

Teamwork Counts: Developing Metrics for Assessing Provider and Care-team

Activity in the Electronic Health Record



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IMPORTANCE

- The use of EHR has been associated with provider burnout.
- Metrics have been proposed in the literature to quantify the **effort and efficiency in the EHR**.
- **Atrius Health has adapted & developed evidence-informed metrics** to track use of EHR by **providers and the care team**.
- The ability to measure *who* does *what* in the EHR **enables impact assessment of new workflows and staffing models** such as enhanced MA and APC work.

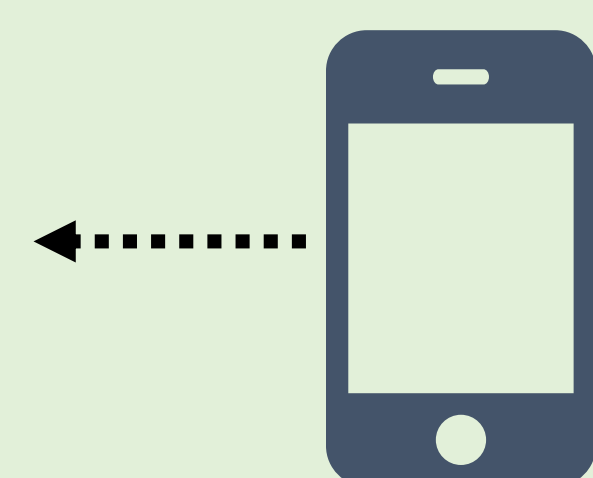
METHODS

An interdisciplinary team of data analysts and frontline clinical staff worked to crosswalk workflows and corresponding EHR activity with log data variables in EMR data tables. The focus was on high volume/high time demand activities in the EHR, specifically inbasket work, order placement, documentation and time in each. Iteration and real-world verification is critical to an accurate crosswalk of clinic workflows and the EHR activity data.

A multidisciplinary team adapted & developed metrics that quantify teamwork done in the EHR.

The ability to measure effort, ownership and team efficiency has broad application to care model redesign efforts.

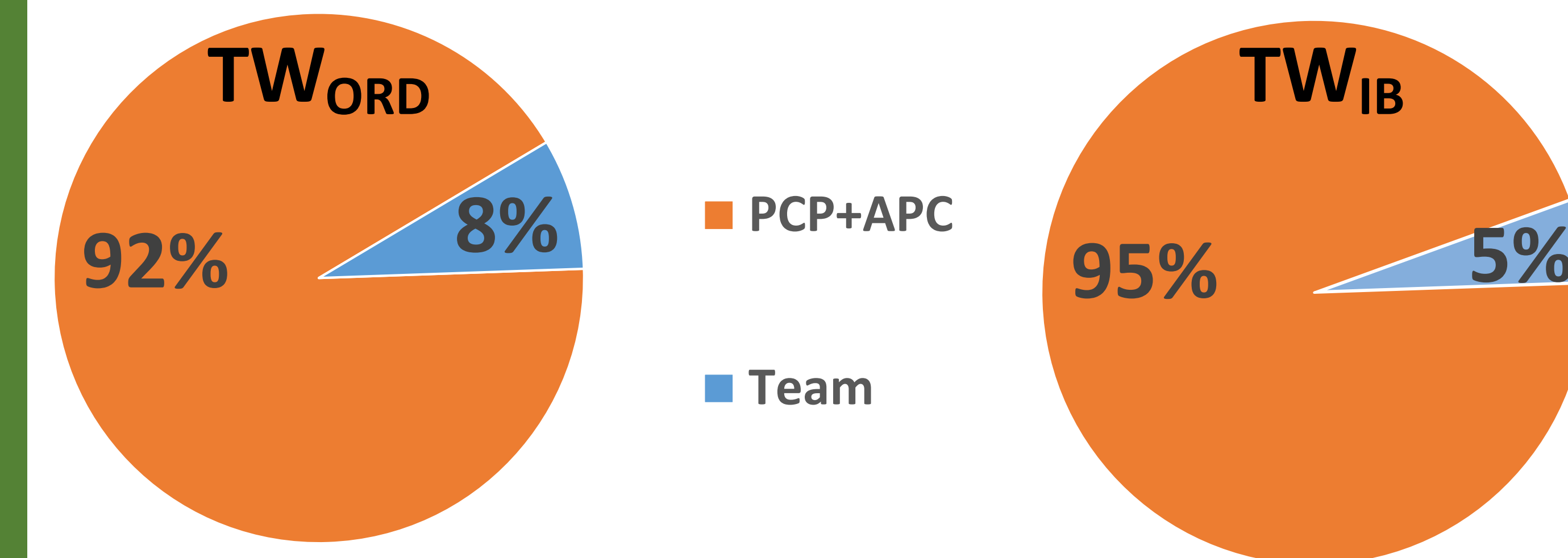
Atrius Health can apply these metrics to bolster ongoing efforts to empower the care team & decrease EHR time.



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RESULTS

| Metric | Developed by | What it Measures |
|-------------------|---------------|---|
| TW _{IB} | Atrius Health | Inbasket messages sent to PCP done by team |
| TW _{ORD} | Atrius Health | PCP directed orders entered in EHR by team |
| IB-Time | Epic | PCP Time spent in Inbasket |
| Note-Time | Epic | PCP Time spent documenting |
| EHR-Time | Epic | PCP Time spent in the EHR- global |
| WOW | Epic/AH | EHR time outside of scheduled work hours aka 'Work Outside of Work' |



DISCUSSION

Multiple initiatives are underway at Atrius to empower the care team and close the gap in time spent in EHR, including metric development. Improved integration of non-clinical staff is needed in the provider's inbasket and face-to-face encounters. There is ample opportunity to engage the care team and enhance empowered inbasket management. **Metrics are key** to informing investment in **EHR improvement, team-based models** and understanding the EHR's contribution **to provider and team burnout**.