

Summary Report

Survey finds EHR Implementation is a Major Concern for Healthcare CIOs in Meeting Meaningful Use Requirements

Upgrading and implementing a certified EHR system will be the largest obstacles in meeting the Meaningful Use requirements for healthcare CIOs and IT executives, according to a recent survey by the College of Healthcare Information Management Executives (CHIME). A total of 238 CHIME members responded to the survey, which queried their current perceptions related to the proposed federal regulations on meaningful use.

Respondents polled represented 137 system facilities and 96 individual health organizations, with five unidentified. Those that reported bed sizes included: 32 facilities with fewer than 100 beds; 90 with 100 to 399 beds; 58 with 400 to 1,000 beds; and 37 with over 1,000 beds.

Meeting Meaningful Use Requirements

When asked to identify the biggest hurdle their organizations will face in meeting meaningful use requirements, respondents identified implementing or upgrading an electronic health record application as their top issue. Nearly 30 percent (28.2%) of respondents listed EHR upgrades or implementation as their biggest hurdle, and 41 percent of respondents listed it as one of their top three concerns.

Capturing and submitting quality measures ranked second among top concerns, mentioned by 15 percent of respondents. And more respondents ranked it among their top three concerns – 46.2 percent – than any other facet of achieving meaningful use.

The requirement to provide patients and families with access to data, knowledge and tools to make informed decisions on their health also is looming as a concern for IT executives. While only 10.3 percent listed providing data access to patients and families as their top concern, some 39.3 percent listed it as one of their top three concerns. The proposed regulations lack specificity on how this requirement will be met, and it raises some data security and patient privacy concerns as well.

IT executives also see the exchange of meaningful clinical information among the professional healthcare team as a hurdle in meeting meaningful use requirements. Some 34.2 percent of respondents listed clinical data exchange as one of their top three concerns.

Other potentially troublesome requirements, and the percentage of respondents who mentioned them among their top three concerns, include providing medication reconciliation, 27.7 percent; meeting privacy and security standards, 26.5 percent; maintaining an up-to-date problem list, 23.4 percent; and producing summary records, either on paper or electronically, 20.5 percent.

Q. What is the biggest hurdle your organization will face in meeting the Meaningful Use requirements? Please rate items in order of concern from 1 to 9, with "1" being the biggest concern, "2" the second biggest concern, and so on.

	b. Implementing/upgrading to a certified HER	c. Capturing /submitting Quality Measures	d. Maintain and up-to-date Problem List	e. Providing Medication reconciliation	f. Meeting Privacy and Security Standards	g. Producing Summary Records (Paper or CCD/CCR)	h. Provide patients and families with access to data, knowledge, and tools to make informed decisions and to manage their health	i. Exchange meaningful clinical information among professional health care team	j. Other
1	66	35	14	14	10	5	24	20	14
2	16	38	17	21	21	16	28	39	2
3	14	35	25	30	31	27	40	21	2
4	16	24	29	33	23	28	30	30	2
5	11	20	30	24	30	48	27	17	2
6	13	19	28	24	21	31	22	21	0
7	15	14	30	24	36	31	27	19	2
8	24	17	19	29	20	20	8	33	2
9	35	13	15	9	15	6	11	14	29

a. No Concern, already meet this requirement	34
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Concerns about Implementing EHRs

Study reveals high levels of concern among survey respondents about their organization's ability in implementing a certified EHR system.

The top concern for respondents was the need to implement upgraded or new systems. Some 20.5 percent listed this as their No. 1 concern, while 55.9 percent listed this concern among their top three issues in qualifying for stimulus fund payments.

Lack of capital for purchasing EHR systems remains a significant concern for organizations that need upfront capital in order to implement EHRs. Some 17.9 percent of respondents rated lack of capital as their top concern, although only 35.5 percent rated it among their top three concerns.

Vendor readiness was rated as a top concern for 17.5 percent of respondents. This category ranked among the top three concerns for 47.4 percent of respondents. In recent weeks, CIOs have expressed two types of concerns about vendor readiness – they're worried about how quickly products will be developed or upgraded to comply with meaningful use requirements, and they're concerned about how long they'll have to wait for vendors to come to their facilities and support the installation of EHR systems.

It should be noted that 14.2 percent of respondents felt no concern over certified EHR implementation, documenting that they had already met this requirement.

While not a frequently mentioned top concern, current IT staffing levels, and the lack of skills among existing staff to implement advanced clinical systems, is looming as a headache for top IT executives. Only 10.7 percent of respondents listed staff levels and capabilities as their top concern, but 49.1 percent listed it as one of their top three concerns. Interestingly, staffing concerns were the most frequently mentioned No. 2 and No. 3 concerns of survey respondents.

There is increasing concern among provider organizations about retaining IT staff over the next few years, and many CIOs have expressed concerns that federal training programs won't be able to immediately produce workers who will have the skills or experience that are needed in HIT settings.

Q. What is your biggest concern about implementing a certified EHR? Please rate concerns in the order of concern from 1 to 8, with "1" being the biggest concern, "2" the second biggest concern, and so on.

	b. Insufficient capital	c. Insufficient staff with needed skill set	d. Will need to implement upgraded or new systems	e. Vendor readiness	f. Won't have sufficient time to test	g. Will need consultative services and unsure whether we'll be able to procure them during this timeframe	h. Compatibility with existing and/or legacy systems	i. Other
1	42	25	48	41	10	7	6	23
2	21	44	44	38	19	11	13	7
3	20	46	39	32	28	19	22	3
4	28	24	25	22	42	29	25	4
5	24	28	16	16	39	38	17	3
6	18	18	17	19	31	34	34	3
7	23	9	8	20	19	30	50	4
8	22	4	7	16	13	28	28	32

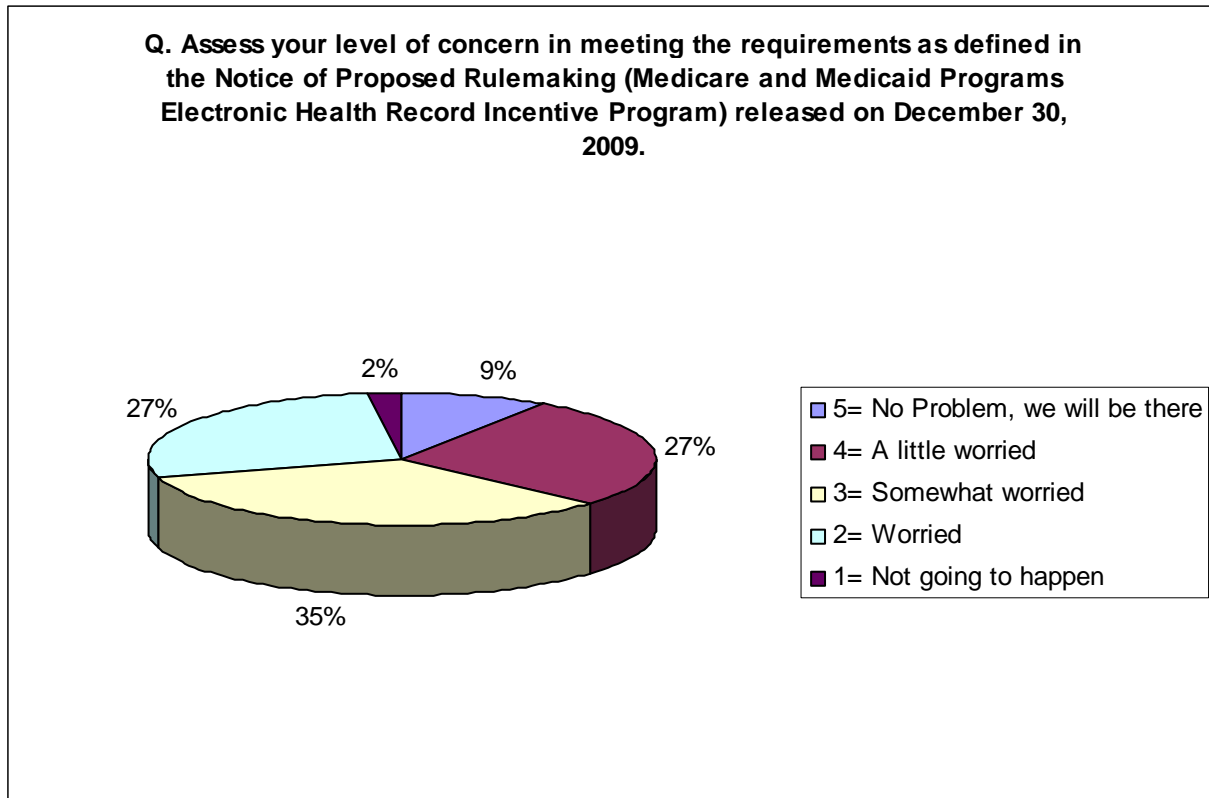
a. No Concern, already meet this requirement	34
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Provider Confidence is Low

There is a high degree of concern about achieving the meaningful use of electronic health records, although very few respondents feel so pessimistic that they don't believe they'll qualify. Some 88 percent of survey participants gave responses ranging from "a little worried" to "worried."

More specifically, 27.3 percent of respondents said they were worried about meeting the

requirements for meaningful use specified in the proposed rules, while 33.4 percent said they were somewhat worried and 27.3 percent indicated they were only slightly worried.



Will Federal Programs Help?

In assessing whether federal initiatives will be helpful in supporting HIT efforts, respondents had a wide divergence of opinion. The survey questioned IT executives on the value they expect from three federal programs – grants, HIT workforce training programs and extension center funding. Respondents could choose more than one program that would help their organization, select all three or indicate that none of the programs would help.

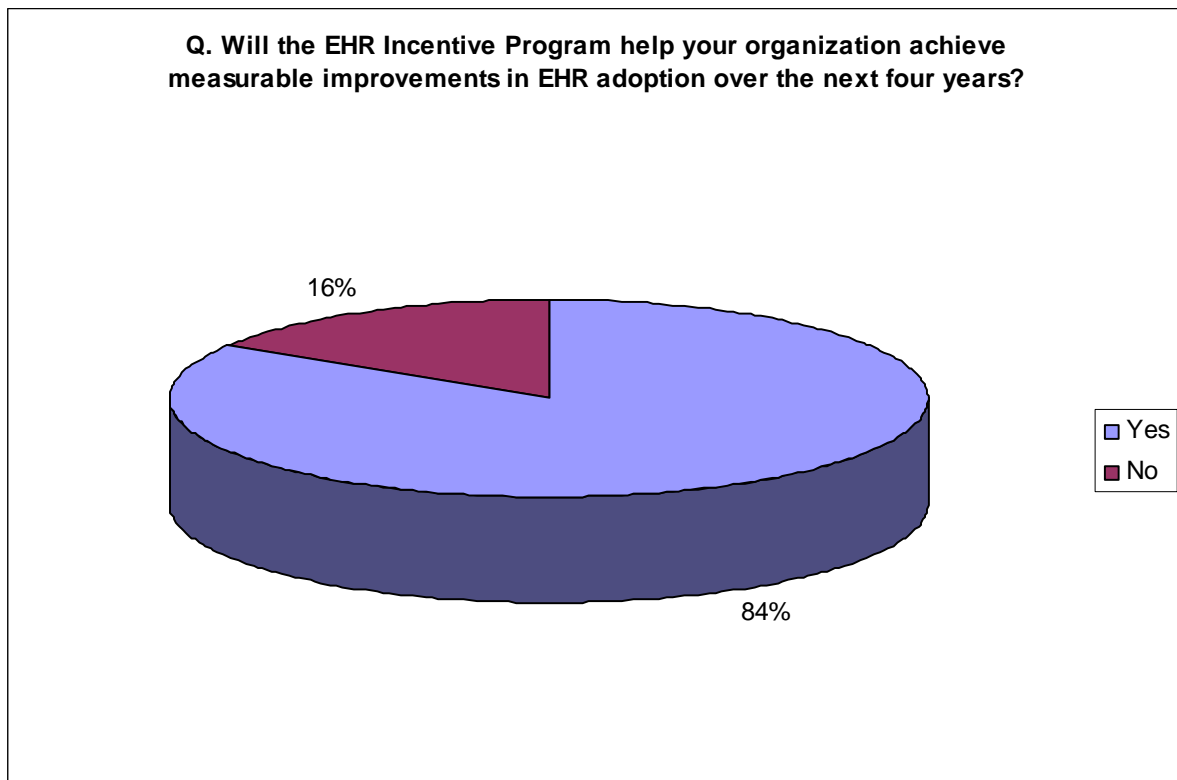
Some 85 of those who took the survey – 36.3 percent of all respondents – said that all of the programs would be helpful to their organization. However, by contrast, 73 respondents – 31.2 percent – indicated that none of the programs would be helpful to them.

Federal grants, either mentioned by themselves or in combination with one other federal program, were mentioned by 73 respondents. HIT workforce training, mentioned either alone or in combination with one other program, was cited by 22 respondents. HIT extension centers, either alone or in combination with one other program, was mentioned by 15 respondents.

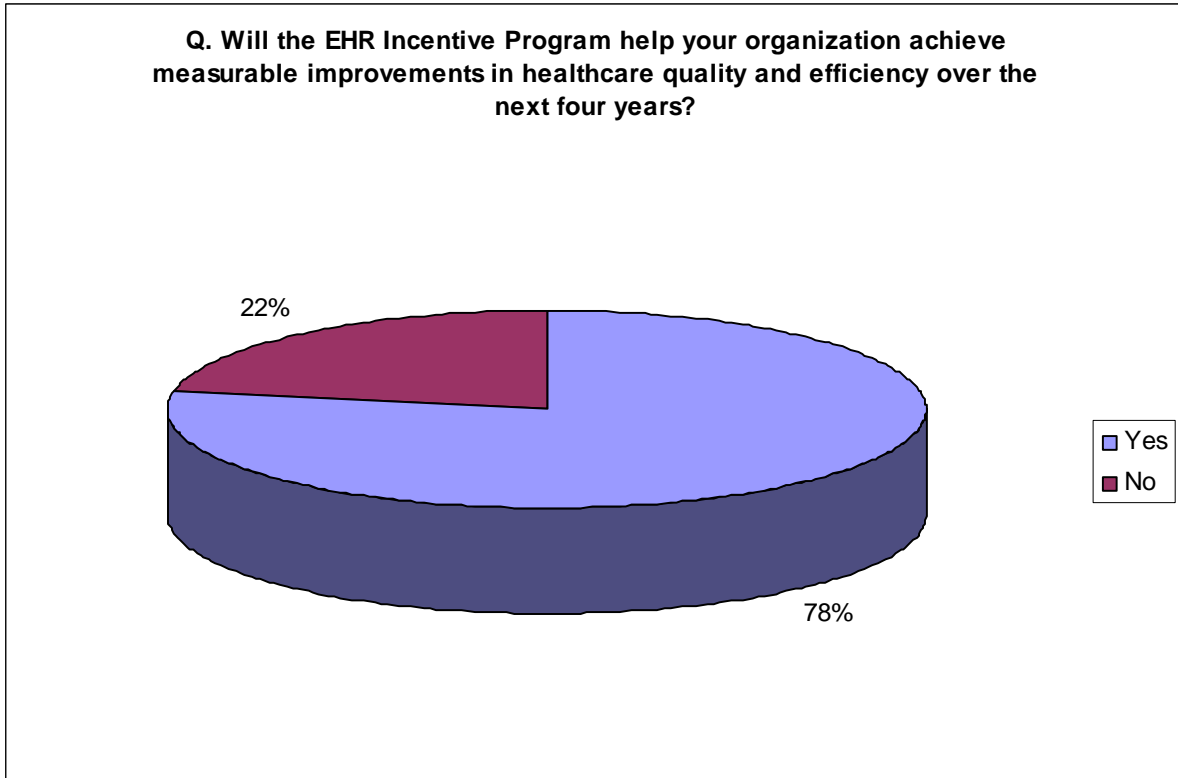
Program will Improve Adoption and Care Delivery

Despite the anticipated challenges in EHR implementation, IT executives believe the incentive program will provide a major boost to their organizations, and generally will result in improved healthcare quality and efficiency over the next four years.

Some 84 percent (83.9%) of respondents said they believed the EHR Incentive Program will help their organizations achieve measurable improvements in EHR adoption over the next four years.



Similarly, 78 percent (77.8%) said they believe the EHR Incentive Program will help their organizations achieve measurable improvements in healthcare quality and efficiency over the next four years.



Survey demographics

Survey respondents reported the following demographic information about their organizations.

Respondents by bed size

N/A	21
0-99	32
100-249	46
250-399	44
400-1,000	58
1001 +	37

Respondents by Organization Type

Church	19
Community_Hospital	102
Corporation	10
County	8
Hospital_District	9
Not_for_Profit_Corporation	63
Other	18
Partnership	9

Respondents by Type of Facility

N/A	5
Individual	96
System	137

Respondents by Region

N/A	2
Southeast-South_Central	13
West-Mountain	15
Northeast-New_England	18
Southwest-South_Central	23
West-Pacific	24
Midwest-West_North_Central	24
South-South_Atlantic	36
Northeast-Middle_Atlantic	37
Midwest-East_North_Central	46

About CHIME

The College of Healthcare Information Management Executives (CHIME) is an executive organization dedicated to serving chief information officers and other senior healthcare IT leaders. With more than 1,400 CIO members and over 70 healthcare IT vendors and professional services firms, CHIME provides a highly interactive, trusted environment enabling senior professional and industry leaders to collaborate; exchange best practices; address professional development needs; and advocate the effective use of information management to improve the health and healthcare in the communities they serve. For more information, please visit www.cio-chime.org.