



# Physician Engagement and Adoption

## WHAT IS THE VALUE OF PHYSICIAN ADOPTION?

Recent studies by HIMSS, AAFP, AMA and CDC indicate that EHR implementation slows down physicians – even residents. EHR frustration has also been shown to be an independent predictor for professional satisfaction, which can affect physician retention and burnout.

According to a 2011 study by CDC, the lack of EHR adoption/utilization can correlate to as much as:

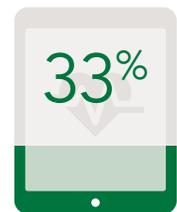
- ▶ **70%** of lab tests ordered are not needed or are the wrong tests
- ▶ **60%** of providers not prompted to provide preventative care
- ▶ **54%** of ordered medications being non-formulary which significantly drives up the cost of pharmaceutical care
- ▶ **48%** of providers not alerted for critical lab values



Doctors that will not recommend their EHR system to a colleague



Doctors that are dissatisfied with EHR usability



Physicians that haven't returned to the level of productivity before their EHR implementation

Lack of physician system utilization results in lost revenue, incomplete patient records and reduced quality care.

## OUR SERVICES

Our team of experts, including physicians and nurses, brings many years of experience in clinical system training, physician adoption, organizational change management, communication, and go-live support.

### *Physician Leadership and Engagement*

We work closely with you at the leadership/executive level as well as coaching and mentoring at the physician level.

### *Planning and Implementation*

Our customized services include:

- ▶ Physician content support in design and analysis of order sets and structured note documentation tools
- ▶ Designing efficient and effective workflows
- ▶ Training targeted by specialty with continued 1:1 support

### *Physician Go-Live Services*

Our experienced, practicing physician consultants understand the accountability of using a new EHR to care for patients.

- ▶ Grooming internal physician super users
- ▶ Elbow and telephone support
- ▶ Group classes and 1:1 training, as needed

### *Clinical Optimization*

After go-live, we help you optimize your EHR to achieve sustainable results that improve care, improve efficiency of care delivery, and improve patient and clinician satisfaction.

## FOR MORE INFORMATION

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## PHYSICIANS ARE AT THE CENTER OF IT ALL

Implementation of an Electronic Health Record (EHR) system is an enormous undertaking for any health system. To be successful, it is essential to include physicians as a key stakeholder group. However, physician engagement can be a challenging goal for any organization, from a small rural clinic to a large academic medical center.

Our clinical team, consisting of physicians and other clinicians, helps drive increased physician adoption, leading to better patient, physician, and organization satisfaction, and a faster ROI. We provide proven approaches that result in improved provider EHR provider utilization. Without provider buy-in, even the best technological system will fail to translate its benefits into improved patient care.



## OUR PHYSICIAN SERVICES SOLUTIONS

Our experience demonstrates that an effective physician engagement strategy integrates:

- ▶ **A peer-to-peer physician** change management strategy that respects their profession and time constraints
- ▶ **A robust governance structure** that includes an empowered, decision-making Physician Advisory Committee
- ▶ **A practical approach** to anticipating clinician needs regarding issues such as throughput efficiency, documentation burdens, quality measures, and regulatory guidelines
- ▶ **A comprehensive communication strategy** designed to meet unique physician needs regarding project findings, conclusions, recommendations, and implementation plans
- ▶ **Collaboration with management** to determine project scope, timing, and expected outcomes

Understanding the culture and structure of the individual client is critical to our mutual success. We are committed to investing the time necessary to develop this understanding to ensure you receive the desired outcomes from our services.

Leidos provides physician advisory services for healthcare systems across the U.S. and Canada, and we have a proven track record of leading successful integrated EHR implementations and optimizations.

