



A NEEDS ASSESSMENT TO SUPPORT IMPLEMENTATION OF THE ELECTRONIC MEDICAL RECORD IN NEWFOUNDLAND AND LABRADOR

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ABSTRACT: Oral Presentation (1:15 p.m.)

Purpose: In 2017/2018, the Office of Professional Development (OPD), Faculty of Medicine, Memorial University collaborated with the Newfoundland and Labrador Centre for Health Information (NLCHI), the Newfoundland and Labrador Medical Association (NLMA), and eDOCSNL to explore physician and administrator perceptions and experiences of using an electronic medical record (EMR) and specifically, the provincial EMR (Med Access).

Methods: Mixed-methods: literature review; environmental scan; online survey-questionnaire (with users/non-users of Med Access); and semi-structured interviews with administrators/practice advisors.

Results: Forty-seven (n=47) current Med Access users responded to the survey (response rate 35.3%). There were n=58 non-Med Access user respondents and n=2 interview respondents. The majority of survey respondents, regardless of EMR experience, recognize the potential value of using an EMR in practice. Benefits include continuity of patient care, improved quality of patient care, access to patient resources, improved patient safety, and improved efficiency and workflow. Current Med Access users report concerns related to patient workflow and patient care. Non-Med Access users report perceived challenges around workload and increased time for data entry. Interview respondents suggest that physicians tend to underestimate the adoption process and potential learning curve of using an EMR in practice.

Conclusion: The data collected highlighted the perceived and unperceived educational needs of physicians related to using Med Access in practice and supported the development of a CPD strategy to address these needs. Some suggestions for training included: the provision of templates, referral and consultation tools; and ongoing support for workflow and transition.