

# User satisfaction with electronic health records down

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(HealthDay)—Since 2010, there has been a decrease in the satisfaction and usability ratings for certified electronic health records (EHRs), according to survey results presented by the American College of Physicians (ACP) and AmericanEHR Partners.

Researchers analyzed 4,279 responses to multiple surveys presented to clinicians from March 2010 to December 2012. Most of the respondents (82 percent) intend to participate in Meaningful Use incentive programs.

The researchers found that, from 2010 to 2012, there was an increase in the percentage of clinicians who would not recommend their EHR to a

colleague (from 24 to 39 percent). Since 2010, there has been a 6 percent decrease in the percentage of clinicians "very satisfied" with the ability of their EHR to improve care, and a 10 percent increase in the percentage of clinicians "very dissatisfied." The percentage of users who were "very dissatisfied" with the ability of their EHR to reduce their [workload](#) increased from 19 to 34 percent. From 2010 to 2012, there was an increase in the dissatisfaction with ease of use, from 23 to 37 percent, while satisfaction with ease of use decreased from 61 to 48 percent.

"[Dissatisfaction](#) is increasing regardless of practice type or EHR system," said Michael S. Barr, M.D., M.B.A., who leads ACP's [Medical Practice, Professionalism & Quality](#) division, said in a statement. "These findings highlight the need for the Meaningful Use program and EHR manufacturers to focus on improving EHR features and usability to help reduce inefficient work flows, improve error rates and patient care, and for practices to recognize the importance of ongoing training at all stages of EHR adoption."

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