

Document Workflow Assessment Guide: Clinic

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This is an interview guide designed to be conducted with administrators, nurses, office staff, and physicians in an ambulatory setting. The tool includes questions to assess user's needs of health information exchange.

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Document Workflow Assessment Guide - Clinic

Clinic name: _____

Individuals interviewed: _____

Assessors: _____

Assessment date: _____

Clinic size (full time equivalent MD, PA, and NPs): _____

This guide is intended to effectively capture information from clinic staff on the following documents exchanged with other health care entities:

Document or information type	to/from / other organization
Lab and x-ray results	from hospital or lab
Radiology results	from hospital
Discharge summaries	from hospital
Surgical report	from hospital or surgery center

This guide should help us gain a qualitative and quantitative understanding of the following:

- Costs involved with receiving and sending these documents, specifically those that could be reduced through a different document workflow or by participating in UHIN clinical exchange.
- The circumstances in which clinical information are needed by the clinic, how well these information needs are currently being met, and how the access to this information could be improved. This includes but is not limited to timeliness of receiving information from time of request.

(P) denotes that a question is intended for a physician or NP/PA.

Lab results

Describe the process for ordering a lab done outside your clinic:

- Hospital:
- Quest
- Labcorp
- Other:

Step	Staff role	Staff time (minutes)

How many labs are ordered (per week)?

Quantity Timeframe

How are lab results returned to the clinic, reviewed, and communicated to the patient? How much staff time does it take to route the results to the provider? How long does it take?

Step	Staff role	Staff time (minutes)

From x to y	Turn around time
Specimin taken to receipt of lab results	
Receipt of lab results to provider review	

How do you know if results are not received? Is there a problem with not receiving results? What actions are taken?

(P) How frequently do you think you have a visit with missing labs – times per month?

Do the providers access lab results from the lab or hospital system before results are routed to him/her? How often?

(P) Do you access lab results directly from the lab/hospital? How often?

How do you communicate results back to the patient?

- No action / address at next visit; percent:
- Call patient; percent:
- Send letter; percent:
- Other; describe, percent:

Step	Staff role	Staff time (minutes)

Do you think your patients would access the labs if available online in a patient portal? Could this decrease your costs?

Radiology results

Describe the process for ordering an x-ray done outside your clinic:

- Hospital 1:
- Hospital 2:
- Other:

Step	Staff role	Staff time (minutes)

How many x-rays are ordered (per week)?

Quantity	Timeframe

How are x-ray results returned to the clinic, reviewed, and communicated to the patient? How much staff time does it take to route the results to the provider? How long does it take?

Step	Staff role	Staff time (minutes)

From x to y	Turn around time
Date of procedure to result received	
Receipt to provider review	

How do you know if results are not received? What actions are taken?

(P) Are x-ray results available on a timely basis?

Does the provider access x-ray results from the hospital system before results are routed to him/her? How often does the provider do this?

(P) Do you access x-ray results directly from the hospital? How often?

Discharge Summaries and Surgical Reports

What type of reports do you receive back from hospitals/ surgery centers? Which hospitals/surgery centers?

Quantity	Timeframe

In which circumstances do the providers need access to this information, and do they receive it timely enough? Are these routed to the providers?

(P) When do you need access to discharge summaries / op reports? Is the information available when you need it?

Do the providers (or staff) access the information from the hospital/surgery center systems directly?

(P) Do you access discharge summary or op reports from the hospital system directly (outside the hospital)? How often?

Do you get medication reconciliation as part of the discharge summary? What do you do with this?

What is the process for receiving and routing the results?

Step	Staff role	Staff time (minutes)

What is the turn around time from discharge or date of surgery for receiving the report? How much longer does it take

for the results to get to the provider?

From x to y	Turn around time
Discharge/date of surgery to receipt	
Receipt to provider review	

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