



**OPTIMIZING YOUR TECH
STRATEGY FOR
INTEGRATED HEALTH CARE
OPERATIONAL SUCCESS**



HiMS Health **Information**
Management Systems

A photograph of four women in a meeting, overlaid with a purple semi-transparent box containing text. The women are engaged in conversation, with one woman in the center wearing a brown cable-knit cardigan. The background features a large green plant and a window. A faint, geometric pattern of hexagons and lines is visible over the image.

INTRODUCTION

As any clinician today can tell you, the application of new technologies in integrated health care have failed to keep up with other industries in today's era of digital transformation. Yet it's widely accepted that technology is fundamental to the operation of efficient organizations. Given the electronic health record (EHR) is the principal electronic interface most clinicians use today, the path to improved data-driven outcomes is through optimizing its use.

Still, many integrated health care organizations fail to realize the true capabilities of a highly integrated EHR that can exchange data between other devices and other systems and interpret and store data. In this white paper, we've provided the benefits of optimizing your EHR, outlined the consequences and benefits of the use of such technology, and highlighted the five things preventing technology adoption in health care.

BENEFITS OF OPTIMIZING YOUR EHR

EHRs have impacted the health care industry through the exponential increase in the amount of data that is now available to clinicians. If there's one thing for certain relative to the use of EHRs, it's that integrated health care organizations can realize multiple benefits from the use of these technologies. These benefits include:

Improved internal teamwork and collaboration

According to an article published in NCBI, experts have agreed for over a decade that more collaborative, team-based care will be required to meet the increasing burden of chronic disease. An optimized EHR increases information flow, provides contextual background and enhances the understanding of data across disciplines, which allows clinical staff to tailor plans to meet patient circumstances.

Increased efficiency of staff

Managing the timing and order of activities through the use of an artificial intelligence (AI)-enabled EHR reduces the need to repeat diagnostics and procedures, and results in increased efficiency in workflows. Patient visits and phone notes, lab and imaging results, and information from providers outside the system can be recorded and turned into accessible data

for use by health care providers. By enabling information transfer and communication between providers, other members of the health care team and patients, a modern EHR can ensure the right person is doing the right thing at the right time.

Increased revenue

Insurance claims can be a time-consuming part of any job in the health care space. If not optimized properly through an EHR with revenue cycle management (RCM) features, these claims can make it harder for you to get paid. An EHR can maximize revenue recovery by managing collection performance, identifying under-coding and lowering patient turnover by reducing negative financial experiences that lead to patients changing providers.

Better health outcomes

Having an EHR powered by AI means that as your customer base grows, so will your ability to derive deep insights that will help health care providers make better, more informed decisions that will improve patient care. Having a holistic perspective gives health care providers the ability to review all components of a patient's integrated health care journey.



BENEFITS OF OPTIMIZING YOUR EHR

It's not just the loss of the many benefits that are at stake when an integrated health care organization evaluates its current EHR strategy. There are many consequences to not providing health care workers and patients with the technology available today. Failure to optimize a clinic's EHR can lead to:

An increase in medical errors

Clinics choose to keep using outdated systems largely because of risk-aversion, but these legacy systems can pose more significant risks than most clinicians may realize. The Hospitalist reported a patient was given 38 times more than his recommended dose of medication, simply because that's what the EHR told his doctors to do. Faulty EHR information isn't unheard of with legacy systems. Poor user interfaces, coupled with little to no compatibility with other health care software systems, are typically the reasons for inaccurate EHR data.

Repeat hospital readmissions

According to an analysis published by NCBI, readmission rates in the hospitals are increasingly being used as a benchmark to determine the quality of health care delivery to hospitalized patients. The analysis revealed that around three-fourths of all hospital re-admissions can be avoided, saving billions of dollars.

Modern EHR systems can be used to study issues that trigger readmission. Using data gathered through the use of AI, risk of re-admission to a hospital can be predicted. These models can help in determining effective treatments for patients to minimize the possibility of re-admission, bringing down the cost and increasing the quality of care provided to patients.

A decrease in patient satisfaction

When your EHR isn't being optimized for efficient communication, patients may be waiting unnecessarily for office appointments or experience frustration when inquiring about billing matters. Without the right tools at their fingertips, patients will be unable to quickly access their health information at the right time in the right place.



FIVE THINGS PREVENTING TECHNOLOGY ADOPTION IN HEALTH CARE

So, given the benefits of a truly optimized EHR, along with the consequences of not embracing its capabilities, why has the health care system been slow to adopt the most current technology? Barriers to adoption include:

1. Legacy platforms

The EHR market is dominated by a few legacy software systems. Even though some of these tools may be insufficient, the reason why they're still so prominent is because providers view them as the "safe-choice." Yes, these systems have been around longer than most of their smaller competitors, but history doesn't always equal satisfaction. The truth is, there are thousands of EHR providers offering smoother processes and newer innovations that can lead to a much better user experience.

2. Resistance to change

Each person in your health care organization plays an important role in EHR implementation, and failure to obtain buy-in across your organization can make the process difficult. Most fears regarding technology stem from a lack of information. The fear of the unknown can lead to anxiety for clinicians. While there are potential pitfalls in all technologies, the main purpose of implementing a new system is to improve patient care and the efficiency and profitability of the provider's operations. Clinics that involve all staff members in the decision-making process and reinforce the idea that participation is critical to EHR implementation success are the ones most likely to overcome this barrier to adoption.

3. Perception of technology as difficult

Over the years, the EHR has developed a poor reputation as a time waster, a source of frustration for staff and a significant contributor of burnout in the health care industry. A study published in the Journal of the American Medical Association found that 59% of physicians said their EHR negatively impacted their time at work. This is

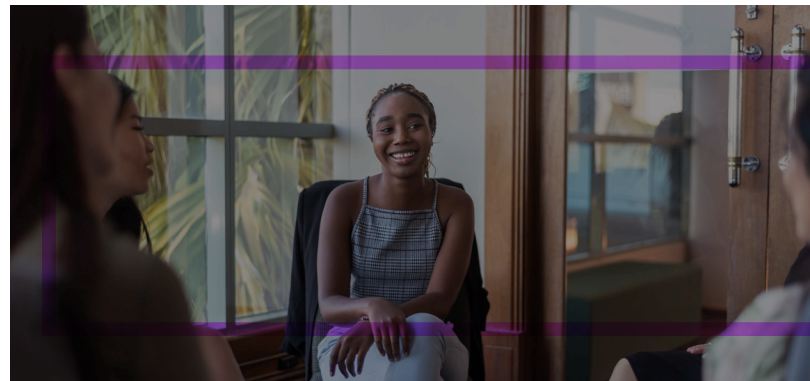
because legacy EHRs can be inflexible, hard to use and aren't truly optimized for efficient use.

4. Fear of onboarding time

A significant reason why clinics switch EHRs is because they feel their current software isn't intuitive and easy-to-use. While this might be the case, some staff might not see it that way at first. Any new software is going to come with a learning curve, but this shouldn't be a concern. Learning curves are always temporary, and once training is factored in the new EHR should save your current staff time in the long run and make onboarding new staff members much more seamless.

5. Poorly trained staff

Quality EHR training is essential, especially those new to the technology. Organizations that provide minimal training are destined to create a frustrating experience for their clinicians. An effective EHR training program can reduce the likelihood of clinician burden and boost satisfaction. During a typical EHR implementation, the vendor partners with the provider to train its staff on the new EHR system. The vendor or consultant is available on-demand to answer questions and host classroom-style learning sessions.





SUMMARY

We've seen how today's modern EHR systems can provide features such as mobile communications, AI, telehealth and RCM. We also recapped the many benefits of optimizing your EHR system to reap the benefits of increased revenue, fewer administrative tasks, and most importantly, improved patient outcomes. After reviewing the upside to the optimization of more productive and profitable EHR software, we examined the consequences of not moving forward with adoption and the common roadblocks integrated health care practices encounter.

According to the 2021 OPEN MINDS National Behavioral Health EHR survey, only 32% of provider organizations say their EHR reporting and analytics' capabilities meet their needs, including billing. Looking to upgrade your outdated and inefficient EHR? Schedule a demo of Health Information Management Systems' (HiMS) AXiOM AI-powered EHR platform today.

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