

We need to talk: an observational study of the impact of electronic medical record implementation on hospital communication.

June 16, 2014

Taylor SP, Ledford R, Palmer V, et al. We need to talk: an observational study of the impact of electronic medical record implementation on hospital communication. *BMJ Qual Saf.* 2014;23(7):584-8.

doi:10.1136/bmjqs-2013-002436.

<https://psnet.ahrq.gov/issue/we-need-talk-observational-study-impact-electronic-medical-record-implementation-hospital>

This pre-post study examined [communication](#) between patients, nurses, and providers both before and after implementation of an [electronic health record](#) (EHR). The researchers found that face-to-face communication between doctors and nurses declined, and there was less agreement about the [plan of care](#). These findings highlight concerns about unintended consequences of EHRs.