PCIP Post-EHR Implementation Survey of Providers

The New York City Department of Health and Mental Hygiene (DOHMH), in collaboration with Columbia University, is conducting a survey of provider satisfaction with their Electronic Health Record (EHR) systems. You are being asked to participate in this survey because your opinions on the functioning of the EHR system are important to us.

Please return your completed survey in the enclosed return envelope.

If you have any questions, please contact: Armine Lulejian, at alulejia@health.nyc.gov or call (212) 788-5680.

Thank you for your time and feedback.
The following statements ask about the accuracy and timeliness of the information you retrieve from the EHR system.

For each statement, please state how often you think the following is true regarding the EHR system:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Never/Almost Never</th>
<th>Some Of The Time</th>
<th>About Half Of The Time</th>
<th>Most Of The Time</th>
<th>Always/Almost Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>The instructions and prompts are helpful.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Getting data files in and out of the system is not easy</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>If this EHR stops, it is not easy to restart it.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I sometimes wonder if I'm using the right command.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The speed of the EHR is fast enough.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>This software seems to disrupt the way I normally like to arrange my work</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The organization of the menus or information lists seems quite logical.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>It is relatively easy to move from one part of a task to another.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>It is easy to forget how to do things with this EHR.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The EHR occasionally behaves in a way which can't be understood.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>It is easy to see at a glance what the options are at each stage.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I have to look for assistance most times when I use the EHR.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>How often can you count on the EHR to be up and available?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>How often is the EHR subject to frequent problems and crashes?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>How often are you satisfied with the EHR system?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>How often is the system successful?</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

For each statement, please state how often you think the following is true regarding the EHR system:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Never/Almost Never</th>
<th>Some Of The Time</th>
<th>About Half Of The Time</th>
<th>Most Of The Time</th>
<th>Always/Almost Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>The EHR provides me with all the information I need to take care of the patient</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The EHR screens include a lot of extra information that I don’t need.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>There is inaccurate information in the EHR.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The information displayed is relevant to patient care</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The system lets me quickly find the information I need</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The EHR provides information that is up-to-date.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The information in the EHR is presented in a useful format</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The information in the system includes the level of detail that I need</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The information in the EHR seems to disappear or change unpredictably</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>The information in the Help menu is useful</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Do you communicate with staff from any other organizations (besides your own) that are implementing an EHR?  
☑ Yes ➔ Please fill in the box below  
☐ No ➔ Skip to the next set of questions

Please write the names of the organizations you communicate with on the lines below.

<table>
<thead>
<tr>
<th>Name of Organization:</th>
<th>Would you say that you communicate: (choose one)</th>
<th>Would you say you mostly: (choose one)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Less Than Once A Month</td>
<td>More Than Once A Month</td>
</tr>
<tr>
<td>a.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>c.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>d.</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>e.</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

The following questions ask your opinion about how the EHR has affected the following tasks.

Please check “NA / Don’t know” if you have never used the EHR for that task.

Compared to previous routines, how has the EHR changed the performance of the following tasks?

**Documentation**

Documenting physical exams  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Documenting histories  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Documenting allergies  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Documenting CPT and ICD-9 codes for billing purposes  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Keeping problem lists updated  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Keeping medication lists updated  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

**Task and Workflow Management**

Ordering laboratory and radiology tests  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Reviewing laboratory and radiology tests  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Writing prescriptions  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Renewing prescriptions  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Monitoring medication safety at the point of prescribing (e.g., drug-allergy, drug-drug interactions)  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Monitoring patient medication adherence  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Communicating referral information to sub-specialists  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Reviewing referral information from sub-specialists  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

**Preventive Care and Panel Management**

Ordering appropriate preventive care services (e.g., mammograms or flu shots) during the visit  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Making a list of patients based on diagnosis or history  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Contacting patients to remind them of care for which they are due (i.e., postcards, phone calls, emails)  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know

Assisting patients in self-management activities (e.g., goal setting, patient education)  
☐ Much More Difficult  
☐ Slightly More Difficult  
☐ No Change  
☐ Slightly Easier  
☐ Much Easier  
☐ NA / Don’t Know
<table>
<thead>
<tr>
<th>How strongly do you agree or disagree with the following statements regarding the EHR?</th>
<th>Completely Agree</th>
<th>Generally Agree</th>
<th>Generally Disagree</th>
<th>Completely Disagree</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using the EHR in my job has enabled me to accomplish tasks more quickly</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I have to work longer hours to see the same number of patients with the EHR</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Using the EHR has enhanced my effectiveness in my job</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Using the EHR has made it easier to do my job</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I find the EHR useful in my job</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Learning to operate the EHR has been easy for me</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I find it easy to get the EHR to do what I want it to do</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I have become skilled at using the EHR’s advanced features</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The EHR has made it easier for me to access patient information from outside of the office</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>There are too many alerts and reminders</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Using an EHR has decreased the amount of time I spend talking to my patients</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Using an EHR helps me adhere to clinical practice guidelines</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Using an EHR has caused disruptions to my work flow</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Using an EHR has improved my ability to make decisions about patient care</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Using an EHR has improved my ability to provide preventive care</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The EHR has helped me monitor how many of my patients are receiving appropriate care</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Using an EHR has improved my ability to provide high quality care to patients with chronic conditions</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I think the benefits of adopting an EHR have outweighed the challenges</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

Would you recommend your current EHR to other providers interested in adopting an EHR?  
☐ Yes  
☐ No

If you could change one thing about your current EHR system, what would it be?  
________________________________________________________________________________________  
________________________________________________________________________________________  
________________________________________________________________________________________

How long have you been using an EHR at this practice? _______ months

How would you classify your level of comfort with computer technology?  
☐ Very comfortable  
☐ Somewhat comfortable  
☐ Not very comfortable
Please choose the statement that best describes the training you received for your current EHR:
- Ten or more hours dedicated to formal training (with vendor or practice trainers)
- Less than ten hours dedicated to formal training (with vendor or practice trainers)
- Informal training by practice staff when time permitted
- I have received no training and I’m learning the system as I use it

I receive prompt service when I require technical support
- Always
- Sometimes
- Never
- Don’t know

Technical support can be relied on to fix my problem.
- Always
- Sometimes
- Never
- Don’t know

Providers have been included in key decisions related to our EHR implementation
- Always
- Sometimes
- Never
- Don’t know

When do you typically document a patient’s notes?
- During the encounter
- After the encounter

How often do you print out a Visit Summary report from the EHR system for your patient at the conclusion of the patient visit?
- Always
- Sometimes
- Never
- Don’t know

What is your title?
- MD
- Nurse Practitioner
- Physician Assistant
- Other (please specify): _____________________________

Are you male or female?
- Male
- Female

What is your primary clinical specialty?
- General Practice
- Family Practice
- Internal Medicine
- Ob/Gyn
- Pediatrics
- Behavioral specialist
- Other (please specify): _____________________________

How many years have you been in practice? ______ yrs

How many years have you worked at this practice? ______ yrs

In a typical week, how many patients do you see per hour at this practice? _____ pts. per/hr

In a typical week, how many hours do you work at this practice? _____ hrs per/wk

Many thanks for your feedback!