EMR Efficiency in Internal Medicine: How User Friendliness Affects Financial Outcomes

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This study focuses on the differences between interfaces in both Meditech and Epic systems which are employed within the Lehigh Valley Health Network. Both interfaces’ user friendliness were evaluated in terms of the number of clicks the provider (either nurse or physician) it takes to complete an established patient’s encounter including check-in, rooming, doctor’s encounter, and check-out.

Understanding the correlation between the clicks of the mouse needed in input areas and the impact rates on denials is crucial to impacting financial outcomes on insurance claims.

Methods

All mouse clicks across patient encounters within a given hour were averaged together and then extrapolated to apply to the entirely of a normal business week and then to an entire month’s worth of clicks at LVPG-H and LVPG 3080 Hamilton Blvd. A distribution of time across these four phases was recorded, and weighted averages were calculated because the observation periods varied in the assigned hour block of time for each encounter observed.

Data consisting of established patient denials from the third and fourth quarter of the 2015 fiscal year was taken from the LVPG Internal Medicine at 3080 Hamilton Street, the Administrative Department of LVPG- Hazleton, and the Revenue Cycle Operations Department of LVHN

Conclusions

The two systems varying financial outcomes could be attributed to the maturity of the systems, and how acquainted both clinical and clerical staff are with it. The results of the clicks on Epic would be assumed to produce an even lower percentage of insurance denials because it uses fewer inputs to accomplish the same routine tasks during check-in, rooming, doctor’s encounters and check-outs. However, ignoring the systems ages, Epic clearly accomplishes these tasks more efficiently because Meditech uses about 1.86 times more clicks.