

One Year Later...

How Real-Time Virtual Elbow
Support Can Decrease
Burden and Improve EMR
Proficiency

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JustAskEvie - Founder and CEO





LEARNING OBJECTIVES

- Explain the Concept of Virtual Elbow Support
- Identify Common Challenges with EMR Systems
- Show How Virtual Support Decreases Administrative Burden



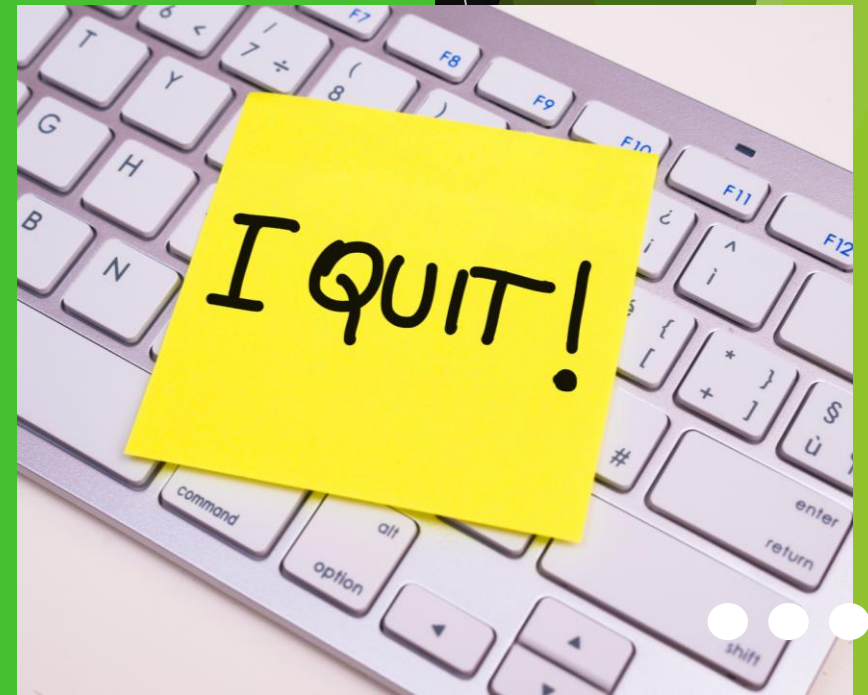




Quick Recap



WHAT'S THE IMPACT?

- 23% of physicians and 40% of nurses plan to leave their practices in the next 2 years
- 63% of physicians experience emotional exhaustion or another common sign of burnout at least once a week.
- Approximately 40% of clinician burnout is caused by EMRs.
- 70% of physicians attributed an increase in their administrative burdens to the EMR.
- Physicians have one of the highest suicide rates among all professions.








“For an organization, the cost of physician burnout can range from \$500,000 to more than \$1 million per doctor. This estimate includes recruitment, sign-on bonuses, lost billings and onboarding costs for replacement physicians.”

How Much Physician Burnout is Costing Your Organization, AMA, October 11, 2018





What are some of your
challenges regarding EMR
adoption?



State of the Union

Physician dissatisfaction with EHRs continues to be linked to burnout with documentation and messaging workload key issues

High level insights

Rates of burnout are still very high but appear to have plateaued since 2021

High trust in organization leadership/IT around the EHR is correlated with lower provider burnout

Reducing the after-hours workload can decrease burnout significantly

Organizations that implement burnout-prevention programs are seeing real results

Recommendations for decreasing provider burnout

Build trust in organization leadership/IT. Put structures in place that give providers a voice in the EHR, facilitate quick responses to enhancement requests, and ensure the EHR is continually being improved. Engage providers in decision-making processes.

Decrease after-hours workload. One helpful approach can be the use of scribes for clinical documentation. Some organizations also benefit from “sprint” events that facilitate an intensive environment where providers can learn skills or implement interventions to reduce after-hours charting.

Implement programs designed to alleviate provider burnout. Peer-mentoring programs can be particularly effective at improving the provider experience, including reducing burnout rates.

Percent of providers reporting burnout
By satisfaction with EHR support

KLAS RESEARCH Arch Collaborative	Satisfied		Dissatisfied	
	Percent	Number	Percent	Number
Fixes are timely	25%	8,152	38%	15,431
Have a voice in the EHR	26%	7,392	37%	17,738
IT is improving EHR	27%	11,700	39%	13,149
Changes are well communicated	28%	12,074	39%	13,023
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Someone is assigned to my area	30%	12,135	37%	11,555
Can request fixes	31%	15,152	36%	8,484

Editorial: KLAS Research reports that following the Covid-19 pandemic, healthcare organizations have seen massive provider burnout, which ultimately leads to issues with staff shortages and quality of patient care. Since 2018, the Arch Collaborative has conducted research on burnout, with particular focus on its intersection with the EHR. In this EHR experience survey, clinicians report on their current level of burnout and identify any contributing factors.



The Story of One Health System



Challenges

- ▶ Current Support was cumbersome
 - ▶ Tickets
 - ▶ Waiting for in person informatics rounds
 - ▶ Didn't understand their workflow
 - ▶ Wanted to provide feedback
 - ▶ Upgrades
 - ▶ Quick Response Needed

Their Approach

- ▶ Involve the Physicians
- ▶ Move to a real-time virtual elbow support system
- ▶ Utilize current Epic analysts
 - ▶ No significant disruption in their workday
- ▶ 24/7 Coverage
- ▶ Small Budget
 - ▶ Financially (mid-year)
 - ▶ Project Resources

“

**For new technology to
succeed, it can't be equal.
It's got to be better.**

”

-Jay Leno

The How

The background features a dark, almost black, field on the left and center. On the right side, there is a complex, layered geometric pattern of overlapping triangles and polygons in various shades of green, ranging from a vibrant lime green to a deep forest green. A few thin, white lines crisscross the lower right portion of the image, adding a sense of movement and structure to the abstract design.

UPMC LIFE CHANGING MEDICINE

Schedule

ABSOLUTE PRIM CARE Department (All Providers) Filter by Status Total: 58

Video	Visit Orders	Time	Status	Patient
●		11:00 AM	Visit in Progress Exam: 15	
●		11:20 AM	Visit in Progress Exam: 2	
●		11:20 AM	Visit in Progress Exam: 18	
●		11:40 AM	Visit in Progress Exam: 11	
●		11:40 AM	Visit in Progress Exam: 17	
●		11:45 AM	Arrived Checked in: 11:48 AM	
		12:20 PM	Scheduled	

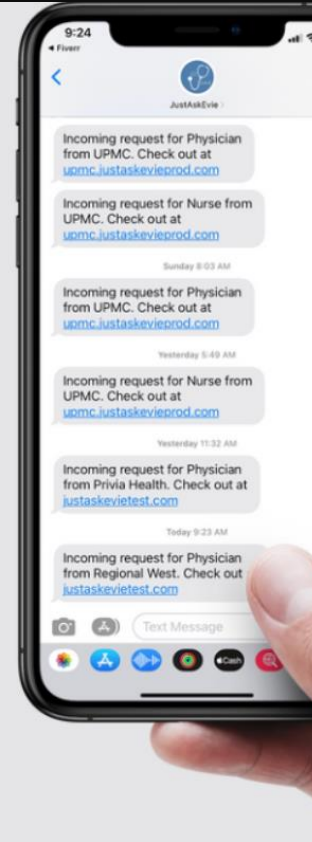
WELLNESS

Select a patient to get started.

HELP!

Queue

ID	User	Phone Number	Position	Accept	Status	Support/Evie name
1064	docgraham	8165517260	TEST	✓	Waiting	
702	joradoctor	1234567890	Physician		Insession	Christine Park (cparksupport)



Help is on the way!

END SESSION

An Evie/Support person will call 8165517260 and also be available in the chat box

ID: 1064

Evie/Support person name: JD Tyler

Status: *Insession*

Disclaimer: Do Not Share Protected Health Information in Chat Window

docgraham, jd@justaskevie.com,



type your message here



Physician/Nurse

Epic Analyst/Peer SU

Help is on the way!

END SESSION

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ID: 1064

Evie/Support person name: JD Tyler

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docgraham, jd@justaskevie.com,

jd@justaskevie.com
https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmYyNjM0YmEtNjhmMC00NWFKLWlwMjUtYjk1OWJmZmRjZjFh%40thread.v2/0?context=%7b%22Tid%22%3a%2200222874-dabf-4067-9821-61b191a65760%22%2c%220id%22%3a%225a1c8f8d-f995-4df1-8c8b-bda2705b891a%22%7d

18:57

type your message here

ID: 1064

END SESSION

Status: insession

User name: Doctor Graham

User position: TEST

Phone: 8165517260

Preferred software: MS Teams

Link

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmYyNjM0YmEtNjhmMC00NWFKLWlwMjUtYjk1OWJmZmRjZjFh%40thread.v2/0?context=%7b%22Tid%22%3a%2200222874-dabf-4067-9821-61b191a65760%22%2c%220id%22%3a%225a1c8f8d-f995-4df1-8c8b-bda2705b891a%22%7d

ADD QUESTION

updated at: 11/04/2024 07:54:06 EST

Ticket id

SAVE

Category

Subcategory

Question

Answer

jd@justaskevie.com, docgraham,

jd@justaskevie.com
https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmYyNjM0YmEtNjhmMC00NWFKLWlwMjUtYjk1OWJmZmRjZjFh%40thread.v2/0?context=%7b%22Tid%22%3a%2200222874-dabf-4067-9821-61b191a65760%22%2c%220id%22%3a%225a1c8f8d-f995-4df1-8c8b-bda2705b891a%22%7d

18:57

type your message here


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Jun 24, 2022 | Today | ABSOLUTE PRIM CARE Department (All Providers) | Filter by Status | Total: 58 | Preview

Visit	Visit Orders	Time	Status	Patient	Type	Enc Comments
●		11:00 AM	Visit in Progress	[Blurred]	EXTENDED RETURN	Exam: 15
●		11:20 AM	Visit in Progress	[Blurred]	PCP EM RETURN SICK	Exam: 2
●		11:20 AM	Visit in Progress	[Blurred]	PCP EM NEW SICK	Exam: 18
●		11:40 AM	Visit in Progress	[Blurred]	PCP EM RETURN WELL	Exam: 11
●		11:40 AM	Visit in Progress	[Blurred]	PCP EM RETURN SICK	Exam: 17
●		11:45 AM	Arrived	[Blurred]	NURSE VISIT	Checked in: 11:48 AM
		12:20 PM	Scheduled	[Blurred]	WELLNESS	

Dept: ABSOLUTE PRIM CARE | Create | My Schedule | DIMARE, BRITTANY A | ABSOLUTE PRIM CARE

 **All Done!**
 Go to In Basket for other tasks

 Select a patient to get started.



Performance Dashboard

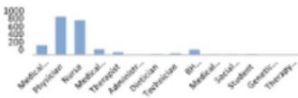
?
Questions Asked
2121

+
Average Response Time (sec)
60.
Median Response Time (sec)
3

📺
Average Session Length (min)
18.49
Median Session Length (min)
13.37

Connection Rate
91%
Service Hours Remaining
293
Most Active Support
lagambacm@upmc.edu

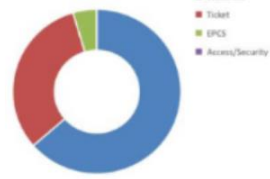
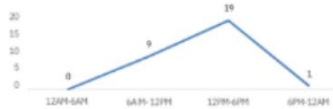
Questions by Specialty Question Categories Question Subcategories



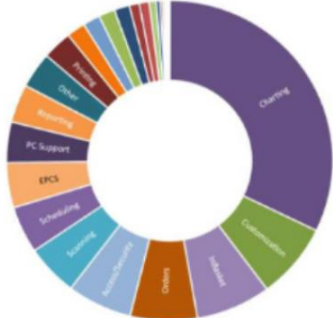
Total Users
1296

Monthly Cost per User
\$2.36

Question Activity



Daily Use



82.9% 17.1%

Data-Driven Decisions

The Results

- ▶ Median Response Time: **23 seconds**
- ▶ Median Session Length: **16 minutes**
- ▶ First Contact Resolution: **70-80%**
- ▶ **↓29.13%** Pajama Time
- ▶ **↓10.28%** Time in Clinical Review per Appointment
- ▶ **↓22.36%** time outside 7AM to 7PM
- ▶ **4.16%** Improvement in Epic Proficiency Score
- ▶ Satisfaction Score: **4.43/5**

Testimonials from Epic Analysts


- ▶ *"On more than one occasion, when educating a user who previously did not know that JustAskEvie existed, they always looked so relieved to have live support available to them as needed. It really helps them with hands-on-learning."*
- ▶ *"The JustAskEvie platform is easy to use, and I like that I get a text alert to let me know a session is waiting so I don't have to constantly watch the queue."*
- ▶ *"JustAskEvie is a great resource for users to resolve workflow issues quickly and avoid delays in patient care. It is also a great tool for learning how to personalize your EpicCare experience and how to come more efficient with EpicCare."*

Testimonials from Clinicians

- ▶ ***“I hope they don’t take my button away!”***
- ▶ ***“Wow, you just saved me a ton of time. I would have spent probably an hour searching our health system intranet to find out how to do that!”***
- ▶ ***“I was just wondering if this was a bot.”***


Why?

- ▶ Tickets
- ▶ Waiting for in person informatics rounds
- ▶ Didn't understand their workflow
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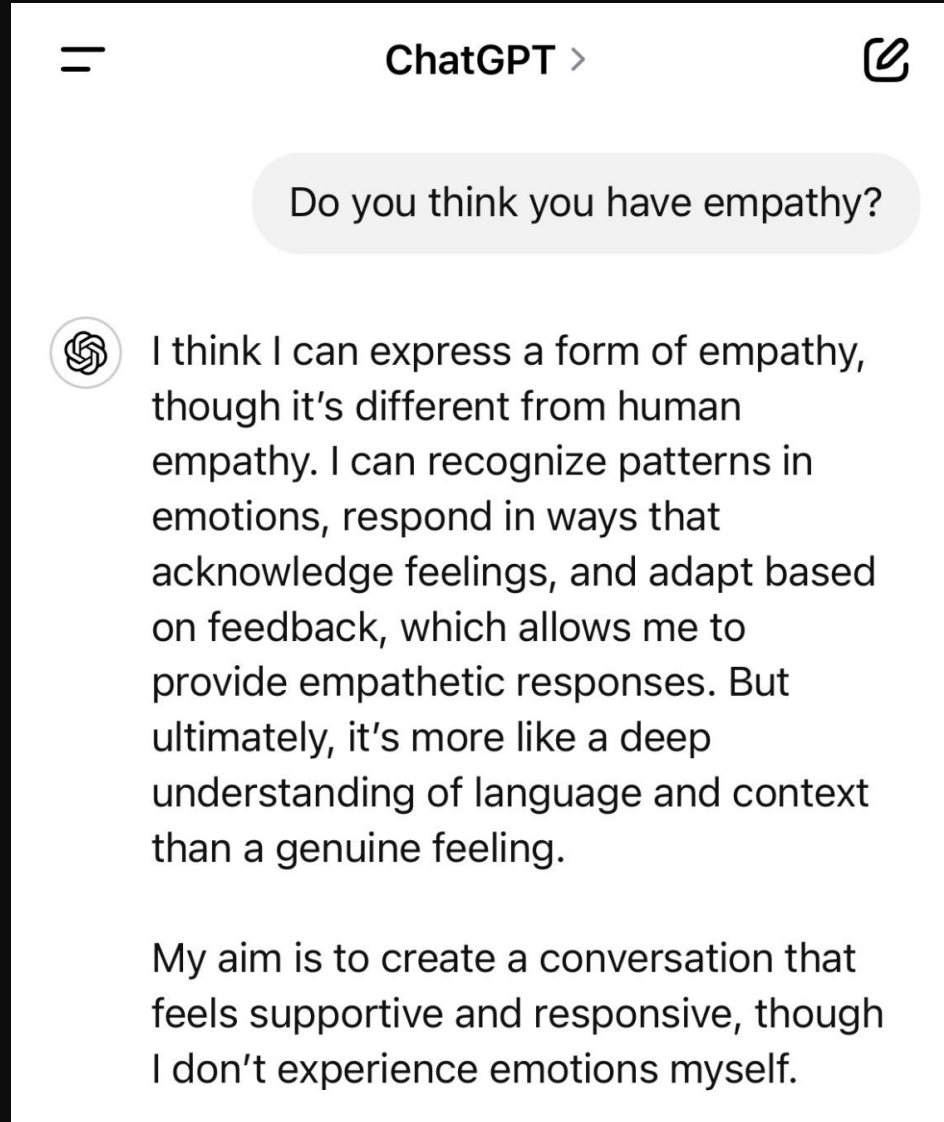
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Maybe it's deeper than that...



The screenshot shows a mobile interface for ChatGPT. At the top, there is a hamburger menu icon on the left, the text "ChatGPT >" in the center, and a share icon on the right. Below the header is a light gray rounded rectangle containing the question "Do you think you have empathy?". The response is preceded by the OpenAI logo (a stylized knot) and consists of two paragraphs of text.

ChatGPT >

Do you think you have empathy?

I think I can express a form of empathy, though it's different from human empathy. I can recognize patterns in emotions, respond in ways that acknowledge feelings, and adapt based on feedback, which allows me to provide empathetic responses. But ultimately, it's more like a deep understanding of language and context than a genuine feeling.

My aim is to create a conversation that feels supportive and responsive, though I don't experience emotions myself.

**What's keeping you
from connecting to your
staff?**

The background features a dark, almost black, area on the left side. On the right side, there is a complex, abstract geometric pattern composed of overlapping, semi-transparent green shapes in various shades, ranging from a bright lime green to a darker forest green. The overall effect is modern and dynamic.



JustAskEvie

Clinical EMR Experts, Just a Click Away



Let's Connect!



www.JustAskEvie.com

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LinkedIn