

**FIGURE 3**

**EHR-related  
claims: user  
factors**

## HYBRID RECORDS/EHR CONVERSION ISSUES

(inconsistency between written and electronic records due to incomplete data transfer; information left off active problem list, etc.)



## PREPOPULATING/COPY AND PASTE

(may cause inaccurate documentation, i.e., discrepancy between free text and review of systems template; H&P and active problems list carried forward without modification)



## INCORRECT INFORMATION IN THE EHR\*

(data entry errors, incorrect data from another EHR system or a prior written record)



## EHR-RELATED USER ERROR— OTHER THAN DATA ENTRY\*

(failure to scan informed consent, documentation under another provider's login, etc.)



## EHR TRAINING/EDUCATION\*



## EHR/CPOE WORKAROUNDS

(circumventing system rules may cause routing and queuing problems, e.g., bypass alarms/alerts)



## EHR ALERT ISSUES/USER FATIGUE

(bypassing, ignoring, not responding to alerts/CDS prompts, etc.)



\*Notable difference between Studies 1 and 2