

THE SURVEY TAKES JUST MINUTES, AND YOUR RESPONSE MATTERS MORE THAN EVER TO YOUR COLLEAGUES. BESIDES, YOU JUST MIGHT WIN AN iPad.

# THE 2011 *FPM* SURVEY OF USER SATISFACTION WITH EHR SYSTEMS

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**W**hether your electronic health record system (EHR) makes your job easier or is a full-time job itself, you could help thousands of your colleagues by completing *FPM*'s 2011 EHR user-satisfaction survey. The advent of government stimulus funding for meaningful use of certified EHR technology is leading more and more physicians to consider purchasing an EHR. You can help them select the best system for their practices and avoid costly mistakes – perhaps the same ones you've made along the way. We will use the data collected to publish product-specific results in an upcoming issue of *FPM*.

## About the survey

The user-satisfaction survey is open to AAFP members who use commercial EHRs. We encourage all such members to respond; the more who respond, the more EHR systems we'll be able to report on and the more complete the report will be. The survey takes only five minutes or so to complete.

**But I took the survey last time.** Our last satisfaction survey was fielded almost two years ago,<sup>1</sup> and things change quickly

in health information technology. Your system has probably been upgraded, and your opinion may have changed in the past two years. Things are different now. We need to hear from you.

**But my partner is taking the survey.** If you and your partner are like most family physicians, you don't agree on everything. Your opinion counts, and so does your partner's. We need to hear from you both and the rest of your colleagues too. If there are six of you, you probably have six different opinions of the system you use. Please spread the word.

**But I'm not computer savvy.** We need to hear from all segments of the membership, not just the enthusiasts. If you're bewildered by your EHR, prospective users probably would be, too. They need your input.

**But I just hate our EHR.** Then don't you think it's important to tell colleagues who might be on the point of buying it? They *really* need to hear from you.

## What's in it for you

Aside from helping many of your fellow family physicians, your response will provide feedback to vendors that spurs improvements in EHR



ONE RANDOMLY SELECTED RESPONDENT WILL RECEIVE AN APPLE iPad,  
AND 10 OTHERS WILL RECEIVE CERTIFICATES GOOD FOR A  
ONE-YEAR SUBSCRIPTION TO *FPM* IN PRINT.

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## 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.


AAFP members can take the survey online at <http://www.aafp.org/fpm/ehrsurvey> through March 31.

technology – perhaps even in the EHR you use. In addition, one randomly selected respondent will receive an Apple iPad, and 10 others will receive certificates good for a one-year subscription to *FPM* in print. You might just do well for yourself while doing good for your colleagues.

### Taking the survey

To make responding convenient, we are publishing the survey instrument both in the print issue of *FPM* (on the facing page) 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>.

[www.aafp.org/fpm/ehrsurvey](http://www.aafp.org/fpm/ehrsurvey). Just select your answer choices, click Submit, and you're done. Alternatively, you can download a PDF version of the survey from <http://www.aafp.org/fpm/2011/0100/p15.html>, complete it by hand, and fax the results to us at 913-906-6010.

Be sure to respond by March 31, 2011. Your colleagues will thank you. 

Send comments to [fpmedit@aafp.org](mailto:fpmedit@aafp.org).

1. Adler KG, Edsall RL. The Third *FPM* Survey of User Satisfaction With EHR Systems. May/June 2009:12-14.

### About the Authors

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