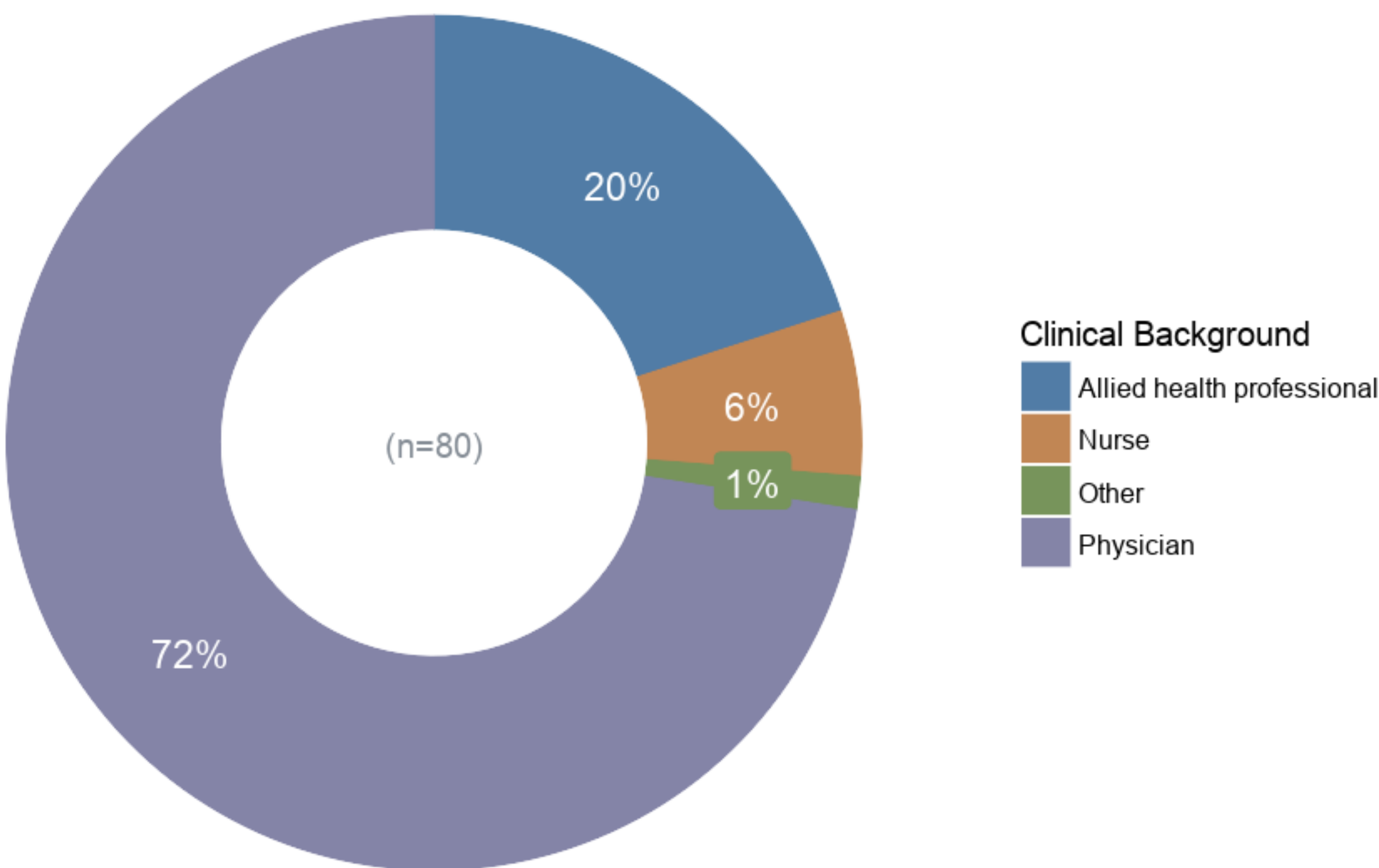
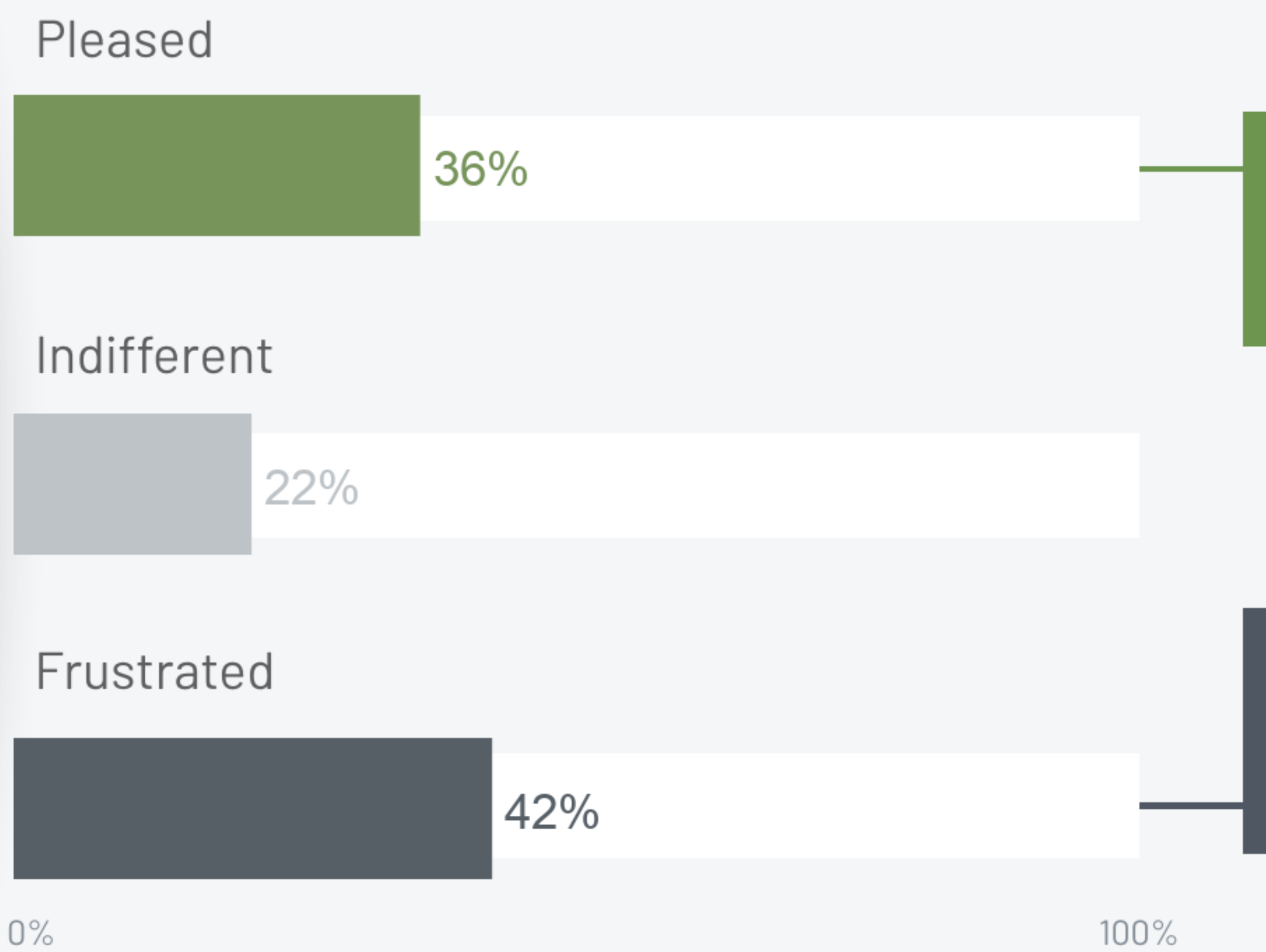


Respondent Clinical Background



\*Net EPR Experience Score\*

-5.7  
9<sup>th</sup> Percentile\*\*



EPR Satisfaction Drivers

- Is Easy to Learn
- Enables Patient-Centered Care
- Has Needed Internal Integration
- Has Needed Functionality

NHS Percentile
59 <sup>th</sup>
57 <sup>th</sup>
56 <sup>th</sup>
53 <sup>rd</sup>

International Percentile
50 <sup>th</sup>
20 <sup>th</sup>
25 <sup>th</sup>
12 <sup>th</sup>

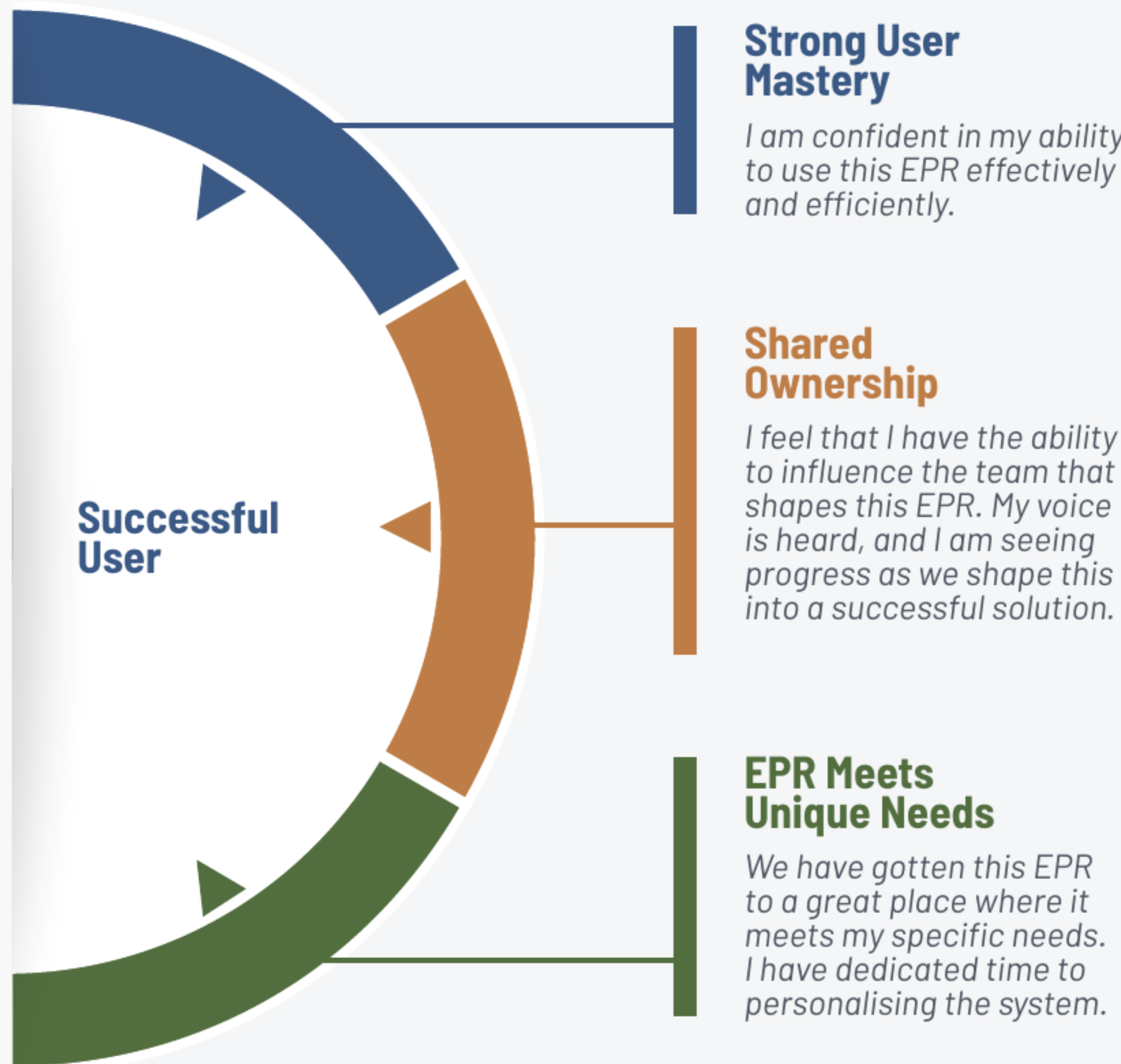
EPR Dissatisfaction Drivers

- Alerts Prevent Mistakes
- Enables Patient Safety
- Has Fast System Response Time
- Has Needed External Integration

NHS Percentile
29 <sup>th</sup>
30 <sup>th</sup>
32 <sup>nd</sup>
34 <sup>th</sup>

International Percentile
1 <sup>st</sup>
1 <sup>st</sup>
12 <sup>th</sup>
8 <sup>th</sup>

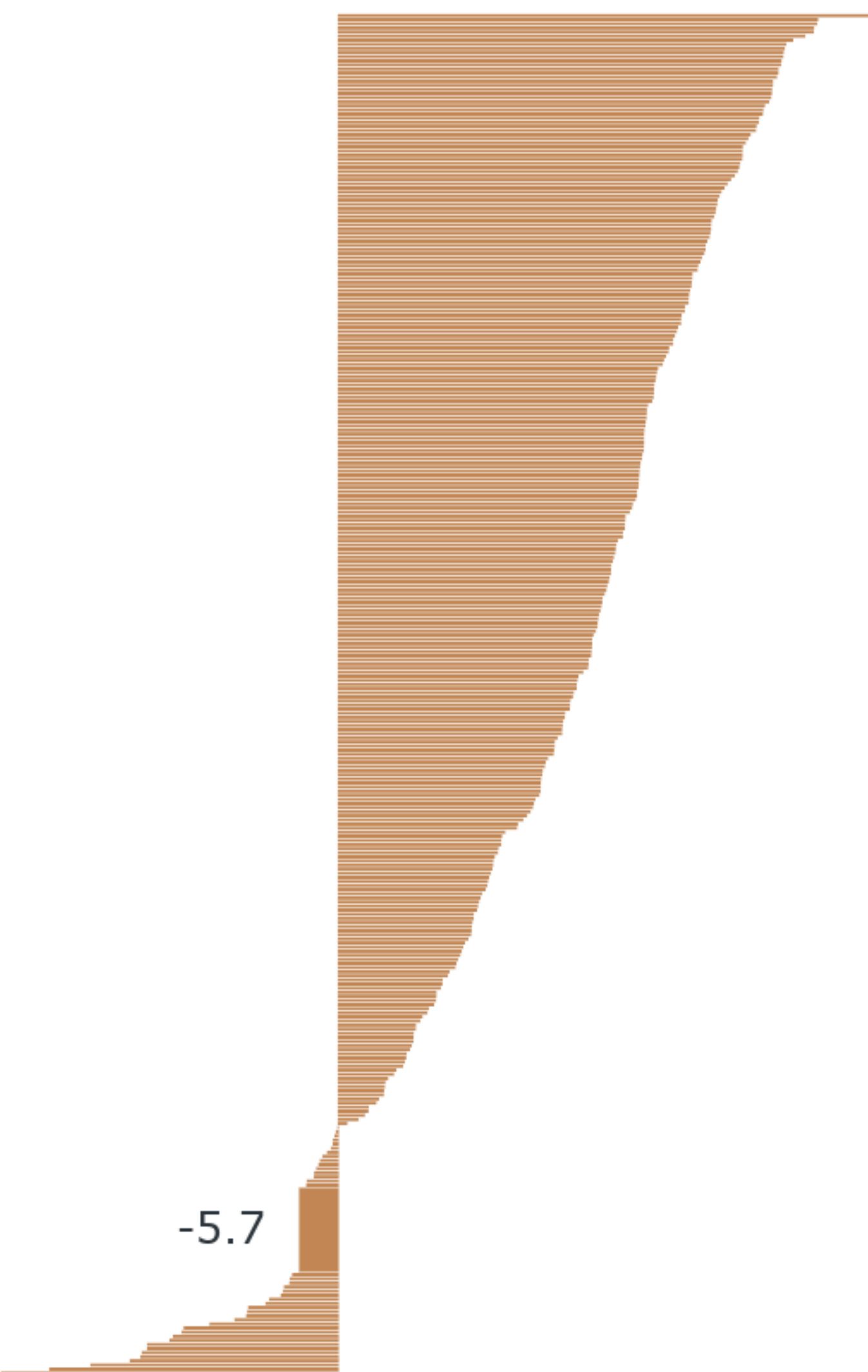
Keys to Success



Metrics	NHS Percentile	International Percentile
Ongoing Training/ Education Is Sufficient	43 <sup>rd</sup>	20 <sup>th</sup>
Initial EPR Training/ Education Prepared Me Well	47 <sup>th</sup>	12 <sup>th</sup>
EPR Supplier Has Designed a High-Quality EPR	61 <sup>st</sup>	29 <sup>th</sup>
User Has Learned EPR Well	36 <sup>th</sup>	8 <sup>th</sup>
Organization Leadership/ IT Has Implemented and Supports EPR Well	37 <sup>th</sup>	4 <sup>th</sup>
Personalisation Use	51 <sup>st</sup>	26 <sup>th</sup>

Net EPR Experience  
All Clinicians

University Hospitals  
Bristol and Weston NHS  
Foundation Trust (n=80)



\*The Net EPR Experience Score is a snapshot of clinicians’ overall satisfaction with the EPR environment(s) at their organisation. The Net EPR Experience Score is calculated t range from -100 (all negative feedback) to +100 (all positive feedback)

\*\*Percentile definition: an overall ranking compared to others in a comparative group. For example, if a score falls in the 30th percentile, 30% of all other scores fall below your score.