Background

- Time on electronic health records (EHR) affects the quality of life of primary care providers (PCPs)
- Family physicians spend 5.9 hours on EHRs per workday
- Workload is increasing and professional satisfaction may be decreasing as PCPs spend more time on non-face-to-face patient care activities including InBasket tasks
- Understanding PCP workload by EHR task is critical in helping clinicians achieve the Quadruple Aim

Design and Setting

- Participants included 14 PCPs from FM (n=7) and GIM (n=7) clinics at UW Health in Madison, WI
- Observational time motion study, summer 2019
- Each PCP was observed for one half-day clinic session with focus on EHR InBasket management
- Common InBasket events were defined by 2 PCPs and built into WorkStudy+ App on iPad for tracking

Objective

- Directly observe PCPs in family medicine (FM) and general internal medicine (GIM) to assess time and usage patterns of EHR InBasket management
- Categorize EHR direct observations by InBasket task to make future correlations to EHR user action log data

Classification of Events

- EHR time by InBasket task category was allocated with sequencing algorithms
- A medical student observed PCPs using WorkStudy+ App on an iPad to track time in InBasket tasks

Classification of events based on the type of interaction:

- Patient Care Event
- EHR Event
- Cannot Determine EHR vs Non EHR Event
- Personal Task, Email, Scheduling, etc.

Data Collection

- A medical student observed PCPs using WorkStudy+ App on an iPad to track time in InBasket tasks
- Collections of data were categorized by EHR/non-EHR and location (Office Visit vs. non-Office Visit)

Results

- Distribution of Patient Care Events, by EHR/non-EHR and location (Office Visit vs. non-Office Visit)
- Distribution of EHR events, by InBasket vs Non-InBasket
- Avg Time (seconds) per InBasket Task

Conclusions

- PCPs spend substantial in-clinic time completing non face-to-face tasks in the InBasket
- InBasket activities that take the most time per task include responding to MyChart messages and patient calls
- Because of the link between physician well-being and InBasket volume, workflow redesign is needed to reduce PCP’s burden of InBasket tasks
- Further study is needed to assess concordance between direct observations and EHR user action log data