

Wellness Portal Satisfaction Questionnaire: Clinicians

University of Oklahoma Health Science Center, Oklahoma City OK

This is a questionnaire designed to be completed by clinical staff in an ambulatory setting. The tool includes questions to assess user's satisfaction of personal health records.

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Wellness Portal Satisfaction Questionnaire – Clinicians (Year 1 Field Testing)

- Scale:
- 1 – Strongly disagree
 - 2 – Somewhat disagree
 - 3 – Somewhat agree
 - 4 – Strongly agree
 - 0 – Don't know or doesn't apply

Questions:

- 1) Wellness Portal feedback is easy for my practice team to use.
- 2) The Wellness Portal has helped my practice address and deliver recommended preventive services for patients.
- 3) My patients seem to like using the Wellness Portal.
- 4) The Wellness Portal improved the communication between my patients and my practice.
- 5) The Wellness Portal enhanced the involvement of my patients in their health care.
- 6) The Wellness Portal has increased my delivery of person-centered (individualized) preventive services.
- 7) The Wellness Portal has saved my practice time.

Open-ended questions:

- 1) How often you or your staff used PSRS in the past month (daily, weekly, occasionally, not at all)?
- 2) How does your practice team use PSRS (e.g. printing patient reports, etc)?
- 3) Do you communicate regularly with patients who use the Wellness Portal about information provided to them via the Portal (e.g. preventive care recommendations)? If yes, how (e.g. you discuss recommendations based on Portal report)?
- 4) What do you think the most useful features are in the Wellness Portal that can improve the quality of care you provide?
- 5) Are there any features in the Wellness Portal that are detrimental to providing quality care?
- 6) In what ways could we improve the Wellness Portal system?