

PROVINCIAL EMR STRATEGY
MEMBER SURVEY 2022
SUMMARY OF RESULTS

Methodology



	2022
Total number of surveys sent	14,049 (active full members, students and residents.)
Responses	2,255
Response rate (%)	16%
The data is valid 19 times out of 20 within a margin of error of	+/- 1.89%
Administration dates	April 4 - 18
Participants were given the opportunity to enter an optional draw to win one of five	\$100 Visa gift cards
The survey was hosted and reported by	TWISUR ✓ EYS

Synopsis

Physicians want a simple, fulsome sharing of patient information across the province with a few exceptions

- 56% of members are satisfied with their current EMR; 43% are satisfied with their EMR vendor
- Changing EMRs is a time consuming and expensive process
- The current number of EMRs creates fragmented communications
- EMRs in the community and across hospitals don't communicate with each other
- Some have experienced what they view as superior systems in Alberta, the US or New Zealand

Context limits the ability to design and belief that an optimal system is possible

- Bad change experiences
- Unique workflows and needs
- Difficult to use current systems
- Distrust of Health Authorities and the Ministry of Health

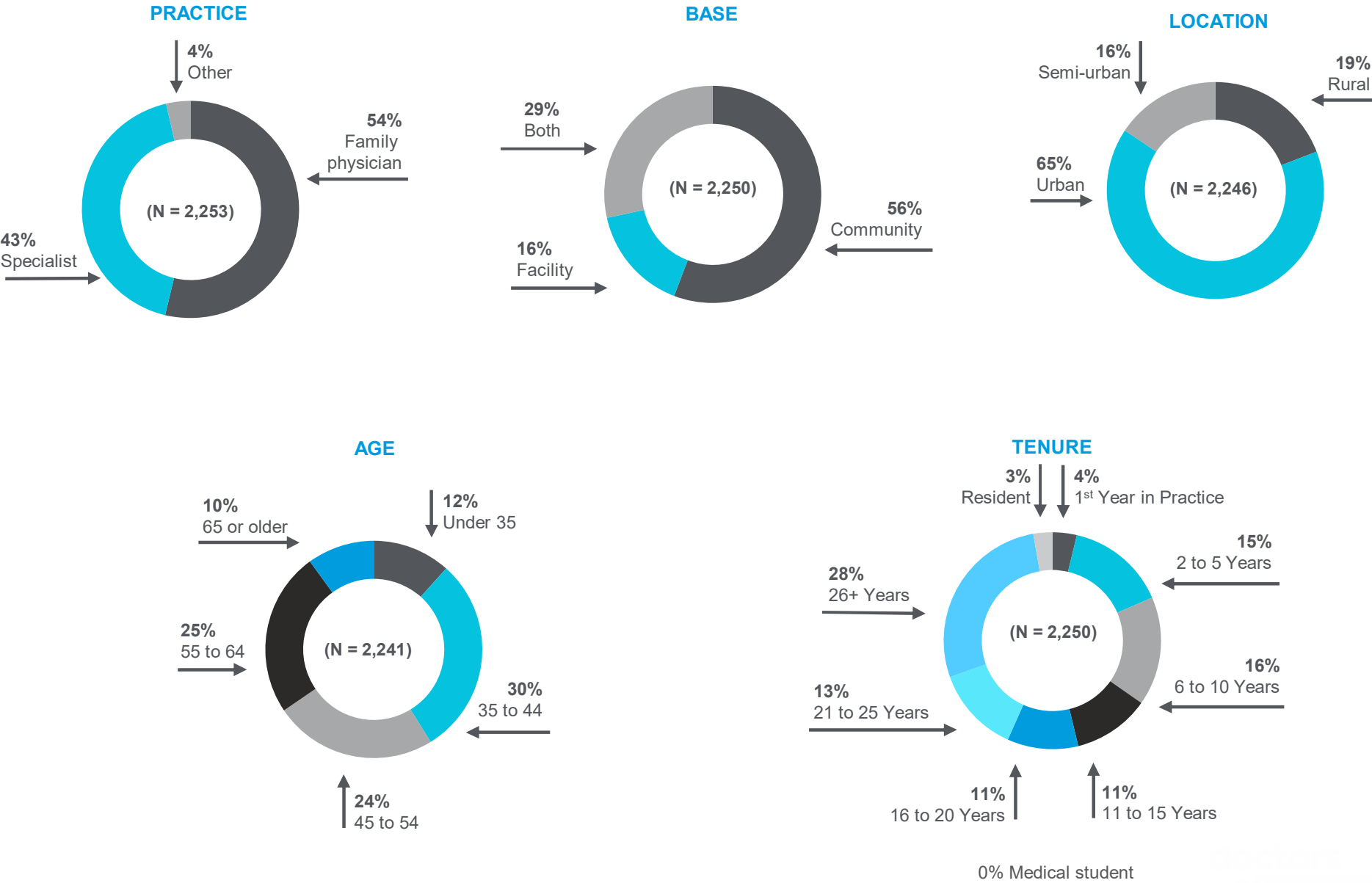
Personal ideology and beliefs also inform how the system should be governed

- Competition breeds innovation and reduced costs
- Government will not be responsive to user needs
- Corporate monopolies will not serve the interests of patients or physicians

Respondent's conclusion

- Patient care and system costs are negatively impacted by limitations to the communication systems
- There is no consensus on how to address the challenge of full, secure, and timely patient information

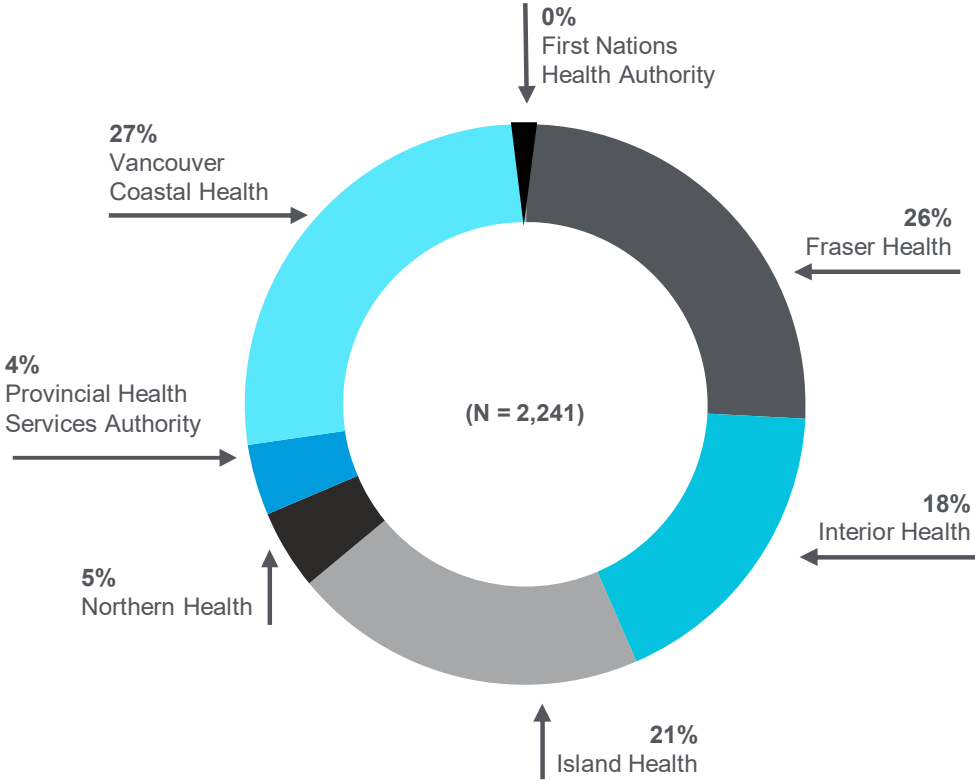
Sample Profile



Sample Profile

Health Authority Sample Sizes	2022
First Nations Health Authority	2
Fraser Health Authority	575
Interior Health Authority	397
Island Health Authority	460
Northern Health Authority	103
Provincial Health Services Authority	93
Vancouver Coastal Health Authority	611

HEALTH AUTHORITY



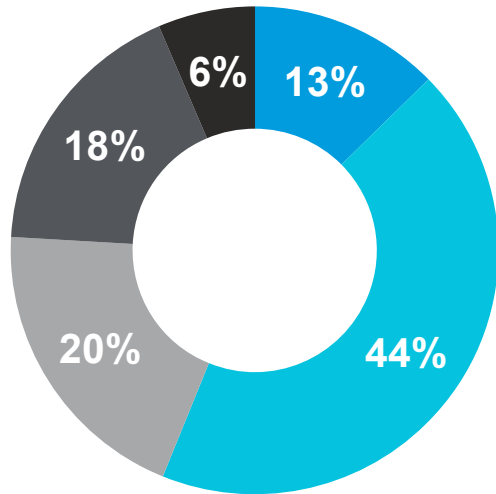
These questions focus on your experiences and thoughts on the EMR system you currently use in your practice or a facility you work within.

56% of respondents are satisfied with their current **EMR system**.

43% of respondents are satisfied with their current **EMR vendor**.

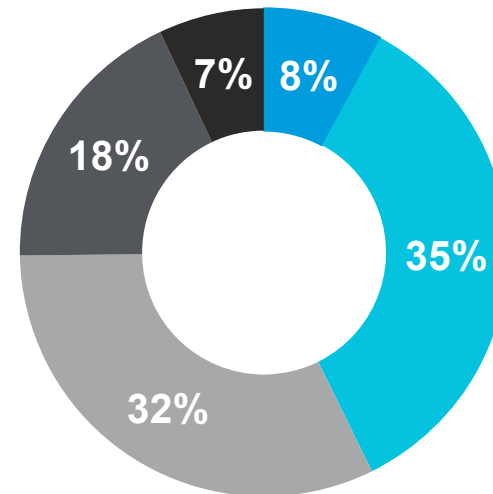
If you use multiple EMRs, please respond about the one you use primarily/most often or have influence or say regarding.

Rate your level of satisfaction with your current EMR system (i.e., the EMR product itself).
(N = 2,222)



■ Extremely satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Extremely dissatisfied

Rate your level of satisfaction with your current EMR vendor (i.e., the company that owns and provides the EMR product).
(N = 2,100)



■ Extremely satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Extremely dissatisfied

HEATMAP – Satisfaction with current EMR system

Rate your level of satisfaction with your current EMR system (i.e., the EMR product itself).

What EMR system do you use primarily/most often?	Extremely dissatisfied/ Dissatisfied	Neutral	Satisfied/ Extremely satisfied
MedAccess (N = 430)	15%	15%	70%
Accuro (N = 310)	12%	17%	71%
Cerner (N = 235)	42%	25%	33%
Profile (N = 200)	29%	28%	43%
Meditech (N = 184)	49%	25%	26%
Plexia (N = 153)	8%	9%	83%
Other (N = 126)	40%	18%	42%
Oscar (N = 124)	23%	19%	58%
OSCAR Pro (N = 118)	17%	20%	63%
Wolf (N = 94)	29%	25%	47%
MOIS (N = 68)	25%	21%	54%
Juno EMR (N = 67)	15%	21%	64%
CHR (N = 44)	27%	23%	50%
Open OSP OSCAR (N = 35)	17%	23%	60%
iClinic (N = 24)	13%	25%	63%
Arya (N = 5)	0%	20%	80%
Myle (N = 1)	0%	0%	100%

HEATMAP – Satisfaction with current EMR system

Rate your level of satisfaction with your current EMR system (i.e., the EMR product itself).

DEMOGRAPHICS	Extremely dissatisfied/ Dissatisfied	Neutral	Satisfied/ Extremely satisfied
Family physician (N = 1,198)	22%	21%	58%
Specialist (N = 943)	26%	19%	56%
Other (N = 79)	41%	20%	39%
Community based (N = 1,237)	18%	18%	64%
Facility based (N = 343)	42%	24%	34%
Both (N = 637)	27%	20%	53%
1st year (N = 80)	33%	24%	44%
2 – 5 years (N = 333)	28%	23%	50%
6 – 10 years (N = 364)	21%	21%	58%
11 – 15 years (N = 255)	23%	21%	57%
16 – 20 years (N = 231)	23%	17%	60%
21 – 25 years (N = 284)	24%	18%	59%
26+ years (N = 607)	23%	17%	61%
Resident (N = 63)	40%	29%	32%
Fraser (N = 570)	25%	19%	56%
Interior (N = 392)	26%	14%	60%
Island (N = 452)	21%	24%	56%
Northern (N = 103)	20%	23%	56%
PHSA (N = 91)	42%	11%	47%
Vancouver Coastal (N = 598)	23%	22%	55%

HEATMAP – Satisfaction with current EMR vendor

Rate your level of satisfaction with your current EMR vendor (i.e., the company that owns and provides the EMR product).

What EMR system do you use primarily/most often?	Extremely dissatisfied/ Dissatisfied	Neutral	Satisfied/ Extremely satisfied
MedAccess (N = 420)	24%	31%	45%
Accuro (N = 308)	15%	29%	57%
Cerner (N = 235)	39%	34%	27%
Profile (N = 192)	29%	41%	30%
Meditech (N = 163)	41%	41%	18%
Plexia (N = 150)	9%	22%	69%
Other (N = 108)	41%	24%	35%
Oscar (N = 110)	18%	36%	46%
OSCAR Pro (N = 113)	19%	39%	43%
Wolf (N = 93)	45%	30%	25%
MOIS (N = 65)	22%	22%	57%
Juno EMR (N = 67)	11%	31%	58%
CHR (N = 43)	33%	35%	33%
Open OSP OSCAR (N = 33)	12%	39%	49%
iClinic (N = 24)	13%	25%	63%
Arya (N = 5)	0%	20%	80%
Myle (N = 1)	0%	0%	100%

HEATMAP – Satisfaction with current EMR vendor

Rate your level of satisfaction with your current EMR vendor (i.e., the company that owns and provides the EMR product).

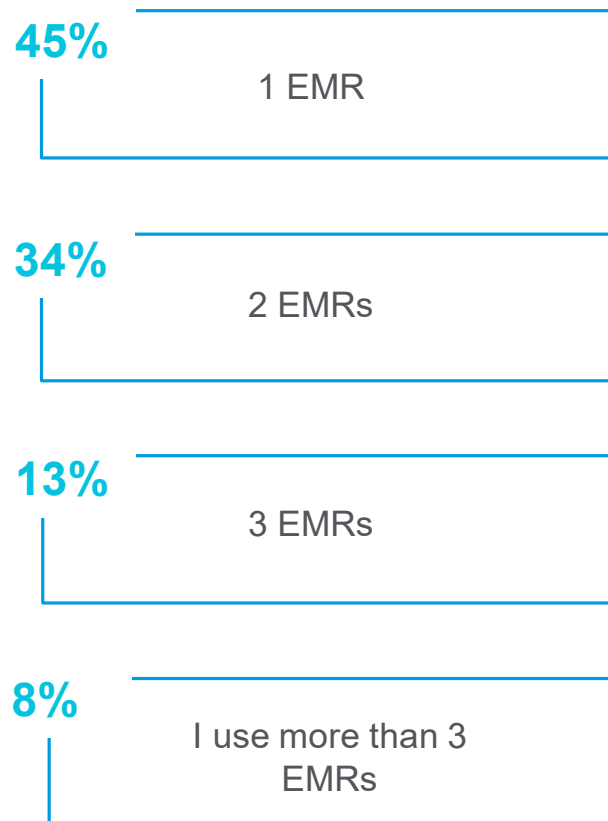
DEMOGRAPHICS	Extremely dissatisfied/ Dissatisfied	Neutral	Satisfied/ Extremely satisfied
Family physician (N = 1,146)	25%	34%	41%
Specialist (N = 943)	24%	30%	46%
Other (N = 79)	42%	27%	31%
Community based (N = 1,196)	22%	32%	46%
Facility based (N = 299)	40%	34%	26%
Both (N = 601)	24%	32%	43%
1st year (N = 69)	25%	42%	33%
2 – 5 years (N = 318)	29%	36%	35%
6 – 10 years (N = 346)	25%	34%	41%
11 – 15 years (N = 245)	23%	34%	43%
16 – 20 years (N = 224)	23%	32%	46%
21 – 25 years (N = 273)	28%	29%	43%
26+ years (N = 570)	23%	27%	50%
Resident (N = 50)	28%	50%	22%
Fraser (N = 542)	26%	32%	42%
Interior (N = 378)	29%	33%	39%
Island (N = 418)	24%	35%	41%
Northern (N = 100)	22%	21%	57%
PHSA (N = 82)	34%	26%	40%
Vancouver Coastal (N = 565)	23%	33%	44%

These questions focus number of EMR Systems

45% of respondents used **1 EMR** in the past year.

55% of respondents used **2 or EMR's** in the past year

How many EMR systems have you used in the past year? (N = 2,236)

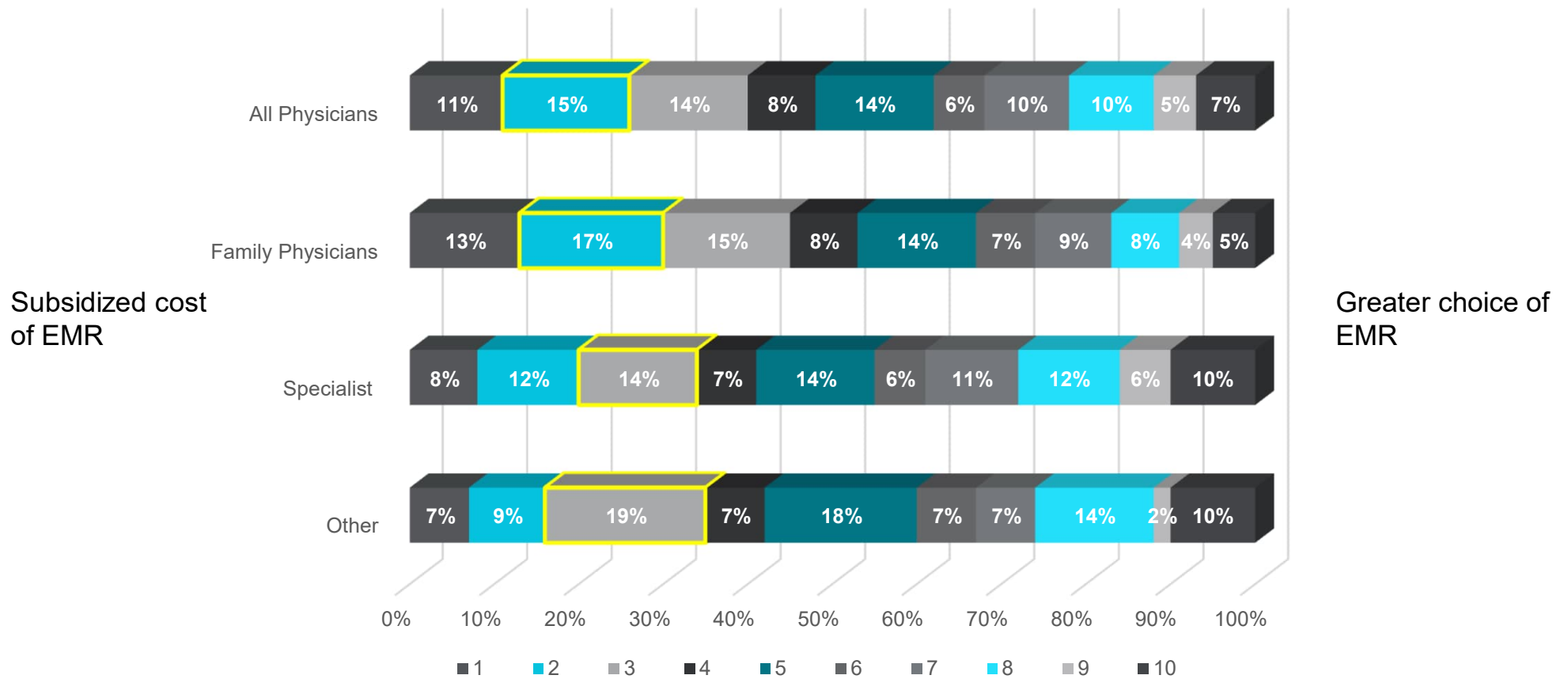


What EMR system do you use primarily/most often? (N = 2,250)

- » **19%** MedAccess
- » **14%** Accuro
- » **11%** Cerner
- » **9%** Profile
- » **8%** Meditech
- » **7%** Plexia
- » **6%** Other
- » **6%** Oscar
- » **5%** OSCAR Pro
- » **4%** Wolf
- » **3%** MOIS
- » **3%** Juno EMR
- » **2%** CHR
- » **2%** Open OSP OSCAR
- » **1%** iClinic
- » **0%** Arya
- » **0%** Myle
- » **0%** Colcamex OSCAR
- » **0%** Mustimuhw

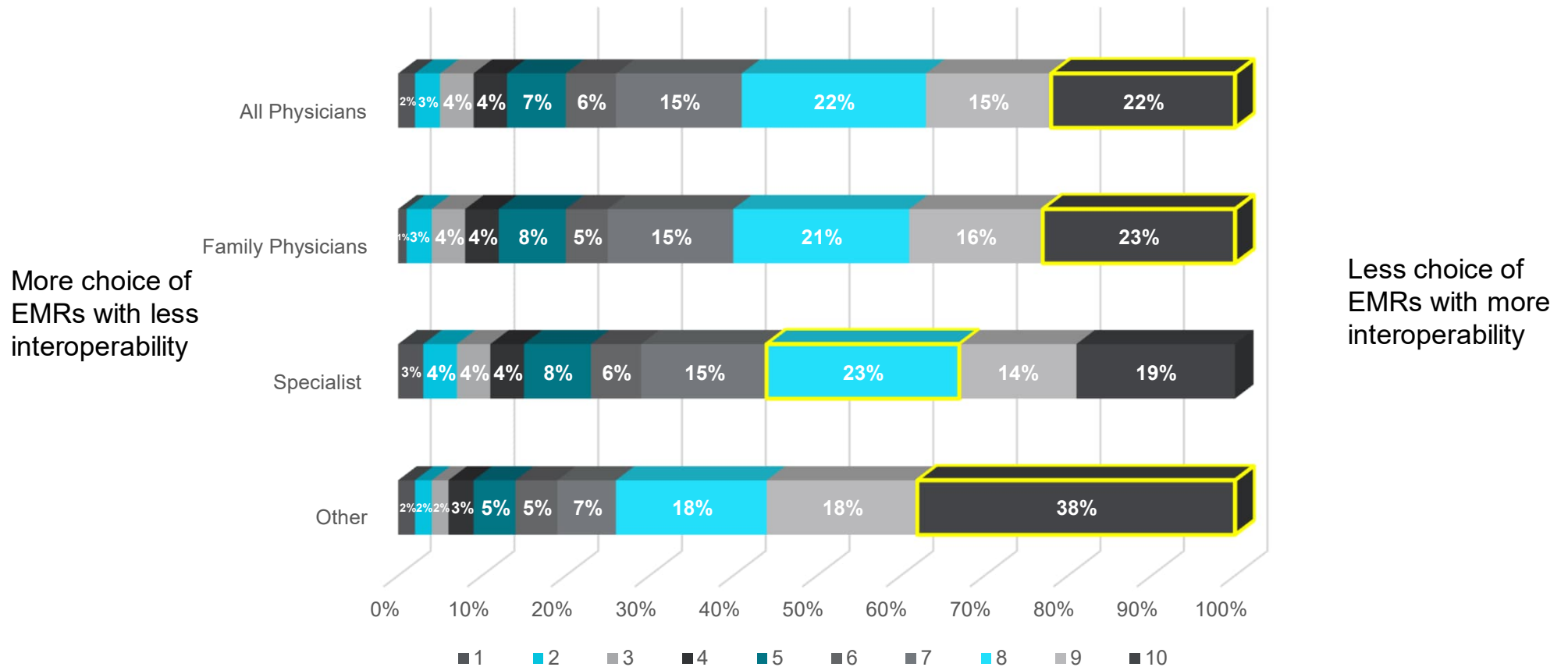
These questions focus on your thoughts on key interests to inform EMR strategy and priorities in BC.

There are trade-offs to consider when selecting an EMR. To help inform our EMR strategy, please use the sliding scale to weigh the following competing interests. (N = 1,770 – 2023)



These questions focus on your thoughts on key interests to inform EMR strategy and priorities in BC.

There are trade-offs to consider when selecting an EMR. To help inform our EMR strategy, please use the sliding scale to weigh the following competing interests. (N = 1,770 – 2023)



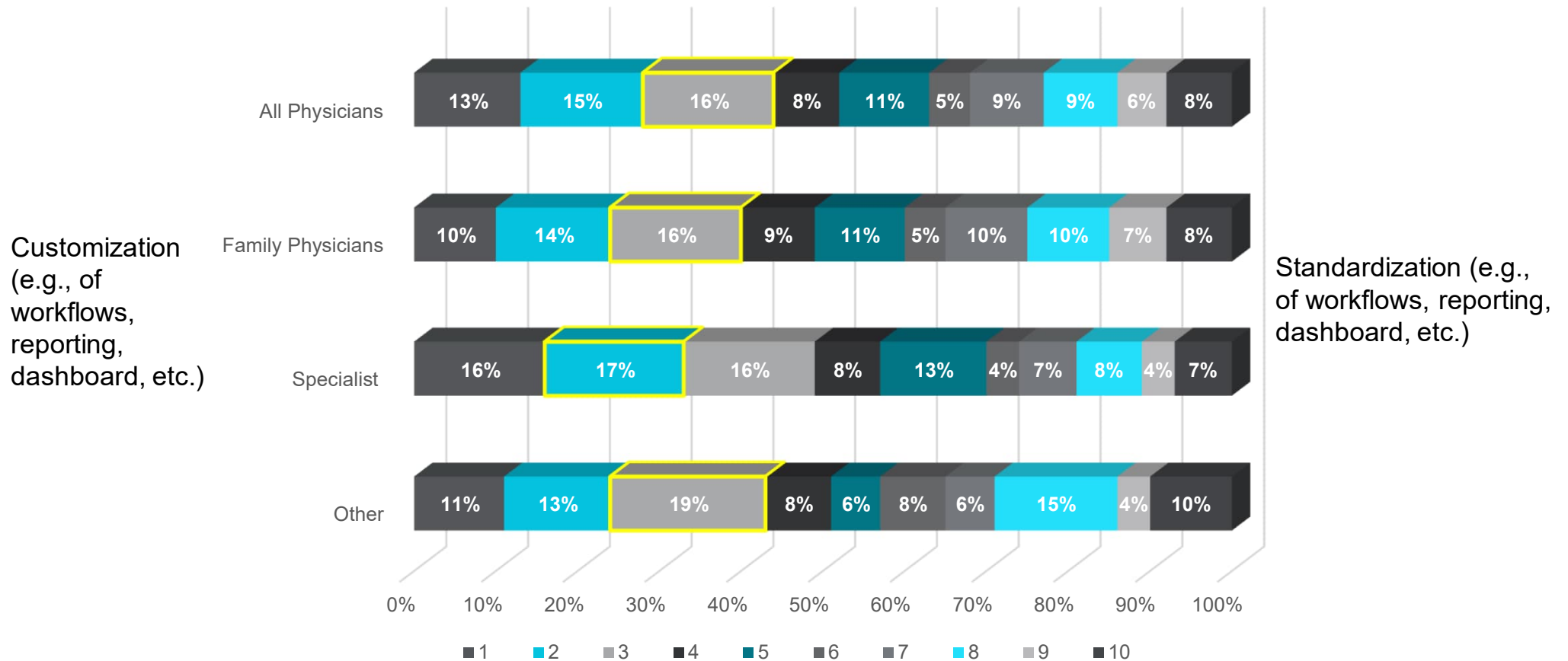
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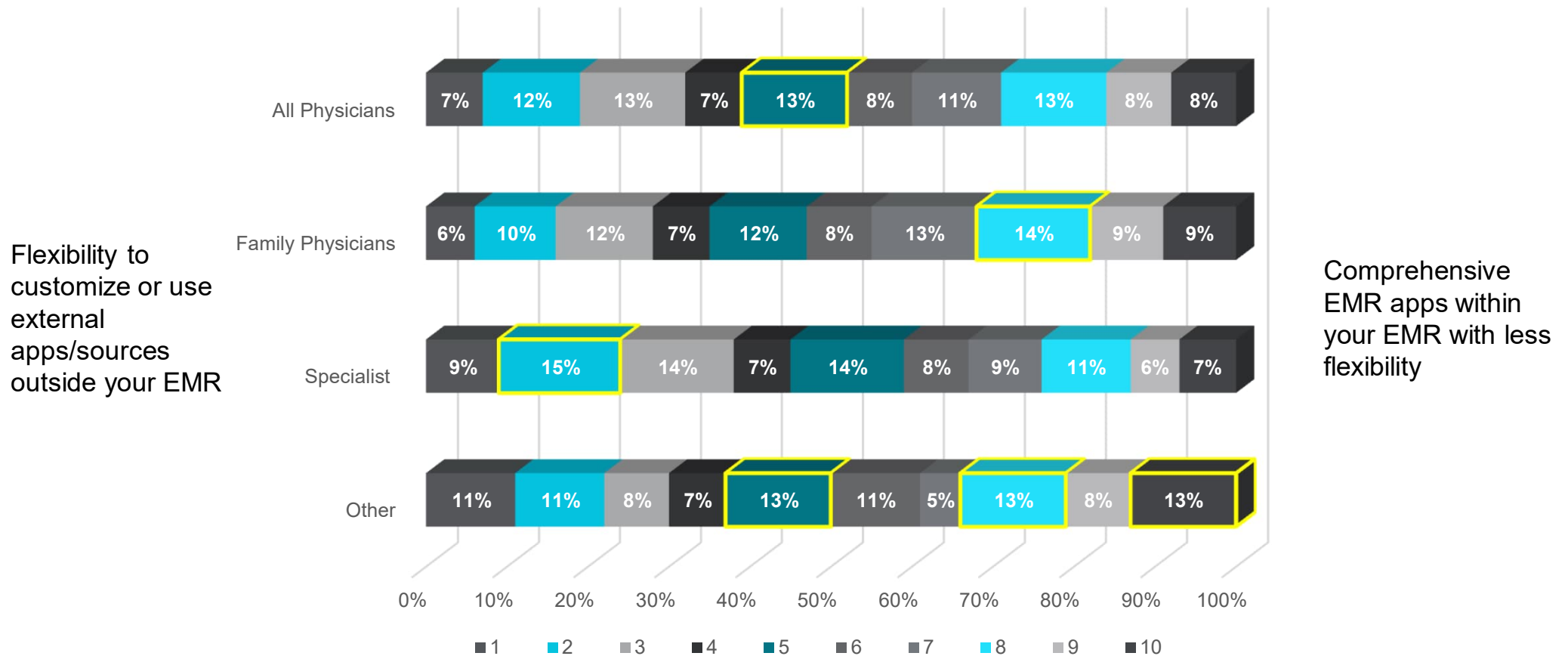
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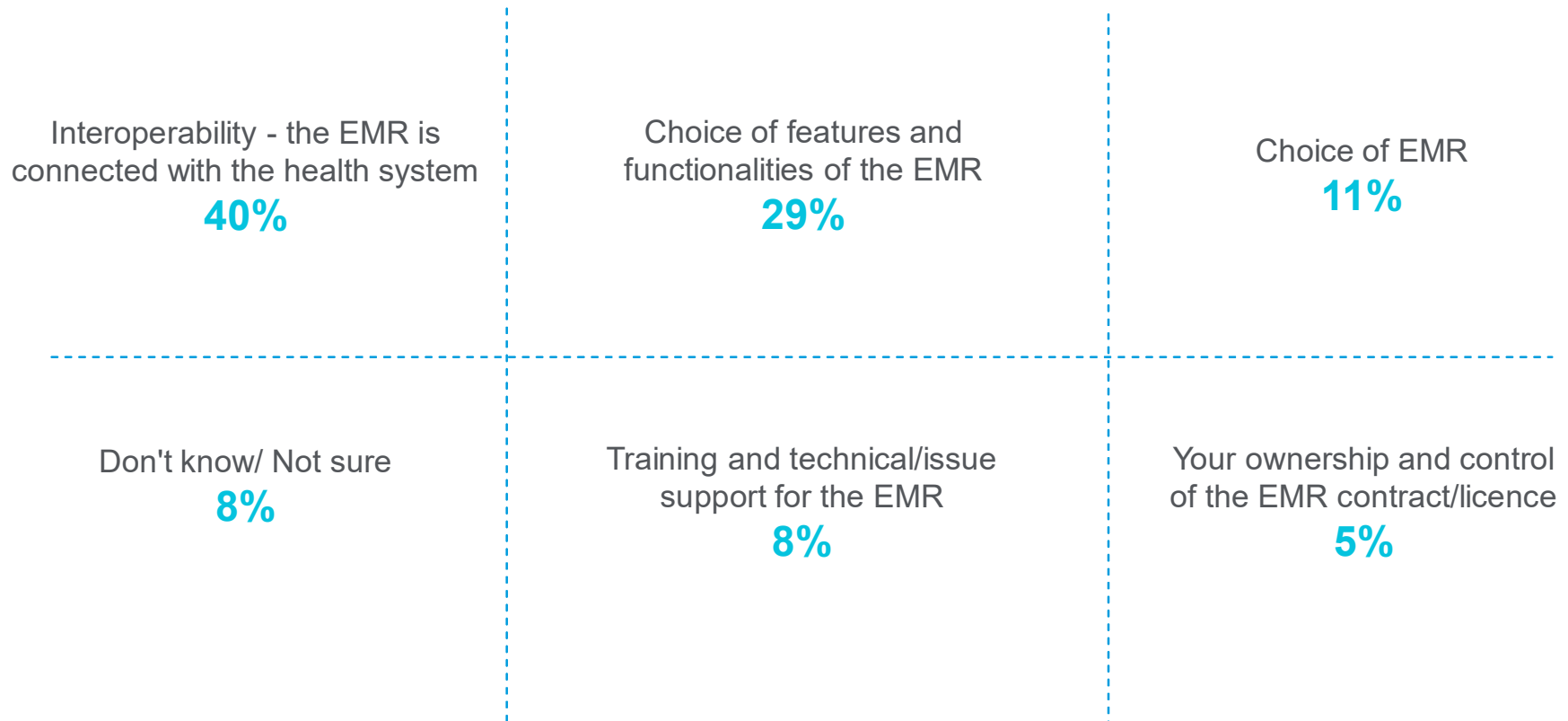
There are trade-offs to consider when selecting an EMR. To help inform our EMR strategy, please use the sliding scale to weigh the following competing interests. (N = 1,770 – 2023)



These questions focus on your experiences and thoughts on the EMR system you currently use in your practice or a facility you work within.

We are interested in potential ways to lower the cost of community-based EMRs. To support consideration of this, please indicate which of the following is the highest priority (choose one). (N = 2,232)

Interoperability is ranked the **highest priority to lower cost.**

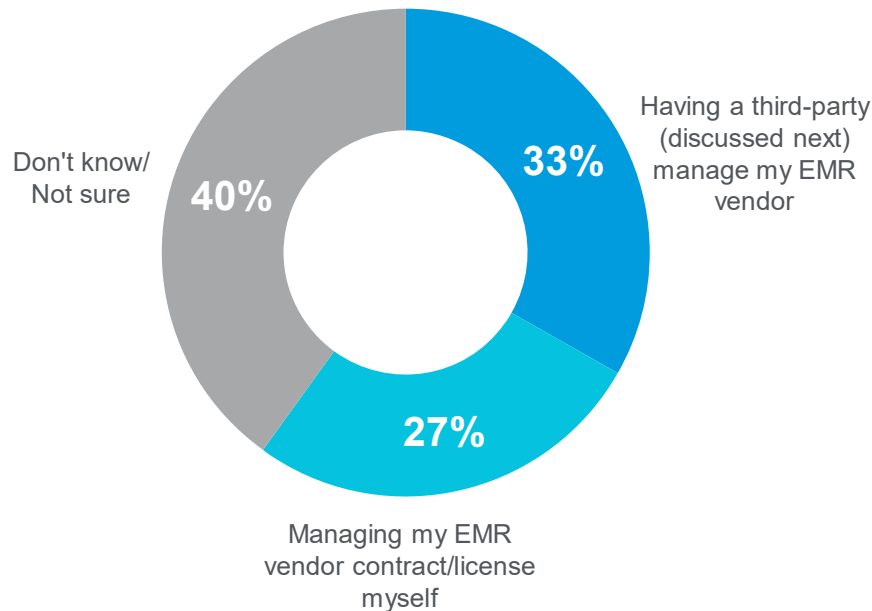


These questions focus on your thoughts on community-based EMR vendor contract management and single vs. multiple community-based EMRs.

One-third of respondents would prefer a **third-party to manage** their EMR system.

If third-party management – **45% prefer Doctors of BC.**

I am interested in: (N = 2,238)



If a third-party was to manage your EMR vendor contract/licence, who should that be? (N = 2,214)

- » **45%** Doctors of BC
- » **23%** A collaboration representing the Ministry of Health, health authorities, and Doctors of BC
- » **18%** I am not interested in a third party managing my EMR contract/licence
- » **7%** My local health authority
- » **4%** Other (please specify)
- » **3%** Ministry of Health

These questions focus on your thoughts on community-based EMR vendor contract management and single vs. multiple community-based EMRs.

Generally speaking, I am interested in seeing the province move toward: (N = 2,175)

49% A single community-based EMR system

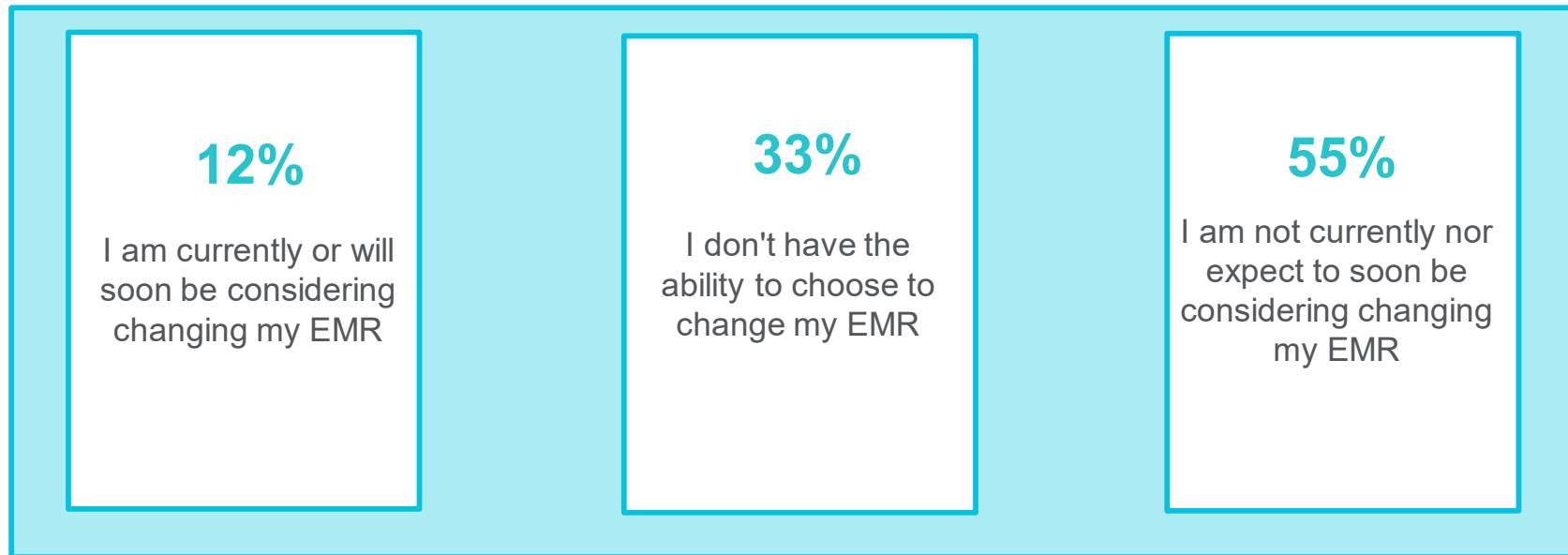
32% Fewer EMRs throughout the province

15% Stay the same (status quo)

4% A greater number of EMRs throughout the province

These questions focus on your thoughts on key elements of/related to EMRs.

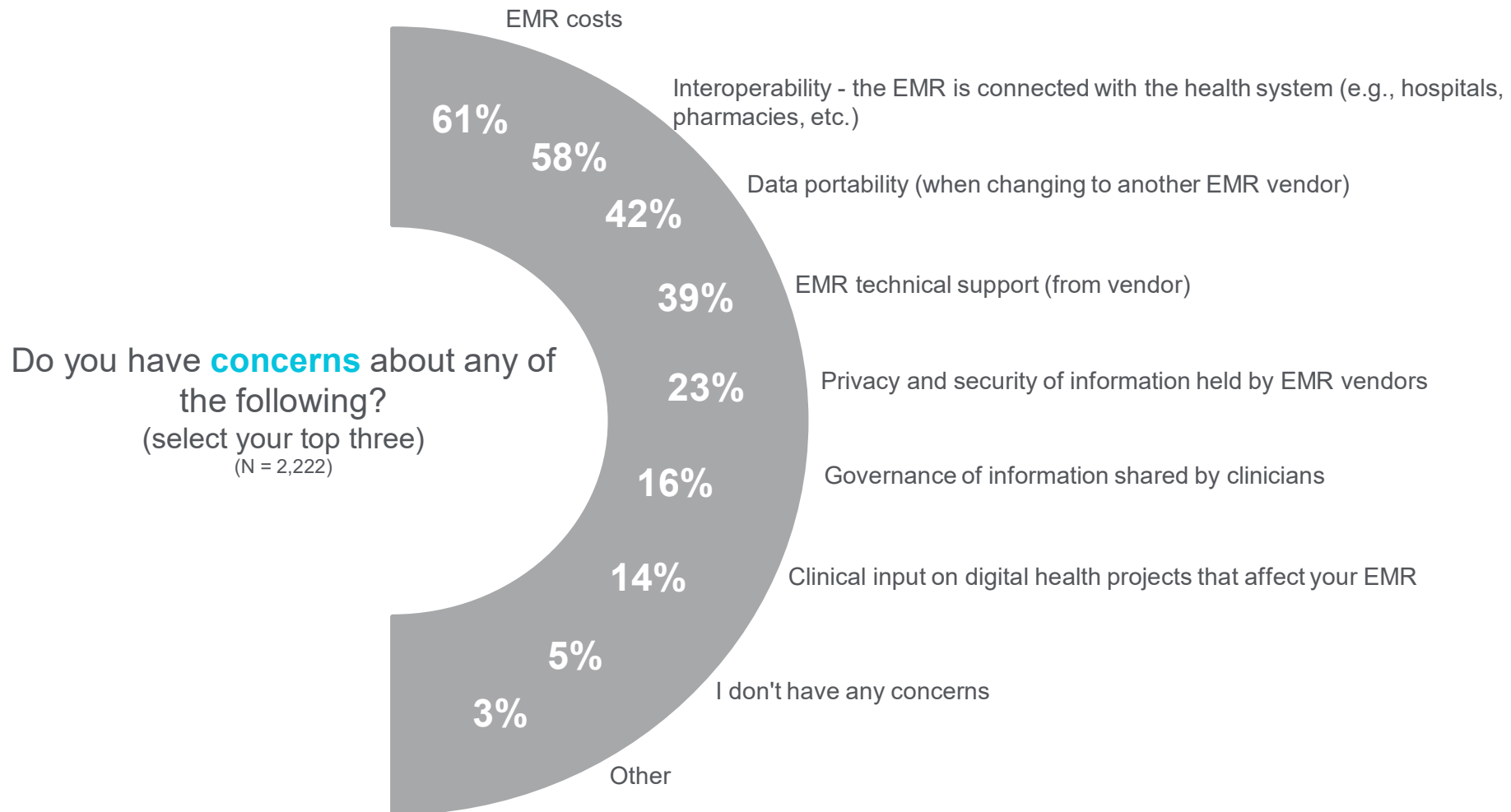
Please select one of the following: (N = 2,237)



Why? (select all that apply) (N = 277)

- » **54%** Features and/or functionality
- » **37%** EMR vendor is sunsetting/discontinuing the product
- » **24%** Cost
- » **21%** Relationship with the EMR vendor
- » **18%** Other

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