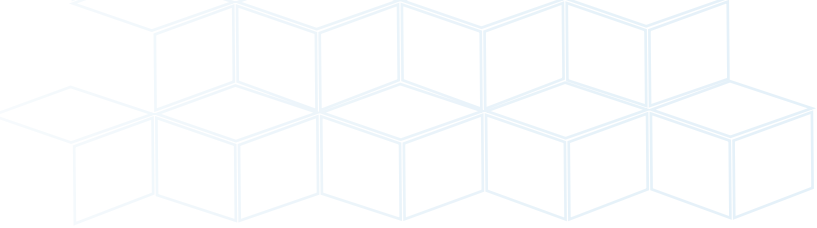




How Satisfied Are Healthcare Organizations with EHR Analytics?

*A survey conducted by Definitive Healthcare
and sponsored by Dimensional Insight®*

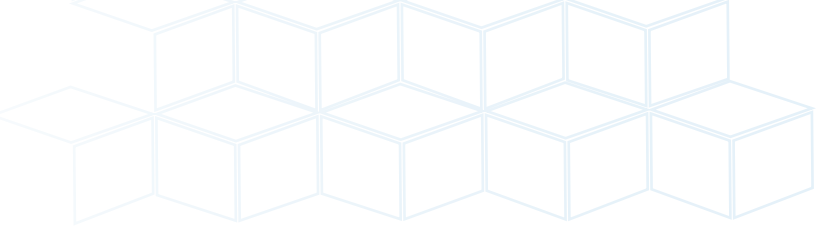


INTRODUCTION

Electronic health records (EHRs) are ubiquitous in U.S. hospitals, and many EHR systems now offer analytics on top of the health records.

- ❑ But is this technology sufficient for the analytics that healthcare organizations need to gain meaningful insights, thereby improving outcomes?
- ❑ And how does EHR analytics compare to the analytics provided by third-party solutions?

Those are the questions that Definitive Healthcare and Dimensional Insight set out to answer with a new survey.



SURVEY FINDINGS

Definitive Healthcare surveyed 108 healthcare leaders in Q1 of 2020 about their use of analytics solutions. More than 70% of respondents are in the C-Suite of their organizations, with the remaining 30% serving in VP or director-level roles.

Overall, 90% of healthcare organizations use the analytics in their EHR systems, with nearly 50% of organizations using EHR analytics exclusively or as their primary analytics tool. However, despite widespread use, satisfaction with EHR analytics is lower than satisfaction with both analytics-specific platforms and in-house solutions.

On a scale of 0-10 (0=extremely dissatisfied, 10=extremely satisfied) users of EHR analytics report an average satisfaction rating of 5.58.

Users of in-house solutions report an average satisfaction of 6.51, and analytics-specific platform users report an average satisfaction of 6.69.

EHR analytics users frequently reported technology challenges with their solutions:

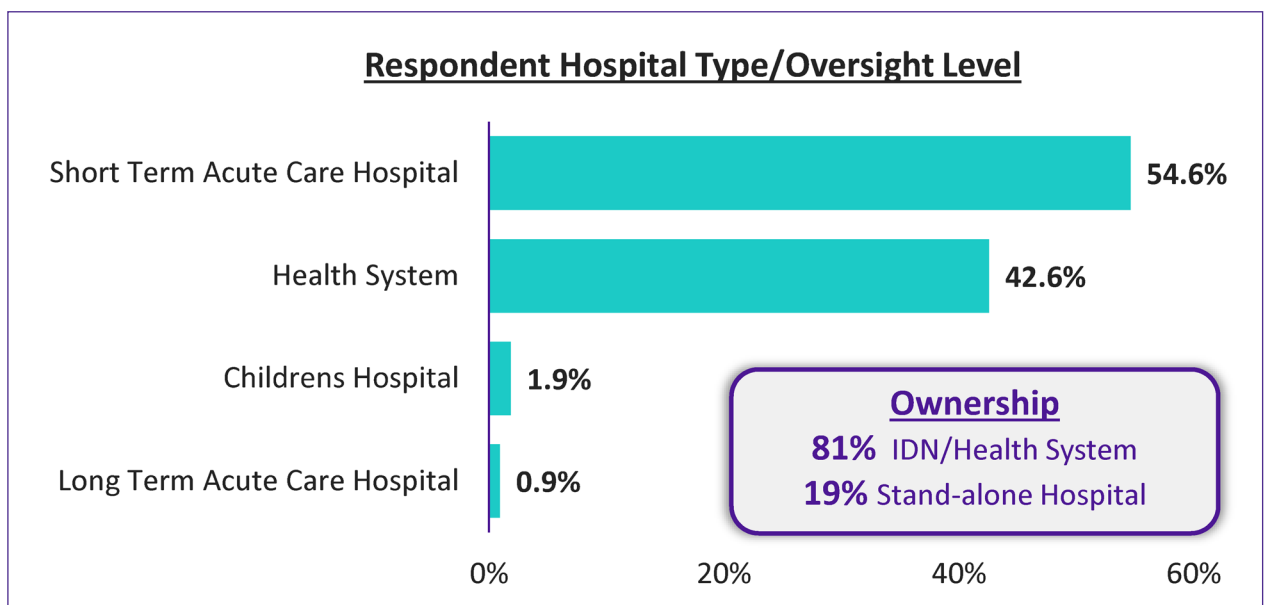
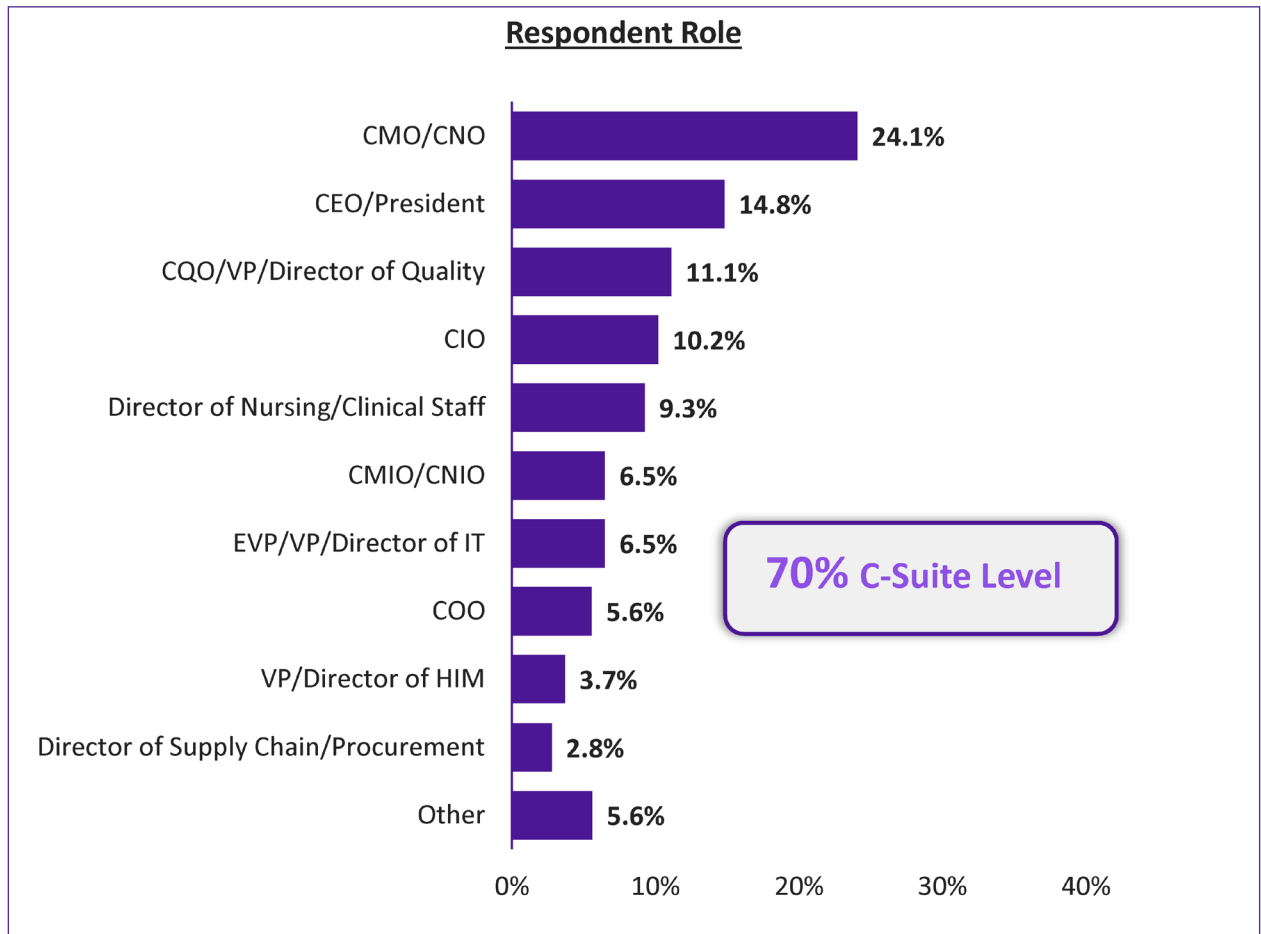
- 43.4%** said reporting and querying of EHR analytics is slow.
- 35.8%** said the component is not robust or advanced enough.
- 30.2%** felt challenged with interoperability with other systems.
- 28.3%** said EHR analytics lacks the visualization they need.
- 26.4%** said the user interface is difficult to understand or use.

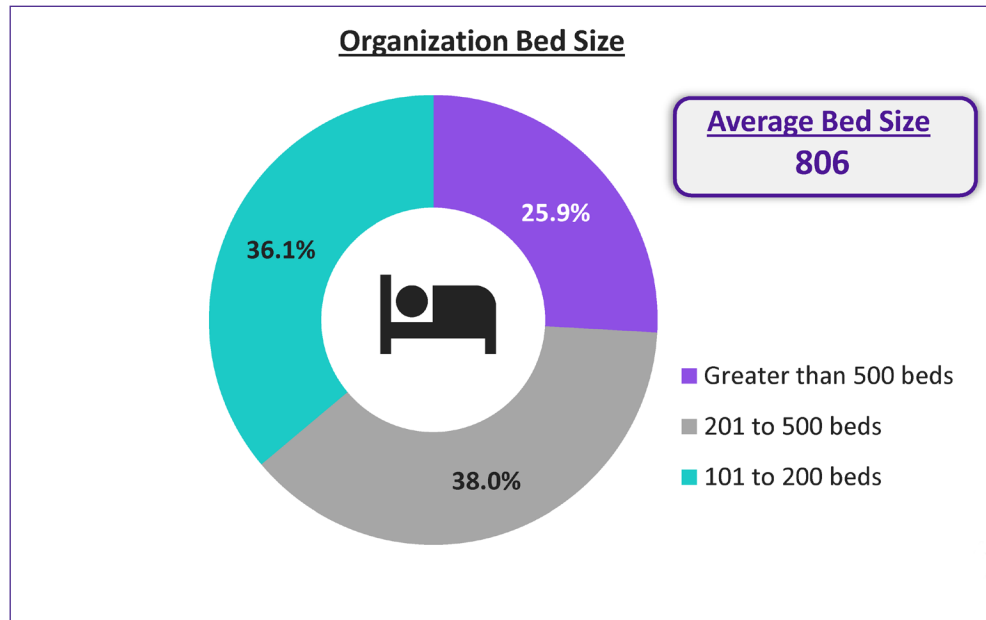
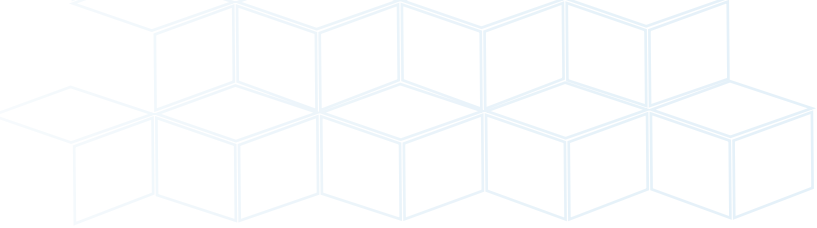
On the flip side, top challenges with analytics-specific platforms were interoperability with other systems (59.4%) and cost (40.6%). Both current users (6.85 on 0-10 scale) and non-users (7.40) of these platforms felt the solution could add value to their ability to perform analytics.

“This survey demonstrates that while EHR companies claim to provide comprehensive analytics to their customers, hospitals and health systems feel these tools are lacking in functionality,” says George Dealy, vice president of healthcare solutions at Dimensional Insight. “Analytics users find these tools slow, unadvanced, and not catered to their needs, while finding much greater satisfaction with analytics-specific platforms.”

Following is a look at the data in greater detail.

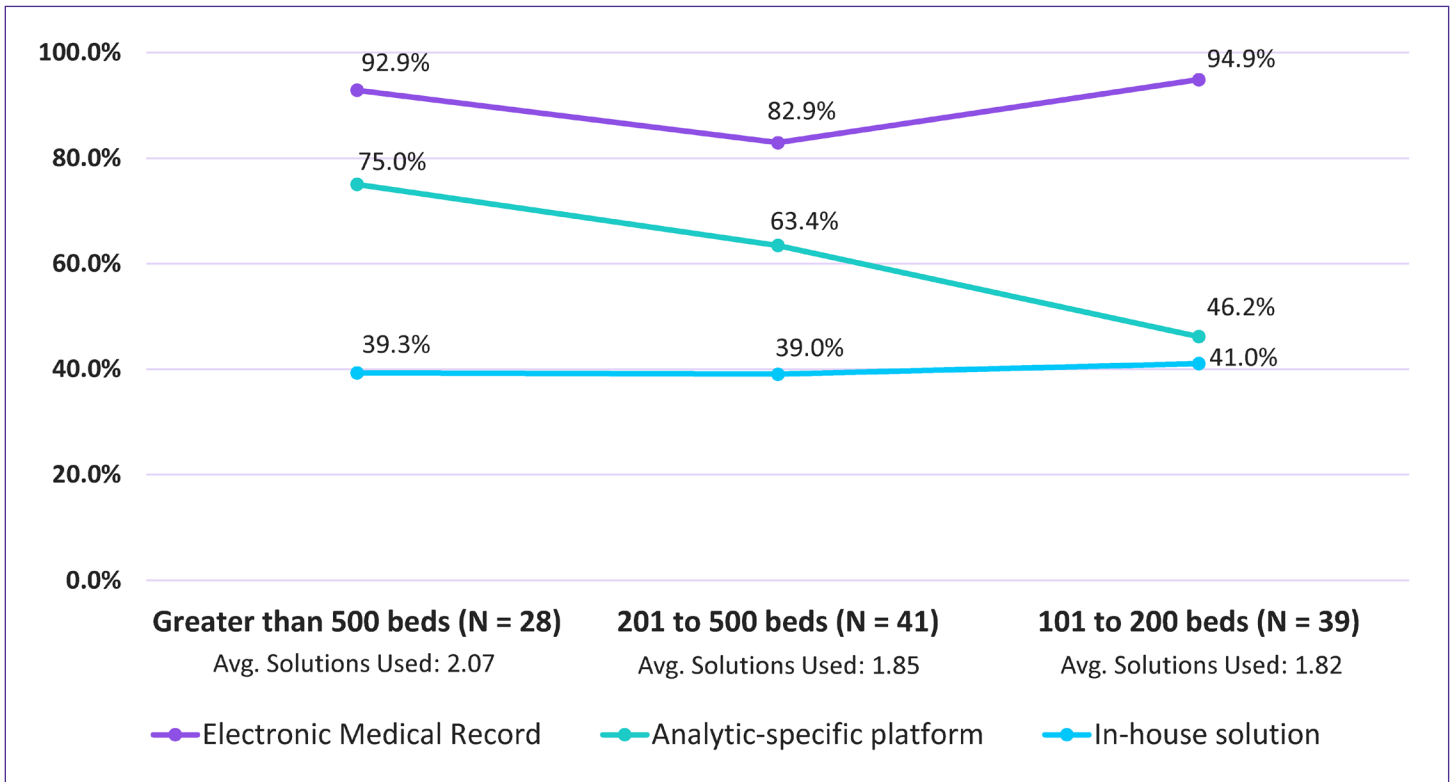
RESPONDENT DEMOGRAPHICS





1. What systems, solutions, or platforms does your organization utilize for analytics?

As organizations increase in size, so does the likelihood of utilizing additional solutions for analytics.



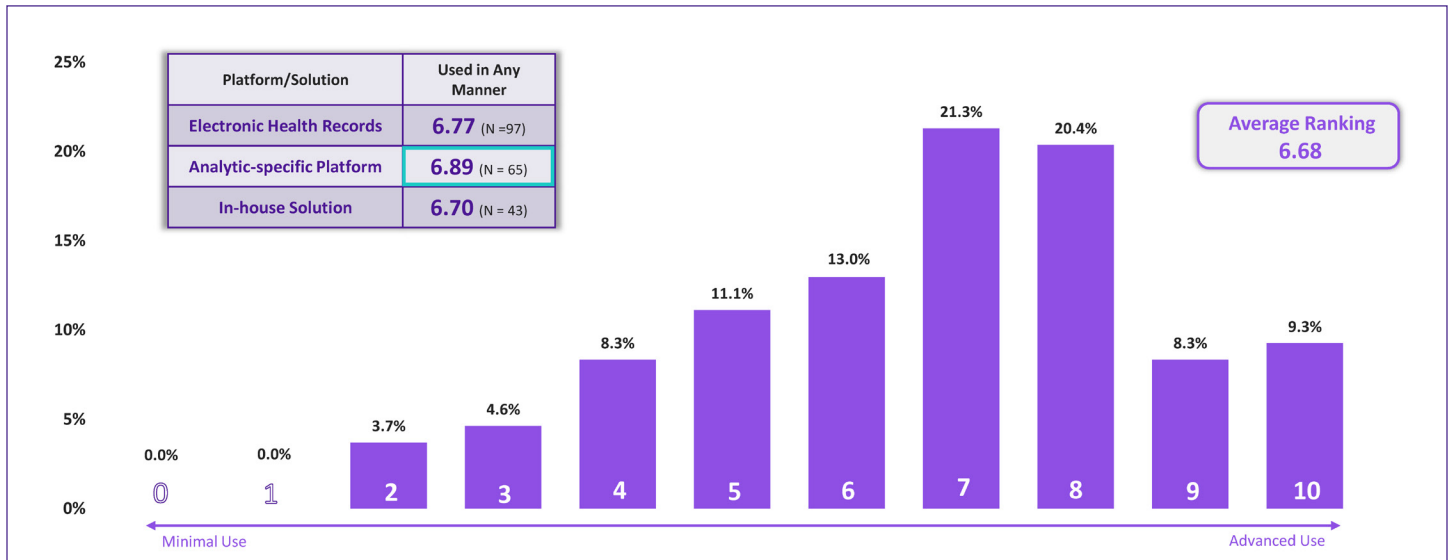
Electronic Health Records
89.8% Use Rate
 49.1% exclusively or primarily
 40.7% use, but not as primary tool
 10.2% do not use EHR for analytics
 N = 108

Analytic-specific Platform
60.2% Use Rate
 29.6% exclusively or primarily
 30.6% use, but not as primary tool
 39.8% do not use
 N = 108

In-house Solution
39.8% Use Rate
 20.4% exclusively or primarily
 19.4% use, but not as primary tool
 60.2% do not use
 N = 108

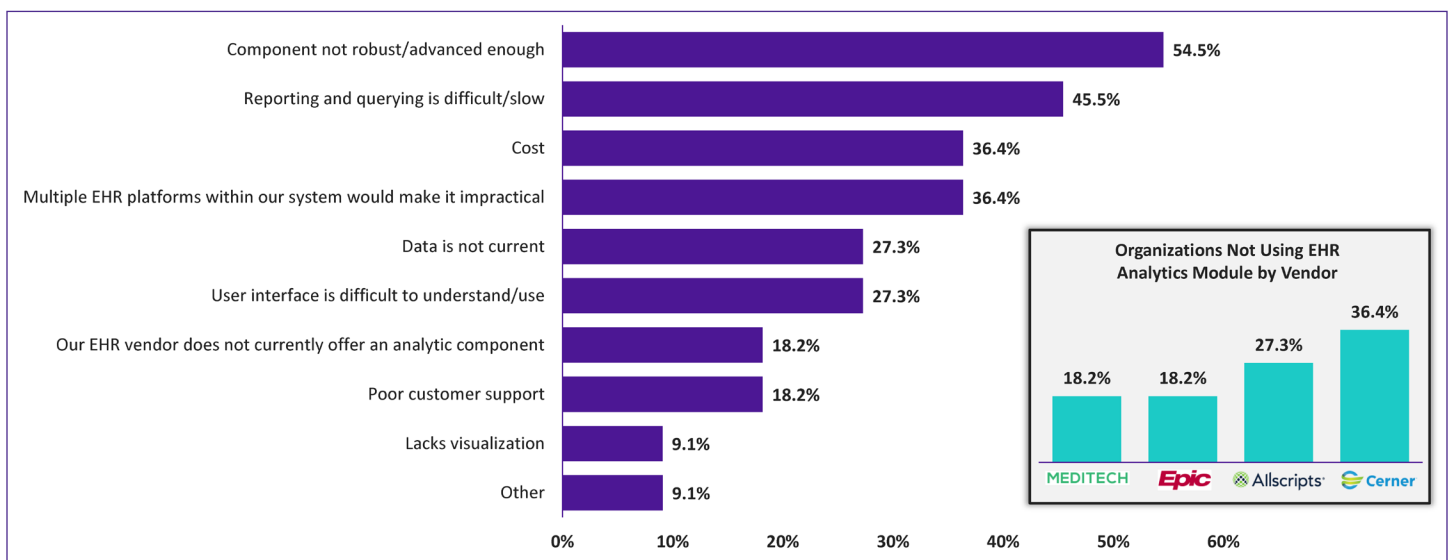
2. How would you describe the state of analytics use at your organization?

Organizations using an analytics-specific platform have the highest level of analytic advancement.



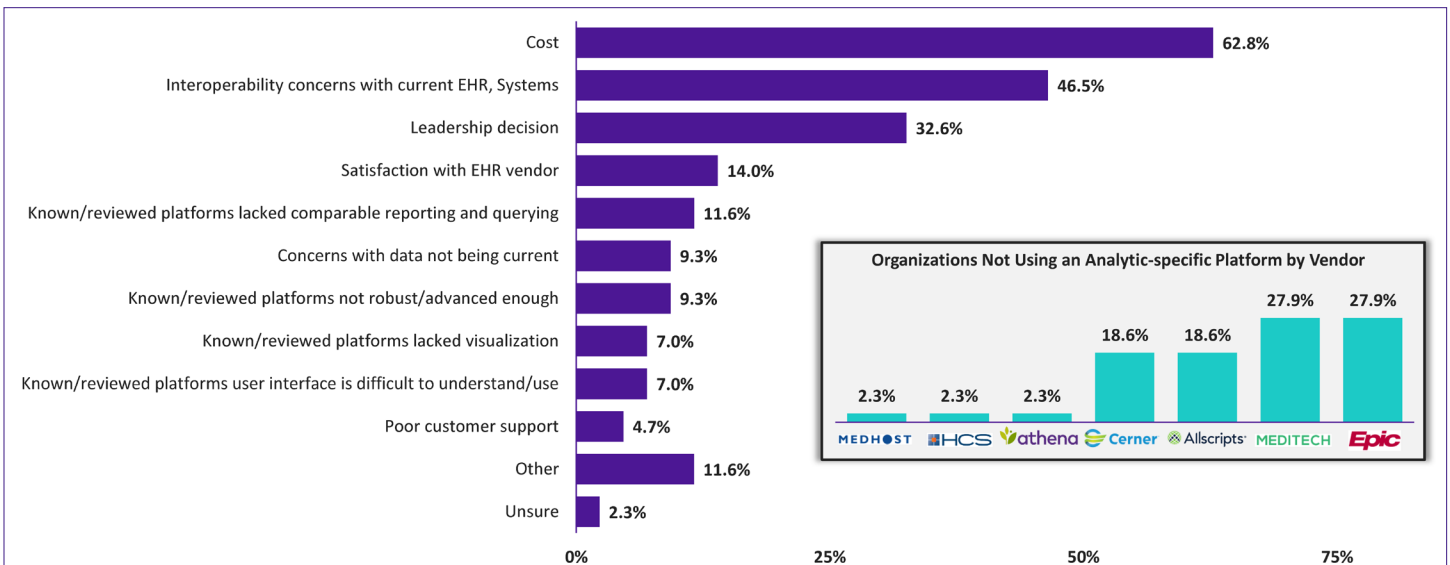
3. Why doesn't your organization utilize the analytic component of your EHR platform?

Those not using the analytic component of their EHR most frequently cite a lack of advancement in the module and difficulties with reporting. (Please note: N=11 for this question, so not a large sample size.)

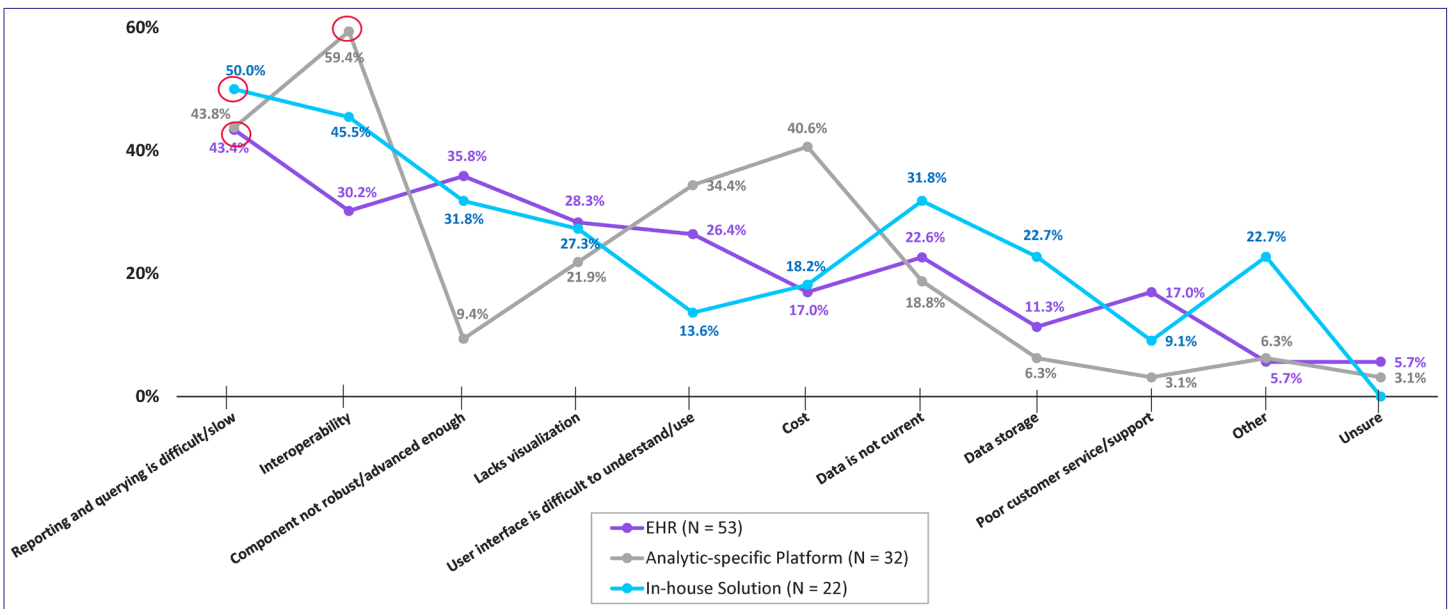


4. For what reasons (if any) does your organization not utilize a third-party analytics-specific platform?

Outside of cost, interoperability concerns and leadership decisions are the main reasons for not using an analytics-specific platform.



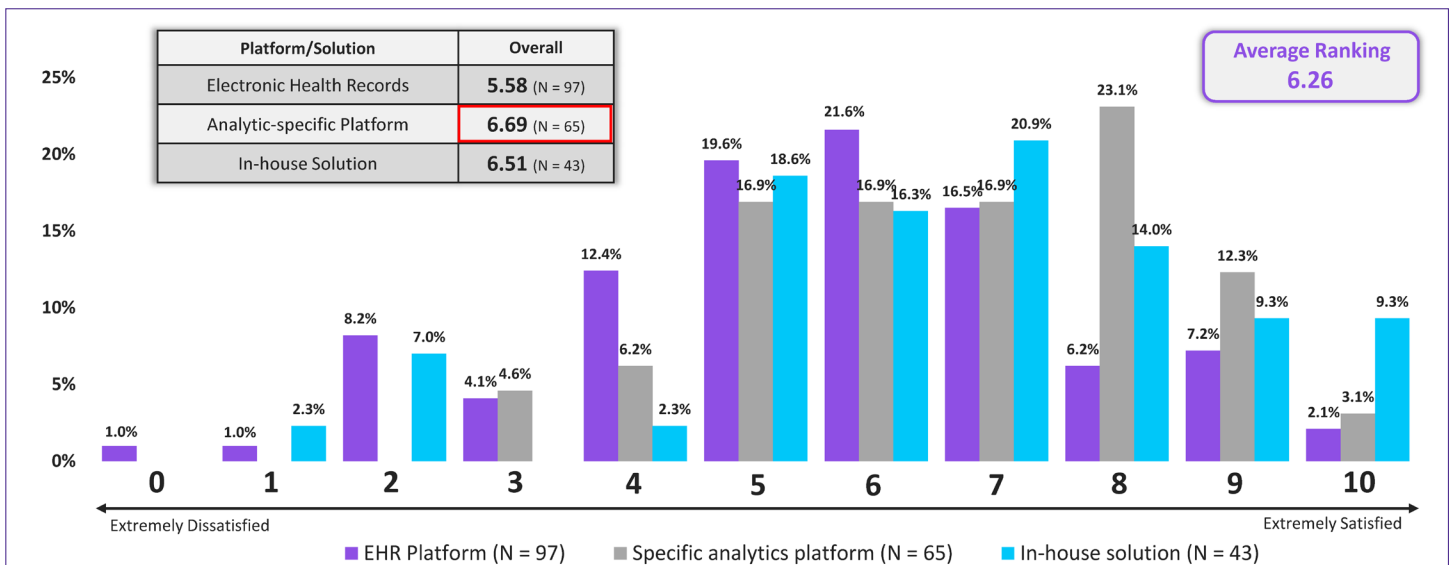
5. What are the greatest challenges you are experiencing with your primary analytics tool/platform in relation to analytics?



7. What is your overall satisfaction level with performance and capability of each of the analytics tools your organization utilizes?

Please rank the following on a scale of 0-10, where 0 represents "Extremely Dissatisfied," and 10 represents "Extremely Satisfied."

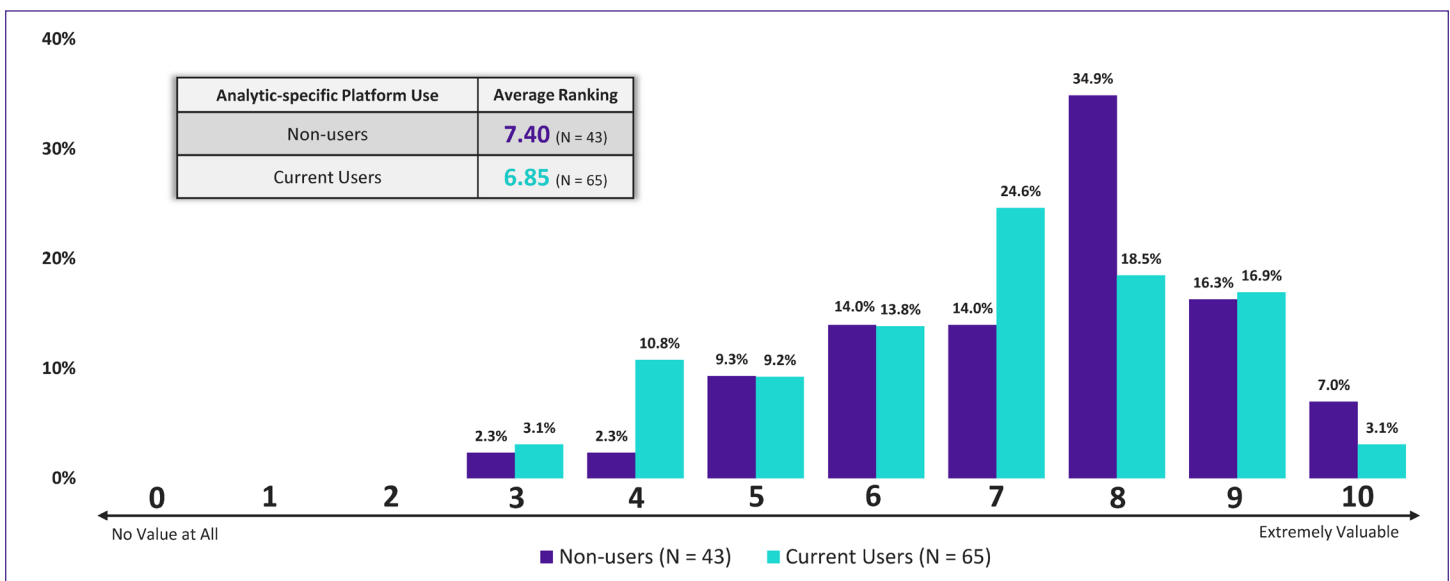
Analytics-specific solutions have the highest satisfaction rate overall, followed by in-house solutions.

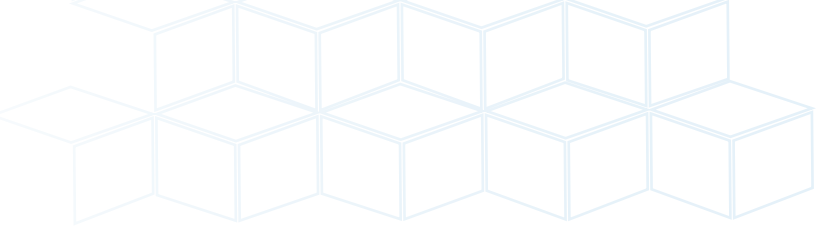


8. How much value would an analytics-specific platform/solution have in enhancing your organization’s ability to conduct and perform analytics with your EHR?

(Question for current users of an analytics-specific platform: How much value does your specific analytics platform bring to your organization in your ability to conduct and perform analytics?)

Both current users and non-users of analytics-specific platforms feel the solution can add value to their organization’s ability to conduct or perform analytics.

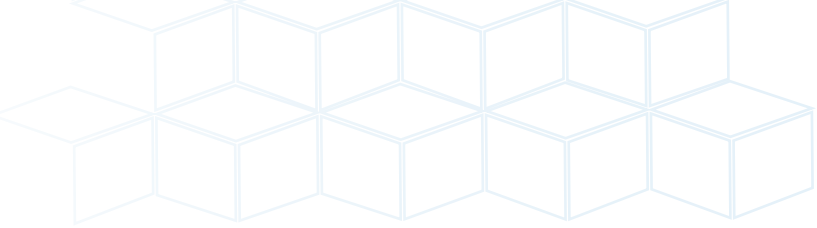




CONCLUSION

While EHR vendors claim to provide robust analytics as part of their offerings, users don't necessarily agree with that sentiment. Analytics-specific platforms have the highest average rate of user satisfaction, scoring more than a point higher than EHR analytics platforms.

Analytics-specific platforms provide healthcare organizations with more robust, faster solutions that also provide more advanced analytics. This is invaluable as healthcare systems seek to truly unlock the power of their EHRs and other source systems in order to improve patient care and outcomes.



ABOUT DIMENSIONAL INSIGHT

Dimensional Insight® is a leading provider of analytics, data management, and performance management solutions, offering a complete portfolio of capabilities ranging from data integration and modeling to sophisticated reporting, analytics, and dashboards. The company is a seven-time Best in KLAS winner in healthcare business intelligence and analytics, most recently ranking #1 in 2020. Founded in 1989, Dimensional Insight has thousands of customer organizations worldwide. Dimensional Insight consistently ranks as a top performing analytics organization by customers and industry analysts in its core market segments including healthcare, manufacturing, and beverage alcohol.

For more information, please visit <https://www.dimins.com>.

