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Health IT Pain Points Defined

by SCOTT RUPP posted on [OCTOBER 27, 2014](#)

Health IT pain points seem to be lingering long despite the never ending promises and hope eternal new technology innovation seems to offer. Every sector has its prickles, no doubt, and much is left to overcome in healthcare, but given the complexity and the copious amount of change and development here, it's of little surprise that pain is being felt.

What may be surprising, though, is that like patient engagement, there seems to be a different type of pain, and severity of pain, depending on who you ask.

With that, for greater clarity, I decided to ask some of health IT industry insiders what they're pain points were and why. Their responses follow:

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Donald Burt, MD, chief medical officer,
[PatientKeeper](#)

There is no greater “pain point” in health IT than that of the physician who is forced to use a hospital system that wasn't designed with physician users in mind. In such cases, physicians find themselves spending hours or days away from their patients in systems training; and once physicians are up and running on the system, they are hopping in and out of clinical applications that interrupt normal physician workflow rather than enhance it, resulting in even more time wasted navigating the system. Such pain is especially prevalent at community hospitals, where the push to attest to Stage 1 and 2 meaningful use with systems that are less than “intuitive” — CPOE is particularly notorious — has fueled considerable physician resentment. The physician backlash can take the form of complaints to IT and hospital management or, more seriously, physician defections to other institutions and the associated loss of patients and revenue.



DR. DONALD BURT