

**EHR  
IMPROVEMENTS**

**(after the)**

**AMA**

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**“HATEFUL 8”**

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**LIST**

## Introduction

Ever since the 2009 Meaningful Use (MU) mandate of electronic health records, the AMA has continued to give the CMS feedback on the challenges the MU program poses for physicians. In 2013, a study by the RAND Corporation reported the extent of unhappiness with EHRs. While few (18%) wanted to return to the old, paper-based systems, many complained

about EHR usability and the negative effects on their productivity.<sup>1</sup>

A year later, the AMA created an external advisory committee—the AMA Advisory Committee on EHR Physician Usability. The physicians and healthcare information technology (IT) experts on the committee listened to the complaints and feedback from

their members, and in late 2014, published their list of priorities for improving EHRs.<sup>2</sup> The AMA has consistently maintained that the cost of implementing electronic medical records (EMR) systems shouldn't be at the expense of patient care. The 8-item list they created was a reflection of the areas where EHRs needed to improve. Let's call it the "Hateful 8."

### The "Hateful 8" signs of a poorly functioning EHR:

1. Interfering with patient care
2. Poor team communication
3. Lack of care coordination
4. Adding to the workload
5. No custom options
6. Unwieldy data
7. Few mobile options
8. No product reviews or feedback



## Managing a medical practice is a challenge if your EHR technology isn't keeping up.

Many independent practices are getting bogged down by EHR systems that don't provide the functionality they need. If any of the items on the "Hateful 8" list sound familiar to you, it's time to consider an upgrade. Medical practices that were early adopters of EHR technology have outgrown their older, clunky

EHRs. Since EHR systems have been around for a few years now, medical practices will be more savvy when shopping for their next EHR vendor. One healthcare CIO described the current approach to shopping for a new EHR. "Hospitals and health systems have become experienced in how to use an

EHR. We know more specifics in terms of what we need, what we want and what actually matters. This time around, healthcare entities have the advantage of having lived with an EHR for several years, and we know more specifically what we want out of our systems."<sup>3</sup>

### The AMA's EHR Usability Wishlist 2014<sup>4</sup>

- Enhance physicians' ability to provide high-quality patient care
- Support team-based care
- Promote care coordination
- Offer product modularity & configurability
- Reduce cognitive workload
- Promote data liquidity
- Facilitate digital & mobile patient engagement
- Expedite user input into product design & implementation feedback



**In December 2015, the AMA expressed its desire “to maximize the use of electronic health records in place today, while allowing vendors to continue to innovate and create new technologies.**

Flash forward to December, 2015. The AMA sent another letter to the CMS emphasizing the need for “usable and interoperable tools that involve patients and support care coordination.” While clearly frustrated with Meaningful Use

requirements, the AMA expressed its desire “to maximize the use of electronic health records in place today, while allowing vendors to continue to innovate and create new technologies.”<sup>5</sup>

## Innovations in EHR technology

It's time to revisit the AMA's list and report on the progress EHR vendors have made on improving EHR usability and productivity. The EHR technology of today reflects EHR vendors' commitment to continuous improvement and innovation since the AMA published its list two years ago.

AdvancedEHR™ has tackled the issues the AMA described back in 2014 with innovative features and functions to support managing your medical practice. AdvancedMD is widely recognized as a leading provider of cloud-based medical software programs. It has earned the #1 ranking from

KLAS, the leading independent industry analyst, in a number of categories including product quality, functionality, and integration. AdvancedMD is an all-in-one solution for your practice with products designed to support your independent practice:

- AdvancedBilling™ medical billing software
- AdvancedCloud™ cloud-based data management
- AdvancedEHR™ electronic health record software
- AdvancedExchange™ health information integration
- AdvancedInsight™ financial reporting and analytics
- AdvancedPM™ practice management software
- AdvancedRCM™ revenue cycle management
- AdvancedScheduling™ medical scheduling software

**For the AMA, “configurability” was an issue. That’s why we continually upgrade your EHR to fit the unique needs of your practice.**

Our updates to EHR usability have automated and streamlined administrative tasks, giving you more time with patients. Mobile and cloud technology has improved communication between members of clinical

teams for greater coordination and integration of clinical information. Our new, integrated EHR software is reducing the time spent on charge slips by offering customizable templates that automatically populate with

information. Another innovation is the advanced, built-in security features that protect patient information and practice data from security breaches or data losses.



## Enhance EHR usability by automating workflows

The robust AdvancedEHR system has the functionality and customizable features to help streamline your workflow, not complicate it. Usability is critical to satisfy the AMA's desire for an EHR to "enhance physicians' ability to provide high-quality patient care."<sup>6</sup> For the AMA, "configurability" was also an issue. That's why we continually upgrade your EHR to fit the unique needs of your practice.

As we release new products and features, you will continue to enjoy an effortless user experience because there is no software to install or maintain. All software updates occur automatically—for free—which means every time you log in, you're running on the latest and greatest software.

Cloud-based EHR systems include automatic, hourly data

backup, which means you don't have to spend your valuable time with tedious manual processes. Every backup is verified to restore correctly and additional secure copies are stored every night. EHR systems with automated processes and security procedures also ensure that you're complying with stringent HIPAA regulatory and security requirements.



**The AMA wants EHRs to “support team-based care” and “improve care coordination.” AdvancedEHR facilitates the coordination of care with one application, one database, and one login, so every team member is included and informed.**

## Team care coordination with one application, one database, one login

The AMA wanted EHRs to “support team-based care” and “improve care coordination.” AdvancedEHR facilitates the coordination of care with one application, one database, and one login so every team member is included and informed. The answer is interoperability. When you update a record, all information is automatically

available to each member of your staff wherever they are. Multiple people can work in the same patient record at the same time. Our software is tightly integrated to provide a seamless experience as a unified solution, to ensure the clinical and business functions of your medical practice work in unison. Having one database eliminates dual data entry and

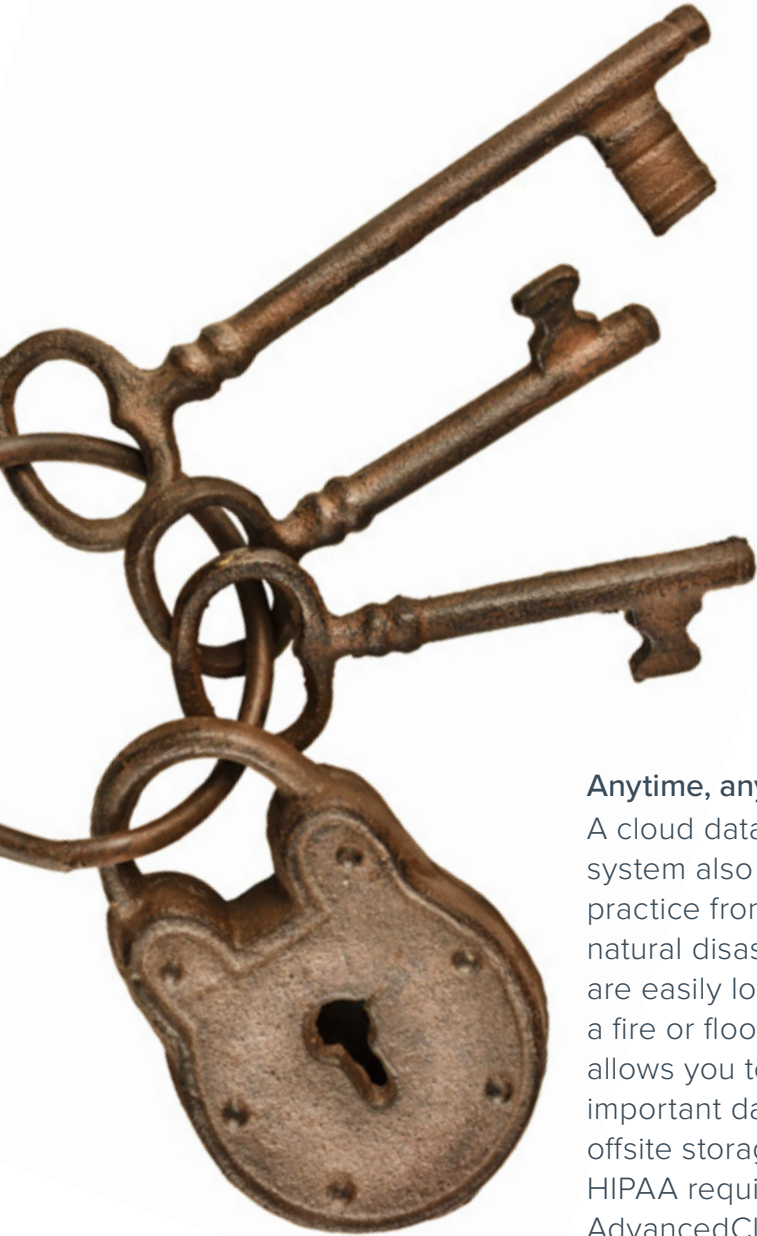
costly rework. Your practice team can manage patient demographics, scheduling, charting, billing and denial follow-up in a single platform. And with single click login, you gain quick and easy access to it all. This streamlines consistent, real-time clinical workflow among providers, clinicians, billers, and office managers.

## Cloud-based mobile solutions for on-demand data

AdvancedEHR clients benefit from our AdvancedMobileDoc™ iOS app that makes your documentation tasks more manageable and better organized. This gives you anytime, anywhere access to

important clinical data: patient charts, histories, and schedules wherever you are, on most any device. Physicians who use our EHR can use their notebook, tablet, or iPad and get the freedom to practice on the

go. Access to data gives your practice actionable insight into your financial performance, track compliance, performance against contractual quality goals, and published guidelines.



**The benefits of AdvancedCloud are significant: reduced maintenance, automatic and offsite data backup, free software updates, increased security, and multi-site connectivity. Our cloud and mobile solutions are meeting the AMA need for “data liquidity.”**

## Anytime, anywhere access and security

A cloud data management system also protects your practice from the threat of natural disasters. Paper charts are easily lost in the event of a fire or flood. AdvancedMD allows you to recover your important data with secure offsite storage that exceeds HIPAA requirements by 300%. AdvancedCloud is a network of remote servers hosted on the internet to store, manage, and

process data. It's more agile than on-premises, client-server systems. Medical practices can eliminate their dependence on server hardware and in-house technical support, at a tiny fraction of the cost. The benefits of the cloud are significant: reduced maintenance, automatic and offsite data backup, free software updates, increased security, and multi-site connectivity.

## Better patient engagement with patient portals

The ability to “facilitate digital and mobile patient engagement”<sup>7</sup> was an important EHR function outlined by the AMA. One member of the committee stressed the importance of interoperability and using mobile technology to deliver better care.

“Given the rapid growth of digital technology in health care, whether for health and wellness,

- Request an appointment
- Send & receive messages from your office
- Request prescription refills
- View account balances & make payments
- Access their medical information

AdvancedMD has been innovating EHR, combining the needs of the private practice with the latest advances in medical software technology. We work everyday to improve EHR functionality and give the members of the AMA the tools

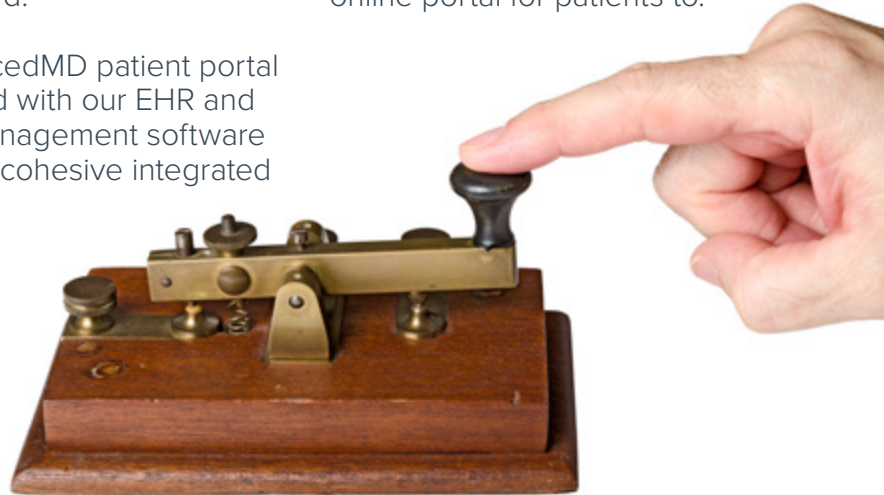
or the management of chronic illness, a comprehensive health information technology strategy must include interoperability between a patient’s mobile technology, telehealth technology, and the electronic health record.”<sup>8</sup>

The AdvancedMD patient portal is integrated with our EHR and practice management software to deliver a cohesive integrated

they need to help, not hinder their ability to provide the best care possible with maximum practice efficiency. Our system can replace several disparate systems with an all-in-one EHR and practice management solution that allows you to

system for managing care in the digital age. All that is required is a link from your practice website, an Internet connection, and authorization to access the patient portal. AdvancedEHR ensures a private and secure online portal for patients to:

optimize schedules, simplify check-in and checkout, document patient encounters, prescribe and order, capture and pursue revenue, measure financial performance, and practice on the go.



**AdvancedMD simply makes running your practice easier. Learn more about how AdvancedMD can work for you. 800 825-0224 | [advancedmd.com](http://advancedmd.com)**

[advancedmd.com/schedule-demo](http://advancedmd.com/schedule-demo)

<sup>1</sup> Freidberg MW, Chen PG, Van Busum KR, et al. Factors Affecting Physician Professional Satisfaction and Their Implications for Patient Care, Health Systems, and Health Policy. Santa Monica, Calif: RAND Corporation; 2013. <http://www.rand.org/topics/electronic-medical-records.html>

<sup>2</sup> AMA calls for design overhaul of electronic health records to improve usability. American Medical Association. 9/16/14

<sup>3</sup> Miliard M. CIOs target population health, patient engagement in 2016. Healthcare IT News. 12/14/15

<sup>4</sup> AMA calls for design overhaul of electronic health records to improve usability. American Medical Association. 9/16/14

<sup>5</sup> AMA proposes reforms to Meaningful Use program to benefit patients, physicians. 12/15/15

<sup>6</sup> AMA calls for design overhaul of electronic health records to improve usability. American Medical Association. 9/16/14

<sup>7</sup> AMA calls for design overhaul of electronic health records to improve usability. American Medical Association. 9/16/14

<sup>8</sup> Raj Ratwani, PhD, AMA Advisory Committee on EHR Physician Usability, Washington, D.C.