

Leveling Up:

Developing a Peer-to-Peer EHR Coaching Program During an EHR Transition

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BY THE NUMBERS: Memorial Hermann Health System

115+
Years Serving the Community

1.7 million
Patient Encounters

4,200+
Life Flight Missions

26,167
Babies Delivered

4,233
Licensed Beds

890,110
Diagnostic & Therapeutic Visits

172,080
Inpatient Admissions

187,563
Surgeries

689,795
Emergency Room Visits

6,700+
Active Medical Staff

29,000
Employees

12,000
Nurses

OUR STORY:

"We're burnt out and behind on our work."

Overall, the three areas with the highest satisfaction were...

>50%
Same-Day Amb Chart Closure

Virtual Training Met My Needs

Likely Staying with EHR

Memorial Hermann 22 Cerner Clinician Wellness Dashboard, Providers only n=651

Differentiators for High-Satisfied Clinicians

Utilization of dot phrases and macros saves a bunch of time. Also, I spent time learning what is needed from billing when I chart. This allowed me to cut out unnecessary documentation and I spend less time overall documenting."

I'm on the physician informaticist team. I spent the required time to customize the EMR to improve efficiency. There's a high investment of time required to achieve these efficiency improvements, however."

EHR Coaching Program Background

20 POINT DECLINE from 2021 to 2022

*Per KLAS

ROOT CAUSE: Clinician Frustration

System capabilities, system speed/ performance, and duplicative charting.

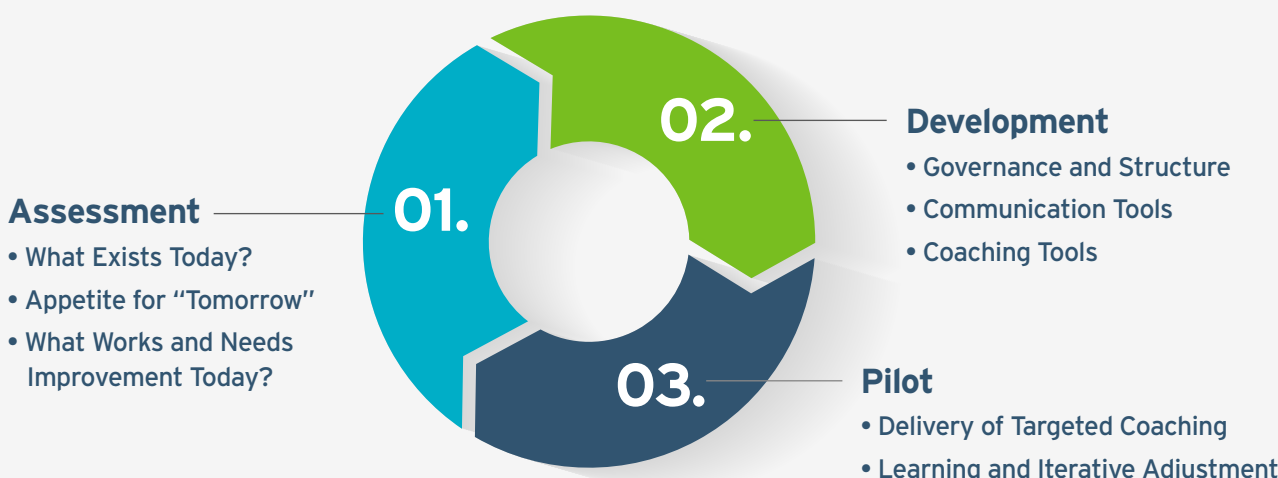
GLIMMERS OF HOPE: Personalization

Of highly-satisfied users, the majority reported satisfaction from training and adoption of personalized tools.

GOING FORWARD: Treat the Problem

Expand what was moving the needle in the current state while also determining future EHR plans.

Program and Partnership



Program Vision

Champions for Change
Coaches lead by example and embody "What's in it for me?"

First Line of Support
Knowing "I've got a friend in IT" helps clinicians feel empowered and supported.

Improving the EMR
Coaches see common struggles firsthand. They can relay challenges and advocate for their peers.

Targeting Coaching
Helping people meet their personal and departmental goals is paramount.

Ad-Hoc Coaching
It is critical to capture opportunities to teach when mentees are most open to it.

Group Education
Learning as a group can save time and spur creativity.

Pilot Conclusion

Comparison of pre-session and post-session survey results

Survey Responses Key: **STRONGLY DISAGREE** **DISAGREE** **NEUTRAL** **AGREE** **STRONGLY AGREE**

"I feel efficient using the EHR."



"My experience with Level Up coach improved my efficiency in the EHR."



"I reach out for help with the EHR when I need it"



"My experience with Level Up coach increased the likelihood that I will reach out for help when I need it."



"My overall experience using the EHR is positive."



"My experience working with the Level Up coach improved my overall experience in using the EHR."

