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NCS Research announces results of Electronic Medical Record Systems in U.S. Dialysis Facilities Questionnaire

Lisle, IL, February 5, 2014. NCS Research, the leading research firm focused on the nephrology healthcare providers closest to the patients, recently surveyed 170 US dialysis healthcare professionals about, “Electronic Medical Record (EMR/EHR) Systems”. Elements reviewed and research findings include:

Evaluate current and previous EMR/EHR systems

- Over 30 EMR/EHR systems were represented in this research survey
- 25% of respondents are dissatisfied with their current EMR/EHR system and respondents with previous EMR experience are twice as likely to be dissatisfied with their current EMR (29% vs 16%)
- The top 5 EMR by satisfaction rating in order were SPIN™ by Satellite Healthcare, Allscripts Professional EHR by Allscripts, Acumen nEHR™ by Acumen, Cerner EHR, and Clarity™ by Visonex
- Over 1/3 of respondents had no experience with a previous EMR, and of those with previous EMR experience, 25% of respondents were dissatisfied with their previous EMR/HER system
- Only 17% of respondents are more satisfied with their current EMR versus their previous EMR system

Evaluate the most important attributes and satisfaction with EMR Workflow Support:

Top 3 important attributes for EMR WORKFLOW SUPPORT

- Ease and efficiency of documenting care provided
- Ease and efficiency of finding information and completing tasks
- Evaluation of patient trends

Satisfaction with EMR WORKFLOW SUPPORT

- Although considered most important, satisfaction with the 2 “Ease and Efficiency” attributes are not in the top 3 of satisfaction
- Respondents are most satisfied with Electronic Prescribing and Ordering of Lab Tests
- 35%-60% noted that they *Do Not Use* or are *Dissatisfied* with various attributes of EMR WORKFLOW SUPPORT

Evaluate the most important attributes and satisfaction of EMR Access and Communications

Top 3 important attributes for EMR ACCESS AND COMMUNICATIONS

- HCP Remote Access
- CROWNWeb Connection

- Outside Organization Interface

Satisfaction with EMR ACCESS AND COMMUNICATIONS

- Respondents are most satisfied with HCP Remote Access
- Although in the top 3 most important, Outside Organization Interface and CROWNWeb Connection have the 2 lowest satisfaction scores
- 37%-76% noted that they *Do Not Use* or are *Dissatisfied* with various attributes of EMR ACCESS AND COMMUNICATIONS

Evaluate the most important attributes and satisfaction of EMR Training and Support

Top 3 most important attributes for EMR TRAINING AND SUPPORT

- Ease of Learning
- Timely Problem Resolution/Upgrades
- Flexibility in Customization

Satisfaction with EMR TRAINING AND SUPPORT

- Respondents are most satisfied with Ease of Learning
- Although in the top 3 most important, Timely Problem Resolution/ Upgrades, and Flexibility in Customization have the 2 lowest satisfaction scores
- 34%-65% noted that they *Do Not Use* or are *Dissatisfied* with various attributes of EMR TRAINING AND SUPPORT

The “Electronic Medical Record Systems in U.S. Dialysis Facilities” questionnaire was fielded in May 2013 with 170 qualified respondents representing

- All dialysis organization segments (size and profit status)
- Dialysis facility settings (Free-standing and hospital)
- Dialysis modality (Home and in-center)
- Years of nephrology experience
- Degrees and backgrounds

The analyses described here are selected excerpts from the full report and are presented across all respondents. Other subgroup analyses such as by practice setting, dialysis modality, and size of dialysis organization are not presented. A full report is available upon request.

About NCS Research

NCS Research is a subsidiary of Nephrology Clinical Solutions. NCS Research provides syndicated and custom primary market research to the NCS Research Council, providers, professional societies, patient groups, manufacturers, and the investment community. For information on NCS Research publications and research capabilities, go to

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