

**Table 2**

Comparison of Preimplementation and Postimplementation Data

<b>Metric</b>	<b>Baseline</b>	<b>Target</b>	<b>Actual</b>
Reduce time interacting with electronic health record	2.8 hours	1.8 hours (35%)	1.9 hours
Therapist productivity (hospital)	1.4 units	1.6 units (10%)	1.7 units
Therapist productivity (clinic)	2.1 units	2.4 units (10%)	2.3 units
Customer satisfaction (internal)	17%	80%	97%
Customer satisfaction (external)	43%	80%	80%

*Note:* Units are units of service charged per patient.