PROVEN

Coordinating Hub to Promote Research Optimizing Veteran-centric EHR Networks

PROVEN Hub Newsletter   June 2024

Welcome to the PROVEN Hub Newsletter!

The PROVEN Hub is designed to provide a single point of contact for the VA research community to design, conduct, and disseminate cutting-edge, operationally prioritized research and evaluation in support of a safe, effective, and efficient implementation of Oracle Health EHR throughout VA.

HSR&D Research and EHR Synergy Cyberseminar Series

VA Users' Experience with the New Federal EHR and How it has Changed: Results of the Spring 2024 UX Survey

Wednesday, June 26
12:00pm ET/9:00am PT

Register now

Presenters: Christian Helfrich, PhD and Jennifer Herout, PhD

This seminar will report the results of the Spring 2024 UX Survey of VA provisioned users of the Federal EHR (Oracle-Millennium), with trends from past surveys. Survey participants shared their experiences of EHR usability and availability; training and support; and effects on patient safety.

Check out the archive of previous presentations in this series.

Next in our series: In July, Ellen Ahlness, PhD and Edward Walton, MD, MPHE will present on the evaluation of Lovell HPT experiences. Registration details will be available soon.

AcademyHealth Annual Research Meeting 2024: EHRM Panel

PROVEN MPI Seppo Rinne will be leading a discussion at the upcoming [AcademyHealth Annual Research Meeting](#) on formative evaluations of the VA EHRM transition. See below for details.

Implementation Science at Scale:
Formative Evaluations of the VA Electronic Health Record System Transition

Date and Time: Monday, July 1, 2024, 3:30-4:45pm ET

Chair: Seppo Rinne, MD, PhD

Speakers: Jonathan Nebeker, MD, Amy Kilbourne, PhD, MPH, & Ashley Phillips, MSN, RN

Session Description: EHR transitions are challenging under the best of circumstances and evidence on best practices for these transitions is lacking. The VA is currently undergoing the largest EHR system transition that has ever been undertaken, providing opportunities for embedded researchers to study and evaluate frontline clinicians' and administrators' experiences. Their data-informed findings have influenced implementation practices and policies, offering a roadmap for implementing future technology advancements.

Findings from the EHR User Experience Survey

The EHR User Experience Survey (EUX Survey) was conducted from March 26 to April 9, 2024 among provisioned Oracle Health users at five VA facilities and remote service providers that had already gone live with the new Federal EHR. The survey aimed to capture staff experiences with the Federal EHR system (formerly known as the Oracle Cerner EHR). The survey received 2,081 respondents (25.1% response rate), consistent with surveys from prior years.

This year's EUX survey revealed modest positive shifts in user experience relative to prior years. While overall user experience remains poor, there were slight improvements in satisfaction. VA user experience with the Federal EHR still lags behind non-Federal systems that are represented by the KLAS Arch Collaborative (a network of healthcare systems that complete similar user experience surveys). The EUX survey highlighted the need for technical performance, as ongoing issues with system glitches and downtime persist. Despite some progress, these technical improvements have not translated into a significantly better user experience. Communication remains a bright spot, with users reporting good awareness of EHR-related issues and the rationale behind the VA's transition to a new system. Ultimately, the 2024 EUX Survey indicates some progress but underscores significant challenges ahead in improving the user experience with the Federal EHR system.

VA EHRM Researcher Spotlight

Sarah L. Krein, PhD, RN
VA Ann Arbor Healthcare System, Ann Arbor, MI

Sarah L. Krein. PhD. RN

Sarah Krein, PhD, RN, is a Research Career Scientist at the VA Ann Arbor Center for Clinical Management Research (CCMR). She is also the Rensis Likert Collegiate Research Professor and a Research Professor of Internal Medicine at the University of Michigan, with an adjunct appointment in the School of Nursing. She serves as the CCMR Deputy Director for Research and Strategy and is co-director of the VA Ann Arbor Healthcare System Clinical Research Mentorship Program.

Dr. Krein has a clinical background as a nurse, multidisciplinary health services research training (with concentrations in health economics, research methods, and epidemiology), and expertise in the use of qualitative methods and implementation research. Her research includes the use of mixed methods and implementation science approaches with a focus on patient safety and management of complex chronic conditions. This includes studies that involve large-scale implementation of patient safety practices, mixed methods studies of disease transmission, provider communication and dementia care, as well as trials of novel approaches for managing chronic pain.

Embracing the concept of team-based science and applying mixed methods and implementation research techniques to better understand and ultimately improve healthcare safety, quality, and effectiveness have been consistent themes of Dr. Krein's research over the past two decades. Given her methodological expertise and diverse content knowledge, she has been continuously funded through grant support from VA, NIH, AHRQ, and CDC, both as a Principal Investigator and as a co-investigator on projects with collaborators across the University of Michigan as well as throughout the U.S. and internationally.

Dr. Krein currently leads a PROVEN rapid pilot project with Drs. Julian Brunner and Jessica Davila, titled "Optimizing support for VA nurses during transition to Cerner: Assessment of non-VA nursing experiences." The project aims to identify pragmatic strategies for mitigating potential negative effects on nurses, including burnout, and nursing care in VA related to the implementation of the Oracle Health EHR system.

EHRM Patient Safety & Human Factors Research Workgroup

Our EHRM Patient Safety & Human Factors Research Workgroup was launched to help investigators develop ideas that result in funded research and evaluation projects related to the EHR transition. The workgroup, led by PROVEN co-investigators Drs. Kristina Cordasco and April Savoy, aims to support researchers by providing feedback on project ideas, connecting them with relevant operations partners, and identifying the resources they need to be successful. VA researchers with specific interests in patient safety or human factors engineering are invited to participate. The workgroup convenes on the 3rd Friday of each month, and the next meeting is scheduled for Friday, June 21, 2024 from 12:00-1:00pm ET/9:00-10:00am PT. If you are interested in participating, please email provenhub@va.gov with your VA location and a few sentences about your area of interest. *Please note that this group is currently open to VA researchers only.*

PROVEN Research Snapshots

The PROVEN Coordinating Hub has recently begun developing "research snapshots" focused on key areas in EHRM-related research. The first one, summarizing VA research in the area of EHR user experience, has been posted to the PROVEN website. The snapshots are meant to serve as a quick guide to key issues in each topic area and contain a summary of VA research projects and findings in that area, along with contact information for content experts to reach out to for more information. As we develop additional research snapshots, we will continue to announce them in future newsletters and post them on the PROVEN website. If you have ideas for topic areas for our team to focus on, or if you would like to help lead the development of a future research snapshot, please email us at provenhub@va.gov.

VA EHRM Research Resources

The PROVEN Project Registry contains current information on EHRM projects.

Access the JGIM special issue "The Science of Electronic Health Record Transitions"

The EHRM-IO Intranet web page provides updates on the deployment schedule when they become available.

Access VIReC's VA Millennium EHR Data Documentation & Resources on the Intranet.

VIReC's Summary Documentation Tables include detailed information about data found in the Corporate Data Warehouse. (Intranet site)

VA Millennium EHR Data on the VHA Data Portal contains information about the data available, and how to access data for research, quality improvement, and operations projects. (Intranet site)

EHRM-IO Data Migration and Management team SharePoint site links to resources related to data syndication. (Intranet site)

EHRM & Research SharePoint has research resources related to the Oracle Health EHR implementation. (Intranet site)

Are you conducting an EHRM research or quality improvement project?
Let us know at provenhub@va.gov

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