Wellness Portal User Satisfaction Survey: Patients

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This is a questionnaire designed to be completed by patients in ambulatory and home settings. The tool includes questions to assess user's satisfaction of personal health records.

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Wellness Portal User Satisfaction Survey – Patients (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) I can navigate the Wellness Portal website easily.

2) I can find information I need easily and quickly in the Wellness Portal.

3) I understand health information presented on the Wellness Portal website.

4) I understand the instructions on how to manage my health information through the Wellness Portal.

5) The information I find on the Wellness Portal website is just what I need for managing my wellness care.

6) The information I find on the Wellness Portal website is arranged well. I always know where to look for what I need.

7) Information I get from the Wellness Portal is important to me.

8) Information I get from the Wellness Portal helps me improve my health.

9) Information I get from the Wellness Portal helps me participate more in my own health care.

10) Information I get from the Wellness Portal is exactly what I need to make more informed health care decisions.

11) The Wellness Portal is a valuable resource for me or the ones I care for.

12) The Wellness Portal improves my interaction with my health care provider.

13) The Wellness Portal website helped me improve my health.

14) The Wellness Portal website will likely help me to continually improve my health and well being.
Open-ended questions:

1) What do you think the most useful features are in the Wellness Portal that can improve the quality of care you receive?

2) What do you think the least useful features are in the Wellness Portal that contribute the least to the quality of care you receive?

3) Are there any features in the Wellness Portal that could actually decrease the quality of care you receive?

4) In what ways could we improve the Wellness Portal system?