Improving EHR User Experience After Go–Live

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EHR Diagrammed vs. Deployed

**Computer** in patient room behind couch

**Monitor & Keyboard** installed inside cupboard in patient room (before relocated elsewhere)
Indication of Anatomic Sites Multiple Times

11 Separate Steps to Complete
Indication of Anatomic Sites Multiple Times

11 Separate Steps to Complete
Indication of Anatomic Sites Multiple Times

1. Captured for a Pt with a Total Knee
2. 11 Separate Steps to Complete
Indication of Anatomic Sites Multiple Times

1. 11 Separate Steps to Complete
Multiple Code Status Orders Resulting from Orderset Design

Code Status: Full Code (Confirmed) 18-Nov-2013

Code Status: DNAR/AND 18-Nov-2013
Socio-Technical Perspective of Usability

EHR User Experience

Infrastructure
(E.g.: response time, downtimes)

Optimization
(E.g.: new “falls” modules)

On-going system integration
(E.g.: barcoding)

Policies
(E.g.: documentation requirements)

Training
(E.g.: tricks to filter orders)

Support
(E.g.: helpdesk, mice, keyboards)