

**USABILITY & FUNCTIONALITY AS SCORED
BY HOSPITAL REGISTERED NURSES
EHR VENDOR PRODUCT SATISFACTION**

7,409 RESPONDENTS

Q4 2017 – Q2 2018

Overall Rank	EHR Company	PATIENT HEALTH DATA MANAGEMENT & ADMINISTRATIVE			ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	Mean
		PROCESSING	COMMUNICATIONS & CONNECTIVITY				
1	CERNER	89%	93%	94%	96%	93%	
2	MEDITECH	91%	83%	92%	87%	88%	
3	ALLSCRIPTS	86%	85%	90%	91%	88%	
4	MCKESSON	86%	83%	89%	80%	85%	
5	CPSI	82%	80%	91%	82%	84%	
6	EPIC SYSTEMS	80%	95%	93%	83%	88%	
7	HEALTHLAND	84%	81%	94%	79%	85%	
8	GE HEALTHCARE	72%	79%	85%	81%	79%	
9	HMS MEDHOST	77%	70%	80%	59%	72%	
10	ATHENAHEALTH	75%	71%	49%	74%	67%	
11	ECLINICALWORKS	52%	32%	41%	30%	39%	
ALL INPATIENT EHR VENDORS							
AVERAGE Q2 2018		79%	77%	82%	77%	79%	
AVERAGE Q3 2016		46%	29%	58%	49%	46%	
AVERAGE Q1 2014		21%	14%	40%	20%	24%	

EHR VENDOR PRODUCT SATISFACTION

OVERALL RANK	TYPE OF NURSING ASSIGNED	PATIENT HEALTH DATA				MEAN
		MANAGEMENT & ADMINISTRATIVE PROCESSING	COMMUNICATIONS & CONNECTIVITY	ORDER ENTRY & MANAGEMENT	DECISION SUPPORT & RESULTS REVIEW/ MANAGEMENT	
1	EMERGENCY	90%	89%	92%	90%	90%
2	ONCOLOGY	93%	94%	89%	84%	90%
3	LABOR & DELIVERY/OB	88%	94%	93%	80%	89%
4	OPERATING ROOM	84%	81%	86%	91%	86%
5	ICU/CCU	92%	74%	90%	83%	85%
6	NEONATAL	79%	88%	90%	82%	85%
7	RADIOLOGY	79%	76%	91%	88%	84%
8	NEURO ORTHO	82%	82%	78%	91%	83%
9	PEDIATRICS	90%	82%	78%	79%	82%
10	CARDIOVASCULAR	84%	71%	89%	68%	78%
11	NURSING MANAGEMENT	82%	80%	75%	73%	78%
12	DIALYSIS	74%	84%	68%	80%	77%
13	ANESTHESIA/PACU	73%	74%	85%	73%	76%
14	MED SURG STAFF	71%	74%	77%	63%	71%
15	AMBUATORY	65%	63%	80%	70%	70%
16	PSYCH MENTAL HEALTH	57%	40%	28%	75%	50%
ALL NURSES						
AVERAGE Q2 2018		79%	77%	82%	77%	79%
AVERAGE Q3 2016		46%	29%	58%	49%	46%
AVERAGE Q1 2014		21%	14%	40%	20%	24%

IMPORTANCE OF EHR FLUENCY AS ASKED TO RNS		
NURSING CLASSIFICATION REGISTERED NURSES HOSPITALS n = 2619	SINGLE EHR FLUENCY IS A HIGHLY VALUED RN EMPLOYMENT SKILL SET (STRONGLY AGREE)	MULTIPLE EHR FLUENCY IS A HIGHLY VALUED RN EMPLOYMENT SKILL SET (STRONGLY AGREE)
AGENCY/PER DIEM/POOL	95%	94%
TRAVELERS	93%	98%
PERMANENT STAFF/CORE	72%	18%
NEW HIRES/TRANSFERS	86%	28%
OUTSOURCED STAFFING	80%	87%
Q2 2018 AVERAGE	85%	65%

GENERAL NEGATIVE QUESTIONS EHR SATISFACTION REGISTERED NURSES HOSPITALS n=3258	RN (STRONGLY AGREE) Q2 2018	RN (STRONGLY AGREE) Q3 2016
EHR IS DISRUPTIVE TO RN PRODUCTIVITY	69%	84%
EHR HAS FLAWS & GLITCHES WHICH INTERFERES WITH WORKFLOW	44%	85%
EHR GETS IN THE WAY OF THE PATIENT- PROVIDER RELATIONSHIP	80%	90%