
Assessment of Satisfaction with the Electronic Health Record



A recent Arch Collaborative guide breaks down how to make the EHR usable and how to encourage clinicians to see it as an important tool for delivering great care.

The report examines the responses of over 3,000 highly satisfied EHR users to identify what they do that less satisfied users do not. The findings will reveal the specific factors that clinicians consider to have improved their satisfaction with EHR.

KLAS researchers examined the feedback of clinicians selected between 2021 and 2022 and calculated the overall Net EHR Experience Scores.

On average, highly satisfied users had a Net EHR Experience Score (NEES) twice as high as the average clinician.

Based on the Arch Collaborative's three pillars of EHR satisfaction, which include user mastery, shared ownership and personalisation, highly satisfied users are:

- 3.8 times more likely to agree or strongly agree that initial training better prepared them to use the EHR.
- 6.6 times more likely to agree or strongly agree that the EHR was implemented well by their organisation.
- 1.8 times more likely to have highly personalised the EHR.

Personal initiative is the most common success factor. Clinicians who asked questions and showed proactive efforts to learn the EHR are highly satisfied users. Clinicians who are experienced with the specific EHR in use are also successful EHR users. And finally, clinicians who use personalisation tools to enhance their experience are highly satisfied.

EHR personalisation is important for providers as it can improve their experience with the system by making it feel more reliable and efficient. However, they can also feel they are working on their own to understand what personalisations are available to them and how to make them.

The report noted that nurses feel proactivity is the primary reason for their satisfaction; therefore, having a proactive mindset is key to improving one's experience with the system.

Overall, the report highlighted that experience, personal accountability and using personalisation tools are top reasons for user's success and satisfaction with the EHR.

Source: [KLAS Research](#)

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