

July 2023

# PCN PHYSICIAN LEADS EXECUTIVE & AMA INFORMATICS ADVISORY COMMITTEE

---

## PRIMARY CARE EMR SURVEY

# STUDY APPROACH

## Research Methodology

The PCN Physician Leads Executive & AMA Informatics Advisory Committee Study was conducted between June 29 and July 17, 2023, under the direction of ThinkHQ Public Affairs, Inc. A comprehensive sampling of all primary care physicians across Alberta included a total of 4,857 based upon an email list provided by the Alberta Medical Association.

- Primary care physicians were invited to participate in the survey via ThinkHQ's secure online survey platform, with two reminder emails sent during fielding
- A total of 573 physicians participated in the survey, yielding a response rate of 12%
- Using a Finite Population Correction, the **margin of error for the sample of 573 is +/- 3.9 percentage points, 19 times out of 20.** The margin of error for subsets of the sample will be larger, and therefore care should be taken in analysis
- The sample was weighted to reflect actual regional distribution of primary care physicians across the province

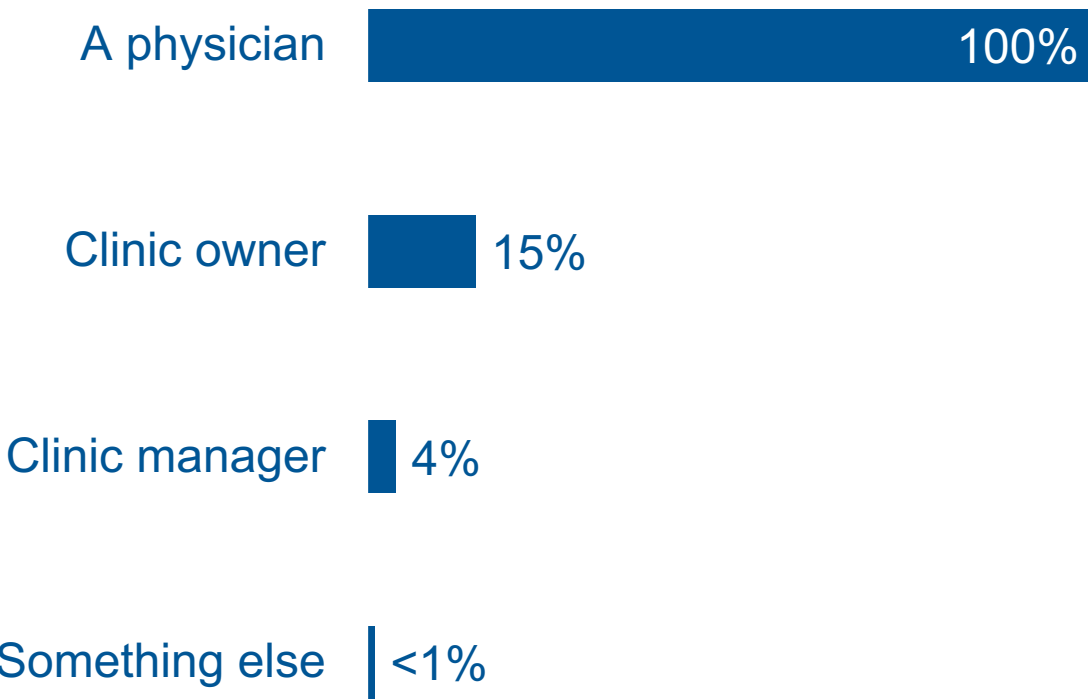




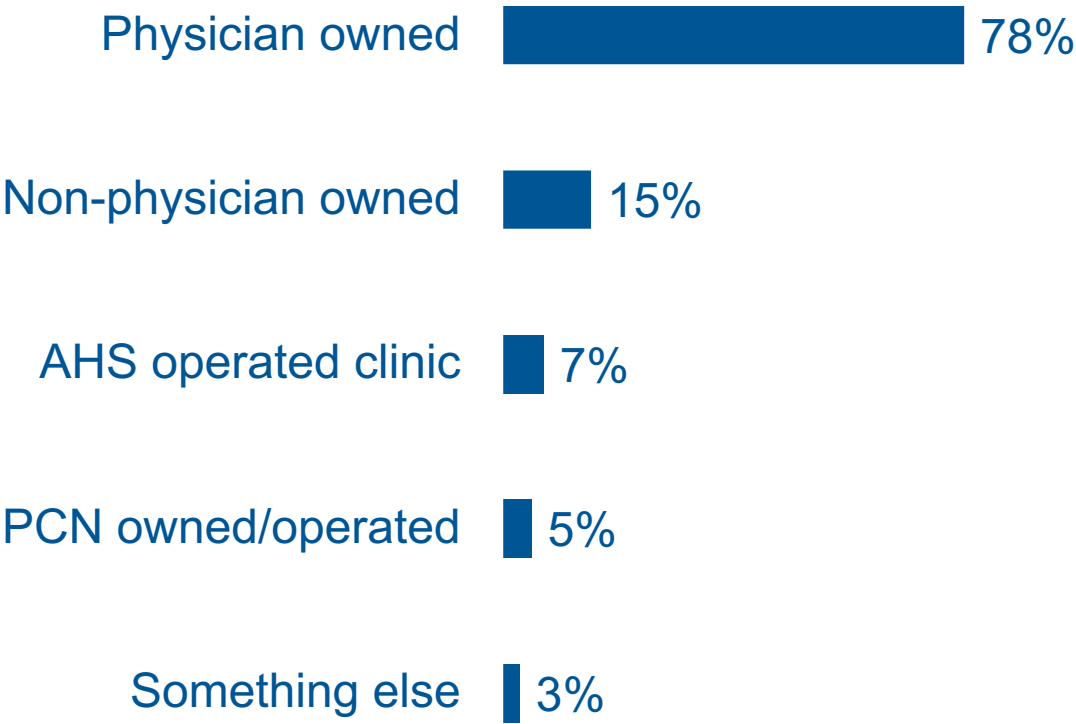
# KEY FINDINGS

# About the Doctors and their Practice

*Which of the following best describes your role at your clinic:*



*Which of the following best describes the ownership of the clinic(s) where you practice?*



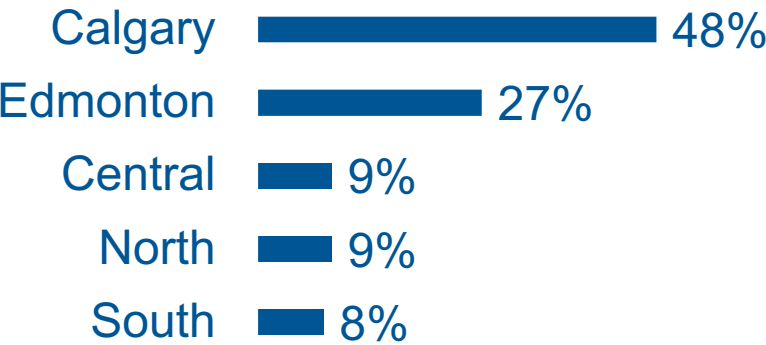
Base: All respondents (n=573) | Multiple mentions

# About the Doctors and their Practice

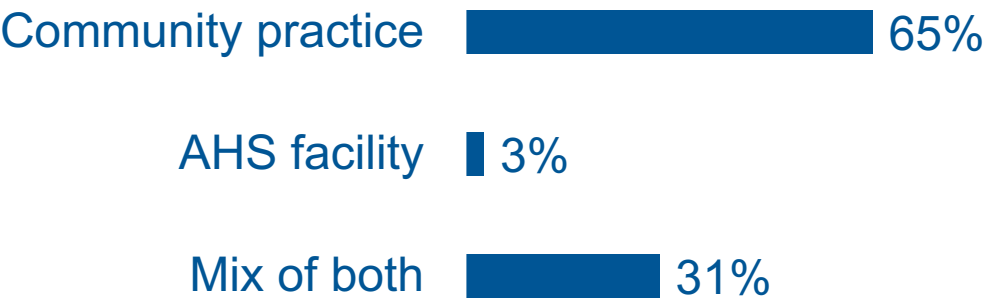
*How many years have you been in practice?*



*What Zone do you practice in?*



*Is your practice a ...*



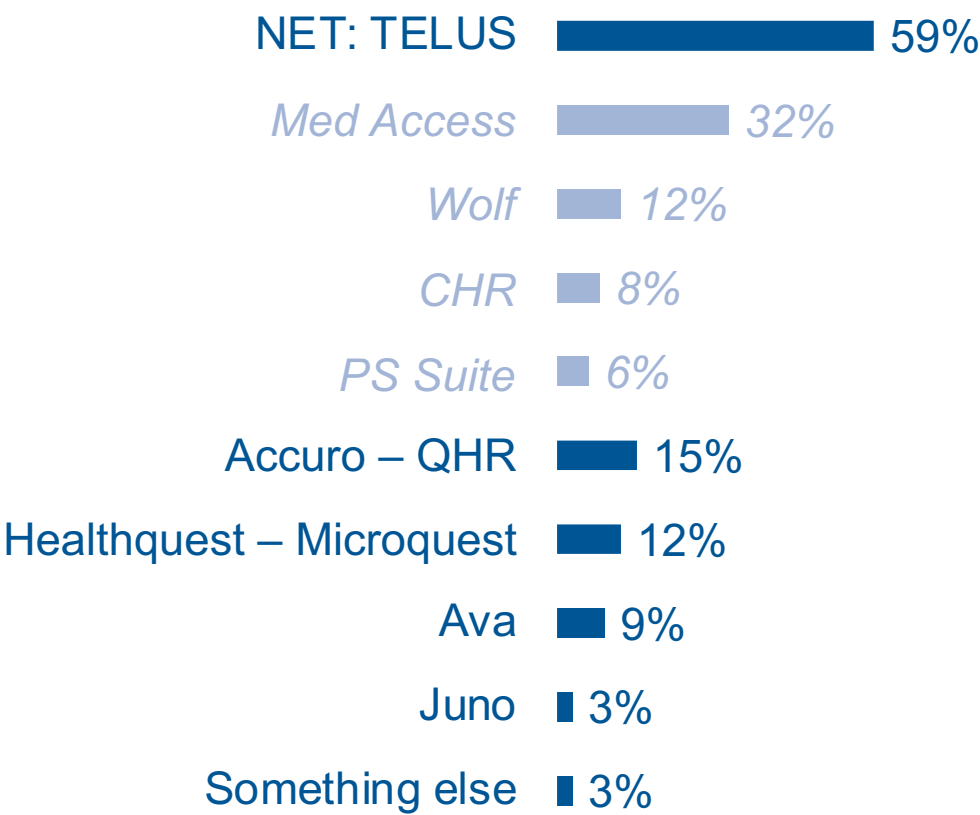
*Is your practice currently a member of a PCN?*



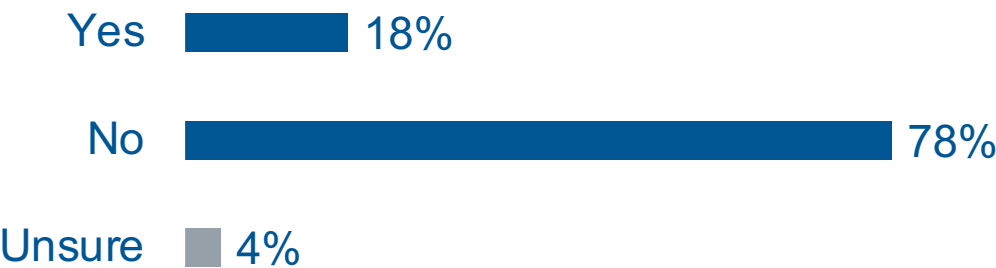
Base: All respondents (n=573)

# About the Doctors' EMR Systems

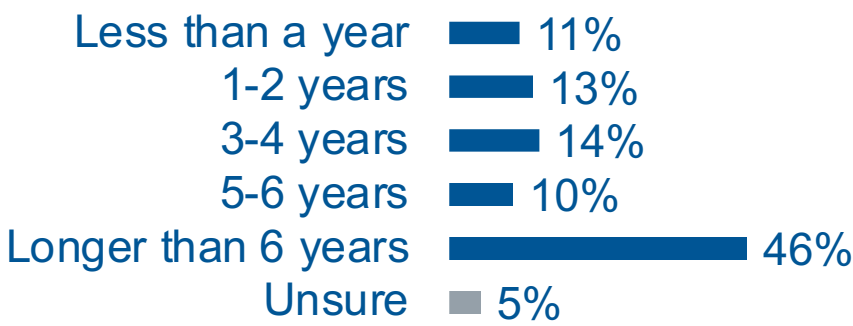
Which of the following is the primary EMR that you currently use most?



Has your EMR vendor changed within the past two years?



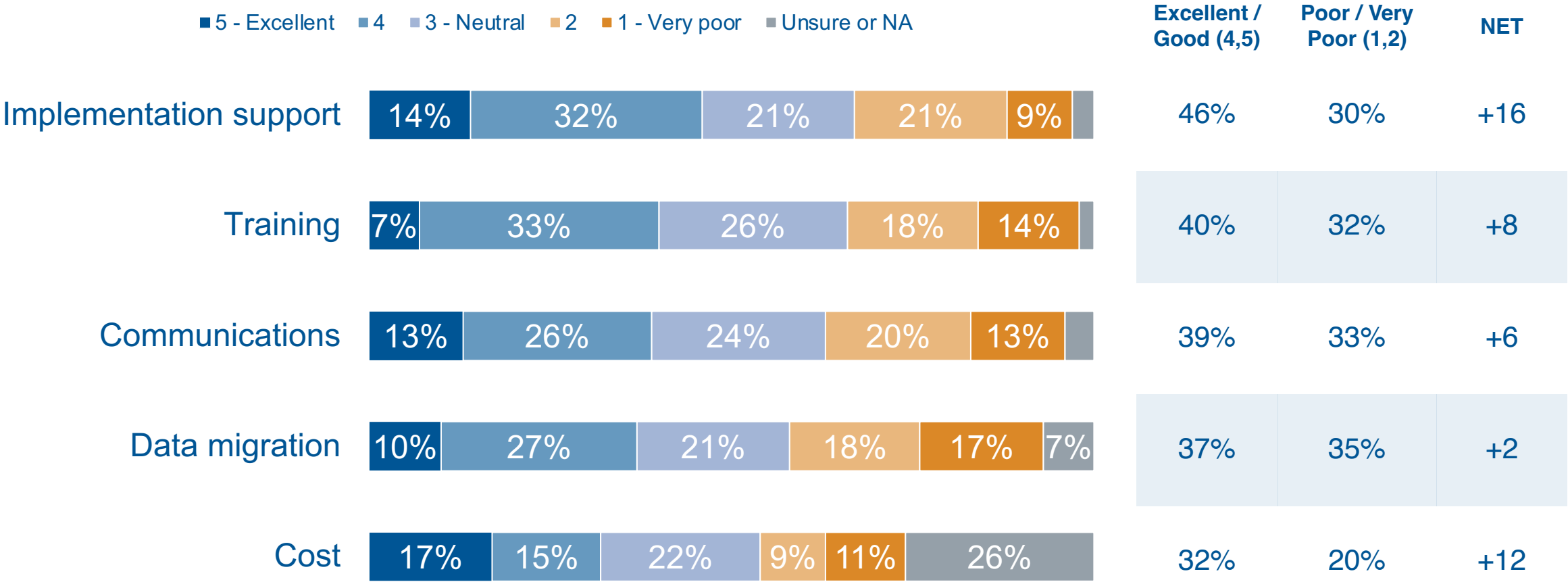
How long have you been with your current EMR vendor?



Base: All respondents (n=573)

# Doctor Ratings: EMR Vendor Transition

You mentioned you changed primary EMR vendors within the past two years, and we’re interested in your experience with that transition. How would you rate each of the following? (5-point scale)

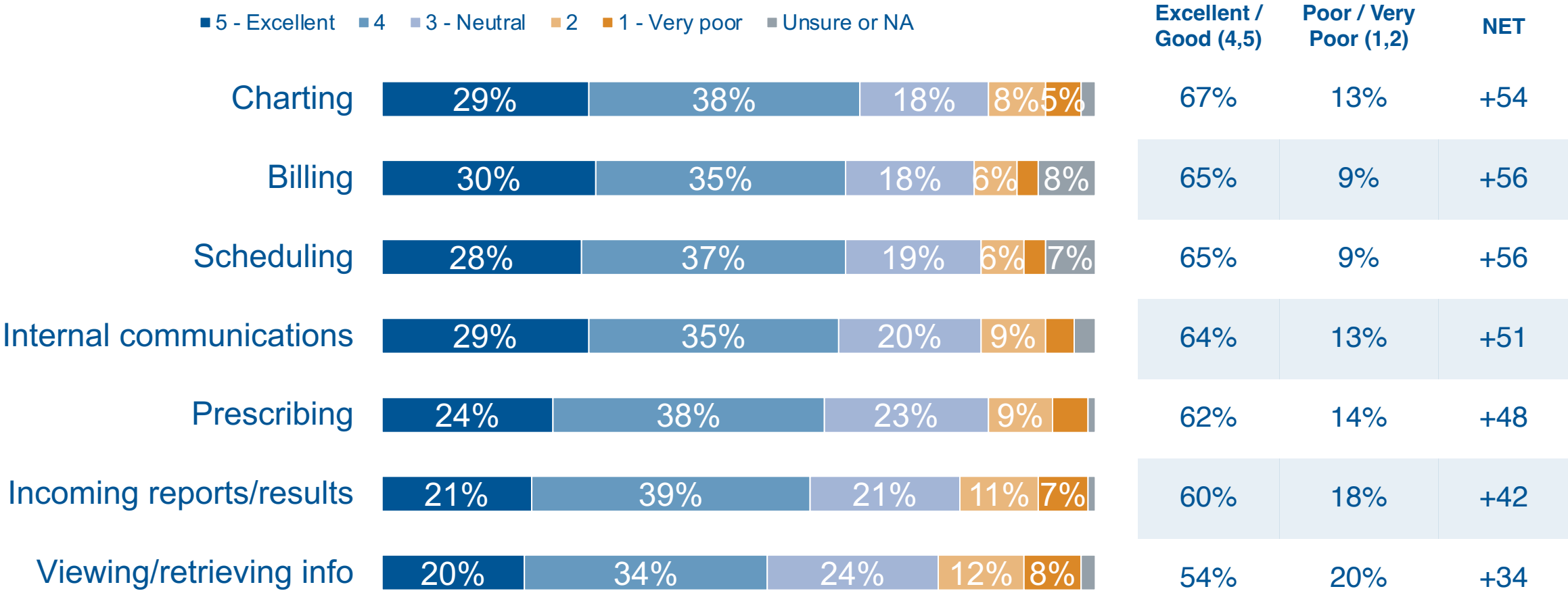


Base: Changed EMR vendors in past two years (n=103) | NET: Excellent/good minus poor/very poor



# Doctor Ratings: EMR System Functionalities

Different EMRs have different types of functionalities. Based upon your experience with your primary EMR, how would you rate each of the following? (5-point scale)

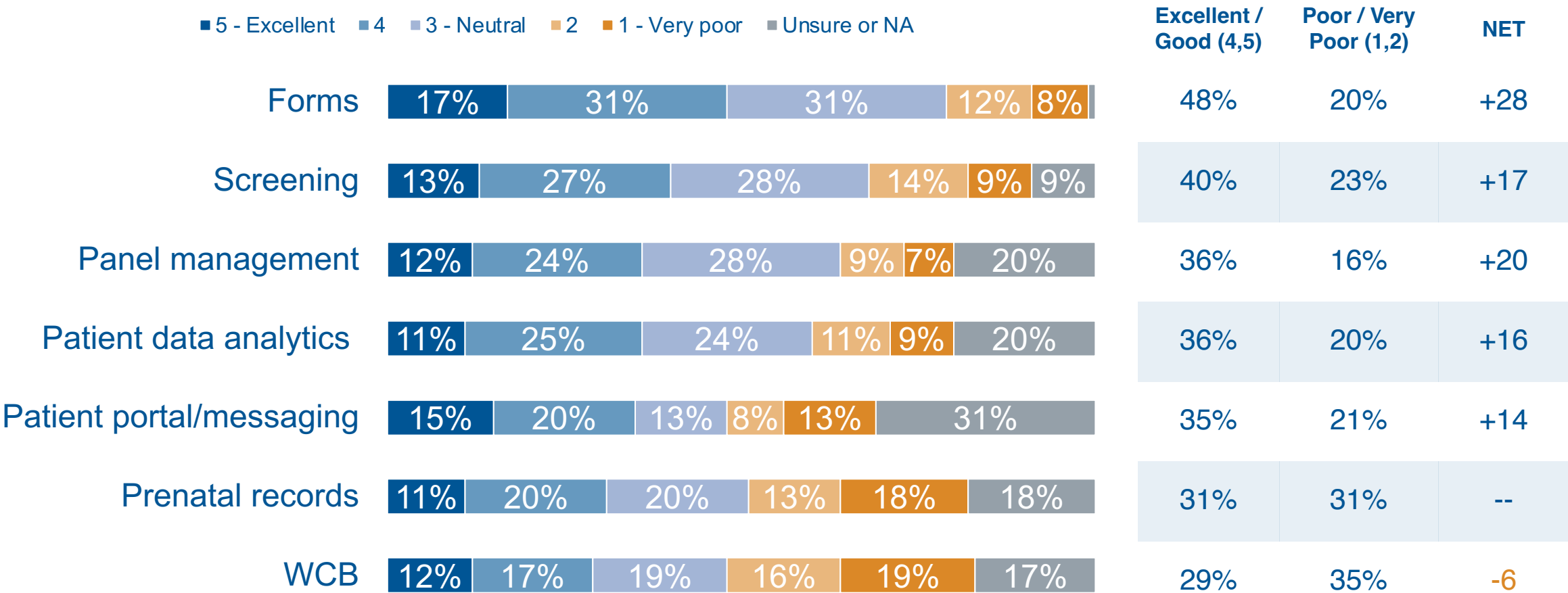


Base: All respondents (n=573) | NET: Excellent/good minus poor/very poor

# Doctor Ratings: EMR System Functionalities ... continued



Different EMRs have different types of functionalities. Based upon your experience with your primary EMR, how would you rate each of the following? (5-point scale)



Base: All respondents (n=573) | NET: Excellent/good minus poor/very poor

# Doctor Ratings: EMR Vendor Support

What about when it comes specifically to support with your current primary EMR vendor? Based upon your experience with your primary EMR, how would you rate the vendor on each of the following? (5-point scale)

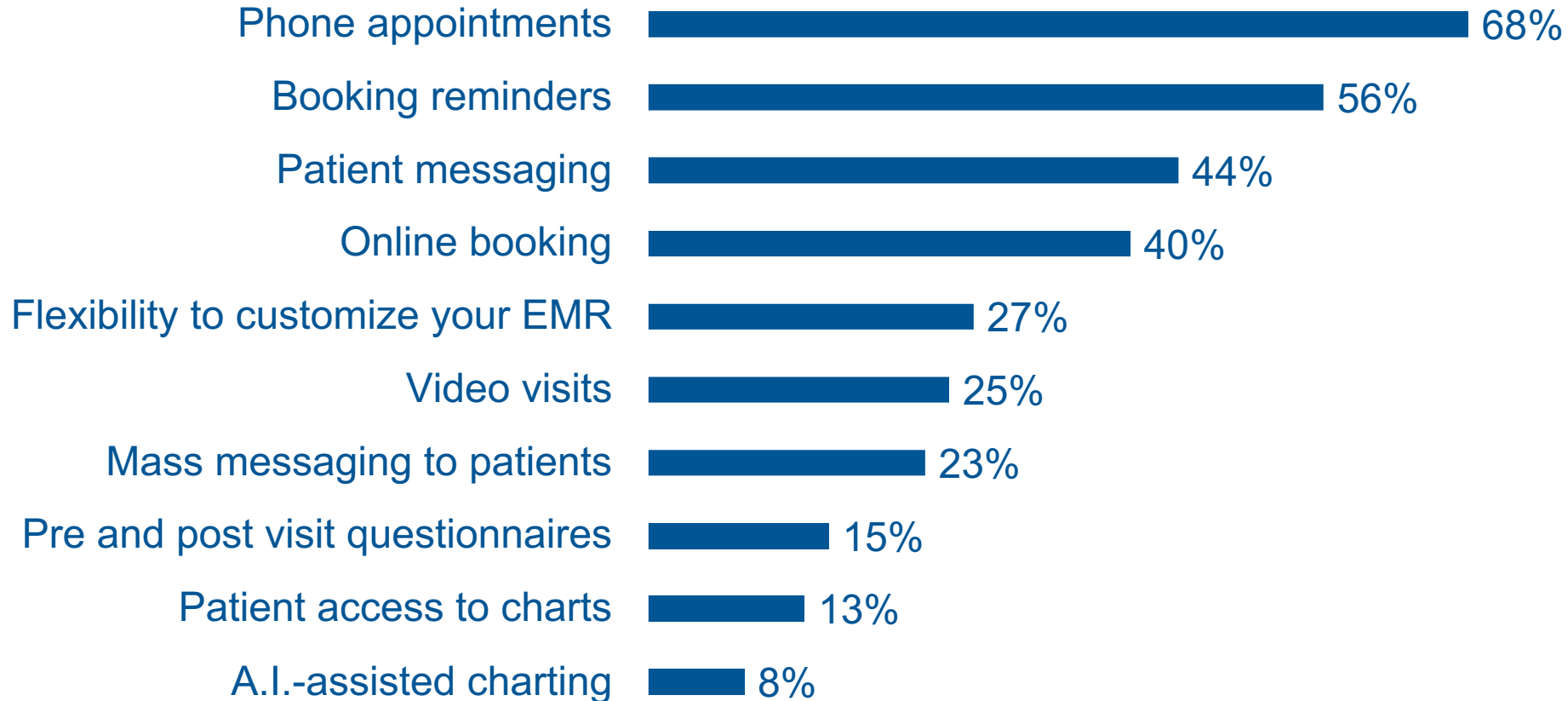
■ 5 - Excellent ■ 4 ■ 3 - Neutral ■ 2 ■ 1 - Very poor ■ Unsure or NA

		Excellent / Good (4,5)	Poor / Very Poor (1,2)	NET
System availability	<div> <div>25%</div> <div>35%</div> <div>20%</div> <div>7%</div> <div>6%</div> <div></div> </div>	60%	13%	+47
Effective and clear process for getting support	<div> <div>17%</div> <div>28%</div> <div>22%</div> <div>14%</div> <div>10%</div> <div>9%</div> </div>	45%	24%	+21
Adequate training on the system	<div> <div>14%</div> <div>26%</div> <div>28%</div> <div>14%</div> <div>9%</div> <div>9%</div> </div>	40%	23%	+17
Vendor responsiveness to issues or concerns	<div> <div>15%</div> <div>23%</div> <div>21%</div> <div>15%</div> <div>15%</div> <div>11%</div> </div>	38%	30%	+8
Effective and clear process for requesting enhancements	<div> <div>11%</div> <div>21%</div> <div>19%</div> <div>17%</div> <div>15%</div> <div>17%</div> </div>	32%	32%	--

Base: All respondents (n=573) | NET: Excellent/good minus poor/very poor

## Tools Available with Doctor's Primary EMR

*Which of the following tools are available with your primary EMR?*



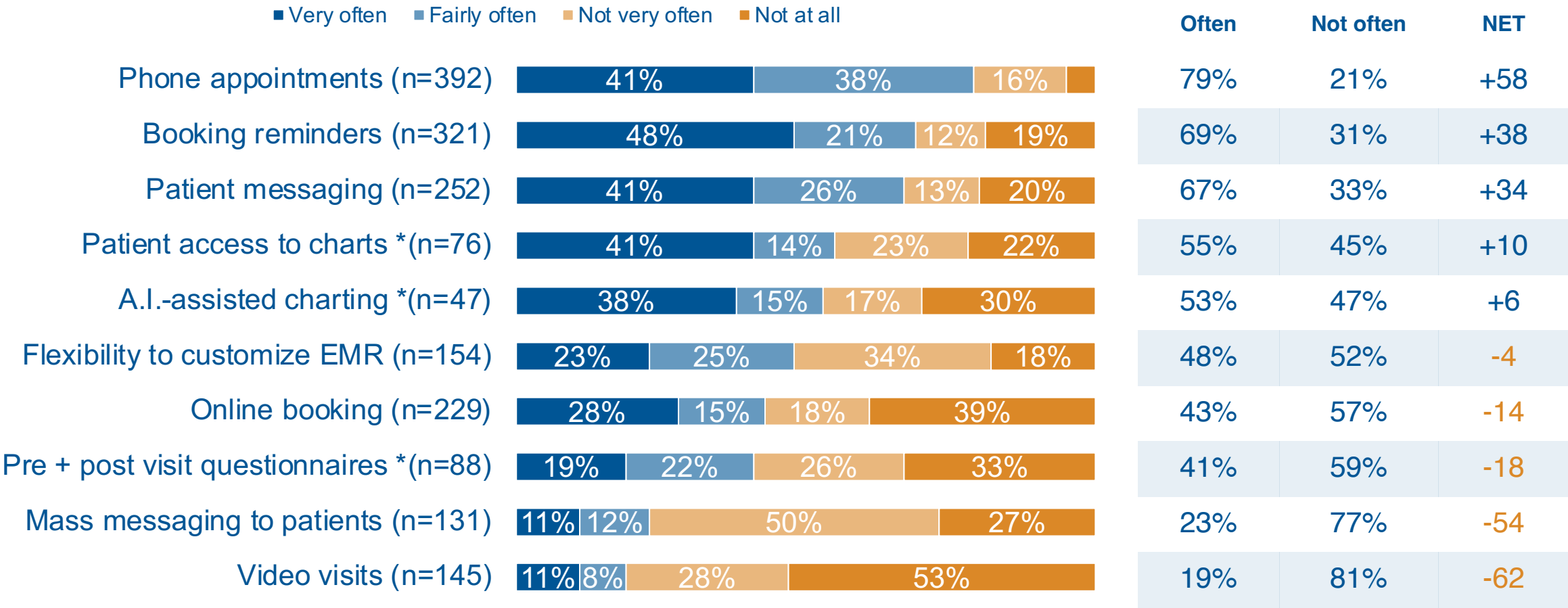
Base: All respondents (n=573) | Multiple mentions



# EMR Tools: Frequency of Use



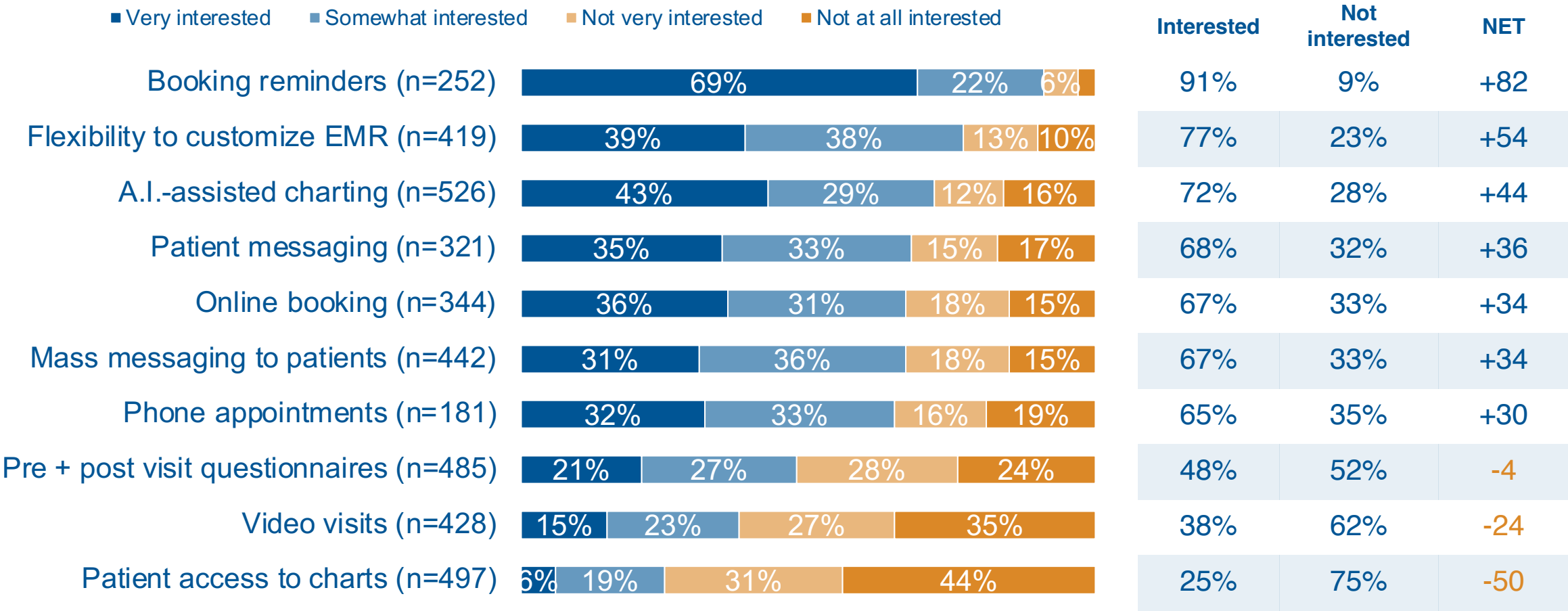
How often do you personally use the following tools with your primary EMR?



Base: Tool is available with their primary EMR | \*Caution: Small base size | NET: Often minus not often

# Interest in EMR Tools Not Currently Available

And how interested would you be in having the following virtual care and customization functionality with your EMR?

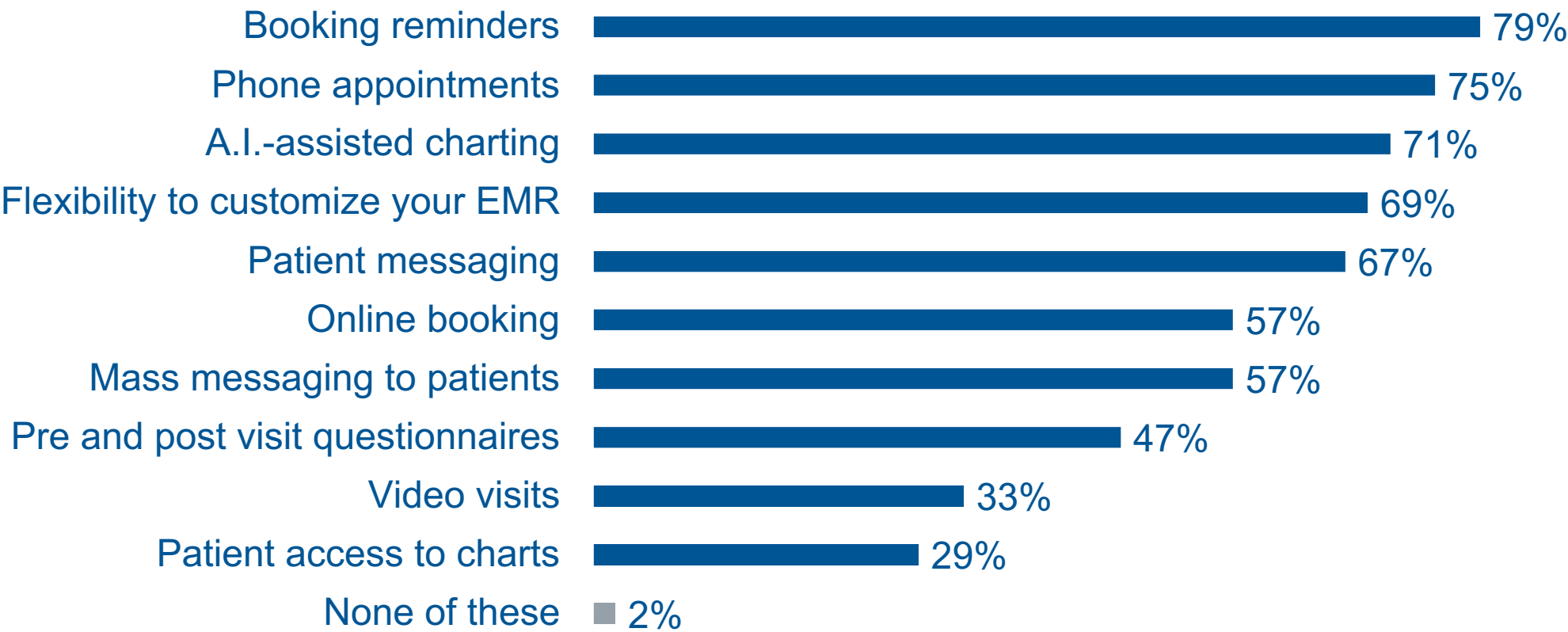


Base: Tool is not available with their primary EMR | NET: Interested minus not interested

# EMR Tools Summary: Used Often or Interested In



*How often do you personally use the following tools / how interested would you be in having the following virtual care and customization functionality with your EMR?*



Base: All respondents (n=573) | Multiple mentions

# EMR Tools Summary: Used Often or Interested In

## By Years in Practice



How often do you personally use / how interested would you be in the following with your EMR?

	Years in Practice			
	Total	<10 yrs.	10 to 25 yrs.	25+ yrs.
	(n=573)	(n=148)	(n=228)	(n=193)
Booking reminders	79%	81%	82%	73%
Phone appointments	75%	74%	75%	75%
A.I.-assisted charting	71%	76%	75%	63%
Flexibility to customize EMR	69%	70%	73%	65%
Patient messaging	67%	65%	67%	71%
Online booking	57%	63%	60%	49%
Mass messaging to patients	57%	56%	56%	59%
Pre and post visit questionnaires	47%	52%	47%	43%
Video visits	33%	32%	33%	35%
Patient access to charts	29%	31%	28%	28%
None of these	2%	1%	2%	3%

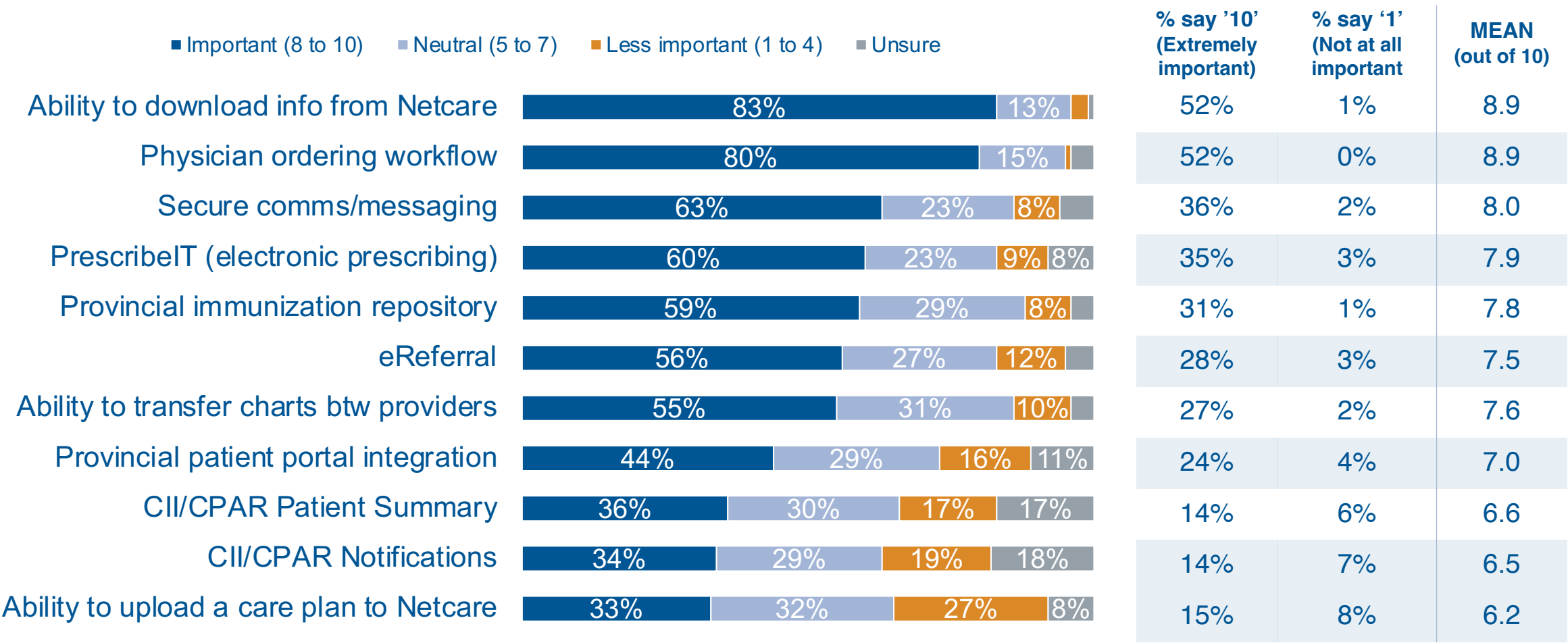
Base: All respondents | Multiple mentions





# Importance of EMR Elements of Interoperability

When it comes to patient safety, how important would you say each of the following are? (10-point scale)



Base: All respondents (n=573)

# Importance of EMR Elements of Interoperability

## By Years in Practice



When it comes to patient safety, how important would you say each of the following are? (10-point scale)

% saying 'Important' (8-to-10 on a 10-point scale)	Total (n=573)	Years in Practice		
		<10 yrs. (n=148)	10 to 25 yrs. (n=228)	25+ yrs. (n=193)
Ability to download info from Netcare	83%	86%	82%	83%
Physician ordering workflow	80%	87%	82%	72%
Secure comms/messaging	63%	61%	64%	64%
PrescribeIT (electronic prescribing)	60%	59%	62%	59%
Provincial immunization repository	59%	62%	55%	60%
eReferral	56%	62%	55%	52%
Ability to transfer charts btw providers	55%	57%	59%	49%
Provincial patient portal integration	44%	44%	46%	44%
CII/CPAR Patient Summary	36%	34%	34%	39%
CII/CPAR Notifications	34%	29%	36%	35%
Ability to upload a care plan to Netcare	33%	39%	32%	31%

Base: All respondents



# Doctor's Role in EMR Vendor Decisions



*When it comes to making decisions about choosing or staying with one EMR vendor in your current practice, which of the following best describes your role?*



## Summary

Has a role in decisions re: EMR vendors 79%

Base: All respondents (n=573)

# Willingness to Pay for Additional EMR Tools

## By Years in Practice



Would you be willing to pay extra for an EMR that offers additional virtual care tools or the flexibility to customize with external apps?

Yes 9%

Maybe 40%

No 46%

Not applicable 5%

### Years in Practice

<10 yrs. (n=106)	10-25 yrs. (n=184)	26+ yrs. (n=157)
16%	9%	5%
46%	43%	31%
33%	43%	57%
5%	4%	6%

Base: Has a role/influence in EMR decisions (n=450)

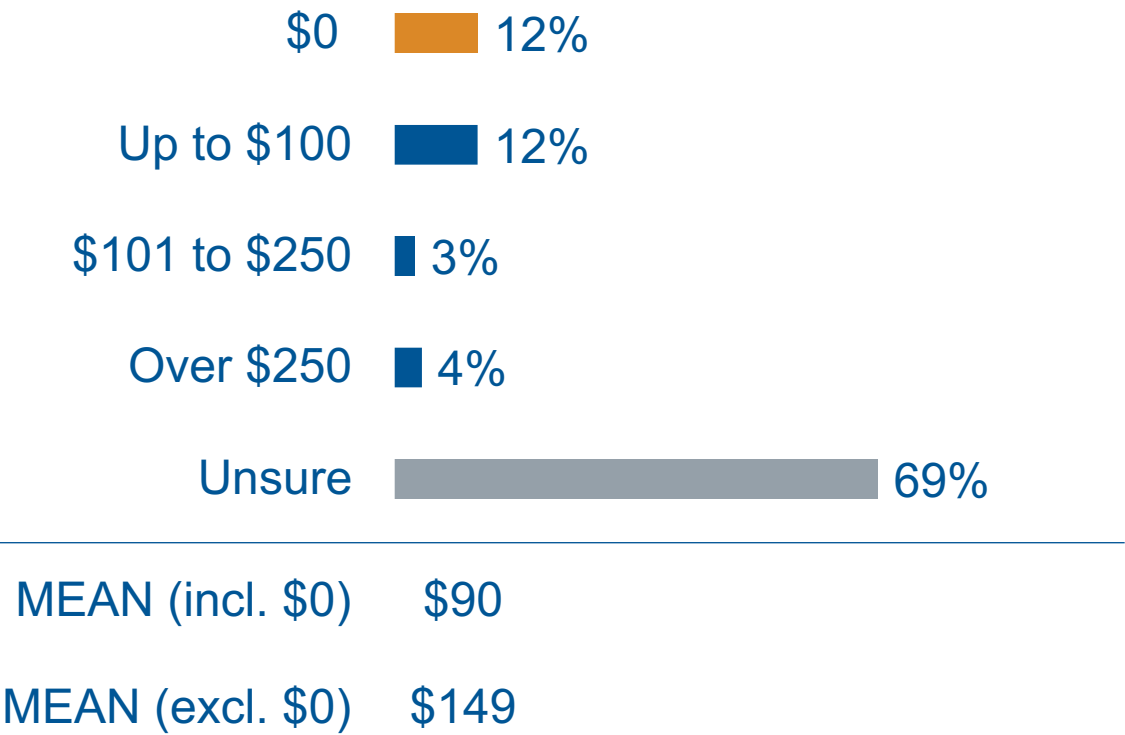


# Willingness to Pay for Additional EMR Tools

## By Years in Practice



What would you expect EMR vendors to charge, per month, to have additional functionality like virtual care tools and customization with external apps?



Years in Practice		
<10 yrs.	10-25 yrs.	26+ yrs.
(n=106)	(n=184)	(n=157)
8%	13%	14%
12%	12%	11%
3%	5%	1%
8%	3%	3%
70%	67%	71%
\$143	\$84	\$63
\$193	\$137	\$123

Base: Has a role/influence in EMR decisions (n=450)

# Doctor Ratings: EMR Pricing and Value

We'd like to get your thoughts related to the pricing of your current EMR vendor. How would you rate your EMR vendor when it comes to... (5-point scale)

■ 5 - Excellent ■ 4 ■ 3 - Neutral ■ 2 ■ 1 - Very poor ■ Unsure or NA

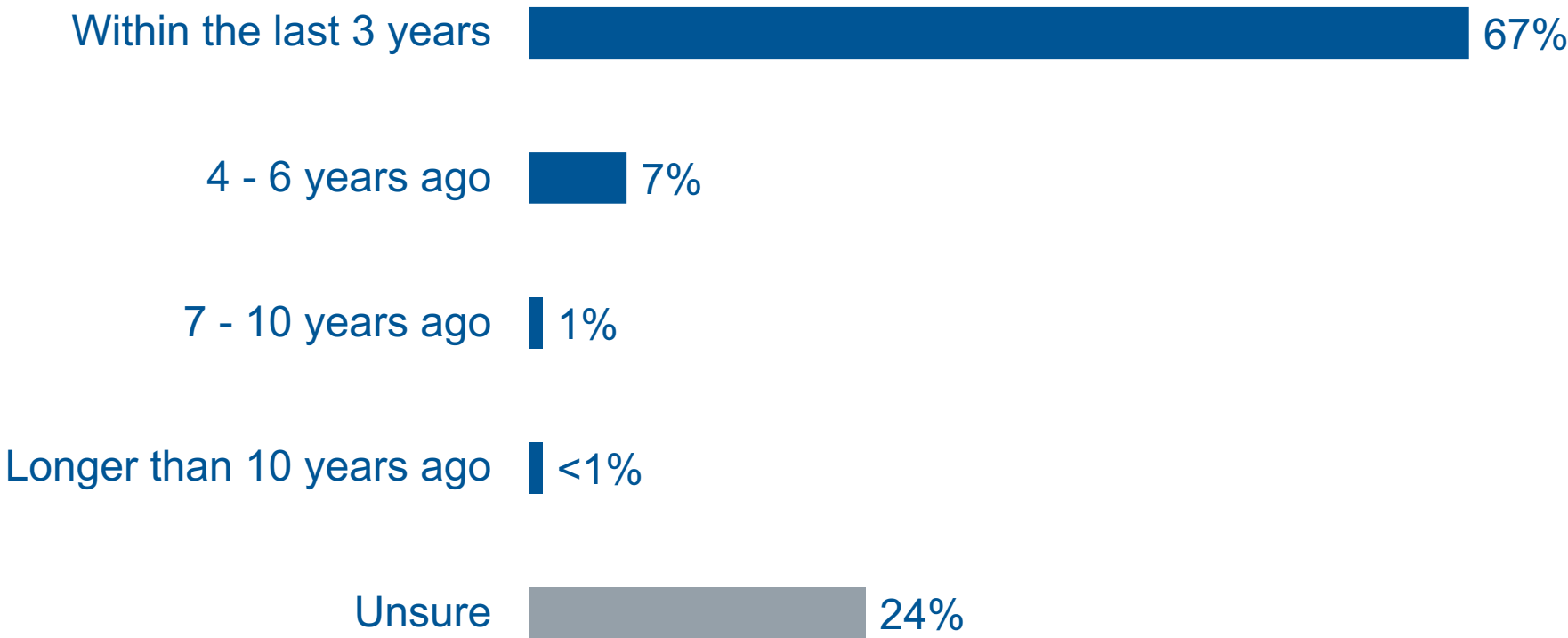
		Excellent / Good (4,5)	Poor / Very Poor (1,2)	NET
Value for the price paid for Physicians	<div> <div>12%</div> <div>23%</div> <div>23%</div> <div>11%</div> <div>10%</div> <div>21%</div> </div>	35%	21%	+14
A transparent pricing model	<div> <div>16%</div> <div>17%</div> <div>19%</div> <div>9%</div> <div>10%</div> <div>29%</div> </div>	33%	19%	+14
Value for the price overall	<div> <div>11%</div> <div>20%</div> <div>23%</div> <div>13%</div> <div>10%</div> <div>23%</div> </div>	31%	23%	+8
Value for the price paid for PCN Staff	<div> <div>10%</div> <div>13%</div> <div>16%</div> <div>9%</div> <div>8%</div> <div>44%</div> </div>	23%	17%	+6
Value for the price paid for Learners	<div> <div>13%</div> <div>9%</div> <div>16%</div> <div>8%</div> <div>9%</div> <div>45%</div> </div>	22%	17%	+5
Value for the price paid for Locums	<div> <div>11%</div> <div>11%</div> <div>15%</div> <div>8%</div> <div>8%</div> <div>47%</div> </div>	22%	16%	+6

Base: Has a role/influence in EMR decisions (n=450) | NET: Excellent/good minus poor/very poor

# Privacy Impact Assessment – Last Updated



*When did you last update your Privacy Impact Assessment with OIPC (Office of the Information and Privacy Commissioner of Alberta)?*



Base: Has a role/influence in EMR decisions (n=450)

# Interest in PCN Leading EMR Vendor Negotiations

## By Years in Practice



How interested would you personally be in your PCN taking a leadership role in negotiating with EMR vendors for your clinic?

Definitely interested 22%

Potentially/Depends 43%

Not at all interested 29%

Not applicable 6%

### Years in Practice

<10 yrs. (n=106)	10-25 yrs. (n=184)	26+ yrs. (n=157)
12%	25%	24%
58%	41%	35%
24%	30%	32%
7%	4%	9%

Base: Has a role/influence in EMR decisions (n=450)



Significantly higher



Significantly lower



# Interest in Single EMR in PCN

## By Years in Practice



Would you be interested in a single EMR within a PCN or integrated health neighbourhood?

Definitely interested 23%

Potentially/Depends 48%

Not at all interested 24%

Not applicable 6%

### Years in Practice

<10 yrs. (n=106)	10-25 yrs. (n=184)	26+ yrs. (n=157)
26%	26%	18%
45%	54%	41%
23%	18%	32%
6%	2%	9%

Base: Has a role/influence in EMR decisions (n=450)



Significantly higher



Significantly lower



FOR MORE INFORMATION, CONTACT:

Marc Henry, President

ThinkHQ Public Affairs Inc.

[Marc@ThinkHQ.com](mailto:Marc@ThinkHQ.com)

403.605.8587