

We polled you for your suggestions to improve EPIC back in March, and want to let you know what has been done in response:

- You asked to view images within EPIC: Synmobility is now in place
- You wanted to shorten sign-on time and reduce password entry: Imprivata one-step sign-on (badge, fingerprint) will be most places after October 19th.
- You did not like having to enter password again to sign orders: this has been eliminated
- You wanted increased speed: more than half of 9,000 campus computers have been upgraded, the rest will follow shortly; much faster.

Other requests are in development. What you want the most, Dragon voice recognition, is in the final contracting process, and although we can't promise a date, it is definitely coming (timing dependent on Albany, not Upstate).

Now, we need your help in guiding further actions. Please provide your feedback by following the link below. It will take less than 10 minutes to give your opinions and requests. Medical staff and IMT leadership will listen. Your feedback is critical for us to understand your current state, with a focus of successfully implementing and optimizing our systems to better meet your needs.

https://klasresearch.az1.qualtrics.com/jfe/form/SV_0VWhZepSm8a3qi9

Please note that this research is being administered by KLAS Research. Because of our desire to make your experience exceptional, Upstate has become a participant of the KLAS Arch Collaborative —a national effort to benchmark physician experiences with their EMR. This allows your feedback to have national relevance and to be collected anonymously if you wish.

Profuse thanks in advance for your time and feedback, we value it highly.

Sincerely,

Amy Tucker, MD, MHCM
Chief Medical Officer

About KLAS: KLAS is a company that works to improve healthcare by 'researching, reflecting and amplifying the provider voice' to help healthcare information technology teams and their technology vendors better understand and evolve. Learn more about KLAS' model <https://klasresearch.com/klas-model>