Purpose
The purpose of this scholarly project is to improve the user's documentation experience with Allscripts EHR via Form optimization. This project intends to limit the negative impact nested Forms have on users by reducing the cognitive load using evidence-based practice.

Background
The project was implemented in an ambulatory care Orthopedics clinic, within an academic health care institution in the Texas Medical Center, Houston, Texas. Poor EHR design causes workflow inefficiencies such as longer documentation times, impacts the quality of care, increases frustration, increases cognitive burden, and user dissatisfaction.

Methodology
Using TURF, user-centered design, Lewin's Theory for Planned Change, and heuristic assessments as the theoretical frameworks. Four Plan-Do-Study-Act (PDSA) cycles informed the Form optimization decisions for four surgeons documenting the patient's Physical Exam findings. The optimization goal was to improve Form usability and increase user satisfaction scores for the surgeons by reducing the number of nested Forms.

Results
The Form optimizations resulted in reducing the number of nested Forms from three to zero (100%). User satisfaction scores improved in two of the three PDSA cycles as measured by the survey. The average user satisfaction score across the three PDSA cycles was 10.17 (positive score ≥ 9).

Implications
EHR use is an important component of the health care provider's responsibilities. Although the goal for EHRs is to simplify clinical documentation workflows, oftentimes, documenting in EHRs can be burdensome for physicians.

To ensure EHRs improve physicians' documentation process, the EHR system must be usable and designed with a user-centered focus to ensure the EHR supports the physician's documentation workflow. Stakeholder input guides EHR developers in optimization efforts to improve physician engagement with the project and limit resistance to change.