Doctors say EHRs fall short for value-based care

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While the market for electronic health records is maturing, value-based care has grown more permanent roots in the country's healthcare system. But most providers feel their EHRs fall short when it comes to delivering on tools that can facilitate value-based care.

According to new survey findings from Sage Growth Partners, 70 percent of providers have had an EHR for at least three years, and 65 percent say they're somewhat or highly unlikely to replace them. But 64 percent of providers say EHRs have failed to deliver on many critical value-based care tools, and a full 76 percent said EHRs didn't deliver on the promise to lower costs.

The research highlights the challenges providers face in succeeding under value-based contracting. Slightly more than two-thirds of the survey's 100
respondents said value-based care has provided them with a return on investment, but many have had to supplement their EHRs with third-party population health management solutions to get the most bang for their buck.

Data aggregation and analytics, risk stratification, care coordination and patient/clinician engagement are some of the areas where they feel EHRs have come short. Between 60 and 75 percent of providers are seeking value-based care solutions outside of their EHRs, and less than 25 percent say their EHRs can deliver on core KLAS criteria for value-based care.

Broken down by specific needs, 83 percent said they need care coordination, yet just 53 percent are satisfied with their current capabilities; 69 percent said they need population health analytics, and only 40 percent are satisfied. Risk stratification and data aggregation from disparate EHRs were each pinpointed as needs by 67 percent of respondents, and each yielded only a 41 percent approval rate. Quality reporting is the only area in which most executives feel comfortable: 70 percent say they need it, and 70 percent are satisfied.

Yet despite believing that EHRs don't live up to key promises, most healthcare executives don't plan on changing their systems in the next three years. That's likely due to the steep investment, which can top $50 or $100 million for some health systems. About 65 percent said they're highly unlikely to switch.

The top EHR vendors among the respondents were Epic (42 percent), Cerner (20 percent) and Allscripts (17 percent).