<u>Employee and Staff Pre Go-Live Expectations and Perceptions</u>
<u>Clinical Information Systems Survey: Physician Only</u>

University of Iowa, Iowa City IA

This is a questionnaire designed to be completed by physicians in an inpatient setting. The tool includes questions to assess user's perceptions of computerized provider order entry and electronic health records.

Employee / Staff _Pre-Go-Live_ Expectations / Perceptions Clinical Information Systems Survey

Instructions to Participants.

The following survey is intended to help XXX to better understand staff perceptions and attitudes about the steps taken to prepare for implementing the electronic health record. Specifically we are interested in learning about your expectations and understanding what impact the new _clinical information systems_ being installed will have with patient care, and how they will affect you. All responses will be kept strictly confidential. Completed surveys will be collected and sent to researchers at the University of Iowa for data entry and analysis. No individual data or responses will be reported. Only aggregated data will be reported.   Please check one (1) response for each question. Your participation in this survey is voluntary.

Thank you for completing this survey.

Your Primary Work Unit/Department _____ **Job Title** _____ **Date** _____

Have you had prior experience outside of Mercy - North Iowa with any electronic health records or computerized provider order entry systems?

No____ Yes ____ *If yes, about how many years of experience _____ Years working in healthcare _____*

I. Please indicate the extent to which you think that the following areas ***will be*** either: **Worsened (-3, -2, -1), Stay the Same (0), or be Improved (+1, +2, +3) after the new clinical information systems are implemented.** In answering each item assume that you have been using the new clinical information systems for 3 months. *Please check only one (1) response per item.*

	Is Much Worse		Has Not Changed			Is Much Improved	
	-3	**-2**	**-1**	**0**	**+1**	**+2**	**+3**
1. Access to information improving my ability to make good patient care decisions.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
2. How often patients are asked the same questions.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
3. Able to share important information with patients and families.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
4. Able to involve patients and families in the care planning process.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
5. My ability to learn about and improve our patient care processes.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
6. Communications between physicians and hospital staff.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
7. Communications between departments.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
8. Communication between hospital staff.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
9. The frequency that verbal orders have been made on my unit.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
10. The amount of time I now spend:	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
a. Documenting patient care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
b. Recording diagnoses and symptoms.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
c. Preparing discharge documents.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
11. The consistency with which patient care data are recorded.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
12. The accuracy and validity of the patient care data being recorded.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
13. The overall safety of patient care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
14. The ability to avoid errors by alerting staff to potential errors before they occur.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
15. The number of times staff forget to provide needed care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

	Is Much Worse		Has Not Changed			Is Much Improved	
	-3	-2	-1	0	+1	+2	+3
16. The timeliness with which patient care services are provided.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
17. The amount of professional satisfaction I get out of my job.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
18. The efficiency of our work processes.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
19. The appropriateness of patient care orders.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
20. The ability to implement research findings into our patient care practices.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
21. The timeliness with which patient related data can be available	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
22. Communications at end of shift handoffs.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
23. Communications when patients are transferred to different units within the hospital.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
24. Communications when patients are transferred to other facilities.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
25. Communications when patients are readmitted or receiving follow-up outpatient care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
26. The amount of time I can spend directly with patients.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
27. The effect on the hospital to recruit and retain high quality staff.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
28. How much I enjoy my job.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
29. Legibility and clarity of patient care orders	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

II. Please indicate the extent to which you agree with the following statements;

	Strongly Disagree	Moderately Disagree	Mildly Disagree	Mildly Agree	Moderately Agree	Strongly Agree
1. I support the planned change in current clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
2. My coworkers support the planned change in clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
3. My supervisor supports the planned change in clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
4. It will have no difficulty in adapting to information systems changes.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
5. I understand the decision to change clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
6. I know who the Super Users are on my work unit.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
7. Sufficient resources have been provided for me to learn to use the new systems	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
8. Sufficient technical IT support will be available to operate the new system.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

	Strongly Disagree	Moderately Disagree	Mildly Disagree	Mildly Agree	Moderately Agree	Strongly Agree

9. The new clinical information systems will improve our ability to give patient care:

	Strongly Disagree	Moderately Disagree	Mildly Disagree	Mildly Agree	Moderately Agree	Strongly Agree
a. The Right treatment	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
b. To the Right patient	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
c. At the Right time	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
d. In the Right amount, dose or intensity	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
e. In the Right way	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
f. By the right person	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
g. With the right information	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
h. In the right location	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

Comments:

Thank you for completing this survey.

Survey #3: Employee / Staff _Post-Go-Live_ Perceptions Survey: Clinical Information Systems

Your Primary Work Unit _____ **Job Title** _____ **Date** _____

Have you had prior experience outside of Mercy - North Iowa with any electronic health records or computerized provider order entry systems?

No____ Yes ____ *If yes, about how many years of experience _____ Years working in healthcare _____*

Did you participate in the new clinical information systems training that was offered prior to the July 8, 2004 go-live date? No____ Yes ____

I. Based on your experience in using the new clinical information systems, please indicate the extent to which you think that the following areas have either: **Worsened (-3, -2, -1), Stayed the Same (0), or Improved (+1, +2, +3).** *Please check only one response per item.*

	Is Much Worse			Has Not Changed			Is Much Improved
	-3	**-2**	**-1**	**0**	**+1**	**+2**	**+3**
1. Access to information improving my ability to make good patient care decisions.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
2. How often patients are asked the same questions.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
3. Sharing important information with patients and families.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
4. Involving patients and families in the care planning process.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
5. My ability to learn about and improve our patient care processes.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
6. Communications between physicians and hospital staff.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
7. Communications between departments.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
8. Communication between hospital staff.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
9. The frequency that verbal orders have been made on my unit.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
10. The amount of time I now spend:	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
a. Documenting patient care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
b. Recording diagnoses and symptoms.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
c. Preparing discharge documents.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
11. The consistency with which patient care data are recorded.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
12. The accuracy and validity of the patient care data being recorded.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

	Is Much Worse		Has Not Changed			Is Much Improved	
	-3	**-2**	**-1**	**0**	**+1**	**+2**	**+3**
13. The overall safety of patient care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
14. The ability to avoid errors by alerting staff to potential errors before they occur.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
15. The number of times staff forget to provide needed care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
16. The amount of professional satisfaction I get out of my job.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
17. The efficiency of our work processes.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
18. The appropriateness of patient care orders.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
19. The ability to implement research findings into our patient care practices.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
20. The timeliness with which patient related data can be available	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
21. Communications at end of shift handoffs.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
22. Communications when patients are transferred to different units.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
23. Communications when patients are transferred to other facilities.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
24. Communications when patients are readmitted or receiving follow-up outpatient care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
25. The amount of time I can spend directly with patients.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
26. The effect on the hospital to recruit and retain high quality staff.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
27. How much I enjoy my job.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
28. Legibility and clarity of patient care orders	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

II. Please indicate the extent to which you agree with the following statements;

	Strongly Disagree	Moderately Disagree	Mildly Disagree	Mildly Agree	Moderately Agree	Strongly Agree
1. I support the changes in prior clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
2. My coworkers support the changes in the prior clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
3. My supervisor supports the changes in the prior clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
4. It had no difficulty in adapting to information systems changes.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
5. I agree with the decision to change clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

	Strongly Disagree	Moderately Disagree	Mildly Disagree	Mildly Agree	Moderately Agree	Strongly Agree
6. I know who the Super Users are on my work unit.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
7. Sufficient resources were provided for me to learn to use the new systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
8. Sufficient technical IT support was available to operate the new system.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

9. The new clinical information systems will improve our ability to give patient care:

	Strongly Disagree	Moderately Disagree	Mildly Disagree	Mildly Agree	Moderately Agree	Strongly Agree
a. The Right treatment	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
b. To the Right patient	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
c. At the Right time	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
d. In the Right amount, dose or intensity	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
e. In the Right way	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
f. By the right person	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
g. With the right information	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
h. In the right location	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

3. Looking back on the transition to the new clinical information systems, what do you think should have been done to make the transition easier?

Other Comments:

Thank you for completing this survey.