



End-User Feedback Executive Summary

2022 Federal Electronic Health Record Summit

The Federal Electronic Health Record Modernization (FEHRM) office,

Department of Defense (DOD), Department of Veterans Affairs and Department of Homeland Security's U.S. Coast Guard collaborated to host the second Federal Electronic Health Record Annual Summit from October 25 to 27, 2022. The summit brought together more than 700 subject matter experts and end users (including clinicians, nurses and administrators), each with more than four months experience with the federal EHR, to provide feedback that will be used to enhance the EHR.

This document highlights key themes that emerged from the end-user feedback received by the FEHRM before, during and after the summit. The FEHRM is routing end-user feedback to appropriate action officers with the goal of enhancing the delivery of health care to Service members, Veterans and other beneficiaries by those who serve them.

End Users Represented at the Summit by Department

- 212 Department of Defense
- 326 Department of Veterans Affairs
- 10 Department of Homeland Security's U.S. Coast Guard

373

summit
comments



92

recommended
actionable
items

Top Three Areas for Improvement

1. **Functionality.** End users noted several areas for improved functionality, including enhanced search functions and streamlined user roles. This requires adding the ability to search and filter patient charts, documents, labs, orders, clinics, family members, medications and ICD-10 codes by name. End users also specifically want better search features added to Ad Hoc, Powerforms and Notes. Regarding user roles, end users want simplified roles that better align with tasks, reducing the number of times they need to switch roles to access all the information they need to do their jobs.
2. **Change Request Ticket Process.** End users want a more transparent, efficient and responsive change request ticket process that prioritizes real-time issues. This includes decreasing the time it takes to address tickets and centralizing and enhancing visibility of tickets, including showing trends, issues, status and resolutions at all sites to avoid duplicate tickets and work. End users cited the lengthy ticket process as forcing local workarounds to get work done.
3. **Training.** End users requested more comprehensive training on the federal EHR including training on upcoming changes and enhanced training on work flows, documentation, coding, PowerPlans and data availability. They also want earlier access to the federal EHR before go live, a testing environment for end users and more onsite support from peers experienced with the EHR.

“
Establish a trackable change request ticket process. This would prevent redundant tickets as well as improve understanding of enterprise wide changes.”

– End User

”

Top Three Areas of Strength

1. **Ease of Use.** End users enjoy the ease of finding patients, reading notes, scanning documents, customizing templates, seeing outside records, navigating between modules and communicating with patients and providers via embedded features for messaging. They also value the efficiency of features like auto text and e-prescribing.
2. **Standardized Care.** End users appreciate accessing a single, standardized system (rather than up to five systems) to see a patient's entire medical record across facilities, from military service to end of life. They also enjoy having a single solution for documenting inpatient and outpatient care. End users also feel standardization provides the opportunity to build in evidence-based care and that standardized data elements, documentation and best practices result in time savings.
3. **Data Availability.** End users value the detailed, real-time data sharing across Departments and the reconciliation of data with external partners, which saves time and results in enhanced patient care. This includes the integration of previously separate programs and products, leading to more visible data. End users cited interoperability across the Departments as reducing documentation burden, and the ability to collect, see and drill down on data as helping with patient care and improving patient outcomes.

“
HealthRegistries is fantastic. We can actively pull forward patients within a registry for proactive care. We can verify the frequency providers follow clinical decision support tools ... Data collection is richer in detail than what was available.” – End User

”