# FPM Electronic Health Record (EHR) User-Satisfaction Survey – 2009

**Your name:**

**Your seven-digit AAFP membership number:** _______ _______ _______ _______ _______ _______ _______

**EHR product name:**

**EHR version number:**

**Did you help select this EHR for your practice?**

- Yes
- No

**How long have you used this EHR?**

- _______ years (round to nearest half-year; e.g., 3.5 years)

**How skilled are you in the use of this EHR?**

- Novice
- Average user
- Expert

**How many physicians (in all specialties) are in your practice, including yourself?**

- 1
- 2
- 3-5
- 6-10
- 11-20
- 21-50
- >50

**Does your practice include physicians in specialties other than family medicine?**

- Yes
- No

**How is your salary determined?**

- 100% productivity
- Mixed (>15% productivity)
- Mixed (≤15% productivity)
- 100% salary

**Disclosure (select one):**

- 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.
- 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:

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**Indicate the extent to which you agree or disagree with the following statements:**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
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</thead>
<tbody>
<tr>
<td>Overall this EHR is easy and intuitive to use.</td>
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<tr>
<td>Documenting care is easy and effective with this EHR.</td>
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<td>Finding and reviewing information is easy with this EHR.</td>
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<td>Ordering lab tests, referrals and imaging studies is easy with this EHR.</td>
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<td>E-prescribing is fast and easy with this EHR.</td>
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<tr>
<td>This EHR provides useful tools for health maintenance (for instance, prompts, alerts and flow sheets).</td>
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<tr>
<td>This EHR provides useful tools for disease management (for instance, diagnosis-specific prompts, alerts, flow sheets and patient lists).</td>
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<td>E-messaging and tasking within the office is easy with this EHR.</td>
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<td>This EHR enables me to practice higher quality medicine than I could with paper charts.</td>
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<td>I have a good idea how much this EHR system is costing my practice.</td>
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<td>This EHR is worth the expense.</td>
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<td>Our EHR vendor provides excellent training and support.</td>
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<td>I am highly satisfied with this EHR system.</td>
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**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, 2009. Thank you for your help.