

Health Information Technology Value Project: Chief Executive Officer Interview Guide

University of Iowa, Iowa City IA

This is an interview guide designed to be conducted with administrators in an ambulatory setting. The tool includes questions to assess the current state of electronic health records.

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***Health Information Technology Value Project
Critical Access Hospitals/EMR
Chief Executive Officer***

1. Can you tell me about the electronic medical record system that you have or are implementing?
2. What was the process to arrive at the decision to implement this system?
3. Why and how did you finally decide on this vendor?
4. What is or was the timeframe for implementation – staged, rollout, entire organization?
5. How does or did the organization expect to benefit from this information technology investment? Efficiencies, Quality, Patient Safety?
6. Have those benefits been realized? What have been the actual returns on the project?
7. Is your organization connected to a larger health system? Did they have an influence on your organization's decisions?
8. Has this system improved physician, patient and staff satisfaction?
9. How has this changed the patient care process?
10. Is the system connected to physician offices? Are you doing or planning on doing any sharing of patient data between the physician practices and the hospital?
11. How will this investment position your organization for the future?
12. What, if anything, would you like the system to do for you that isn't done today?
13. What future considerations do you think the system can help you with? P4P support, interoperability with physicians, CPOE – if not used today, e-prescribing, quality and safety items, other?
14. Are there any inhibitors that prevent you from using the EMR system to its fullest capability?