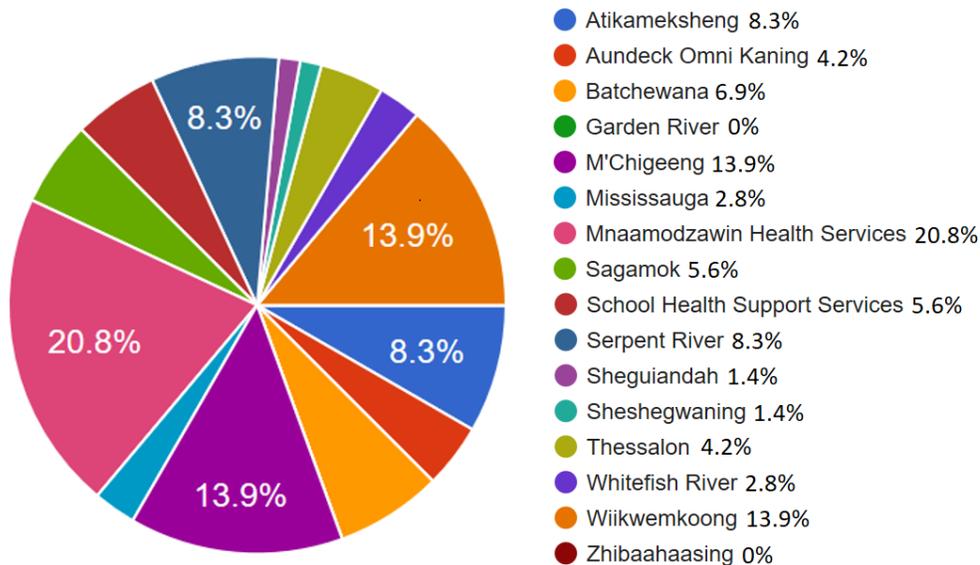# EMR User Survey Report
November 2018

INTRODUCTION

In the Fall of 2018, Giiwednong Health Link conducted a survey of its EMR users/First Nation stakeholders. The purpose of the survey was to gauge satisfaction levels with GHL's programs and services and to consult with EMR users regarding support for strategic directions related to future EMR Enhancements and proposed new eHealth Initiatives.

The majority of the 75 completed surveys were obtained at the recent 2018 GHL User Conference held on October 25, 2018. At this event, 54 surveys were completed. An additional 21 surveys were completed and obtained through a November 2018 email campaign.

Surveys were completed from almost all of the GHL member First Nations (12 out of 14 First Nations) with a broad range of EMR experience and a wide cross section of user roles/profiles.
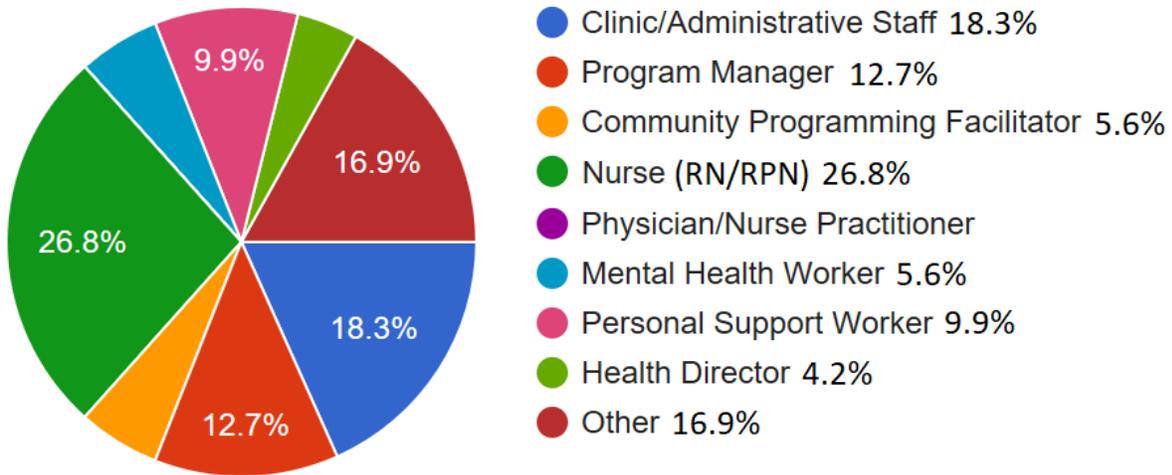
The survey results will be shared with all of GHL's member stakeholders and of course all of the EMR users at their respective First Nation health centres. GHL intends to the utilize the survey results to enhance the delivery of eHealth programming.

First Nation and/or EMR Distribution of Respondents

- Atikameksheng 8.3%
- Aundeck Omni Kaning 4.2%
- Batchewana 6.9%
- Garden River 0%
- M'Chigeeng 13.9%
- Mississauga 2.8%
- Mnaamodzawin Health Services 20.8%
- Sagamok 5.6%
- School Health Support Services 5.6%
- Serpent River 8.3%
- Sheguiandah 1.4%
- Sheshegwaning 1.4%
- Thessalon 4.2%
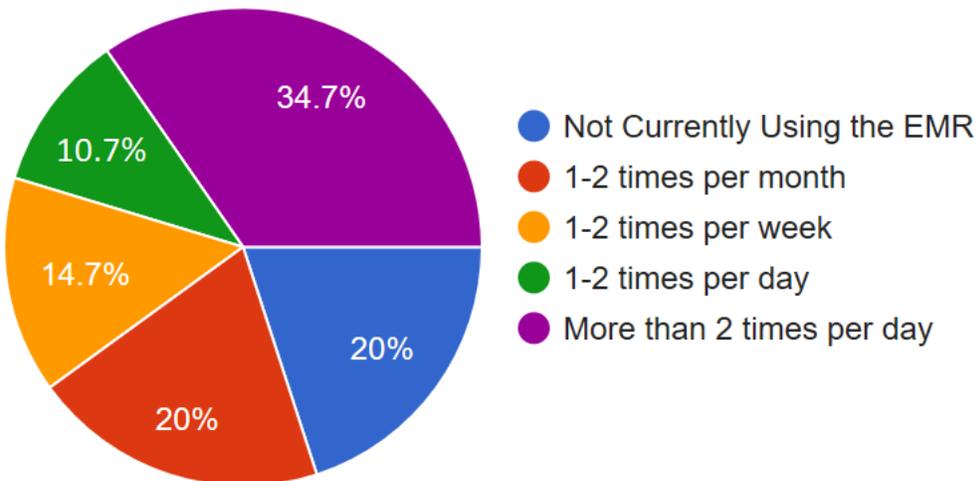- Whitefish River 2.8%
- Wiikwemkoong 13.9%
- Zhibaahaasing 0%

Most of the completed surveys (20.8%) were completed by Mnaamodzawin Health Services staff. Almost all of GHL's First Nation/EMR stakeholders were represented in providing input into the survey results.

EMR User Profile of Respondents

Clic/Administrative Staff	18.3%
Program Manager	12.7%
Community Programming Facilitator	5.6%
Nurse (RN/RPN)	26.8%
Physician/Nurse Practitioner	
Mental Health Worker	5.6%
Personal Support Worker	9.9%
Health Director	4.2%
Other	16.9%

Pie chart values: 9.9%, 16.9%, 26.8%, 18.3%, 12.7%

A wide variety of different EMR user profiles provided their feedback into the survey results. The most common roles that submitted feedback were Registered Nurses and Registered Practical Nurses (26.8%) and Clinic/Administration staff (18.3%).

EMR Usage Frequency of Respondents

Not Currently Using the EMR	
1-2 times per month	
1-2 times per week	
1-2 times per day	
More than 2 times per day	

Pie chart values: 34.7%, 10.7%, 14.7%, 20%, 20%

Survey respondents represented the full range of EMR users. The highest survey respondents (34.7%) classified themselves as frequent users who would log onto the EMR more than two times per day. 60% of respondents indicated that they log onto the EMR at least 1-2 times per week. 40% of respondents indicated that they log onto the EMR 1-2 times per month or less.
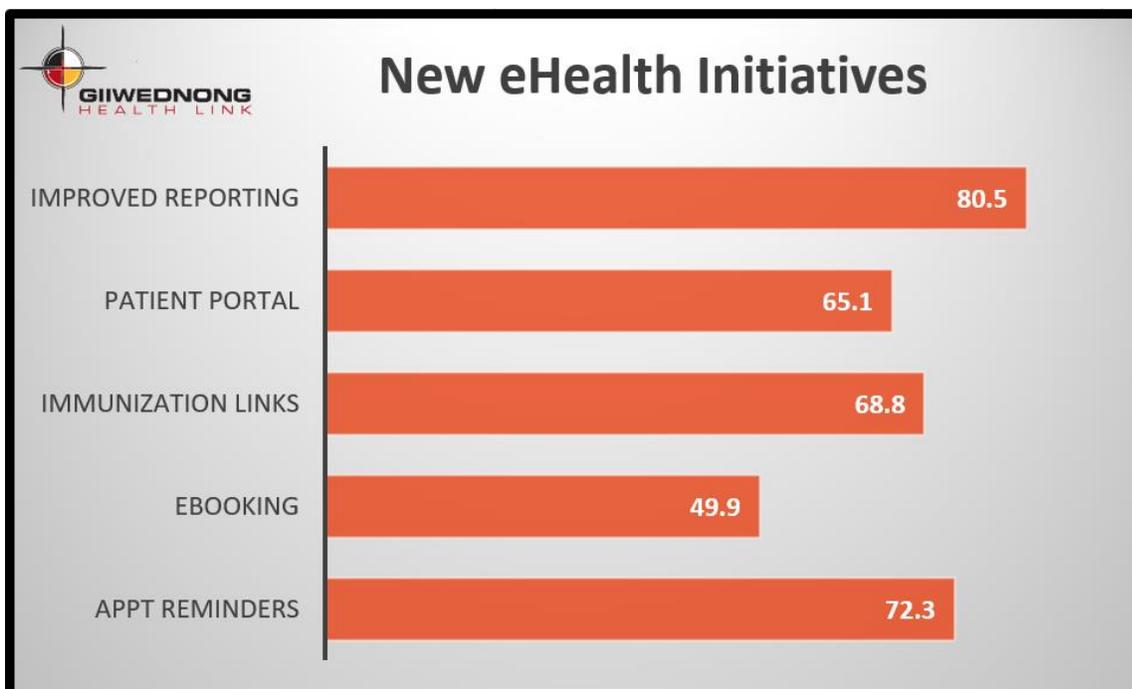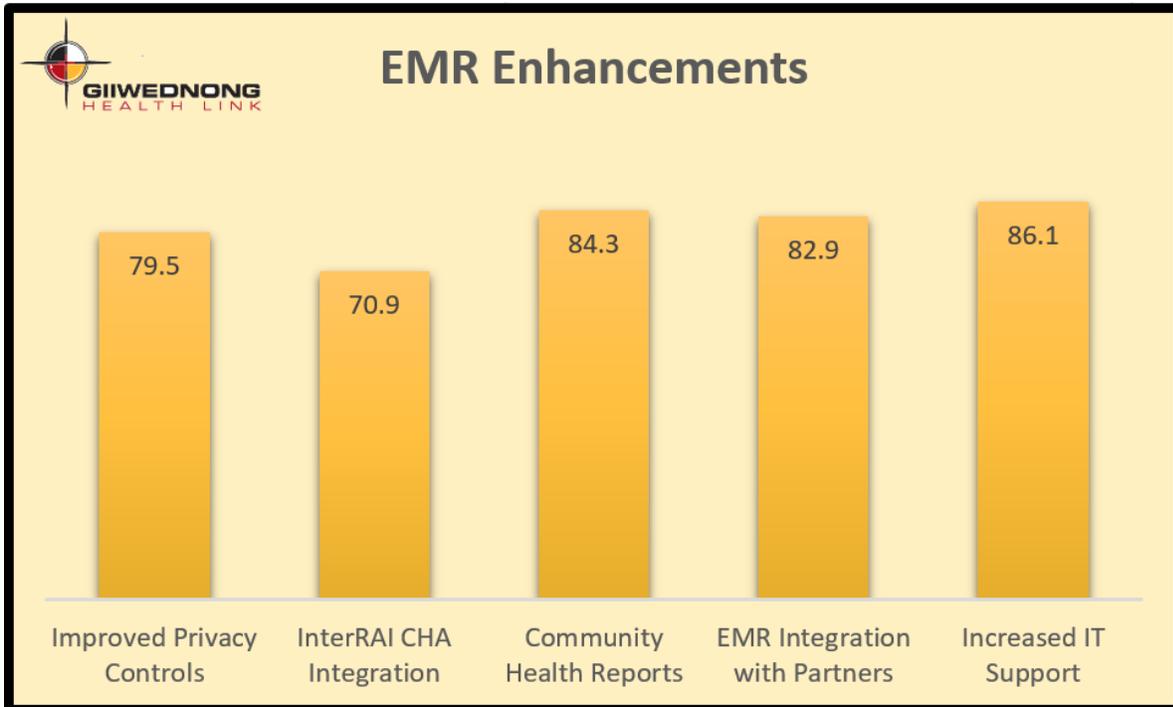
On a scale of 1 – 5, respondents rated "Which new eHealth Initiatives they would like to see".

Survey response highlights:

- ✓ *Respondents rated "Improved Reporting - 80.5%" as the highest priority new eHealth initiative*

- ✓ *"Patient portal – 65.1%; Immunization Links – 68.8%; Appointment Reminders – 72.3%" all received good support ratings from survey respondents*

- ✓ *"eBooking – 49.9%" received the lowest ratings of the new eHealth Initiative options provided*

Additional survey comments reported in this section:

- *Other eHealth initiatives should include other reporting templates such as the eService Delivery Reporting Tool (e-SDRT) from Home & Community Care and other LHIN reports.*

- *Proposed report improvements should include statistics and reports that explore the linkages between poverty and health.*

- *Remote access for workers in the community to allow for charting while away from the health centre was noted in the comments.*

- *Recommend integration with other health care software applications so EMR users are not printing from one application and scanning it into the EMR.*

- *Training for EMR toolbars and custom forms should be done to optimize and customize the software to specific health centre programming.*
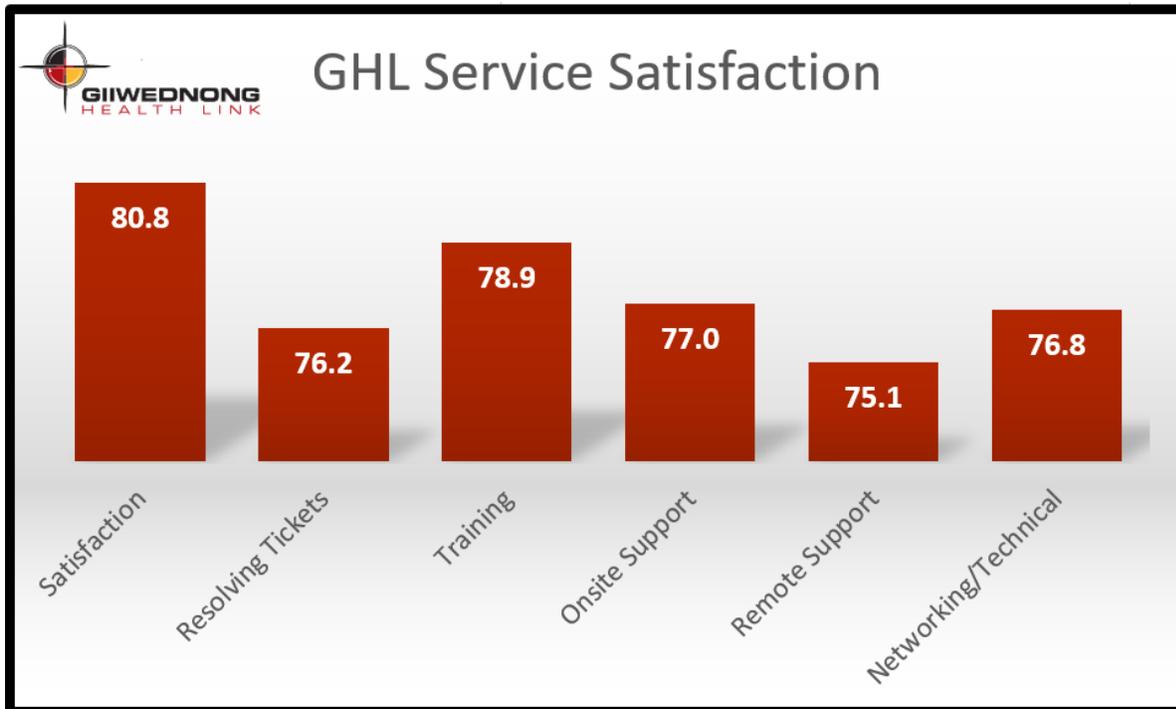
On a scale of 1 – 5, respondents rated "Which improvements would you like to see to the EMR?".

Survey response highlights:

- ✓ *At 84.3%; 82.9%, and 86.1% respectively, respondents closely rated the following EMR improvements at or near the top: "Community Health Reports; EMR Integration with Partners; and Increased IT Support"*

- ✓ *At 79.5% and 70.9% respectively, respondents also rated following EMR improvements fairly highly: "Improved Privacy Controls and Inter Rai Cha"*

Additional survey comments reported in this section:

- *Community health statistics should be included in reports*

- *Reports should be completed that show how health and poverty affect families who are put in the Child Welfare Systems and how we can change our overall preventative systems*

- *EMR linkages between all providers should be completed - one continuous streamlined access*

- *Add mobile charting capabilities outside the health centres*

- *Configuring the system to manage internal referrals and to easily identify clients in need of various services.*

On a scale of 1 – 5, respondents asked to rate "How do you rate GHL's service and support?".

Survey response highlights:

- ✓ *Respondents indicated strong rating for their overall satisfaction level with GHL's services and support – **80.8%***

- ✓ *At 76.2%; 78.9%; 77.0%; 75.1%; and 76.8%, respectively, respondents were generally very satisfied with GHL support and services in the following areas: "Resolving Tickets; Training; Onsite Support; Remote Support; and Networking/Technical Support."*

Additional survey comments reported in this section:

- • *GHL should complete more on-site support visits;*

- • *GHL should complete more training on developing and using custom forms; and*

- • *GHL should provide training on the set-up of department and program user workflows.*

Increasing EMR Usage (how can GHL help)

In response to the question of how GHL can help to increase EMR usage, respondents identified the following:

- • More training especially on-site.

- • Remote access away from the health centre for people working in the community.

- • Customizing program workflows and forms to make the EMR more user friendly.

Conclusions

The results of the survey demonstrate that, overall, GHL's EMR users are satisfied with GHL's services and support. Further, most of the survey respondents have affirmed their concurrence with GHL's strategic directions for eHealth and EMR Enhancements.

In the eHealth Initiatives area, this includes:

- Improved Reporting
- Appointment Reminders
- Immunization Links
- Patient Portal

In the EMR Enhancements area, this includes:

- Increased IT Support
- Community Health Reports
- EMR Integration with Partners
- Improved Privacy Controls

It was also very interesting to note that many survey respondents also identified many other important eHealth and health sector priorities. The development of metrics and analytics to better report on and manage health and well-being matters are very important to GHL member First Nation communities. Integration and partnerships were other key themes identified. It is expected that deeper EMR integrations and alignment with other health sector providers, including government agencies such as eHealth Ontario, will contribute to improved health status.

Many survey respondents also indicated a significant desire to have GHL provide both more general EMR training and more advanced EMR training in developing custom forms and reports. It is expected that this will lead to improved clinical workflows and operational efficiencies within health centres. This is a positive sign that more First Nation health centres are interested in expanding their regular use of the EMRs.

Conversely, many survey respondents have still indicated that they are low frequency EMR users. It is therefore considered a high priority for GHL to identify best ways and means to better engage more EMR users. More on site training and improved remote access were identified by respondents as ways to improve EMR usage.

With greater EMR user engagement, EMR systems will hold more wholesome EMR information from which to make better informed health decisions. GHL will need to continue working closely with First Nation Health Centres to support them on their respective EMR journeys and to create eHealth systems that take advantage of the latest technology to improve Indigenous health and well-being.