

WebEHRS Mobile² User Survey - Summary
IHS, OEHE, DEHS
2023

S	<p>Situation</p> <ul style="list-style-type: none"> • WebEHRS Mobile² launched November 2022 • Few users of WebEHRS Mobile² (38/238 (16%) [September 2023]) • Scant use of WebEHRS Mobile² (67 surveys entered over 8 months) • Determine barriers to use
B	<p>Background</p> <ul style="list-style-type: none"> • Prior to 2022, WebEHRS mobile was outdated & used by <10 users nationally due to archaic design, interface, & hardware limitations • User feedback indicated a strong desire to move toward an app-based product with modern features & functionality • Mobile² included enhanced injury prevention program functionality, integration of GIS, alleviated complicated sync process/crashing issues, & brought all WebEHRS features to mobile devices for real-time use in the field • Mobile² passed User Acceptance Testing by 7 DEHS field/district staff in 5 IHS Areas (fall 2022) • November-December 2022: 23 surveys entered thru Mobile² • January-June 2023: 44 surveys entered thru Mobile² • January-August 2023: 65 of 4460 finalized surveys entered (many of those were from two users in one Area) • Other CDP Mobile² clients have 80-90% of their users using the app • July 2023: DEHS HQ surveyed federal WebEHRS users to assess their knowledge, attitudes, & practices with the system & determine barriers to Mobile² use
A	<p>Assessment</p> <ul style="list-style-type: none"> • Barriers to use: users are indifferent about the system (i.e. it's a new way of doing business) or don't have a mobile device • Response rate = 46% (52/113) • Most respondents have <10 years EH experience • 73% have not downloaded Mobile² • It works well for those who have used it: 43% reported it improved their workflow; 50% reported it improved efficiency • Others unsure how it can impact their work: 43% reported they weren't sure if it improved workflow b/c they haven't tried it yet; 43% unsure if it improves efficiency b/c they haven't tried it yet • Users haven't downloaded & accessed Mobile² b/c they haven't gotten to it yet (28%) or don't have access to a mobile device (39%) • To use Mobile², 43% stated they need mobile devices & 17% reported they need instructions/training • WebEHRS is our primary method to capture EH data to ensure data driven decisions are made to manage our program (e.g. RRM, performance measures)
R	<p>Recommendations</p> <ul style="list-style-type: none"> • Increase WebEHRS Mobile² use in FY24 • DEHS HQ enhance engagement with the Areas & how they use WebEHRS <ul style="list-style-type: none"> • Training in FY24 [virtual & in-person] • Deliberate communications related to data used to manage DEHS • Area DEHS programs should consider providing mobile devices to staff