

# HEALTHCARE PROVIDER SURVEY

## DEMOGRAPHICS

1. Profession (check one)  RNP  MD  PA  other      If other, specify: \_\_\_\_\_
2. Specialty (check one)  
:       Family medicine  
       Internal medicine  
       Other, specify: \_\_\_\_\_  
       Not applicable, no licensed or certified specialty
3. Year of graduation from professional school \_\_\_\_\_
4. How long have you been practicing at this clinic? \_\_\_\_\_ months \_\_\_\_\_ years
5. How many hours per week do you typically spend providing clinical care? \_\_\_\_\_

## HYPERTENSION MANAGEMENT

6. Please indicate whether you agree or disagree with the following statements:

	<u>Strongly</u>	<u>Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I am up to date with the latest science on hypertension and its treatment.	1	2	3	4	5	
b. Hypertension often becomes a low priority when patients present with multiple complex problems.	1	2	3	4	5	
c. I find that most patients with hypertension have other medical issues that are more important than HTN.	1	2	3	4	5	
d. I believe there are many good reasons why hypertensive patients are not prescribed antihypertensive medications.	1	2	3	4	5	

Survey -

NYUSOM  
IRB APPROVED

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7. The following are potential reasons why you would not either start a newly diagnosed hypertensive patient on medications or change medications to those that HTN guidelines recommend. Please indicate how often these situations apply.

I do not start, change, or add medications because.....

	Never	Rarely	Some of the time	Most of the time	Always
a. I often want to continue monitoring the patient longer before starting or changing meds	1	2	3	4	5
b. Patient is not adherent to current meds	1	2	3	4	5
c. What the guidelines recommend is not reimbursed	1	2	3	4	5
d. I am unfamiliar with guideline recommended meds	1	2	3	4	5
e. I am concerned about medication side effects	1	2	3	4	5
f. Patients are confused by med changes	1	2	3	4	5
g. I don't have time to change meds	1	2	3	4	5
h. Following guidelines doesn't change outcomes	1	2	3	4	5

8. The following questions refer to JNC 7 hypertension guidelines and other clinical practice guidelines.

Please indicate whether you agree or disagree with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. I am familiar with JNC 7 guidelines	1	2	3	4	5
b. Adhering to JNC 7 represents good patient care	1	2	3	4	5
c. I believe that stricter compliance to JNC 7 guidelines would lead to notable changes in mortality	1	2	3	4	5
d. I seek clinical practice guidelines to aid in patient care	1	2	3	4	5
e. I believe guidelines decrease my autonomy	1	2	3	4	5
f. Guidelines often fail to fit an individual patient's situation	1	2	3	4	5
f. Using guidelines facilitates understanding of diagnoses and treatment	1	2	3	4	5

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9. How confident are you in your ability to perform the following:

	<u>Not at all confident</u>	<u>Somewhat confident</u>	<u>Very confident</u>	<u>Extremely confident</u>
a. Follow the JNC 7 guideline	1	2	3	4
b. Counsel patients on lifestyle modification	1	2	3	4

10. Generally how satisfied are you with the process you have in place of managing patients with HTN? (Choose one)

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat unsatisfied
- Very unsatisfied

11. Which of the following types of information regarding HTN guideline recommendations would you find helpful if electronically available to you when seeing a patient? (CHECK ALL THAT APPLY and RANK TOP 3 CHOICES)

- |       |   |   |
|-------|---|---|
| TOP 3 | √ | ___ An alert that BP is out of normal range   |
| ___   |   | ___ Reminders of steps of diagnostic workup (e.g. screening for other CVD risk factors) |
| ___   |   | ___ An alert when medication is recommended   |
| ___   |   | ___ A bottom line statement of what medication is recommended                           |
| ___   |   | ___ Alternative medication recommendations  |
| ___   |   | ___ Interaction with other drugs or side effects  |
| ___   |   | ___ Cost of medications/formulary information   |
| ___   |   | ___ Resources for lifestyle modification counseling                                     |
| ___   |   | ___ Links to patient educational materials  |
| ___   |   | ___ An abstract of a relevant journal article   |
| ___   |   | ___ Full copy of an important clinical trial  |
| ___   |   | ___ Summary text of the guideline   |

# HEALTHCARE PROVIDER SURVEY

## TECHNOLOGY ISSUES

12. The following questions are about your experience with eClinicalWorks

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
a. Using the EMR enables me to accomplish tasks more quickly	1	2	3	4	5
b. Using the EMR increases my productivity	1	2	3	4	5
c. Using the EMR enhances my effectiveness on the job	1	2	3	4	5
d. Using the EMR makes it easier to do my job	1	2	3	4	5
e. Technical support is available when I need it	1	2	3	4	5
f. The EMR interferes with my workflow	1	2	3	4	5
g. The EMR interferes with patient provider interaction	1	2	3	4	5
h. Using the EMR is worth the time and effort	1	2	3	4	5
i. I am satisfied with the EMR implementation process	1	2	3	4	5
j. The training I received was sufficient	1	2	3	4	5

13. Compared to previous routines, how has eClinicalWorks changed the performance of the following tasks:

	Significantly more difficult					Significantly easier	
a. To review patient's problems has become	1	2	3	4	5	6	7
b. To review vital signs from intake has become	1	2	3	4	5	6	7
c. To register codes for diagnoses or procedures has become	1	2	3	4	5	6	7
d. To enter progress notes has become	1	2	3	4	5	6	7
e. To look up treatment guidelines	1	2	3	4	5	6	7
f. To produce data reviews of patient groups has become	1	2	3	4	5	6	7
g. To order laboratory tests has become	1	2	3	4	5	6	7
h. To obtain laboratory results has become	1	2	3	4	5	6	7
i. To refer patients to specialists has become	1	2	3	4	5	6	7
j. To make decisions about medications has become	1	2	3	4	5	6	7
k. To write prescriptions has become	1	2	3	4	5	6	7
l. To interact effectively with patient has become	1	2	3	4	5	6	7
m. To provide patient education materials has become	1	2	3	4	5	6	7
n. To exchange information with other clinic staff has become	1	2	3	4	5	6	7

## HEALTHCARE PROVIDER SURVEY

14. The following questions ask how you feel about new tools.

Please indicate whether you agree or disagree with the following statements:

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I am generally quick to change my work patterns to accommodate new tools and ideas.	1	2	3	4	5
b. For me to use a new clinical information tool, it must fit in my old work pattern.	1	2	3	4	5
c. I have developed well-tested ways of working and hesitate to change my work routines for every little new idea.	1	2	3	4	5
d. I like the idea of receiving hypertension related reminders in eClinicalWorks.	1	2	3	4	5

15. For what % of patients do you choose to look at clinical reminders now?

None  1-25%  26-50%  51-75%  75-100%

### OTHER WORKFLOW ISSUES

12. In a busy practice it is common to get behind schedule

How often are you behind schedule...

	<u>Never</u>	<u>Rarely</u>	<u>Some of the time</u>	<u>Most of the time</u>	<u>Always</u>
a. Less than 20 minutes behind schedule	1	2	3	4	5
b. More than 20 minutes behind schedule	1	2	3	4	5
c. More than 40 minutes behind schedule	1	2	3	4	5
d. More than 60 minutes behind schedule	1	2	3	4	5

13. When you don't know the answer to a patient care question in clinic how often do you use the following sources of information?

	<u>Never</u>	<u>Rarely</u>	<u>Some of the time</u>	<u>Most of the time</u>	<u>Always</u>
a. Check a text	1	2	3	4	5
b. Ask a colleague	1	2	3	4	5
c. Perform online search	1	2	3	4	5
d. Use function in eClinicalWorks	1	2	3	4	5
e. Search for evidence based clinical	1	2	3	4	5

practice guidelines

## HEALTHCARE PROVIDER SURVEY

14. The following questions refer to staff participation at the health care center. Please indicate whether you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a. This practice encourages nursing and front office staff input for making changes and improvements.	1	2	3	4	5
b. All staff members participate in important decisions about clinical operations.	1	2	3	4	5
c. Staff members are involved in developing plans for improving quality.	1	2	3	4	5
d. This practice encourages staff input for making changes and improvements.	1	2	3	4	5
e. This is a very hierarchical organization; the decisions are made at the top with little input from those doing the work.*	1	2	3	4	5

15. The following questions relate to working relationships in your office setting. Please indicate whether you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a. The practice defines success as teamwork and concern for people.	1	2	3	4	5
b. Our staff has constructive relationships.	1	2	3	4	5
c. There is often tension among people in this practice.*	1	2	3	4	5
d. The staff and clinicians in this practice operate as a real team.	1	2	3	4	5
e. When there is a conflict in this practice, the people involved usually talk it out and resolve the problem successfully.	1	2	3	4	5

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14. The following questions refer to the work environment. Please indicate whether you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a. The staff members of this practice very frequently feel overwhelmed by the work demands.	1	2	3	4	5
b. It's hard to make any changes in this practice because we're so busy seeing patients.	1	2	3	4	5
c. The clinicians in this practice very frequently feel overwhelmed by the work demands.	1	2	3	4	5
d. This practice is experienced as stressful.	1	2	3	4	5
e. Things have been changing so fast in our practice that it is hard to keep up with what is going on.	1	2	3	4	5

THANK YOU.