

eChart Manitoba Benefits Survey Results for 2020

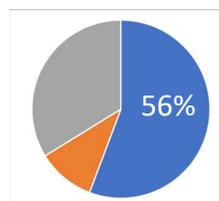
eChart Manitoba (eChart) is a secure electronic system that allows authorized health-care providers access to Manitobans' health information when needed. It is Manitoba's electronic health record that provides a view of summarized patient's health information contained in various other existing electronic systems, all in a central place.

Digital Health, a Shared Health Service, conducted a survey of eChart authorized users to measure the benefits and barriers to using eChart, areas of improvement and overall satisfaction. A survey link was sent to eChart authorized sponsors who then forwarded the link to their respective eChart users. 617 responses were received. A response rate cannot be calculated as there is no ability to identify how many eChart users received the link to the survey. The following report is a summary of the key findings from the responses to the 2020 eChart survey. Thanks to all who took the time to answer the survey!

eChart Benefits

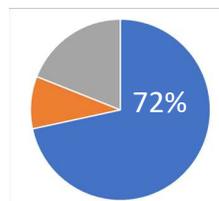
To the statement "eChart helps me to reduce patient risk of adverse drug events":

- 56% of respondents agreed with the statement (blue),
- 10% disagreed (orange) and
- 34% were neutral (grey).



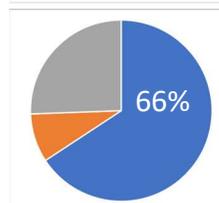
To the statement "eChart allows me to make patient care decisions more quickly":

- 72% of respondents agreed with the statement (blue),
- 9% disagreed (orange) and
- 19% were neutral (grey).



To the statement "eChart helps avoid duplication (e.g., re-ordering lab tests, imaging, prescriptions, etc.)":

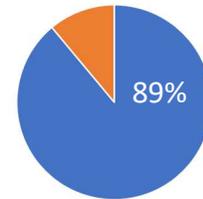
- 66% of respondents agreed with the statement (blue),
- 9% disagreed (orange) and
- 25% were neutral (grey).



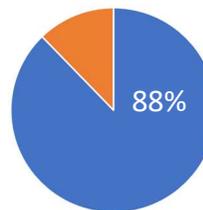
Respondents also commented that the clinical information contained in eChart, its centralized location as well as its sharing across the province (beyond facility walls) are valuable characteristics of eChart.

Customer Satisfaction

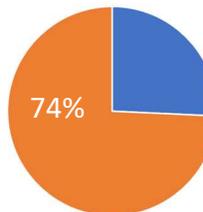
89% of respondents would recommend eChart to their colleagues



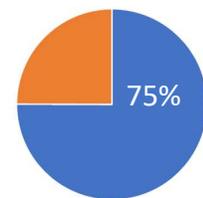
88% of respondents agree that eChart makes their job easier



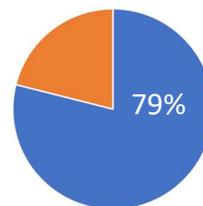
74% of respondents were not aware of the latest additions to eChart: pathology results, fetal assessment results, enrolment status, home care summaries



75% of respondents have used eChart for at least three years



79% of respondents use eChart on a daily or weekly basis



What health-care workers are saying:

“Practice changing and 100% necessary. I check eChart on just about every single patient to be sure I’m getting a complete picture of their health care use.”

“Fantastic tool. Life changer. Can’t do my job without it. And it keeps getting better with new additions.”

“Most important tool for getting information about my patients!”

“It is nice to have a provincial system like eChart in place.”

Opportunities for improvement

Survey respondents highlighted areas where they felt we could better serve our customers:

- eChart could be better integrated with user workflow
- Printing of lab results is too complicated
- Inactive use window timeframe is too short (timing out), resulting in multiple logins
- There are issues with browser compatibility
- Having to change password is time-consuming.

The top five most valued future additions to eChart were seen as being the following:

- Emergency department discharge summaries
- Specialist consultation notes
- More diagnostic results
- Improvements to the medication information
- Primary care home clinic client summaries.

Upcoming initiatives

- Improve communication with users about additions and improvements to eChart
- Primary care home clinic client summaries (*New* – July 2020)
- Emergency dept discharge summaries (*New* – April 2021)
- Improve eChart browser neutrality

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