

PACS OPINION SURVEY: REFERRING PHYSICIANS

As a user of PACS, your opinion on PACS would be greatly appreciated in the PACS Opinion survey. This survey has been designed by Canada Health Infoway with the input of radiology experts.

The purpose of this survey is to gather your opinion on the impact PACS has had on image access, patient care, patient transfers, duplicate tests, productivity, report turnaround time, etc. The results from many project sites across Canada will be used to develop a national view of the state of the diagnostic imaging environment since the implementation of PACS.

Information that is obtained during this survey will be kept confidential to the full extent permitted by the law. You will not be identified by name in any reports of the completed survey; your responses will only be analyzed in aggregate by Canada Health Infoway or a third party that has been contracted for analysis. All identifiers in the records of data will be removed. Records of the data, identifying participants by code number only, will be stored on a fire-wall protected server and protected by password. Only authorized users will have access.

Your opinion on the impact of this technology is important as it will assist in the measurement of the “actual” benefits created by technologies that are implemented to improve timely access to patient results and to establish the shared electronic patient record.

INSTRUCTIONS

The survey should take about 5-10 minutes to complete. Please return the survey in the enclosed envelope by **Friday, March 3rd, 2006.**

If you have any questions about the survey please contact Nancy Kraetschmer at Canada Health Infoway at (416) 595-3164 or nkraetschmer@infoway.ca

1. Please select your project.

- Fraser Health Authority PACS Project
 Other, please specify _____

2. Please select your site.

FRASER NORTH

- Royal Columbian Hospital
- Eagle Ridge Hospital
- Ridge Meadow Hospital
- Burnaby Hospital

FRASER SOUTH

- Surrey Memorial Hospital
- Peace Arch Hospital
- Delta Hospital
- Langley Memorial Hospital

FRASER EAST

- Abbotsford MSA Hospital
- Chilliwack General Hospital
- Fraser Canyon Hospital
- Mission Memorial Hospital

USAGE AND BENEFITS

3. Where do you access the PACS system? *(Please check all that apply)*

- Diagnostic Imaging Department
 Clinics/Units/Patient care floors
 Personal Office
 Home

4. Do you access PACS most frequently for: *(Please check one response)*

- Exams
 Reports
 Both

5. Please indicate the extent to which you agree or disagree with the following statements: *(Please select one response per row)*

	Strongly Disagree	Moderately Disagree	Moderately Agree	Strongly Agree	Not Applicable
a) PACS has reduced the time I must wait to review an exam/image.	<input type="radio"/>				
b) I access exams more frequently with PACS than I did with film.	<input type="radio"/>				
c) I believe that report turnaround time has improved since the implementation of PACS.	<input type="radio"/>				
d) I believe that PACS tools and functionality improve the quality of the report.	<input type="radio"/>				
e) PACS has facilitated consultation between myself, other clinicians and/or radiologists at other health care locations.	<input type="radio"/>				

Please indicate the extent to which you agree or disagree with the following statements.

6a. My efficiency has improved because of PACS. *(Please check one response)*

- Strongly Disagree** **Moderately Disagree** **Moderately Agree** **Strongly Agree** **Not Applicable**

6b. Please comment on the degree of agreement/disagreement with the above statement.

7a. PACS has improved my ability to make decisions regarding patient care. *(Please check one response)*

- Strongly Disagree** **Moderately Disagree** **Moderately Agree** **Strongly Agree** **Not Applicable**

7b. Please comment on the degree of agreement/disagreement with the above statement.

8a. PACS has led to a reduction in my patients' length of stay in hospital. **(Please check one response)**

- Strongly Disagree Moderately Disagree Moderately Agree Strongly Agree Not Applicable

8b. Please comment on the degree of agreement/disagreement with the above statement.

9a. PACS has reduced the number of patient transfers between facilities due to the ability to share images and consult remotely. **(Please check one response)**

- Strongly Disagree Moderately Disagree Moderately Agree Strongly Agree Not Applicable

9b. If you agreed with the statement above please estimate the number of transfers avoided per month since the implementation of PACS.

Estimated number of transfers avoided per month in my practice:

10a. PACS has reduced the number of exams reordered because the exams are not available (lost or located elsewhere) when I need them. **(Please check one response)**

- Strongly Disagree Moderately Disagree Moderately Agree Strongly Agree Not Applicable

10b. If you agreed with the statement above please estimate how many reordered exams are prevented per month since PACS was implemented.

Estimated number of reorders (duplicates) avoided per month:

11a. PACS has reduced the amount time it takes me to access exams/reports. **(Please check one response)**

- Strongly Disagree
 Moderately Disagree
 Moderately Agree
 Strongly Agree
 Not Applicable

11b. If you agreed with the statement above please estimate, on average, how much time do you save per week by being able to access exams/reports on PACS? Please specify your response in minutes (e.g. 3 hours should be entered as 180 minutes). If not applicable, enter '0'.

Minutes:

SATISFACTION WITH PACS

12. Please indicate the extent to which you agree or disagree with the following statements. **(Please select one response per row)**

	Strongly Disagree	Moderately Disagree	Moderately Agree	Strongly Agree	Not Applicable
a) PACS image quality on the Web (e.g. from home or office) is adequate.	<input type="radio"/>				
b) PACS image quality on the workstation in the Hospital is adequate.	<input type="radio"/>				
c) PACS functionality on the remote Web is adequate.	<input type="radio"/>				
d) PACS functionality on the workstation in the Hospital is adequate.	<input type="radio"/>				
e) Finding images when needed is easy.	<input type="radio"/>				
f) Remote web performance (speed) is adequate.	<input type="radio"/>				
g) Hospital workstation performance (speed) is adequate.	<input type="radio"/>				
h) Access to PACS viewing stations (PCs with Web or Workstations) is adequate.	<input type="radio"/>				
i) Logging on to the system is easy.	<input type="radio"/>				
j) PACS downtime is acceptable.	<input type="radio"/>				
k) Training in the new technology was sufficient.	<input type="radio"/>				
l) Ability to view images at the patient's bedside is adequate.	<input type="radio"/>				
m) The Implementation/Installation and transition from film was well managed.	<input type="radio"/>				

SUMMARY AND COMMENTS

13. Please use this space to write any other comments you may have on the PACS system.

DEMOGRAPHICS

14. Years in practice:

- under 2 years 2 to 5 6 to 10 11 to 15 16 to 20 21 to 25 over 25

15. Have you had experience with PACS prior to this implementation project?

- Yes No

16. Please specify your specialty:

- | | | | | |
|--|---|--|--|---|
| <input type="radio"/> Cardiology | <input type="radio"/> Internal Medicine | <input type="radio"/> Obstetrics/Gynaecology | <input type="radio"/> Paediatrics | <input type="radio"/> Thoracic Surgery |
| <input type="radio"/> Emergency Medicine | <input type="radio"/> Nephrology | <input type="radio"/> Oncology | <input type="radio"/> Surgery | <input type="radio"/> Other, please specify _____ |
| <input type="radio"/> Family Practitioner
/General Practitioner | <input type="radio"/> Neurology | <input type="radio"/> Orthopaedics | <input type="radio"/> Cardiac Surgery | |
| <input type="radio"/> Gastroenterology | <input type="radio"/> Neurosurgery | <input type="radio"/> Orthopaedic Surgery | <input type="radio"/> Vascular Surgery | |

Thank you for taking the time to complete this survey.

Please return the survey in the enclosed envelop by Friday, March 3rd, 2006.