

Community Chronic Care Network (CCCN): Technical Readiness

Pajaro Valley Community Health, Watsonville CA

This is a questionnaire designed to be completed by administrators, clinical staff, and office staff in an ambulatory setting. The tool includes questions to assess the current state of electronic health records and practice management systems.

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Technical Readiness

1. Computer Equipment

- a. How many computers are in your office? (for each computer answer the following)
 - i. Age of computer
 - ii. Manufacturer
 - iii. Processor type and speed
 - iv. RAM
 - v. OS and version (and service packs)
 - vi. Hard Drive space
 - vii. CD_ROM/
 - viii. R RW
 - ix. DVD-ROM
 - x. R RW
 - xi. How are you using the computer – for what purposes?
 1. For example: All record keeping, scheduling, looking up lab results, solitaire, billing, coding, purchasing supplies/equipment, internet, clinical info, email (personal/business)
- b. Is there a computer that is accessible to staff during workday?
 - i. Are there problems with the computer such as pop up ads or suspected viruses?
- c. Who supports your computer system(s)?
 - i. How often do you see that person?
 1. 1 or more times/month, every 6 months or so, 1x per year

2. Network

- a. Are computers networked?
 - i. Type of network:
 1. Workgroup
 2. networked through dedicated server?
 - ii. Where is server located?
 - iii. Network OS and version?

3. Printers

- a. Do you share a printer with other computers?
 - i. Type?
 - ii. How far from computer?

Technical Readiness (cont'd)

4. Internet access

- a. Do you have an Internet connection?
 - i. Is the connection reliable? (does it stay up, or do you find it is often down or unavailable for some reason).
 - ii. Is the computer with the internet connection accessible to office staff occasionally during the day for looking up patient information?
 - iii. Who is the ISP?
 - iv. What is the browser software and version
- b. Does your organization have a web site?

5. Email

- a. Do you use e-mail?
 - i. Does each person have their own email addresses?
 - ii. Do you use just a single email address for the office?
 - iii. What is (are) the e-mail addresses?

6. Software

- a. Do you use a scheduling system in the office?
 - i. Is it paper or computerized?
 - ii. If computerized what is the name of the software?
 - iii. Is it effective?
- b. Do you use a EMR system of any type?
 - i. If so what is the name of the software or system?
- c. Do you use other clinical / health care related software? (name of application)
 - i. Billing
 - ii. Lab
 - iii. Rx
 - iv. Referrals
 - v. EHR
 - vi. Other (application names and how used)
- d. What other general business software do you use in the office (i.e. Word, Excel, PowerPoint, Outlook)
 - i. For what purpose do you use it?

Technical Readiness (cont'd)

7. Electronic Information Transfer

- a. Do you send information electronically?
- b. If so, what type of information do you send?
- c. How do you send it?

Operational Readiness

1. What kind of training is allowed/encouraged in your office?
2. What are the training and education policies in your office for both clinical and computer?
3. Who uses the computers in your office?
4. What level of computer skill does each member of the staff have?
5. What computer training has each person received?
6. Where do you get your training?
7. What are the roles among the computer users in the office? (who enters what?)
8. What are the payor sources for your patients?
 - a. % Alliance
 - b. % MediCal
 - c. % MediCruz
 - d. % Medicare
 - e. % Commercial HMOs
 - f. % Other commercial
 - g. % Unfunded
9. What is your daily routine preparing for patients?
10. Are patients with diabetes identified in your office?
 - a. If so do you use a flow sheet or prompt?
 - b. How many patients with diabetes do you have?
 - c. Do you do outreach to your patients with diabetes?
 - d. Do you use special procedures for patients with diabetes?
11. What is the level of diabetes knowledge among staff?
12. Do you use special procedures for other patients?
13. How do you handle referrals (what is the procedure)? Is it electronic?
14. Do you have a method of tracking what a patient needs?
 - a. What is that method?
15. How do you report outcomes?
 - a. Is there a special format required? (maybe we can help create these reports)
16. What are your privacy guidelines?
17. How would you prefer to receive information from us?

- a. How would you prefer to receive reports from us?
18. What patient education materials do you have?
- a. In what languages?