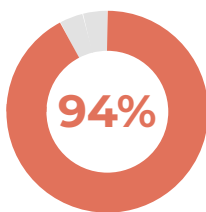
For more than 3 in 4 of the clinicians surveyed (77%, to be precise), learning how to access and use patient-specific insights from different analytics solutions contributes to their feelings of fatigue and burnout. Increased fatigue and burnout most likely contribute to more missed opportunities for better patient care and negatively impact retention.



For 77% of clinicians, learning how to access and use patient-specific insights from different third-party solutions contributes to their feelings of fatigue and burnout

Negative Patient Care Outcomes

The overwhelming number of clinicians - ninety-four percent (94%) - reported that patients were impacted by clinicians not having access to easy-to-use insights from third-party solutions. This is an alarming statistic. The clinicians surveyed went on to report that these missed opportunities for improvement commonly resulted in the following negative outcomes: starting treatment too late (reported by 53% of clinicians); patients spending additional time in the hospital (reported by 52% of clinicians); a wrong treatment plan (reported by 47% of clinicians); and death (reported by 14% of clinicians). This is why EHR workflow for incorporating third-party solutions needs to be easier to use.



the percentage of clinicians that reported patients were negatively impacted by not having easy-to-use insights from third-party solutions.

Top Negative Outcomes of Current EHR Workflow as cited by Clinicians:

Starting Treatment Too Late (53%)

Patients Spending Additional Time in the Hospital (52%)

Wrong Treatment Plan (47%)

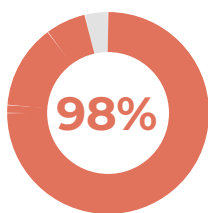
Death (14%)





Billing and reimbursement

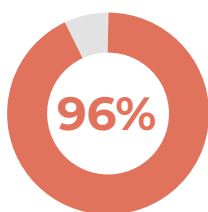
The consequences of these workflow challenges do not stop at patient care. They also lower profits. Nearly all clinicians surveyed (98%) believe that there are missed opportunities to be properly paid or reimbursed each week due to missed patient-specific insights provided by third-party solutions, with nearly a third (32%) saying this happens daily. This would mean that hospital systems are leaving money on the table every day due to the current EHR workflow.



The number of clinicians who have missed opportunities to use patient-specific insights that result in their hospital or practice not being paid or reimbursed appropriately on a weekly or daily basis

Medicare Advantage Fraud

EHR workflow challenges can impact Medicare Advantage fraud. In our research, 96% of clinicians surveyed stated that better integration and access to patient-specific insights would help prevent Medicare Advantage fraud.



The percentage of clinicians who stated better integration and access to patient-specific insights would help prevent Medicare Advantage fraud.



CONCLUSION

As the industry focuses on interoperability at the data layer, the research proves that the EHR workflow must not be overlooked. The challenges experienced by clinicians when accessing and acting on data driven recommendations from external solutions are now quantified, and the results prove how they are negatively impacting patient care and profitability. Additionally, the difficult workflows are adding to clinician burnout and fatigue. The research uncovers that improving the use of third-party solutions in EHR workflow is key to empowering clinicians to transform clinical outcomes and financials results.

FOR CONSIDERATION: INTEGRATION SOLUTIONS FOR EHR WORKFLOW



Buttons in EHR Drop-Down Menus

Some EHR Programs allow a “static” button to be added to an existing drop-down menu; however, this quickly leads to the drop-down menu having an unwieldy number of buttons. The button is labeled with the name of the external analytics solutions. Only after clicking the button will the clinician discover if the external analytics solution has recommendations for them. Imagine going through all this effort during a patient encounter only to find no recommendations relevant for that patient. As a result, many clinicians stop using these buttons.



Ribbons

A ribbon or banner proactively displays information to the clinician, so they don't have to hunt for a button in the drop-down menu. However, ribbons do not write back to the EHR. Therefore, any decisions made in the ribbon requires the clinician to then also type their decision into their EHR. Double data entry is another source of frustration and burnout for clinicians.



EHR Decision Workflow

EHR Decision Workflow persistently presents recommendations with zero-clicks. Clinicians can easy access and act-on these recommendations. Their decisions are written to the EHR. This solution only appears when there are relevant recommendations. Zero-Click EHR Decision Workflow makes it easier to access and act on improvements in care delivery, billing, coding, registration, and care coordination. For end users, this resolves the challenges of finding a static button in a crowded drop-down menu or double-entering decisions in EHRs that were made in ribbons.





ABOUT INSITEFLOW

Insiteflow makes external, third-party solutions accessible, actionable, and automated within EHR workflow, empowering clinicians and the entire care team to transform clinical outcomes and financial results. Insiteflow configures its software as a service (SaaS) platform to deliver EHR integrated workflow that enhances the end user experience.

This improves end user adoption, usage and the overall return on Investment (ROI) from EHRs and third-party external solutions. Our platform can deploy various types of EHR integrated workflow solutions, including program applications typically utilizing SMART on FHIR, and proprietary solutions including ribbons and EHR Decision Workflow.

We make decisions more insightful in the EHR workflow, by improving the experience of accessing and using data driven recommendations from external third-party solutions at the point of care and key decision points. This unlocks the value and improves the ROI on existing investments in EHRs and external solutions. We deploy the EHR workflow the care team needs to improve patient care, quality, and reimbursement.

Differentiated EHR Integrated Workflow

- Displays third-party solutions with zero or one click in the EHR
- Seamlessly facilitates Single Sign-On into third-party solutions
- Writes decisions made by end users in third-party solutions into EHRs
- Integrates third-party solutions into multiple EHRs, both cloud-based and on-premise
- Optimizes third-party solutions, without competing or commercializing their customer base
- Improves user experience, adoption and ROI
- Accelerates implementation of solutions, keeping their intellectual property protected

[Click here to learn more or schedule a demo](#)



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