

## PROBLEMS ASSOCIATED WITH EHR'S AND THEIR IMPACT ON LAB SERVICES

PROBLEM	EXAMPLE
Information overload	<ul style="list-style-type: none"> <li>• Failure to retrieve a particular test result that is buried in a mountain of other results</li> <li>• Failure to pick out important information within a test result because of excessive detail, boilerplate verbiage, or comments</li> </ul>
Alert fatigue	<ul style="list-style-type: none"> <li>• Incorrect or duplicate test orders caused by physicians ignoring an alert that would enable proper test selection</li> </ul>
Excess complexity	<ul style="list-style-type: none"> <li>• 10 mouse clicks required to turn off a standing order, leaves unnecessary standing orders in place</li> <li>• 100 ways to order glucose testing leads to incorrect glucose order</li> <li>• Failure to order the correct blood product because of complexity of the ordering process within the EHR</li> <li>• Failure to view relevant results that require multiple clicks to retrieve</li> </ul>
Copy and paste errors	<ul style="list-style-type: none"> <li>• Incorrect test orders caused by physicians using outdated data that had been copied from day to day rather than updated data based on the patient's current status</li> <li>• Incorrect result interpretation on patient A because it was based on a pasted note from patient B</li> <li>• Erroneous copy and pasting of an interpretive lab report from one patient into the record of another</li> </ul>
Provider attention diverted from patients	<ul style="list-style-type: none"> <li>• Physician performing cumbersome computerized physician order entry (CPOE) steps misses clinically important visual cues from patient</li> <li>• Patient complaint about lack of empathy in care provider who is interacting frequently with CPOE system during history and physical</li> </ul>