Overview of Accenture Doctors Survey 2015

Accenture commissioned a six-country survey of 2,619 doctors to assess their adoption and attitudes toward electronic health records and healthcare IT.

The online survey included doctors across six countries: Australia (510), Brazil (504), England (502), Norway (302), Singapore (200) and the United States (601).

The analysis provided comparisons by country, sector, age and use.

The global survey was conducted online by Nielsen between December 2014 and January 2015. (The US survey was conducted online between December 2 and December 8, 2014.)
Doctors are increasingly using digital health

Vital signs of progress

86%

Of surveyed doctors in England say they are more proficient using electronic health records in their clinical practices today than two years ago.

Base: All Qualified Respondents (n=601)
Q810 How much do you agree or disagree with the following statements?
Top healthcare IT functions now used routinely

1. Receive clinical results electronically that populate my patients’ EMR (70%)
2. Electronically enter patient notes either during or after consultations (68%)
3. Electronic access to clinical data about a patient who has been seen by a different health organization (51%)
But interoperability lags delay full potential

Interoperability lags

Just over half of surveyed doctors routinely communicate electronically with clinicians in different health organization.

Routine electronic notification of patients’ interactions with other health organizations is slow to catch on.
Patient access to services is still lagging behind

Percent with service available to their patients (2015)

<table>
<thead>
<tr>
<th>Access &amp; Transactions</th>
<th>Global</th>
<th>England</th>
<th>Norway</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book/change/cancel appointments</td>
<td>37%</td>
<td>43%</td>
<td>36%</td>
</tr>
<tr>
<td>Request prescription refills</td>
<td>34%</td>
<td>36%</td>
<td>33%</td>
</tr>
<tr>
<td>Access their medical information</td>
<td>27%</td>
<td>12%</td>
<td>39%</td>
</tr>
</tbody>
</table>

*Note: Trended data are not available for Brazil and Norway, as this is the first year collecting data in these countries.
EMRs usability: A hard pill to swallow for doctors

47% of surveyed doctors in England find EHR systems in their organizations to be hard to use.
Doctors see health IT decrease time with patients

The use of healthcare IT has...

- **58%** Increased the amount of time spent with patients
- **42%** Decreased the amount of time spent with patients

**Global Total**
- **45%** Increased
- **55%** Decreased

**Australia**
- **37%** Increased
- **63%** Decreased

**Brazil**
- **45%** Increased
- **55%** Decreased

**England**
- **44%** Increased
- **56%** Decreased

**Norway**
- **56%** Increased
- **44%** Decreased

**Singapore**
- **29%** Increased
- **71%** Decreased

**US**
- **29%** Increased
- **71%** Decreased

Base: All Qualified Respondents Total (n=2619); Australia (n=510); Brazil (n=504); England (n=502); Norway (n=302); Singapore (n=200); US (n=601)
Q735 Has the use of healthcare IT...
The paradox is they strongly believe patients benefit

A vast majority of surveyed doctors globally report that patient updating of personal electronic medical records (EMR) is helping:

- Patient satisfaction: 86% Helps, 14% Hurts
- Patient engagement: 88% Helps, 12% Hurts
- Understanding of their health condition: 78% Helps, 22% Hurts
- Patient-physician communication: 70% Helps, 30% Hurts
- Accuracy of record: 55% Helps, 45% Hurts
Thank You