

Healthcare Provider Survey

Primary Care Development Corporation, New York NY

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 and clinical decision support systems.

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HEALTHCARE PROVIDER SURVEY

DEMOGRAPHICS

1. Profession (check one) RNP MD PA other If other, specify: _____
2. Specialty (check one)
: Family medicine
 Internal medicine
 Other, specify: _____
 Not applicable, no licensed or certified specialty
3. Year of graduation from professional school _____
4. How long have you been practicing at this clinic? _____ months _____ years
5. How many hours per week do you typically spend providing clinical care? _____

HYPERTENSION MANAGEMENT

6. Please indicate whether you agree or disagree with the following statements:

	<u>Strongly</u>	<u>Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I am up to date with the latest science on hypertension and its treatment.	1	2	3	4	5	
b. Hypertension often becomes a low priority when patients present with multiple complex problems.	1	2	3	4	5	
c. I find that most patients with hypertension have other medical issues that are more important than HTN.	1	2	3	4	5	
d. I believe there are many good reasons why hypertensive patients are not prescribed antihypertensive medications.	1	2	3	4	5	

Survey -

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HEALTHCARE PROVIDER SURVEY

7. The following are potential reasons why you would not either start a newly diagnosed hypertensive patient on medications or change medications to those that HTN guidelines recommend. Please indicate how often these situations apply.

I do not start, change, or add medications because.....

	Never	Rarely	Some of the time	Most of the time	Always
a. I often want to continue monitoring the patient longer before starting or changing meds	1	2	3	4	5
b. Patient is not adherent to current meds	1	2	3	4	5
c. What the guidelines recommend is not reimbursed	1	2	3	4	5
d. I am unfamiliar with guideline recommended meds	1	2	3	4	5
e. I am concerned about medication side effects	1	2	3	4	5
f. Patients are confused by med changes	1	2	3	4	5
g. I don't have time to change meds	1	2	3	4	5
h. Following guidelines doesn't change outcomes	1	2	3	4	5

8. The following questions refer to JNC 7 hypertension guidelines and other clinical practice guidelines.

Please indicate whether you agree or disagree with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
a. I am familiar with JNC 7 guidelines	1	2	3	4	5
b. Adhering to JNC 7 represents good patient care	1	2	3	4	5
c. I believe that stricter compliance to JNC 7 guidelines would lead to notable changes in mortality	1	2	3	4	5
d. I seek clinical practice guidelines to aid in patient care	1	2	3	4	5
e. I believe guidelines decrease my autonomy	1	2	3	4	5
f. Guidelines often fail to fit an individual patient's situation	1	2	3	4	5
f. Using guidelines facilitates understanding of diagnoses and treatment	1	2	3	4	5

HEALTHCARE PROVIDER SURVEY

9. How confident are you in your ability to perform the following:

	<u>Not at all confident</u>	<u>Somewhat confident</u>	<u>Very confident</u>	<u>Extremely confident</u>
a. Follow the JNC 7 guideline	1	2	3	4
b. Counsel patients on lifestyle modification	1	2	3	4

10. Generally how satisfied are you with the process you have in place of managing patients with HTN? (Choose one)

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat unsatisfied
- Very unsatisfied

11. Which of the following types of information regarding HTN guideline recommendations would you find helpful if electronically available to you when seeing a patient? (CHECK ALL THAT APPLY and RANK TOP 3 CHOICES)

- | | | |
|-------|---|---|
| TOP 3 | √ | ___ An alert that BP is out of normal range |
| ___ | | ___ Reminders of steps of diagnostic workup (e.g. screening for other CVD risk factors) |
| ___ | | ___ An alert when medication is recommended |
| ___ | | ___ A bottom line statement of what medication is recommended |
| ___ | | ___ Alternative medication recommendations |
| ___ | | ___ Interaction with other drugs or side effects |
| ___ | | ___ Cost of medications/formulary information |
| ___ | | ___ Resources for lifestyle modification counseling |
| ___ | | ___ Links to patient educational materials |
| ___ | | ___ An abstract of a relevant journal article |
| ___ | | ___ Full copy of an important clinical trial |
| ___ | | ___ Summary text of the guideline |

HEALTHCARE PROVIDER SURVEY

TECHNOLOGY ISSUES

12. The following questions are about your experience with eClinicalWorks

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
a. Using the EMR enables me to accomplish tasks more quickly	1	2	3	4	5
b. Using the EMR increases my productivity	1	2	3	4	5
c. Using the EMR enhances my effectiveness on the job	1	2	3	4	5
d. Using the EMR makes it easier to do my job	1	2	3	4	5
e. Technical support is available when I need it	1	2	3	4	5
f. The EMR interferes with my workflow	1	2	3	4	5
g. The EMR interferes with patient provider interaction	1	2	3	4	5
h. Using the EMR is worth the time and effort	1	2	3	4	5
i. I am satisfied with the EMR implementation process	1	2	3	4	5
j. The training I received was sufficient	1	2	3	4	5

13. Compared to previous routines, how has eClinicalWorks changed the performance of the following tasks:

	Significantly more difficult					Significantly easier	
a. To review patient's problems has become	1	2	3	4	5	6	7
b. To review vital signs from intake has become	1	2	3	4	5	6	7
c. To register codes for diagnoses or procedures has become	1	2	3	4	5	6	7
d. To enter progress notes has become	1	2	3	4	5	6	7
e. To look up treatment guidelines	1	2	3	4	5	6	7
f. To produce data reviews of patient groups has become	1	2	3	4	5	6	7
g. To order laboratory tests has become	1	2	3	4	5	6	7
h. To obtain laboratory results has become	1	2	3	4	5	6	7
i. To refer patients to specialists has become	1	2	3	4	5	6	7
j. To make decisions about medications has become	1	2	3	4	5	6	7
k. To write prescriptions has become	1	2	3	4	5	6	7
l. To interact effectively with patient has become	1	2	3	4	5	6	7
m. To provide patient education materials has become	1	2	3	4	5	6	7
n. To exchange information with other clinic staff has become	1	2	3	4	5	6	7

HEALTHCARE PROVIDER SURVEY

14. The following questions ask how you feel about new tools.

Please indicate whether you agree or disagree with the following statements:

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I am generally quick to change my work patterns to accommodate new tools and ideas.	1	2	3	4	5
b. For me to use a new clinical information tool, it must fit in my old work pattern.	1	2	3	4	5
c. I have developed well-tested ways of working and hesitate to change my work routines for every little new idea.	1	2	3	4	5
d. I like the idea of receiving hypertension related reminders in eClinicalWorks.	1	2	3	4	5

15. For what % of patients do you choose to look at clinical reminders now?

None 1-25% 26-50% 51-75% 75-100%

OTHER WORKFLOW ISSUES

12. In a busy practice it is common to get behind schedule

How often are you behind schedule...

	<u>Never</u>	<u>Rarely</u>	<u>Some of the time</u>	<u>Most of the time</u>	<u>Always</u>
a. Less than 20 minutes behind schedule	1	2	3	4	5
b. More than 20 minutes behind schedule	1	2	3	4	5
c. More than 40 minutes behind schedule	1	2	3	4	5
d. More than 60 minutes behind schedule	1	2	3	4	5

13. When you don't know the answer to a patient care question in clinic how often do you use the following sources of information?

	<u>Never</u>	<u>Rarely</u>	<u>Some of the time</u>	<u>Most of the time</u>	<u>Always</u>
a. Check a text	1	2	3	4	5
b. Ask a colleague	1	2	3	4	5
c. Perform online search	1	2	3	4	5
d. Use function in eClinicalWorks	1	2	3	4	5
e. Search for evidence based clinical	1	2	3	4	5

practice guidelines

HEALTHCARE PROVIDER SURVEY

14. The following questions refer to staff participation at the health care center. Please indicate whether you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a. This practice encourages nursing and front office staff input for making changes and improvements.	1	2	3	4	5
b. All staff members participate in important decisions about clinical operations.	1	2	3	4	5
c. Staff members are involved in developing plans for improving quality.	1	2	3	4	5
d. This practice encourages staff input for making changes and improvements.	1	2	3	4	5
e. This is a very hierarchical organization; the decisions are made at the top with little input from those doing the work.*	1	2	3	4	5

15. The following questions relate to working relationships in your office setting. Please indicate whether you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a. The practice defines success as teamwork and concern for people.	1	2	3	4	5
b. Our staff has constructive relationships.	1	2	3	4	5
c. There is often tension among people in this practice.*	1	2	3	4	5
d. The staff and clinicians in this practice operate as a real team.	1	2	3	4	5
e. When there is a conflict in this practice, the people involved usually talk it out and resolve the problem successfully.	1	2	3	4	5

HEALTHCARE PROVIDER SURVEY

14. The following questions refer to the work environment. Please indicate whether you agree or disagree with the following statements:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
a. The staff members of this practice very frequently feel overwhelmed by the work demands.	1	2	3	4	5
b. It's hard to make any changes in this practice because we're so busy seeing patients.	1	2	3	4	5
c. The clinicians in this practice very frequently feel overwhelmed by the work demands.	1	2	3	4	5
d. This practice is experienced as stressful.	1	2	3	4	5
e. Things have been changing so fast in our practice that it is hard to keep up with what is going on.	1	2	3	4	5

THANK YOU.