

State of the EHR:

The Vendor Perspective



AHIMA is the national association of health information management (HIM) professionals. AHIMA's 50,000 members are dedicated to the effective management of personal health information needed to deliver quality healthcare to the public. Founded in 1928 to improve the quality of medical records, AHIMA is committed to advancing the HIM profession in an increasingly electronic and global environment through leadership in advocacy, education, certification, and lifelong learning. For information about the Association, go to www.ahima.org.

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Background

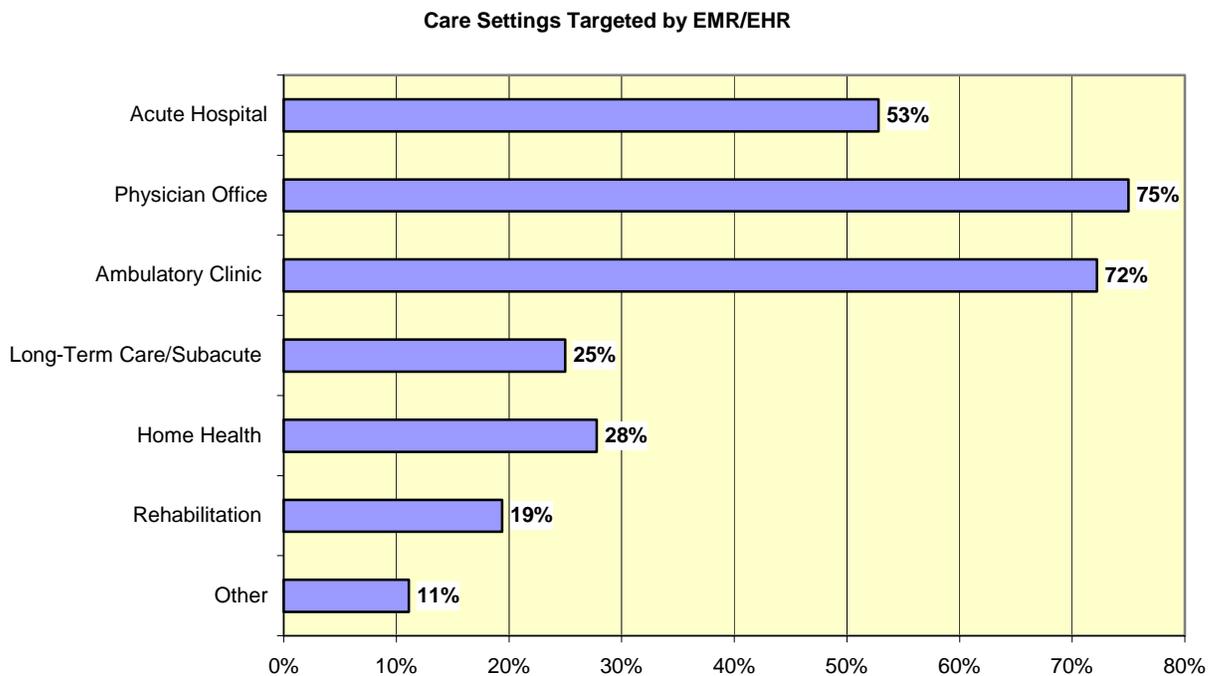
A Web-based survey was conducted among healthcare IT vendors who had identified themselves as offering products related to Electronic Health Records (EHR). The purposes of this research include providing a benchmark in terms of the state of the EHR and the current environment regarding the awareness and use of industry standards, the barriers and challenges that exist, as well as gauging the current and future needs of software purchasers as they transition from paper to electronic records.

Research Methodology

On September 28, 2004, an e-mail invitation was sent by Healthcare Informatics on the behalf of AHIMA, and successfully received by a sample of 353 vendors from their database. Of the 156 individuals who opened the e-mail containing a link to the survey, as either a result of the initial or subsequent reminder e-mail, 38 responses to the survey were submitted (11% of those receiving the e-mail, 24% of those who opened the e-mail). Following two screening questions used to verify that the respondents did indeed represent companies who offer or will be offering an EHR product, 35 respondents remained and proceeded to answer the remaining survey questions. The report below highlights the results of the survey.

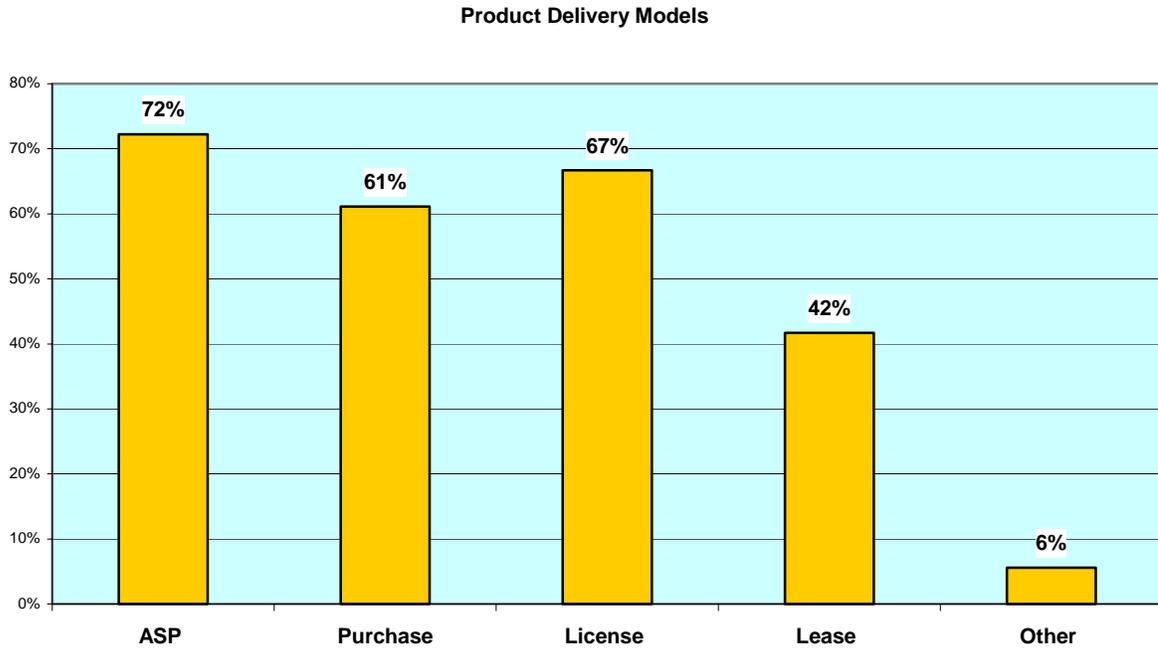
Survey Summary

The Products



- 3 of 4 respondents report that they have a product targeted to the physician office market and nearly the same number (72%) targeted to ambulatory clinics.

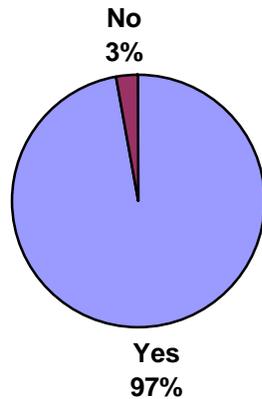
- 53% of the companies have a product targeted to acute care hospitals and that is true in smaller numbers to home health (28%), LTC (25%), and rehab (19%).
- Vendors are targeting multiple settings with their product(s) with the average response choosing nearly 3 settings (2.7).



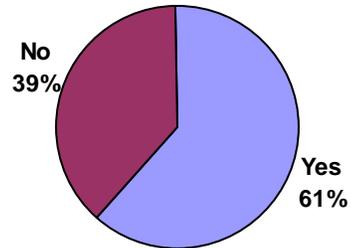
- ASP (72%) and license (67%) are the most common delivery methods indicated by respondents.
- Most vendors will offer multiple options with the average indicating 2.5 of the options listed.

The Standards

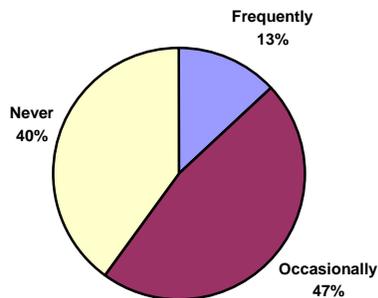
Aware of HL7 EHR Functional Model?



Used HL7 EHR Model in Design of Products?



Customers Referring to HL7 Model in RFIs or Product Discussions?



- Almost without exception (97%), vendor respondents are aware of the HL7 EHR functional model standards.
- 6 of 10 of the respondents report using the HL7 standards in the design of their products.
- There is a bit of an informational lag among purchasers as it is reported by 40% of vendors that customers never refer to the HL7 standards in RFIs or product discussions and just 13% report that happening frequently in customer interactions.

The Challenges

How challenging it is to comply with the following HL7 EHR functions? (Rate each item on a scale of 1 to 5 with 1 being Not Challenging and 5 being Very Challenging)	Top-Two Box (challenging and very challenging)
Extracting health information from an EHR and exchanging it with another EHR over a regional information exchange network, while ensuring privacy and security	47.00%
Presentation of evidence when clinical decisions are required (e.g. when an alert is given to the clinician, or when historical data are reviewed)	37.20%
Seamless extraction of data from the EHR and near real time transactional reporting to public health	34.30%
Standardizing data definition and content to facilitate health information exchange	34.30%
Exchanging health information with a PHR product	29.40%
Streamlined quality reporting to public health, federal and state agencies, and other healthcare oversight entities	28.60%
Provide specialized views and functionality based on the encounter-specific values, clinical protocols and business rules	28.60%
From personal health information collected directly during a patient visit, or acquired from an external source (e.g. images, lab results), identity anomalies or potential problems that may be patient-specific, given the individual's personal health profile, or changes warranting further assessment (e.g. significant trends (lab results, weight), reported problems (e.g. insomnia)	26.50%
Ensuring that the EHR satisfies the requirements of a legal record	14.30%
Providing an audit trail that tracks changes to EHR data to verify enforcement of business, security, and access-control rules	11.50%

- Several of the standards indicated as the most challenging involve the extraction and sharing of data among systems.
- The ability to present evidence related to clinical decisions is also at the top of the list in terms of challenges.

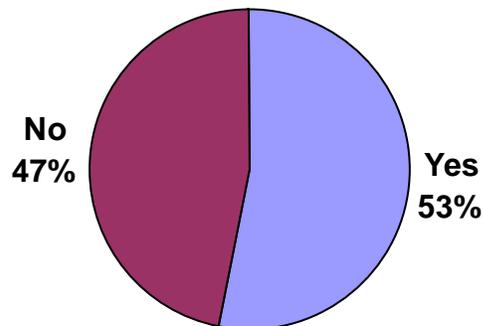
Critical Success Factors

Please rate how critical you think each of the following success factors are to your customers. Use a scale of 1 to 5 where 1 is Not Critical and 5 is Extremely Critical.	Top-Two Box (very and extremely critical)
Speed of data entry	97.20%
Flexibility	80.50%
Advanced clinical decision support and reporting	52.80%
Interoperability	58.30%
Compliance with standards, regulations, and legal requirements	80.60%

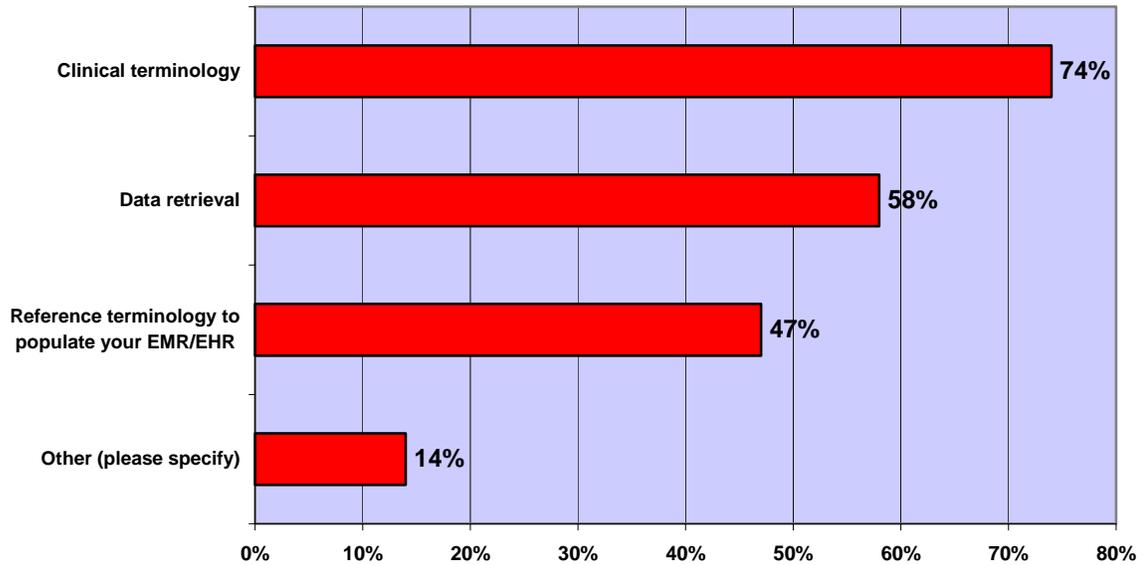
- Speed of data entry (97% very or extremely critical) is clearly considered the most critical success factor, followed by flexibility and standards compliance (81% each).

Use of SNOMED-CT

The percentage of those vendor respondents whose products are utilizing SNOMED-CT in some way.



Uses for SNOMED-CT



- 53% of respondents report that their products utilize SNOMED-CT in some way.
- Of those companies using it, 74% report utilizing it for clinical terminology, 58% for data retrieval, and 47% for reference terminology.

A Look at the Future

Estimate the percentage of each practice setting that you think will be using an EMR/EHR five years from now?

	<i>Mean %</i>
Acute	60%
Physician's office	50%
Ambulatory clinic	50%
Long-term Care/Subacute	40%
Home health	30%
Rehabilitation	30%

- Respondents predict that by 2009, 6 of 10 acute care facilities, 5 of 10 physician offices and ambulatory clinics and 4 of 10 long-term care facilities will be using an EMR/HER.
- They feel that home health and rehabilitation facilities will be a bit further behind with about 3 of 10 up and running.