



UT Center for Health  
**Communication**  
Moody College of Communication

**EHRs**

**+ human**

**+ communication**

**+ technology.**

# Understanding How Human, Communication, and Technology Factors Influence Effective and Efficient Electronic Health Records (EHRs) Use

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Claire Schneider

# Agenda.

**Research Team**

**Background**

**Objectives**

**Process**

**Current Stage**

**Implications**

**RESEARCH  
TEAM**



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RA



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Berkelaar & Bernhardt

# Background and Rationale.



## Mixed Findings

Mixed Findings on *usefulness* of EHRs, especially with regard to their impact on workflow



## Lack of Shared Standards

Lack of shared technology standards, training, and regulations for EHR use



## Everyday Practices

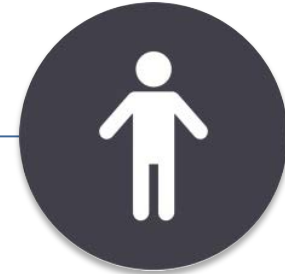
Efficiency and effectiveness depends on how medical personnel incorporate EHR into everyday practice

# Background and Rationale.

**\$30**  
**billion**

in incentives  
offered via the  
HITECH policy for  
“meaningful use”  
of certified EHRs.

**The effectiveness and efficiency of EHRs depend on how individuals adopt and adapt EHRs everyday in mundane ways.**



**Human**



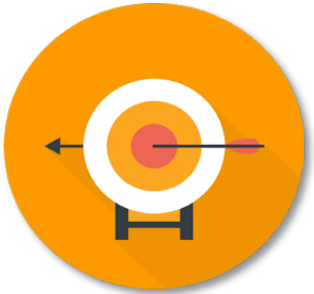
**Communication**



**Technology**



# Research Objectives.

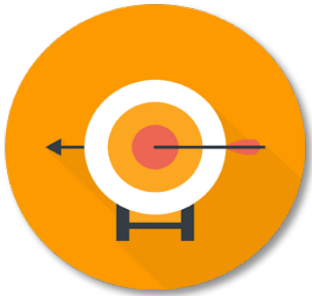


1. To **IDENTIFY** and **EXAMINE** the nuanced ways doctors and nurses adopt and adapt EHRs to address competing goals and/or motivations in everyday practice.

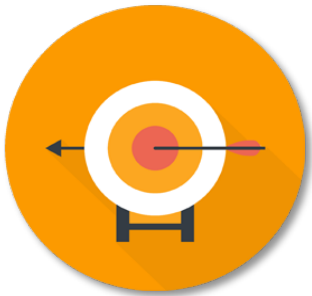


2. To **EVALUATE** the degree to which EHR uses are considered consistent with employer and/or funding organizations' goals and intents.

# Research Objectives.



3. To **EXPAND** effective, efficient EHR use by identifying human, communication, and technology barriers, opportunities, and motivations influencing how and when individuals use EHRs.

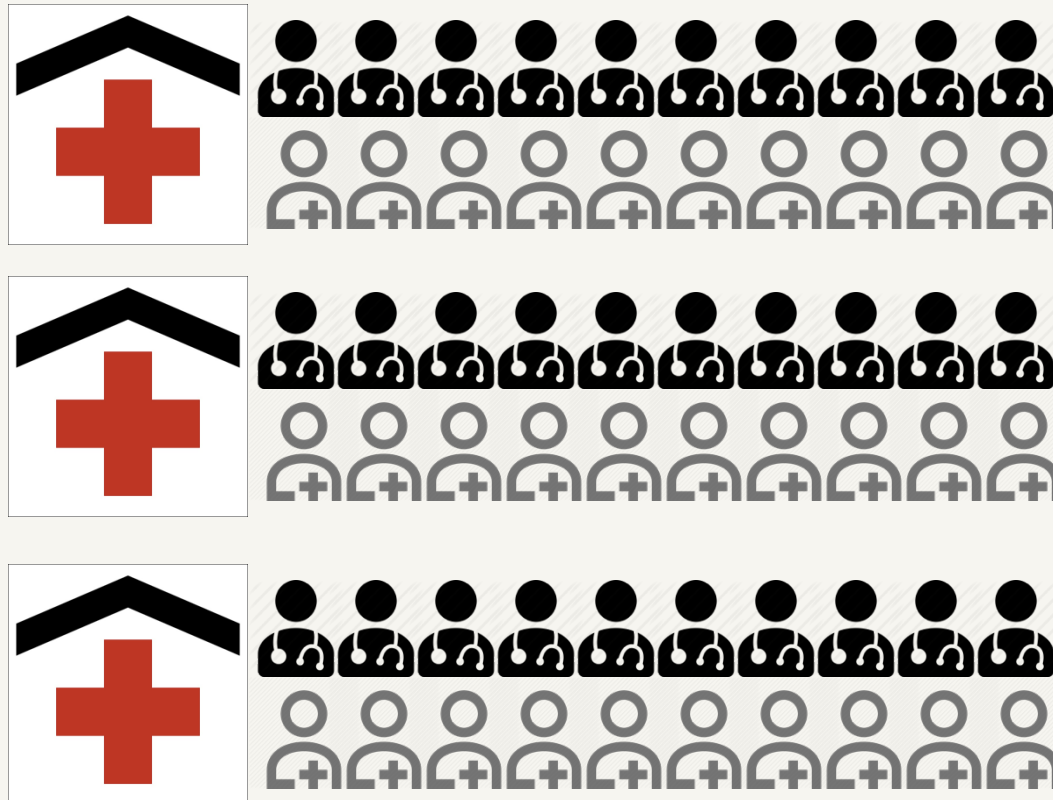


4. To **IMPROVE** EHR use by actively disseminating findings to public, medical, and academic communities to inform better policies and effective and efficient practices.

# Our Research Process.

## PHASE 1

## Ethnographic Observations of EHR Use



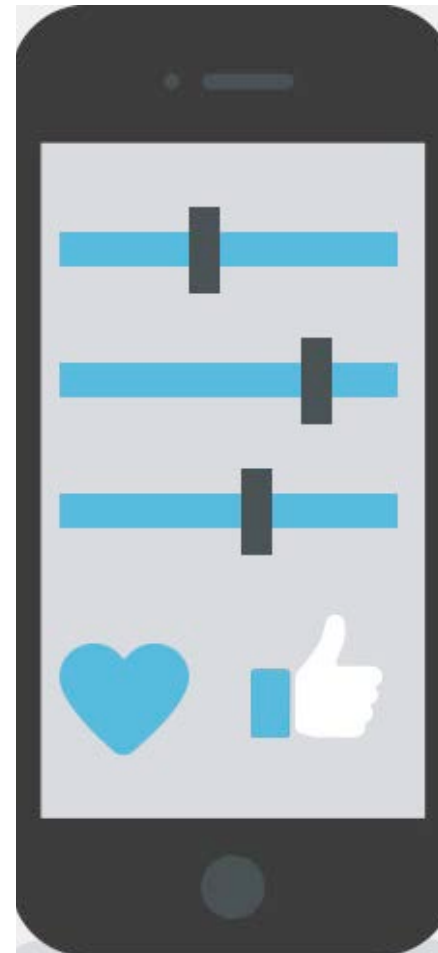
# Our Research Process.

## PHASE 2 Short Mobile Ready Survey

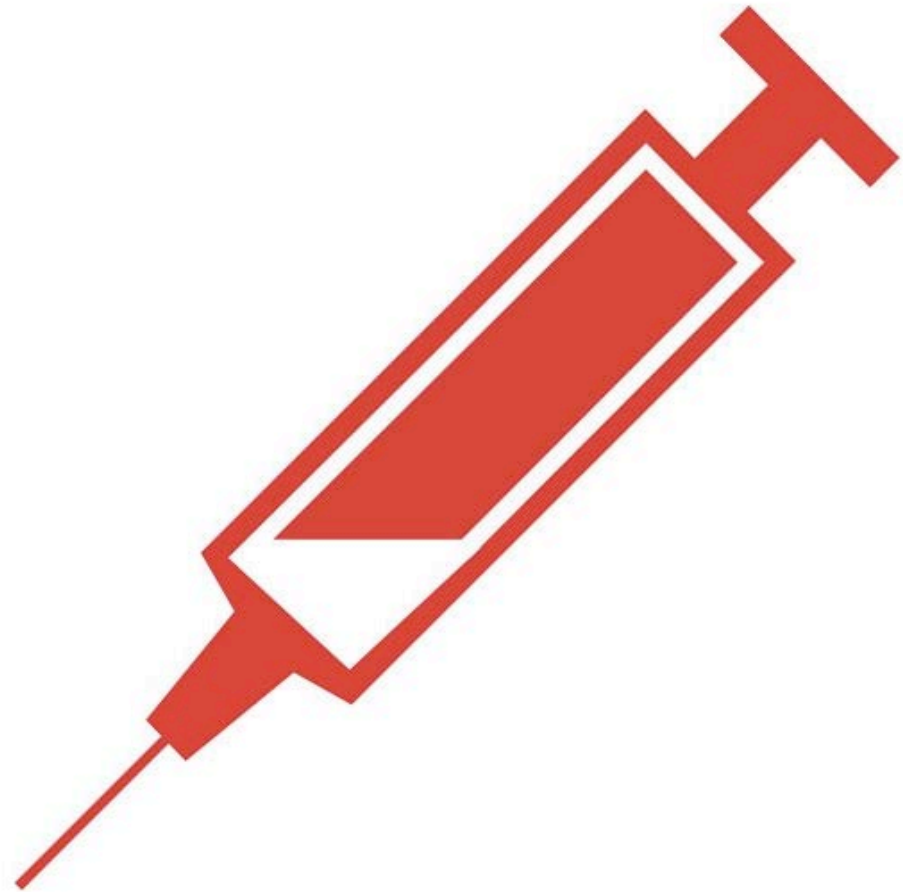
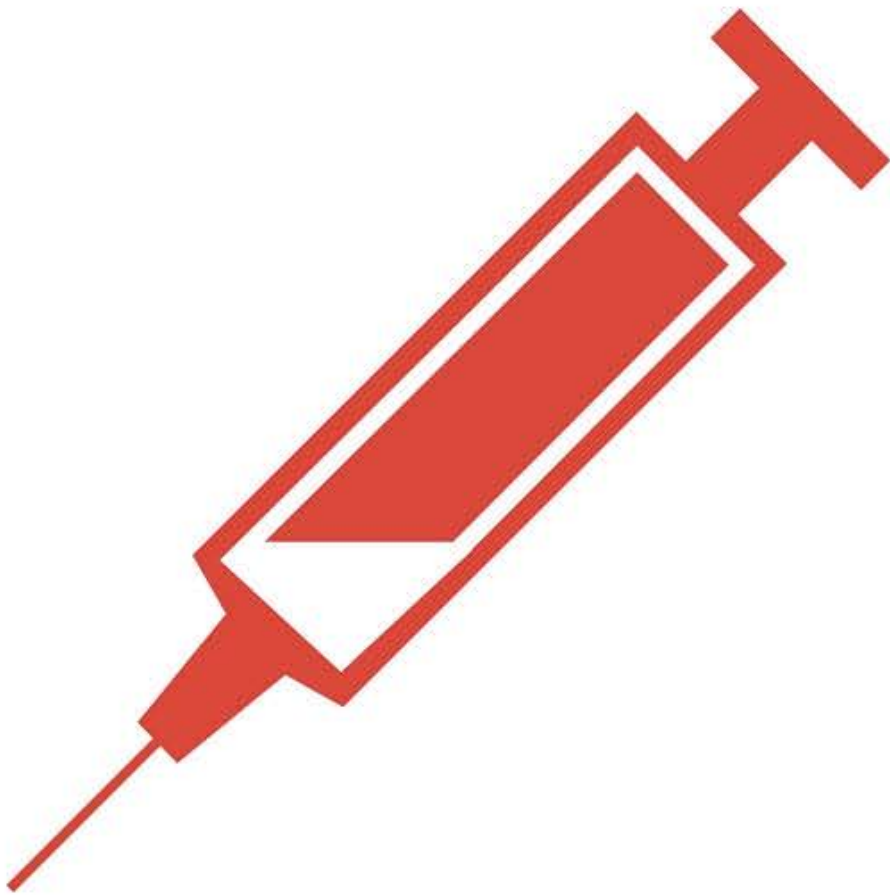
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2

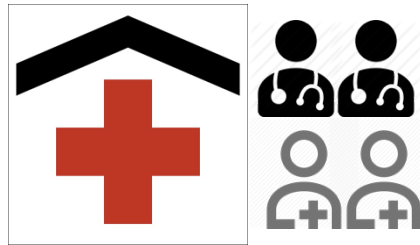


**currentstage**



## PHASE 1

### Ethnographic Observations of EHR Use



2 MDs

2 Nurse/Nurse Practitioner

~15 hours observation

200 pages of field notes

>25 patient/family interactions

3

2

## PHASE 1

### Ethnographic Observations of EHR Use

3



2 MDs

2 Nurse/Nurse Practitioner

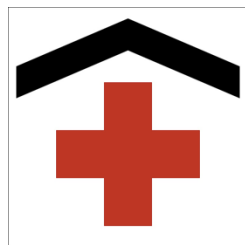
2 EHR systems

~15 hours observation

200 pages of field notes

>25 patient/family interactions

2



Starting data collection next week



# KEYWORD SEARCH of

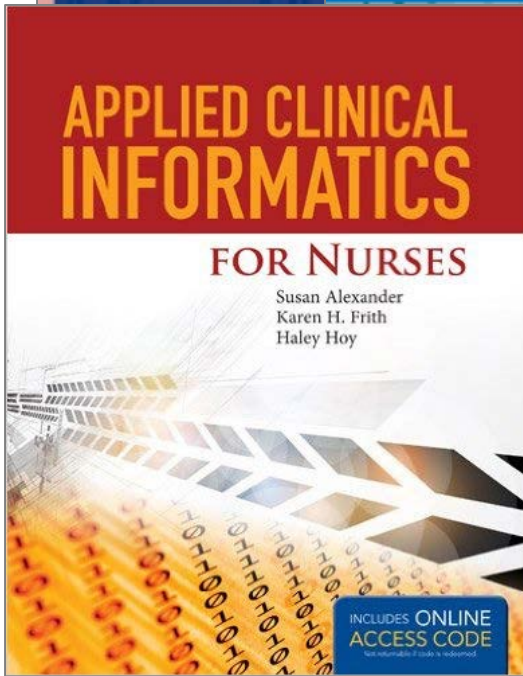
# 8

# RESEARCH AREAS

communication health informatics health information management health social science information systems and management management of technology & innovation medicine



# 2000 to 2014



# Implications.



Offer nuanced insights into effective and efficient individual appropriations of EHR given multiple, competing short-term and long-term health service goals.



Identify and disseminate best practices, challenges, drivers or satisfaction and dissatisfaction in individual use behaviors



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