Employee and Staff Pre-Go-Live Expectations and Perceptions
Clinical Information Systems Survey

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This is a questionnaire designed to be completed by clinical staff across a health care system. The tool includes questions to assess user's perceptions of electronic health records.

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Your Primary Work Unit/Department ___________________________ Job Title ___________________________ Date _____________

Have you had prior experience outside of XXX 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 (insert date) 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.

<table>
<thead>
<tr>
<th>Is Much Worse</th>
<th>Has Not Changed</th>
<th>Is Much Improved</th>
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</thead>
<tbody>
<tr>
<td>-3</td>
<td>-2</td>
<td>-1</td>
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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. Communications between departments. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
6. The amount of time I now spend preparing discharge documents. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
7. The consistency with which patient care data are recorded. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
8. The accuracy and validity of the patient care data being recorded. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
9. The overall safety of patient care. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
10. The timeliness with which patient care services are provided. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
11. The amount of professional satisfaction I get out of my job. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
12. The appropriateness of patient care orders. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
13. Communications at end of shift handoffs. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
14. Communications when patients are transferred to different units. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
15. Communications when patients are transferred to other facilities. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
16. Communications when patients are readmitted or receiving follow-up outpatient care. [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
17. The effect on the hospital to recruit and retain high quality staff.


19. Legibility and clarity of patient care orders

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

1. I support the changes in the prior clinical information systems.  
   - Strongly Disagree  - Moderately Disagree  - Mildly Disagree  
   - Mildly Agree  - Moderately Agree  - Strongly Agree

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. I had no difficulty in adapting to information systems changes.

5. I agree with the decision to change the clinical information systems.

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 Project Genesis clinical information systems improve our ability to give patient care:
   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
III. 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.