

# RAND Survey Finds Physician Discontent With EHR Systems

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## TOPIC ALERT:

Problems related to electronic health record systems ranked as one of the top two areas of professional dissatisfaction among doctors, according to a RAND survey, *U.S. News & World Report* reports.

## Survey Details

The survey was conducted by the RAND Corporation, with support from the American Medical Association.

Researchers conducted 108 in-person interviews and received 447 written responses from physicians in in six states:

- Colorado;
- Massachusetts;
- North Carolina;
- Texas;
- Washington; and
- Wisconsin.

## Survey Findings

The survey found that 80% of physicians had no desire to return to paper records but that **many doctors expressed frustration with the state of their organizations' EHRs** (Brink, *U.S. News & World Report*, 3/11).

The surveyed physicians identified several EHR-related concerns, such as:

- Excessive electronic alerts and messages;
- Interference with clinical workflows;
- Interruption of face-to-face patient care;
- Lack of efficiency; and
- Time-consuming data-entry.

Physicians also expressed frustration with EHR systems' lack of interoperability and health information exchange with outside providers.

In addition, providers noted concerns about the potential misuse of EHRs' template-based notes.