

## **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?