

FIGURE 2

EHR-related
claims: system
factors

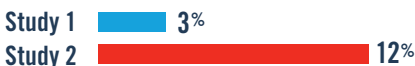
EHR SYSTEMS TECHNOLOGY ISSUES/DESIGN

(medication formulary/templates not up to date; user not yet set up in system; help desk not available)



FRAGMENTED EHR*

(components of a patient encounter aren't located together; i.e., lab and imaging results located in different places due to EHR design)



LACK OF PROVIDER ACCESS TO EHR DUE TO SYSTEMS/TECHNOLOGY FAILURE

(lab/imaging feeder systems "down" and unable to communicate with EHR)



FAILURE/LACK OF ELECTRONIC DATA ROUTING

(lab/imaging results aren't routed to all parties, lab/MRI results routed to ER but not to floor after admission, referrals not forwarded)



INSUFFICIENT SCOPE/AREA FOR DOCUMENTATION

(EHR has only checkboxes with no free text space, drop-down menus don't offer appropriate responses)



FAILURE/LACK OF ALERTS/ALARMS/CLINICAL DECISION SUPPORT

(EHR has no alert that ordered test results haven't been received)



LACK OF INTEGRATION OF HOSPITAL EHR SYSTEMS*

(ER and hospital floor systems not integrated, inability to access info from another EHR due to incompatibility)



FAILURE TO ENSURE EHR SECURITY*

(lack of firewalls, encryption, and passwords to maintain medical record confidentiality)



*Notable difference between Studies 1 and 2