Electronic Health Record: Helping or Harming Patient-Centered Care?

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Literature Review

Databases: CINAHL, Ovid, Google Scholar
Key Terms: EHR, patient-centered care, workstation on wheels, patient interaction, patient satisfaction.
Criteria: Sample n>20 and publication date 2012-2018

PICOT Question

How do patients (in any physician/nurse/hcp relationship) perceive the quality of care and communication effectiveness while healthcare providers implement the electronic health record as a primary contributor to the plan of care during a clinical visit?

EBP Guidelines

Access - Remind - Request - Communicate - Share - Manage diseases – Educate
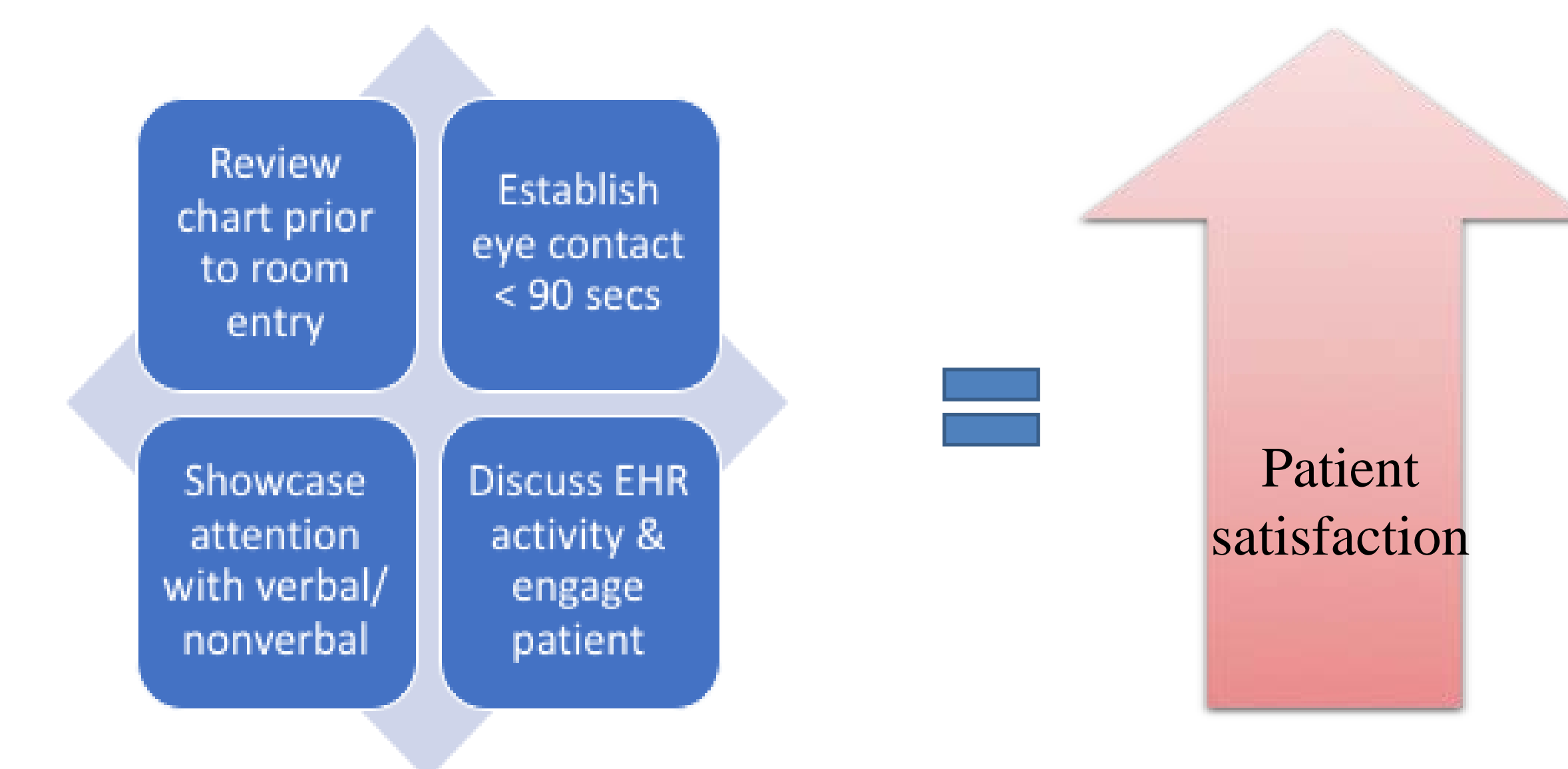
Research Synthesis

Helping	Harming
• EHR implementation ensures better patient outcomes, more efficient care, and higher patient safety than institutions without EHR[4].	• Increased consultation keyboard use hinders patients, producing "lower levels of patient trust"[3]
• 85% of pts reflected (+) perceptions of EMR: promoting pt engagement, and providing additional source of visuals, enhancing understanding[6]	• "PCPs who spent more time in the consultation gazing at the computer and whose visits had more conversational silence were rated lower in patient-centeredness"[9]
• Pts favor "highly skilled" computer utilization from provider[3]	• Keyboarding and screen gaze have inverse relationship with physician flow of conversation[3]
• Trainings implement "sign postings," by helping to understand structure and meaning of consultation and increasing his/her participation[5]	• EHR *can* demoralize progress of relationships when PCPs dedicate too much of their attention into EHR[7]
• Formal education enhances pt-centered EHR communication skills, still requiring time and cost-effective training programs[1]	• EHR use decreases total pt satisfaction, as is a concern of many physicians, because the electronic systems interfere with pt/physician interaction by directing the focus toward the computer rather than the pt[2]
• Residents improved patient communication when utilizing the EHR over a paper record[11]	• Pts grow reluctant to be active participants during encounters when provider's positioned behind a screen[10]
• Pts approve EHR usage, believing it facilitates ease of communication[8]	

Decision to Change

• Regular trainings: keeping current on usage and eliminating unnecessary time on EHR
• Universal beginnings/endings with eye contact and workstation separation
• All patient rooms stocked with legal pads and pens for note-taking
• Role-playing best practices staying engaged w/ patients

Results

Review chart prior to room entry / Establish eye contact < 90 secs / Showcase attention with verbal/nonverbal / Discuss EHR activity & engage patient = Patient satisfaction

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