



For Immediate Release:
Providers and Software Developers Collaborate to Improve EHR Usability

(Chicago, December 17, 2015) The American College of Physicians (ACP) and the Electronic Health Record Association (EHRA) co-sponsored their first open usability workshop in Chicago on December 8. The objective was to engage clinicians, EHR developers, and usability experts in a forum to discuss opportunities to improve how EHRs are designed, developed, implemented, and used in a variety of clinical settings. With the accelerated adoption of these systems driven by the EHR Incentive Program and other delivery system reform efforts, improved usability is widely recognized as critical to achieving the benefits that providers expect from their EHR investments – more efficient, effective patient care and support for new care models.

Leigh Burchell, EHRA Chair (and Vice President, Policy and Government Affairs at Allscripts), said that the event was intended to set the stage for ongoing collaboration between the sponsors, as well as engaging other stakeholders. “This first-time workshop is indicative of the importance of this conversation on the usability of EHRs and other health information technology,” Burchell said, adding, “Sixty attendees representing 32 different organizations attended, sharing on topics such as how developers and clinicians can work together in the design process and how implementation decisions impact usability.”

The workshop also included a “design-a-whirl” where the group rotated through examples of different techniques for obtaining and validating clinician feedback during the development process, which was an important opportunity for the attending clinicians to learn more about the software development life cycle.

Along with the ACP, other professional groups, provider organizations, EHR companies, and academic institutions were also in attendance. Wayne Riley, MD, MACP, president of ACP, was enthusiastic about the commitment of these organizations. “We are very pleased to see that so many busy professionals are willing to take a day to help us move forward on this important issue. Part of the usability challenge is to meet the needs of different specialties, varying physician workflows, and patient populations with vastly different care delivery requirements.”

Ms. Burchell went on to say, “We hope this will set the stage for more events of this kind, where we interact with clinicians to better understand and inform our efforts to improve user satisfaction with their EHR solutions. In fact, we’re budgeting for at least one such event in 2016.”



About the American College of Physicians

The American College of Physicians (ACP) is a national organization of internists – specialists who apply scientific knowledge and clinical expertise to the diagnosis, treatment, and compassionate care of adults across the spectrum from health to complex illness. The ACP mission is to enhance the quality and effectiveness of health care by fostering excellence and professionalism in the practice of medicine. ACP was founded in 1915 to promote the science and practice of medicine, and since 1915 has supported internists in their quest for excellence. By sharing the most updated medical knowledge, offering top-notch educational resources, and a wide array of additional benefits, ACP has shown a commitment to internal medicine and those who practice it.

About the EHR Association

Established in 2004, the Electronic Health Record (EHR) Association is comprised of more than 30 companies that supply the vast majority of operational EHRs to physicians' practices and hospitals across the United States. The EHR Association operates on the premise that the rapid, widespread adoption of EHRs will help improve the quality of patient care as well as the productivity and sustainability of the healthcare system as a key enabler of healthcare transformation. The EHR Association and its members are committed to supporting safe healthcare delivery, fostering continued innovation, and operating with high integrity in the market for our users and their patients and families. The EHR Association is a partner of HIMSS.

Contacts

For ACP: Jacquelyn Blaser, (202) 261-4572, jblaser@acponline.org

For EHR: Elizabeth (Liddy) West, (520) 730-8212, ewest123@msn.com

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