

Document Workflow Assessment Guide: Hospital

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This is an interview guide designed to be conducted with staff in an inpatient setting. The tool includes questions to assess user's needs of health information exchange.

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Document Workflow Assessment Guide - Hospital

Hospital name: _____

Individuals interviewed: _____

Assessors: _____

Assessment date: _____

Hospital size (beds): _____

This guide is intended to effectively capture information from hospital staff on the following documents exchanged with other health care entities:

Document or information type	to/from / other organization
Lab and x-ray results	to clinic
Radiology results	to clinic
Discharge summaries	to clinic
Surgical report	to clinic

This guide should help us gain a qualitative and quantitative understanding of the following:

- Costs involved with receiving and sending these documents, specifically those that could be reduced through a different document workflow or by participating in UHIN clinical exchange.
- The circumstances in which clinical information of the hospital are needed by clinics, how well these information needs are currently being met, and how the access to this information could be improved. This includes but is not limited to timeliness of providing information from time of request.

Lab results		
Describe the process for accepting a physician order for a lab test:		
Step	Staff role	Staff time (minutes)
How many labs are done for outpatients (per week)?		
Quantity	Timeframe	

Describe your process for delivering lab results to the ordering provider. If there are multiple methods please describe each.

Step	Staff role	Staff time (minutes)

From x to y	Turn around time
Specimin received to lab complete	
Lab complete to result delivered	

What type of complaints have you received from physician offices on lab result reporting? (Results not received, timeliness of results received, etc.)

Are there capabilities for providers to access lab results online? If yes, do you know how many providers utilize this? (How many, how often?)

Radiology results

Describe the process for accepting a physician order for a radiology procedure:

Step	Staff role	Staff time (minutes)

How many radiology procedures are done for outpatients (per week)?

Quantity	Timeframe

Describe your process for delivering radiology results to the ordering provider. If there are multiple methods please describe each.

Step	Staff role	Staff time (minutes)

From x to y	Turn around time
Radiology procedure to result delivered	

What type of complaints have you received from physician offices on radiology result reporting? (Results not received, timeliness of results received, etc.)

Are there capabilities for providers to access radiology results online? If yes, do you know how many providers utilize this? (How many, how often?)

Discharge Summaries and Surgical Reports

Approximately how many discharge summaries and surgical reports are documented (per week)?

Discharge Summaries:

Quantity	Timeframe

Surgical Reports:

Quantity	Timeframe

Describe your process for delivering discharge summaries and surgical reports to the ordering provider. If there are multiple methods please describe each.

Step	Staff role	Staff time (minutes)

From x to y	Turn around time
Date of surgery to report delivered	
Date of discharge to report delivered	

What type of complaints have you received from physician offices on delivery of surgical reports or discharge summaries? (Not received, timeliness, etc.)

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