

Quick-Hitting Survey EHR Training

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Executive Summary

Methodology

In April 2019, The Health Management Academy conducted a quick-hitting survey of Leading Health Systems to identify Electronic Health Record (EHR) training processes. The 14 responding Chief Medical Informatics Officers (CMIOs) and Chief Nursing Informatics Officers (CNIOs) represent health systems with an average Total Revenue of \$8.1 billion that own or operate 310 hospitals and have approximately 3.5 million admissions per annum.

Key Findings

- All responding health systems utilize standard EHR training programs, which vary by setting and provider type.
- Over half (54%) of health systems allow providers who have used their EHR elsewhere to test out of additional EHR training.
- Though program length varied, the greatest proportion of health systems (31%) responded that their EHR training programs were 4 hours or less.

Results

All Health Systems Utilize Standard EHR Training

All (100%) responding health systems utilize standard training programs for their EHR, which may involve a combination of PowerPoint presentations, videos, and hands-on trainings for providers. While all health systems have standard processes in place for EHR training, they differentiate their programs by provider type (e.g., physician, advanced practice provider) and setting (e.g., ambulatory).

Although health systems report variation in training by provider type, the majority (86%) of health systems require independent physicians to complete the same EHR trainings as employed physicians (Figure 1). Of the 14% of health systems that responded “No”, one executive reported independent physicians use a different EHR system and therefore are unable to complete the same training program. Another executive noted that independent physicians are given the opportunity to complete the standard training process, however completion is not a requirement for EHR access.

Providers Can Sometimes Test Out of Training

Just over half (54%) of health systems allow providers who have previously used the system’s EHR to test out of training (Figure 2). Due to potential EHR add-on variation and differences in onboarding procedures between health systems, some health systems do not allow providers to test out of training even if they have experience with the EHR elsewhere.

Figure 1. Are independent physicians affiliated with your health system required to complete the same EHR training as employed physicians?

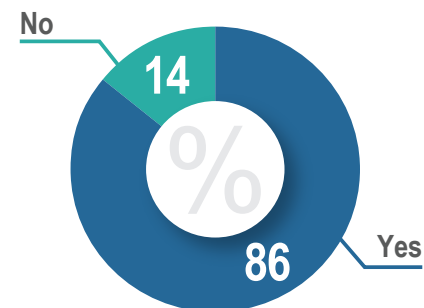
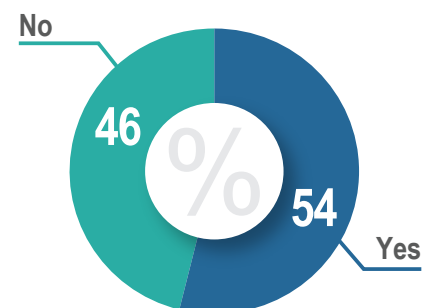


Figure 2. Do you allow providers who have used your EHR elsewhere to test out of training?



High Variability in EHR Training Length

EHR training length differed greatly, ranging from 2 to 32 hours. The greatest proportion (31%) of executives responded that their EHR training takes 4 hours or less to complete for new providers (Figure 3). Some executives (15%) noted variation in training times in the health system for different provider roles. One reason for this is the multiple EHR systems utilized across the same organization.

However, EHR training length remains fairly consistent regardless of whether a provider has experience using the same EHR elsewhere. Only one organization reported shorter training times for providers who have used the EHR elsewhere (average: 7 hours), compared to those who are new to the system (average: 8 hours).

The majority (62%) of health systems do not require providers to undergo ongoing EHR training, while the remaining 38% of executives require training when there is an update to the EHR (Figure 4). No health systems require regular (e.g., quarterly) training updates. While systems may not mandate training continuity, one executive reported their system sends out monthly training newsletters customized for individual provider type to maintain a consistent pulse on EHR updates.

Figure 3. How long is training for someone who is new to your EHR?

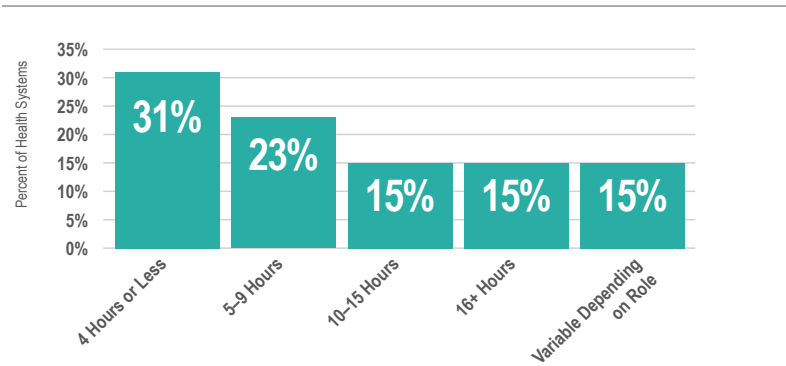


Figure 4. How frequently are providers required to complete ongoing EHR training?

