Time to Start Asking:

Seeking Patient & Family Feedback when Implementing an Electronic Medical Record

Jennifer Klein, PhD OT, Lisa Froese BSc PT, MPH, Erane McManus MSc, RSLP & Jocelynne Nouque , BSc OT

Alberta Health Services
Glenrose Rehabilitation Hospital

the context

Patient and family members are key partners in their care and have valuable feedback to inform and guide the use of electronic medical records (EMR).

so...

In spring 2017, the Glenrose Rehabilitation Hospital (GRH) eCLINICIAN team created a survey to look at patient & family experiences with the EMR .

the method

The survey included elements of :

- a patient survey developed by Addictions & Mental Health (2016)
- relevant publications
- feedback obtained by staff/physician survey & focus groups

and...

In the development of the survey, the following were consulted:

- 2 patients and 2 family members
- GRH eCLINICIAN Core Business Group
- GRH Healthcare Improvement Team
- GRH senior management

our challenge

GRH doesn't have a process to gather feedback electronically and some patients require support to complete the survey.

our solution

Through collaborating with GRH Volunteer Services, 12 GRH-trained volunteers approached patients & caregivers awaiting appointments in outpatient services to complete our survey.

the survey outcome

74 Completed Surveys

59% patients

41% family/ caregiver

31% aged 15-39 54% aged 40-69 14% aged 70+

"I'm okay with information about my ....

PHYSICAL HEALTH	94%
MEDICATION INFORMATION	99%
MENTAL HEALTH	84%

being made available to healthcare professionals involved in my care."

"I would like to be shown my healthcare information from my Electronic Medical Record during appointments."

81% agree

"I feel that seeing the information on the computer helped me understand what happened during my visit today."

71% agree or strongly agree

"I would like to be able to see my health information electronically outside of appointments (e.g. from home)."

61% agreed

2 in 3 respondents

Report being satisfied with how much they were told about the privacy of their EMR data.

1 in 4 respondents

Report not being told about privacy at all.

we learned

- Some patients and families worried their dissatisfaction with the use of EMR would reflect poorly on their health professional.
- Ensure survey completion does not delay appointment start times.
- Survey findings provide targeted information for upcoming implementations and ongoing EMR use.
- There is a need to standardize what we talk about related to privacy and clarify expectations with staff/physicians.