**HL7 EHR WG – “Reducing Clinician Burden” (RCB) Project**

**Burden Reduction Success Stories**

Over the past several months, the Health Level Seven (HL7) Electronic Health Record Work Group (EHR WG) has been actively reviewing and analyzing the serious subject of clinician burden and burnout (particularly as it relates to the use of EHR/HIT systems). We want to ensure RCB is a foremost objective as we develop future (US and international) standards for EHR system functionality. This endeavor has led us to review >50 reference sources, including trade publications, professional society journals, articles, studies and personal experience. We have now identified >35 topic areas and detailed the burden associated with each (see next page for topic list along with a link to project materials and reference sources).

To round out our analysis we are seeking the stories of healthcare providers, EHR/HIT vendors and others, who have achieved substantive success at reducing burdens through:

* Optimal design and implementation of EHR system functions;
* Effective and streamlined work and process flows, including elimination of unnecessary tasks, steps and data collection;
* Development and adoption of best practices;
* Reassignment of specific tasks, responsibilities and accountabilities to other members of the care team;
* Advantageous ways to capture health data at the source;
* Assistive approaches and algorithms; and
* Other innovative methods and techniques.

We are seeking compelling RCB success stories that you are willing to share – for the benefit of our standards development effort and *most importantly for the benefit of clinicians, care teams and patients*. All relevant input will be incorporated or referenced in our analysis, fully attributed to its source with details and descriptions included as submitted (verbatim). Please include links to previously published material.

Please provide the following information:

1. Burden(s) Addressed = PROBLEM(s)

[see next page for topic list]

1. Submitting Organization: provider, EHR/HIT vendor, other
2. Submission Date: day month year
3. Reference Site(s): healthcare organization(s) or practice(s)
4. Contact(s): name(s), organization(s), email address(es), phone number(s)
5. Public Domain or Proprietary Solution (e.g., available for a fee)?
6. Description (Success Story) = SOLUTION(s)

Burden Topics

1) Generally

2) Patient Safety (and Clinical Integrity)

3) Administrative tasks

4) Data entry requirements

5) Data entry scribes and proxies

6) Clinical documentation: quality and usability

7) Prior authorization, coverage verification, eligibility tasks

8) Provider/patient face to face interaction

9) Provider/patient communication

10) Care coordination, team-based care

11) Clinical work flow

12) Disease management, care and treatment plans

13) Clinical decision support, medical logic, artificial intelligence

14) Alerts, reminders, notifications, inbox management

15) Information overload

16) Transitions of care

17) Health information exchange, claimed “interoperability”

18) Medical/personal device integration

19) Orders for equipment and supplies

20) Support for payment, claims and reimbursement

21) Support for cost review

22) Support for measures: administrative, operations, quality, performance, productivity, cost, utilization

23) Support for public and population health

24) Legal aspects and risks

25) User training, user proficiency

26) Common function, information and process models

27) Software development and improvement priorities, end-user feedback

28) Product transparency

29) Product modularity

30) Lock-in, data liquidity, switching costs

31) Financial burden

32) Security

33) Professional credentialing

34.1) Identity matching

34.2) Identity and credential management

35) Data quality and integrity

36) Process integrity

37.1) Problem list

37.2) Medication list

37.3) Allergy list

37.4) Immunization list

37.5) Surgery, intervention and procedure list

HL7 EHR WG – RCB project materials and reference sources are available here:

<http://wiki.hl7.org/index.php?title=EHR_Interoperability_WG#HL7_.22Reducing_Clinician_Burden.22_.28RCB.29_Project>