

University of Massachusetts Medical School

eScholarship@UMMS

UMass Center for Clinical and Translational
Science Research Retreat

2013 UMass Center for Clinical and
Translational Science Research Retreat

May 8th, 12:30 PM - 1:30 PM

Who Opens Alerts to Physicians? (And Who Doesn't?)

Terry S. Field

University of Massachusetts Medical School

Et al.

Let us know how access to this document benefits you.

Follow this and additional works at: https://escholarship.umassmed.edu/cts_retreat



Part of the [Health and Medical Administration Commons](#), [Health Information Technology Commons](#), [Health Services Administration Commons](#), and the [Translational Medical Research Commons](#)

Repository Citation

Field TS, Fouayzi H, Cutrona SL, Gagne SJ, Ogarek J, Sundaresan D, Garber LD. (2013). Who Opens Alerts to Physicians? (And Who Doesn't?). UMass Center for Clinical and Translational Science Research Retreat. <https://doi.org/10.13028/0czk-b429>. Retrieved from https://escholarship.umassmed.edu/cts_retreat/2013/posters/57

Creative Commons License



This work is licensed under a [Creative Commons Attribution-NonCommercial-Share Alike 3.0 License](#).

This material is brought to you by eScholarship@UMMS. It has been accepted for inclusion in UMass Center for Clinical and Translational Science Research Retreat by an authorized administrator of eScholarship@UMMS. For more information, please contact Lisa.Palmer@umassmed.edu.

4th Annual University of Massachusetts Center for Clinical and Translational Science Research
Retreat – abstract submission

March 21, 2013

Title: Who Opens Alerts to Physicians? (And Who Doesn't?)

Authors: Terry S. Field^{1,2}, Hassan Fouayzi¹, Sarah L. Cutrona^{1,2}, Shawn J. Gagne¹, Jessica Ogarek¹, Devi Sundaresan¹, Lawrence Garber¹

Institutional affiliations: (1) Meyers Primary Care Institute, Worcester, MA; (2) University of Massachusetts Medical School, Worcester, MA

Contact information: Shawn Gagne, Meyers Primary Care Institute, 630 Plantation Street, Worcester, MA; Telephone, 508-791-739; Fax, 508-595-2200; shawn.gagne@meyersprimary.org

Abstract:

Background: Electronic medical records (EMR) provide opportunities to implement systems of information flow, such as alerts to providers.

Methods: Within a group practice with an EMR, we conducted a trial of automated alerts to the in-baskets of primary care physicians and staff when patients were discharged from hospital to home. We generated alerts for new medications or monitoring needs. Staff received alerts to schedule office visits. Using EMR “digital crumbs”, we tracked when alerts were viewed. We analyzed the impact of physician age, gender, department, and employment status (full-time, part-time) as well as patient conditions (age, gender, comorbidity, and number of office visits in the previous year) on timely opening.

Results: Of 763 alerts to physicians, 616 (81%) were opened within one day. Characteristics associated with timely opening were age < 50 (OR 1.7, 95% CI 1.1, 2.6) and full-time employment (OR 2.9, 95% CI 1.6, 5.2). Of 1928 alerts to staff, 1173 (61%) were opened within one day. Staff of male physicians were more likely to open the alerts within one day (OR 1.8, 95% CI 1.4, 2.4) as were working for the Family Medicine department (OR 1.9, 95% CI 1.3, 2.6) or a sub-specialty department (OR 16.6, 95% CI 2.3, 122.3). Staff of full-time physicians were less likely to open alerts (OR 0.64, 95% CI 0.47, 0.87). Adjusting for patient characteristics had no impact on results.

Conclusion: Special efforts may be required to reach physicians working part-time and older physicians. Characteristics related to staff opening of alerts are specific to this group practice, but the high level of variability across physician types and departments is likely to be an issue in many settings. Design of a system directed at reaching staff quickly may require in-depth assessment of work flow and communication patterns in clinical departments.