Benchmarking questions
primarily related to workflow

The following questions can be used to better understand others’ experiences with the health IT system or vendor and the impact or consequences of the health IT on workflow postimplementation.

General questions regarding implementation (this gives one an understanding of the respective clinic’s experience with implementing a health IT system – e.g., practice management system)
- What type of system (if any) did you have before choosing your current system?
- Did you have assistance from outside consultants not associated with the vendor?

Questions specific to workflow
- Did you know anything about assessing workflows prior to your clinic’s planning for and go-live of your health IT system?
- To what extent did the software vendor emphasize the importance of understanding workflows and how they will change postimplementation?
- Did the software vendor encourage…
  - … flowcharting of workflows?
  - … using checklists to understand workflows?
  - … conducting usability evaluations to collect user input regarding health IT functionality, design, navigation, ease of use, satisfaction, etc?
  - … prospectively identifying issues associated with software use?
- What support did the vendor provide you in mapping your workflows? (If support was provided: How did they assist you in assessing your workflows?)
- Did you collect any workflow information preimplementation? If so:
  - What workflows did you assess?
  - Who did the work (collected the information, including creating flowcharts, checklists, etc.)?
  - How did you capture and record workflows? (e.g., observation followed by flowcharting)?
  - Did you develop and flowchart (or develop some form of “mapping”) anticipated (postimplementation) workflows?
- Postimplementation, what would you have done differently in regard to understanding your workflows?
- What workflows, if any, were adversely affected by the health IT system?
- How has workload changed for physicians, nurses, clerical staff, etc. at your clinic?
- In hindsight, what would you do differently regarding understanding your workflows?
- Are there any valuable resources you would recommend for assessing workflows?

Questions regarding the health IT vendor
- Does the health IT vendor encourage user groups/user interaction?
- How do you rate the vendor’s customer support? How responsive is the vendor to your inquiries?
- How has your experience with your vendor been overall?

Questions assessing implementation, in hindsight
- Overall how was your implementation experience?
- Do you consider your health IT system implementation a success? Why or why not?