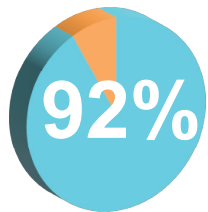


eChart Manitoba Benefits Survey Results for 2021

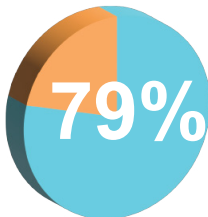
eChart Manitoba (eChart) is a secure electronic system that allows authorized health-care providers access to Manitobans' health information when needed. It is Manitoba's electronic health record that provides a view of patient's health information from various electronic systems, all in a central place.

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. Total responses received were 458. A response rate cannot be calculated as there is no ability to identify how many eChart users received the survey link. The following report is a summary of the key findings from the responses to the 2021 eChart survey. Thanks to all who took the time to answer the survey!

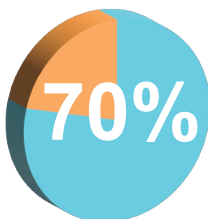
Customer Satisfaction



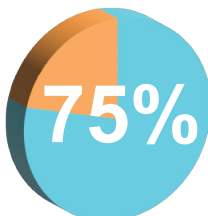
92% of respondents would recommend eChart to their colleagues



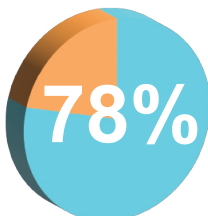
79% of respondents agree that eChart makes their job easier



70% of respondents were aware of the latest additions to eChart: test results for COVID-19 and immunization against COVID-19



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



78% of respondents use eChart on a daily or weekly basis

eChart Benefits

55% of respondents indicated that the statement “eChart helps avoid duplication (e.g., re-ordering lab tests, imaging, prescriptions, etc.)” applies to their usage of eChart.

51% of respondents indicated that the statement “eChart allows me to make patient care decisions more quickly” applies to their usage of eChart.

33% of respondents indicated that the statement “eChart helps me to reduce patient risk of adverse drug events” applies to their usage of eChart.

Respondents also said 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.

What health-care workers are saying:

“eChart is one of the most useful clinical tools we have!”

“I feel eChart has greatly benefited my clients in managing their care in the community. I love it!”

“eChart is very helpful in remote communities.”

“The recent additions to eChart have been very helpful when reviewing charts and preparing patients for surgery.”

Information Added Since the 2020 Survey

- Primary Care Summary
- Emergency Department Discharge Summary
- COVID-19 lab results
- COVID-19 immunizations

Opportunities for Improvement

In 2021, survey respondents highlighted areas where they felt we could better serve our customers:

- Browser compatibility
- Printing of lab results
- Application timeout too short, resulting in multiple logins

Most valued future additions to eChart were identified as:

- More diagnostic and screening results
- Results from Canadian Blood Services
- Improvements to the medication information

Upcoming Initiatives

- Virtual presentations to improve communication with users about additions and improvements to eChart
- **eChart 2022** will improve eChart browser compatibility in late spring 2022