

Health Information Technology Value Project: Chief Information Officer Interview Guide

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This is a questionnaire designed to be completed by clinical staff in an ambulatory setting. The tool includes questions to assess user's perceptions of electronic health records.

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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, and entire organization?
5. How does or did the organization expect to benefit from this information technology investment?
6. Have those benefits been realized? What have been the actual returns on the project?
7. What are access points to the EMR? Who? Connection to physician offices, home, etc.
8. Is transcription integrated with other components? Has this integration reduced what needs to be transcribed?
9. Describe your pharmacy module? Is it integrated with your EMR? Do you have physician order entry? Is order entry integrated with the pharmacy system? Are medications checked for possible patient allergic reactions?
10. Does the system allow for entering outside meds? Dose checking? Duplicate ordering? Med verification? Is there bar coding for verification? Is there interaction checking? Recalls and call backs?
11. Is there a standardized pharmacy formulary?
12. Describe your lab module? Is it integrated with your EMR?
13. Do you use bar coding for patient and specimen identification?
14. Is there infectious disease monitoring and reporting?
15. If there is a blood bank at your organization, is there cross matching of products and verification?
16. What reference material is available through your vendor? Evidence-based? Drug interactions? Diagnosis support?
17. Describe your radiology module? Are imaging results linked to EMR? Does it enhance decision making, efficiency and accuracy?
18. Does your radiology module assist in mammography management?
19. Tell me about your patient scheduling system? Is there conflict checking and sequencing? Is it integrated with patient education instructions?
20. What other systems does your EMR interface to; coding, medication dispensing, outside labs, medical equipment/instruments?
21. Do current organizational information systems assist in JCAHO reporting? Or have the ability to? Do they measure outcomes?
22. What, if anything, would you like the system to do for you that isn't done today?
23. 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?