

FPM ELECTRONIC HEALTH RECORD (EHR) USER-SATISFACTION SURVEY – 2011

Your name:							
Your seven-digit AAFP membership number: _____							
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 this EHR?	_____ years (Round to nearest half-year; e.g., 3.5 years.)						
How skilled are you in the use of this EHR?	<table border="0"> <tr> <td>Novice</td> <td>Average user</td> <td>Expert</td> </tr> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> </table>	Novice	Average user	Expert	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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						
What specialties use this EHR system in your practice?	<input type="radio"/> Family medicine only <input type="radio"/> Primary care and others <input type="radio"/> Primary care only (FM, IM, Peds)						
During the last 10 years, how many ambulatory EHRs (including this one) have you used in this or any prior practice?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 or more						
Have you ever switched to a new EHR because you or others in your practice were unhappy with your prior 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:							

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

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Feature unavailable
Ordering lab tests is easy with this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ordering imaging studies is easy with this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ordering referrals is easy with this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This EHR provides useful tools for <i>health maintenance</i> (for instance, prompts, alerts and flow sheets).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This EHR provides useful tools for <i>disease management</i> (for instance, <i>diagnosis-specific</i> prompts, alerts and flow sheets).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This EHR provides useful <i>patient engagement tools</i> (for instance, patient education materials, health summaries and a patient portal).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Unsure
Documenting care is easy and effective with this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding and reviewing information is easy with this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

continued ►

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Unsure
E-prescribing is fast and easy with this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-messaging and tasking within the office is easy with this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident that I can achieve "meaningful use" and qualify for Medicare or Medicaid EHR incentive dollars using this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our EHR vendor provides excellent training and support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This EHR enables me to practice higher quality medicine than I could with paper charts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our EHR currently has the ability (whether we use it or not) to provide customized features (for instance, note templates, favorites lists and screen appearance) at the individual user level.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall this EHR is easy and intuitive to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am highly satisfied with this EHR.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I were in the market to buy a new EHR now, this is the EHR I would buy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 March 31, 2011. Thank you for your help.

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