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Podium Presentation

**Role of the Physician Informaticist in reducing physician burden and burnout with Electronic Documentation Systems**

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Background: Physicians often practice in more than one clinical setting (i.e. ambulatory offices and hospitals). If they are part of a large private practice, they may take an on-call rotation infrequently (ex. once every six weeks ). At each practice setting where physicians document care via an Electronic Health Record system (EHR), they are faced with uniquely configured EHR products, even if the base software product is the same. Often navigating the EHR is time-consuming, labor intensive and non-intuitive. Additionally, these EHR systems are continuously being optimized and upgraded to keep-up with the latest security and anti-virus technology, streamline processes, meet regulatory requirements, reimbursement needs, and incorporate best practices for care delivery. The differences in each EHR, the constant changes made to these applications and the varied clinical rotation schedules that physicians have at each practice setting, all pose a challenge for physicians to become and stay proficient with EHR use. Healthcare is currently faced with a physician burnout epidemic and the literature suggests that the EHR is partly responsible for this. While hospitals invest in the implementation and optimization of EHRs, they often neglect to allocate dedicated resources towards on-going support for physicians with EHR use. Investing in an on-site physician informatics team, who not only understand the clinical workflows and the functionality of the EHR, but also provide at-the-elbow support, can help reduce EHR burden and burn-out. Methods: In 2016, a physician informaticist team was established at a 180+ bed community hospital, where the majority of physicians are non-hospital employees. The team handles physician on-boarding EHR education, provides at-the-elbow EHR support, offers one-on-one personalization sessions to optimize physician efficiency within the EHR, supports a 24/7 clinical help desk to handle off-hour phone support, advocates for physician focused enhancements to the EHR, reports issues with EHR functionality, and much more. Over the past two years, the role and responsibilities of the team have evolved to meet the needs of the physicians. Results: The physician informatics team is centrally located within the hospital. Their office serves as an all-inclusive clinical informatics concierge service for physicians. The team of informaticists are nurses who understand both clinical workflows as well as the technological aspects of managing patient care via the EHR. They are able to assist physicians in real-time by triaging physician EHR requests and managing EHR issues through to resolution, thereby minimizing the time spent by physicians in trouble-shooting their EHR issues and allowing physicians instead to focus on delivering patient care. Conclusions: Physicians working with multiple EHRs face unique challenges. Having a dedicated physician informatics team to support their EHR needs can reduce EHR burden and burn-out.