Employee and Staff Pre-Go-Live Expectations and Perceptions
Clinical Information Systems Survey

University of Iowa, Iowa City IA

This is a questionnaire designed to be completed by clinical staff across a health care system. The tool includes questions to assess user's perceptions of electronic health records.

Your Primary Work Unit/Department _____ **Job Title** _____ **Date** _____

Have you had prior experience outside of XXX with any electronic health records or computerized provider order entry systems?

No____ Yes ____ *If yes, about how many years of experience _____*

Years working in healthcare _____

Did you participate in the new clinical information systems training that was offered prior to the (insert date) go-live date? No____ Yes ____

I. Based on your experience in using the new clinical information systems, please indicate the extent to which you think that the following areas have either: **Worsened (-3, -2, -1), Stayed the Same (0), or Improved (+1, +2, +3).** *Please check only one response per item.*

	Is Much Worse			Has Not Changed			Is Much Improved
	- 3	- 2	-1	0	+1	+2	+3
1. Access to information improving my ability to make good patient care decisions.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
2. How often patients are asked the same questions.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
3. Sharing important information with patients and families.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
4. Involving patients and families in the care planning process.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
5. Communications between departments.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
6. The amount of time I now spend preparing discharge documents.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
7. The consistency with which patient care data are recorded.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
8. The accuracy and validity of the patient care data being recorded.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
9. The overall safety of patient care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
10. The timeliness with which patient care services are provided.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
11. The amount of professional satisfaction I get out of my job.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
12. The appropriateness of patient care orders.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
13. Communications at end of shift handoffs.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
14. Communications when patients are transferred to different units.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
15. Communications when patients are transferred to other facilities.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
16. Communications when patients are readmitted or receiving follow-up outpatient care.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

	Is Much Worse			Has Not Changed			Is Much Improved
	-3	-2	-1	0	+1	+2	+3
17. The effect on the hospital to recruit and retain high quality staff.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
18. How much I enjoy my job.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
19. Legibility and clarity of patient care orders	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

II. Please indicate the extent to which you agree with the following statements:

	Strongly Disagree	Moderately Disagree	Mildly Disagree	Mildly Agree	Moderately Agree	Strongly Agree
1. I support the changes in the prior clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
2. My coworkers support the changes in the prior clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
3. My supervisor supports the changes in the prior clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
4. I had no difficulty in adapting to information systems changes.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
5. I agree with the decision to change the clinical information systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
6. I know who the Super Users are on my work unit.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
7. Sufficient resources were provided for me to learn to use the new systems.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
8. Sufficient technical IT support was available to operate the new system.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

9. The new Project Genesis clinical information systems improve our ability to give patient care:

	Strongly Disagree	Moderately Disagree	Mildly Disagree	Mildly Agree	Moderately Agree	Strongly Agree
a. The Right treatment	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
b. To the Right patient	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
c. At the Right time	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
d. In the Right amount, dose or intensity	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
e. In the Right way	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
f. By the right person	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
g. With the right information	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
h. In the right location	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

III. Looking back on the transition to the new clinical information systems, what do you think should have been done to make the transition easier?

Other Comments:

Thank you for completing this survey.