

Abstract

Physician burnout rates have remained near all-time highs in recent years, and electronic health record (EHR) system utilization has been identified as one contributing factor. Within EHR systems, the increasing prevalence of computer-based clinical decision support systems (CDSSs) has been subject to mixed reception by healthcare professionals. We set out to determine how CDSSs are perceived by physicians in an academic-affiliated community-based hospital setting. A 13-item survey was designed to elicit user perception of Best Practice Advisories (BPAs; what CDSSs are called within Epic, our local EHR system) via 7-point Likert scales, free response, and multiple-choice questions. This was distributed to all hospitalists and emergency medicine physicians at UCHealth Memorial Hospital via email. Survey responses indicated that BPAs rarely introduce information that has not yet been considered, and that BPAs rarely change respondents' courses of action. Overall, BPAs were identified as a possible contributing factor to perceived feelings of work-related dissatisfaction and physician burnout. These findings were then presented to the UCHealth informatics team, which resulted in changes to BPA implementation and behavior.