

Table 6: UCM and VCU “Desired Improvements” Comment Themes

Major Themes		UCM N	VCU N
A	View Labs/Tests During Encounter	5	21
B	Training & Support	51	61
C	Dictation Function	19	8
D	Alarm Fatigue / Validity	8	5
E	Communication	39	30
F	Functionality (handoffs, abnormal findings, etc.)	144*	163*
	Total	316	288
	*Functionality Sub-Themes		
1.	Reduce Documentation Time Burden	38	61
2.	More In-Person Follow-Up Training	16	5
3.	Make Care Compass More User-Friendly	3	20
4.	Fewer Click Boxes for Each Patient	16	23
5.	Improve Interface with External Hospitals	7	9
6.	More Customizable Order Sets	11	9
7.	Integrated Flow Sheets to Track Labs/Meds	8	12
8.	Improve Messaging/ E-Prescribing	13	11
9.	Google-Like Search Engines for Orders	3	4
10.	Customize Automatic Shut Down	5	2
11.	Allow View of Labs from Multiple Encounters	2	4
12.	Medication Reconciliation	4	5
13.	Internal Integration	14	4
14.	Medication Safety	10	2
15.	Faster Orders	9	6
	Sub-Theme Total	159	177