



End-User Feedback Executive Summary

2023 Federal Electronic Health Record Summit

The Federal Electronic Health Record Modernization (FEHRM) office, in collaboration with the Department of Defense (DOD), Department of Veterans Affairs (VA), Department of Homeland Security's U.S. Coast Guard (USCG) and Department of Commerce's National Oceanic and Atmospheric Administration (NOAA), successfully hosted the third Federal Electronic Health Record Annual Summit from October 24 to 26, 2023. This pivotal summit brought together more than 1,000 stakeholders, including clinicians, nurses, informaticists, administrators and government staff. The FEHRM gathered valuable feedback and insights from experienced to first-time users of the federal EHR to drive improvements in health care delivery for Service members, Veterans and other beneficiaries.

Demographics and Participation



311

registrants
from DOD



430

registrants
from VA



18

registrants
from USCG



4

registrants
from NOAA



725

first-time
participants

This exceeds the total number of registrants from the 2022 summit and underscores the expanding engagement and interest in the federal EHR.

Feedback and Engagement

The summit
featured

19

topic-specific
sessions

Panelists
addressed

303

questions from
pre-summit
surveys

Sessions facilitated focused
discussions, leading to

126

recommended actionable
items, which will be addressed
and closed by the respective
solutions' owners and experts.

Top Three Areas of Strength

1. **Federal EHR Advancements:** End users noted marked improvements in the federal EHR's capabilities, boosting their confidence in the reliability and future potential of the EHR. They felt the ongoing enhancements to the federal EHR reflect a commitment to technological advancement and user-centric development. This progress is crucial for maintaining a state-of-the-art federal EHR that meets the evolving needs of health care providers and patients.

I like the ease of using RevCycle for scheduling, it's much better than VistA. Initially, there were a lot of kinks but once they were worked out, the system is very user-friendly.

– VA Clinical Dietitian with 1–2 years of experience on the federal EHR

2. **Patient Care Impact:** End users expressed that the transition to digital health records revolutionized patient care by making the management of records more efficient and less cumbersome. They shared that the digital transformation facilitates quicker access to patient information, enabling them to make more informed and timely decisions. The reduced reliance on physical documents not only streamlined administrative processes, but also positively impacted environmental sustainability in health care. End users felt the efficiencies gained through this digitalization translates to improved patient experiences and outcomes, reflecting the federal EHR's success in enhancing health care delivery.

“[The federal EHR is] a comprehensive EHR that allows viewing of emergency department, inpatient and outpatient documentation in real time. The legacy systems did not support this capability.”

– DOD Informaticist with more than 2 years of experience on the federal EHR

3. **Acknowledgment of EHR's Critical Role:** End users recognized the federal EHR's essential role in modern health care. They acknowledged that a robust and dynamic EHR is fundamental to the effective delivery of health care in the 21st century. End users agreed the federal EHR is able to keep better pace with technological advancements and evolving health care needs. This acknowledgment underscores the commitment of the Departments to ensuring the federal EHR remains a central and effective tool in health care management.

“Don't discount at all that we are working towards improvement—we want to streamline together to improve for future go-lives. It's not all pie in the sky, we have a lot going on and it didn't work well for us, but I think we can make sure it gets better in the future for others.”

– VA Informaticist with 1–2 years of experience on the federal EHR

Top Three Areas for Improvement

- 1. Training:** End users expressed the need for more comprehensive and adaptable training. They want training more tailored to varying levels of user proficiency, from beginners to advanced users. They also called for practical, hands-on workshops that simulate real-life scenarios, enhancing their familiarity and competence with the federal EHR. End users also want ongoing training opportunities to keep them abreast of system updates and new features, ensuring they remain confident and proficient in using the federal EHR.
- 2. User Interface and Experience:** End users identified the need for a more intuitive and user-friendly federal EHR. They want simpler navigation and less steps to complete tasks. They shared concerns about compliance with accessibility standards, highlighting the need for an inclusive design that accommodates all users. End users view streamlining the user interface as essential for reducing their administrative burden and enhancing their focus on patient care.
- 3. Ticketing Process:** End users highlighted the ticketing process for reporting and resolving issues as an area that needs significant improvement. They expressed the need for a more transparent and responsive process, with quicker resolution times and better communication regarding the status and outcomes of tickets. End users want a more efficient system for managing tickets, including the ability to track and prevent redundant tickets and improve the understanding of issues on an enterprise-wide scale. They felt enhancing this process is crucial for ensuring the federal EHR remains a reliable and effective tool.

Conclusion and Outlook

The third Federal EHR Annual Summit represents a significant milestone in the journey toward an optimized federal EHR. The extensive and diverse feedback obtained remains pivotal in shaping future strategies and actions. The summit is not just a forum for discussion, but a powerful testament to the commitment of the FEHRM and Departments to advancing health care for those who serve our nation. The summit's focus on end-user experiences and patient outcomes illuminates the path forward, underscoring the imperative of making the federal EHR not just a tool, but a pillar of support in the delivery of compassionate and efficient care. The FEHRM, along with the Departments, resolves to make each interaction with the federal EHR a reaffirmation of the commitment to those who rely on it and as a symbol of unwavering support to the health and well-being of our nation's heroes.