

If you already use an electronic health record system, here's your chance to help your colleagues who haven't yet made the leap.

ELECTRONIC HEALTH RECORDS:

The 2007 FPM User-Satisfaction Survey

In this issue, *FPM* is publishing its second electronic health records (EHR) user survey – not the results yet, but the survey form itself, as a means of data collection. The survey instrument was developed in cooperation between the editors of *FPM* and Kenneth G. Adler, MD, MMM. The survey is modified and expanded from an EHR demonstration rating form we published two years ago.¹ The first EHR user survey elicited input from more than 400 family physicians, whose responses provided helpful advice for those still facing the decision to go electronic and wondering which system to choose.^{2,3} This year's survey follows the same model but is shorter and easier to complete than the original survey.

The intent of this survey is not to arrive at a picture of the current state of EHR use among family physicians. We simply want to collect satisfaction data from as many family physician users of as many different EHR systems as possible. By publishing product-specific results in an upcoming issue of *FPM*, we aim to help future purchasers of EHR systems make sound choices for their practices.



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Your colleagues need you

If you use an EHR, please complete the survey. *Even if you responded to the 2005 survey*, we need your input on this one. Your system and your opinion have likely changed in the intervening time. And if you benefitted from the information in the 2005 report, pay the benefit forward by completing the survey yourself this time. The survey project will succeed in direct proportion to the number of family physi-

cians who respond. You can be sure that, where six family physicians use the same EHR, all six are likely to have different opinions of the system. Prospective users could benefit from all six views. The ideal is to obtain a response from every family physician who uses a commercially available EHR system. Still, the broadcast nature of this survey requires some validation of responses to guarantee that respondents are indeed family physicians, that no one is submitting multiple responses to the survey, etc. The most practical means of validation available is, as it was in 2005, verification of AAFP membership. Consequently,


Kenneth G. Adler, MD, MMM, and Robert L. Edsall

the survey asks for your membership number. Only responses from AAFP members will be tabulated.

Completing the survey

We realize that this survey will take time out of your already busy day. With that in mind, we have shortened it considerably from the first version. We want to thank you in advance for responding. By doing so, you will help many of your fellow family physicians and provide feedback to vendors that spurs improvements in EHR technology.

To maximize the number of valid responses and to make responding as convenient as possible, we are pub-

lishing the survey instrument both in this issue of *FPM* and online through the *FPM* Web site. The easiest way to submit a survey is to go online to <http://www.aafp.org/fpm/ehrsurvey>. By providing your responses electronically, you will facilitate the analysis process. Alternatively, you can use the survey form below and on the following pages or download and print a PDF version from <http://www.aafp.org/fpm/20070400/ehrsurvey.pdf>, complete it by hand, and return the results either by fax to 913-906-6010 or by mail to *Family Practice Management*, 11400 Tomahawk Creek Pkwy, Leawood, KS 66211. Be sure to respond by **July 31, 2007**. Hundreds of your colleagues will thank you. 

About the Authors

Dr. Adler is a family physician in full-time clinical practice in Tucson, Ariz. He has a Master of Medical Management degree from Tulane University and a Certificate in Healthcare Information Technology from the University of Connecticut. Robert Edsall is editor-in-chief of *Family Practice Management*. Author disclosure: nothing to disclose.

Send comments to fpmedit@aafp.org.

1. Adler KG. How to select an electronic health record system. *Fam Pract Manag*. February 2005:55-62.
2. Adler KG, Edsall RL. Electronic health records: a user-satisfaction survey. *Fam Pract Manag*. February 2005:47-51.
3. Edsall RL, Adler KG. An EHR user-satisfaction survey: advice from 408 family physicians. *Fam Pract Manag*. October 2005:29-35.

FPM Electronic Health Record (EHR) User-Satisfaction Survey – 2007

Your name:				
Your 7-digit AAFP membership number: ____ ____ ____ ____ ____ ____ ____				
Your e-mail address (optional):				
Your age: _____ years				
EHR product name:				
EHR version number:				
Did you help select this EHR for your practice?		<input type="radio"/> Yes	<input type="radio"/> No	
How long have you used any EHR in practice?		_____ years (Round to nearest half-year; e.g., 3.5 years)		
How long have you used <i>this vendor's</i> EHR?		_____ years (Round to nearest half-year; e.g., 2.0 years)		
How skilled are you in the use of <i>this vendor's</i> EHR?		Novice	Average user	Expert
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, not just in terms of this EHR system, how would you rate yourself as a computer user?		Novice	Average user	Expert
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many physicians in all specialties are in your practice, including yourself?		<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3-5
		<input type="radio"/> 6-10	<input type="radio"/> 11-20	<input type="radio"/> 21-50
		<input type="radio"/> >50		
Does your practice include physicians in specialties other than family medicine?		<input type="radio"/> Yes	<input type="radio"/> No	
Do <i>all</i> physicians in your practice use this EHR?		<input type="radio"/> Yes	<input type="radio"/> No	
Disclosure (select one):				
<input type="radio"/> A. Neither I nor any member of my immediate family has a significant financial interest in or affiliation with a manufacturer or vendor of any EHR system.				
<input type="radio"/> B. I and/or one or more members of my immediate family have a significant financial interest in or affiliation with a manufacturer or vendor of an EHR system.				
If you selected B, please explain:				

How satisfied are you with the way your EHR allows you to perform the following functions?							
Function	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Function not installed	Function installed but not used
Review chart information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create visit notes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create telephone messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generate and use forms for patient care (e.g., referral forms or work excuses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work without paper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Update and review problem lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Update and review allergies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Update and review immunizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Update and review medication lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present graphic views of vital signs, including growth charts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enter and review test orders (e.g., lab, imaging)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manage and review test results (e.g., lab, imaging)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescribe electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create and review scanned documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manage referrals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manage and provide patient education materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generate patient lists (e.g., a list of all your patients or a list of all your patients with diabetes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Generate disease management reports (e.g., a list of all your patients with diabetes who have had an A1C in the past year)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assign tasks to other office personnel (tasking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the way your EHR system performs the following functions?							
Alerts and Prompts							
The EHR alerts you to problematic medications (e.g., drug interactions and allergy alerts) when they are relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The EHR reminds you of health maintenance deficiencies during the visit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The EHR provides assistance in coding visits and capturing charges.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indicate the extent to which you agree or disagree with the following statements:							
Ease of Use and Flexibility	Strongly agree	Agree	No opinion	Disagree	Strongly disagree		
This EHR allows individual user-specific customization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
This EHR minimizes data input.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
This EHR offers multiple note creation options.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
This EHR is fast (minimal wait between screens, minimal boot-up time, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Service and Support							
Our EHR vendor provided excellent support during our implementation period.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Our vendor provides excellent ongoing support and service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Our vendor issues at least one significant system upgrade per year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Our vendor assists with ongoing training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

Overall Satisfaction	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
Given the opportunity to pick an EHR system again, I would pick the same EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I could go back to paper-based records with no financial penalties, I would do so.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this EHR to physicians in solo or small group practices (1 to 5 physicians).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this EHR to physicians in mid-size practices (6 to 30 physicians).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this EHR to physicians in large group practices (more than 30 physicians).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this EHR to any physician.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost					
This EHR cost more than it's worth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This EHR has saved or will save my practice money over its first five years of use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our estimated total cost for this EHR <i>per physician per year</i> is: \$_____.					
(Note: Cost should include software purchase and maintenance fees, information technology staff costs, equipment costs, etc. Figure the average cost per year for the first five years.)					

Does your EHR have the following features?			
Interoperability (ability to exchange information electronically with other information systems)	Yes	No	PMS and EHR are a single integrated system.
An electronic interface to a practice management system (PMS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An electronic interface to a lab	<input type="radio"/>	<input type="radio"/>	
An electronic interface to a radiology system (for reports, not images)	<input type="radio"/>	<input type="radio"/>	
An electronic interface to a hospital	<input type="radio"/>	<input type="radio"/>	
An electronic interface to pharmacies for electronic transmission of prescriptions	<input type="radio"/>	<input type="radio"/>	
Connection to a patient Web portal (a Web site where patients can securely send messages directly to your EHR system)	<input type="radio"/>	<input type="radio"/>	
Remote access capabilities (e.g., from your home)	<input type="radio"/>	<input type="radio"/>	
Connection with a Regional Health Information Organization (RHIO)	<input type="radio"/>	<input type="radio"/>	
eFAX capabilities for any patient document being sent to a provider not on your EHR (i.e., fax directly from the EHR without printing it first)	<input type="radio"/>	<input type="radio"/>	
Ability to create a summary health document that you can eFAX to outside providers (e.g., a continuity of care record – CCR)	<input type="radio"/>	<input type="radio"/>	
Security			
An audit trail (e.g., a record of everyone who looks at a chart)	<input type="radio"/>	<input type="radio"/>	
Ability to restrict access (e.g., allow different users to have different levels of access to the record)	<input type="radio"/>	<input type="radio"/>	
Password protection (e.g., a password is required each time a user opens the software)	<input type="radio"/>	<input type="radio"/>	

Comments:

Use additional sheets if necessary.

One last request

Now that you have completed the survey, *encourage at least one colleague to do so too.* It can be someone in your practice or another practice. The survey is open to all AAFP members, and the results will be useful in direct proportion to the number of physicians who complete it thoughtfully.

Submit your responses by transferring your answers to the online survey instrument available at <http://www.aafp.org/fpm/ehrsurvey>, by faxing this completed survey to *FPM* at 913-906-6010 or by mailing it to *Family Practice Management*, 11400 Tomahawk Creek Pkwy., Leawood, KS 66211. Please submit your response by **July 31, 2007**. Thank you for your help.