Assessment of EHR Implementation and Training Processes at a Pilot Site for a National Initiative: A Program Evaluation

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Abstract

BACKGROUND: It is well supported throughout the literature that successful EHR implementation is heavily dependent on effective user training. This project outlines a program evaluation of implementation and user-training processes in the EHR roll-out at a pilot site for a national initiative.

LOCAL PROBLEM: Mann-Grandstaff VA Medical Center (MGVAMC), a small VA facility located in Spokane, Washington was selected as the pilot site to implement a new EHR, replacing the old one. This evaluation aimed to identify EHR user perceptions of EHR training processes so as to improve subsequent EHR training processes projected with the new system.

PURPOSE: To evaluate EHR implementation and training processes during the implementation of the new EHR at the pilot site for a national initiative.

METHODS: The CDC Framework for Program Evaluation and the Technology Acceptance Model were utilized to perform this evaluation. Staff perceptions of EHR implementation and training processes were measured through surveys during and after user training, and after three months of utilization.

INTERVENTION: 3 staged cross-sectional survey with combined Likert Scale and open-ended design. To do what? What are you surveying?

RESULTS: Perceived usefulness, perceived ease of use, and external factors, most often related to training were fundamental influencers of adoption.

CONCLUSIONS: Findings reflected the need for increased amount of time allotted to training, decreased time between training and go-live, tailoring of training content to specific workflows/roles, increased vendor presence, functional program workflows, and timely resolution of program/software issues during the pilot launch.
Keywords: electronic health record, barriers to EHR adoption, EHR implementation, EHR training, EHR user training.