

Electronic Health Record End User Survey

Michigan Public Health Institute, Ann Harbor MI

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

Permission has been obtained from the survey developers for unrestricted use of this survey; it may be modified for used as is without additional permission from the authors.

Section 1 (of 5). Prior Experience with EHRs

This survey will take approximately fifteen (15) minutes of your time. It asks questions about your current use of EHRs and your opinions about how EHRs affect issues related to quality of patient care. Your responses will be stored confidentially in a database at MPH. Your responses will be analyzed along with other responses and presented in aggregate back to health centers as well as to the study's funders and other audiences. Your participation in this survey is entirely voluntary. You may decline to participate at any time without penalty. However, your participation will provide very important information for the project. You indicate your voluntary agreement to participate by completing and submitting this questionnaire.

1. Your 5 Digit ID #:

2. How long have you been using GE Centricity?

Years

Or Months

3. Please choose one response:

	Much worse	Worse	Neither better nor worse	Better	Much better
How has use of GE Centricity changed your work compared to using a paper medical record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please elaborate:

5. Prior to using GE Centricity, did you use another EHR? Note an EHR must provide at least the following 2 basic functions: (1) capture and display of critical patient data; and (2) providing some level of decision-support (e.g. disease management template, drug interaction alerts).

No

Yes

Section 1 (of 5) Cont. (Prior Experience with EHRs)

6. Prior experience with EHRs:

	Much Worse	Worse	Neither better nor worse	Better	Much Better
In general, how would you rate GE Centricity compared to the EHR system(s) you used in the past?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please provide the vendor or product name of the EHR system(s) you used most recently:

8. In what particular way does your experience with GE Centricity differ from your prior experience with EHRs?

Section 2 (of 5). Your EHR Use Environment

9. Instruction: Based on your experience with GE Centricity, please indicate the extent to which you agree (or disagree) with the following statements:

	I don't know	Strongly disagree	Disagree	Agree	Strongly agree
I received adequate training on how to use this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My questions about use of this EHR were sufficiently answered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive technical support whenever I need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the support I have received in use of this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The system downtime is acceptable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When this EHR system is down, we have policies and procedures to allow the clinic to continue to see patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The EHR screens respond to my actions instantly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our facility has adequate computer terminals to access this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lab results appear in this EHR in a timely fashion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This EHR allows me to review trends in lab values.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The project plan was adequately communicated to us during implementation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administration of our facility was supportive during implementation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate resources were committed to the implementation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. What is the main device you use to access GE Centricity?

Desktop Computer/ Terminal

Tablet PC

Laptop

Slate

Other (please specify)

11. GE Centricity or Paper Record

	Never	Occasionally	Most of the time	Always
How often do you use this EHR rather than a paper record?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. How often do you use GE Centricity rather than a paper record in the following situations?

	Never	Occasionally	Frequently	Always
When you need patient test results	jn	jn	jn	jn
When you need contact information for a patient	jn	jn	jn	jn
When you need to document something in the patient medical record	jn	jn	jn	jn
When you want to identify all of your patients with gaps in their care	jn	jn	jn	jn

Section 3 (of 5). EHR Impact

13. Based on your experience, please indicate whether you believe the effect of GE Centricity on your clinical practice has been beneficial, detrimental, or neither, using the scale below:

	Highly detrimental	Detrimental on the whole	Neither detrimental nor beneficial	Beneficial on the whole	Highly beneficial
Costs of providing care	fn	fn	fn	fn	fn
Clinician autonomy	fn	fn	fn	fn	fn
Quality of health care	fn	fn	fn	fn	fn
Interactions within the health care team	fn	fn	fn	fn	fn
Enjoyment of clinical practice	fn	fn	fn	fn	fn
Clinicians' stress-level	fn	fn	fn	fn	fn
Clinicians' self-image	fn	fn	fn	fn	fn
Humaneness of clinical practice	fn	fn	fn	fn	fn
The rapport between clinicians and patients	fn	fn	fn	fn	fn
Personal and professional privacy	fn	fn	fn	fn	fn
Clinicians' access to up-to-date knowledge	fn	fn	fn	fn	fn
Patients' satisfaction with the quality of care they receive	fn	fn	fn	fn	fn
Generalists' ability to manage more complex problems	fn	fn	fn	fn	fn
Comprehensiveness of patient care	fn	fn	fn	fn	fn
Efficiency of clinical practice	fn	fn	fn	fn	fn
Avoiding errors (such as overlooking a drug interaction)	fn	fn	fn	fn	fn

Section 4 (of 5). Evaluation of the EHR

14. Based on your experience with GE Centricity, please indicate the extent to which you agree (or disagree) with the following statements:

	Strongly disagree	Disagree	Agree	Strongly agree
To me, use of this EHR is easy.	Jn	Jn	Jn	Jn
The EHR screens are intuitive.	Jn	Jn	Jn	Jn
This EHR provides all functionalities that I expect.	Jn	Jn	Jn	Jn
Overall, I am satisfied with my experience with this EHR.	Jn	Jn	Jn	Jn
I would recommend this EHR to other similar practices.	Jn	Jn	Jn	Jn
My colleagues have negative opinions about this EHR.	Jn	Jn	Jn	Jn
Use of this EHR interferes with my work.	Jn	Jn	Jn	Jn
I would be in favor of ceasing use of this EHR in our practice.	Jn	Jn	Jn	Jn
Use of this EHR requires me to do more work compared to what I used to do.	Jn	Jn	Jn	Jn

Section 5 (of 5). EHR Functionality

15. Instruction: Based on your experience, indicate the ease of which GE Centricity allows you to perform the following tasks:

	Does not apply to me	Very difficult	Somewhat difficult	Somewhat easy	Very easy
Obtain and review patient information and data	jn	jn	jn	jn	jn
Document care for my patients	jn	jn	jn	jn	jn
View lab tests for my patients	jn	jn	jn	jn	jn
Prevent adverse events (e.g., drug-drug interaction, drug-allergy interaction)	jn	jn	jn	jn	jn
Track preventive care for my patients	jn	jn	jn	jn	jn
Manage chronic disease conditions for my patients	jn	jn	jn	jn	jn
Manage orders	jn	jn	jn	jn	jn
Manage referrals	jn	jn	jn	jn	jn
Provide patient educational materials	jn	jn	jn	jn	jn
Analyze outcomes of care	jn	jn	jn	jn	jn
Access the EHR from off-site locations	jn	jn	jn	jn	jn
Communicate with my colleagues to coordinate care	jn	jn	jn	jn	jn
Communicate with my patients	jn	jn	jn	jn	jn
Enhance the continuity of care my organization is able to provide	jn	jn	jn	jn	jn

16. If there are some functionalities missing in GE Centricity, please specify:

17. What additional help would you need to use GE Centricity more effectively?

18. Is there a particular way the support of your use of GE Centricity can be improved?

19. If you have any other comments about GE Centricity and it's use in the practice, please provide below: