

KLAS Arch Collaborative Provider Welcome Packet

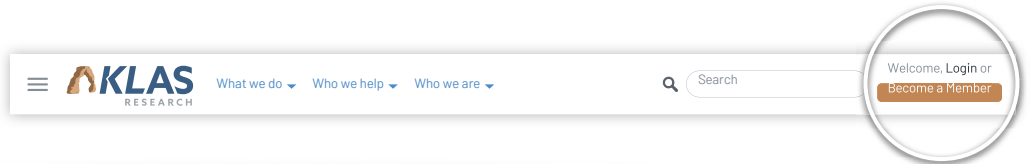
We are so excited that your organization has decided to join this worldwide effort to improve EHR satisfaction for clinical end users. The information in this welcome packet will help you create a meaningful action plan for maximizing your organization's and clinicians' experience with the Arch Collaborative.

Your KLAS Provider Success Manager (PSM) will guide you every step of the way and be your key point of contact. Do not hesitate to reach out to your PSM for any and all questions as you embark on this journey toward helping your clinicians achieve greater EHR satisfaction.

Get Started by Setting Up a KLAS Account

1 Visit www.KLASresearch.com

2 Select "Become a Member"



3 Register

Work Email (you@yourOrganization.com)	Organization Name
First Name	Last Name
Job Title	Phone (###) ###-#### Ext.
City	State/Province

[International](#)

Please register using your employer-provided email to expedite account setup/access.

If KLAS is already familiar with your organization and you register using an organization-provided email, you will receive a confirmation email shortly after signing up.

Please allow 1-2 business days for the processing of registrations containing a generic email domain (i.e., gmail.com, yahoo.com) or for organizations that have not yet worked with KLAS.

4 Access the Learning Center



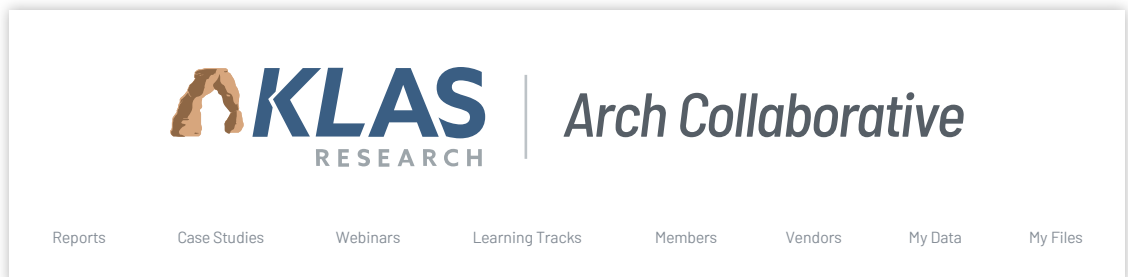
The Learning Center can also be accessed by selecting "Arch Collaborative" via the menu icon.

My Partnership Access



5 Explore

More information on the Learning Center is found on page 2.



Tip: If you do not receive a sign-up confirmation email or you are not receiving other KLAS correspondence/meeting invitations, please work with your IT team to ensure "@klasresearch.com" has been added to your white list.

The Arch Collaborative Learning Center

The Learning Center highlights the success principles health systems follow to achieve high end-user satisfaction. Content in a variety of formats is published regularly to share new insights, validate best practices, and drive improvement.



Reports

Reports take a deeper look into our entire data set, which now spans over 300 organizations and over 400,000 clinical responses. What really drives satisfaction? How do we combat clinician burnout? What are the keys of a good training program? The [Arch Collaborative Guidebook](#) compiles best practices from eight key areas in EHR satisfaction and should be your first stop.



Case Studies

Don't reinvent the wheel; start where others have already found success! These case studies are written from interviews we have conducted with healthcare organizations who have scored highly in different areas. Learn from them as you prepare to make your own changes.



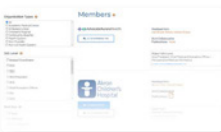
Webinars

Hear about the principles of success straight from the source. Webinars include KLAS experts diving into Arch Collaborative learnings, healthcare organizations sharing details of their successful programs, and recordings of sessions from our events.



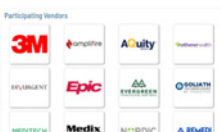
Learning Tracks

Want a quick way to see all the resources for a specific subject? Learning tracks are your answer. Find reports, case studies, and webinars grouped by topics and events.



Members

Which of your peers are already participating in the Arch Collaborative? Our directory lists all our current members and key contacts you can speak with. Your PSM will happily facilitate an introduction with any organization you see here.



Vendors & Firms

Several EHR vendors and service firms have joined in the Arch Collaborative mission of improving EHR satisfaction. Find participating members here and learn what they are doing to further our goal (see page 6 of this packet for ideas on how to partner with your vendor in this work).

My Data

Your data at your fingertips. Now you can find the cuts of data you are looking for right on our website with this interactive dashboard. You will be able to see the results of your EHR Experience Survey(s) and dig deeper by clinical background, specialty, focus area, and location.

My Files

This tab is the easiest place to access the physical data files from your surveys. They are generally grouped by each survey you have done and include decks of data cuts and charts, raw data files, and commentary files. We recommend downloading each file directly to your computer from here. Note: access to this tab is restricted to certain people at your organization. Please discuss with your PSM who should have access.

Please reach out to your PSM for a quick demo of the website and how to best utilize each of these tools!

Arch Collaborative EHR Experience Survey Next Steps (What to Expect)

Below is a quick overview of the Arch Collaborative EHR Experience Survey project flow. The whole survey process from beginning to end typically takes 3-6 months. People resources required for a successful project can vary from organization to organization. We recommend at least having one person acting as a project manager, along with involvement from a CMIO and/or CNIO. Clinical, operational, and IT/informatics representation is ideal.



Scoping Call with Your PSM

(60 minutes)

Participants: Leadership and Project Team

Time to meet your PSM and scope out your EHR Experience Survey. Working with your PSM, you will come up with a project plan and determine who within your organization will be responsible for various project roles. Please come with an idea of when you'd like your survey to start and with scope on any other surveys your organization may be deploying this year.



Survey-Edits Call with Your PSM

(60 minutes)

Participants: Project Team

Your PSM will schedule a call with the KLAS analyst responsible for the creation of your survey. You and your PSM will iterate on the survey questions until you feel they are correct. After the call, additional edits can usually be completed via email, but follow-up calls may be necessary. KLAS will then make final edits and send a live link and QR code for you to distribute to end users. The editing process typically takes around 2-4 weeks.



Data Collection Period

(~3-6 weeks)

Your PSM will send a link to a dashboard through which you can monitor your survey's response rate in real time. Once an adequate response rate has been reached, KLAS will close the survey and begin data analysis. Typical survey time frame is 3-6 weeks.

Your organization will be asked to fill out an **Executive Survey** in conjunction with the EHR Experience Survey. This Executive Survey is for your leadership team and gives us context for your data. We will return a report to you comparing your work with established best practices. We cannot deliver your data back to you until this survey is completed.



KLAS Delivers Raw Data

(~2 weeks)

Once the survey has closed, KLAS will run the final data using our statistical analysis tools and deliver a raw data set to you. You can expect initial results approximately 2 weeks after the survey is closed.



KLAS Analyzes Data and Delivers Data Review Call with Project & Leadership Teams

(~4-6 weeks)

Your PSM will schedule a Data Review Call with all members of your project and leadership teams about 4-6 weeks after survey close. A KLAS Insights Director will analyze your data and commentary to understand the areas of greatest need within your organization and will deliver these findings to you during this call. This step is most successful when all key stakeholders are included; this can include (but is not limited to) CIO, CMIO, CNIO, clinical leadership, training teams, IT teams, and informatics folks. You are allotted 2 unique Data Review Calls per membership year (provider data and nursing data, for example).



Strategy Discussion

(~4-6 weeks)

After the Data Review Call, KLAS will meet with decision makers to discuss potential solutions to the opportunities in your data, highlighting best practices and case studies from similar organizations. It is recommended (although not required) that your EHR vendor be present for this discussion. All parties will work together to define a go-forward plan. KLAS will measure the progress of that plan.

EHR Experience Survey

The Arch Collaborative's EHR Experience Survey is a tool designed to help health systems gain a comprehensive understanding of their clinicians' experience with the EHR. For a first-time measurement, every healthcare organization begins with the same survey template. The survey consists of approximately 35 questions and takes roughly 10-12 minutes to complete.

KLAS uses Qualtrics' survey platform when administering the survey. Before kicking off data collection, your PSM and analyst will conduct a survey edits call with you where you will be able to tweak the survey to fit the needs of your organization.

KLAS has a few rules and recommendations regarding survey edits.

Rules

In order to accurately compare responses from your organization to those of others in the Arch Collaborative, the following questions must be included in your survey.

Clinical Background – K103
 Net EHR Experience Score – K301
 EHR Education – K207
 Shared Ownership – K306

KLAS will provide a "preview" link to test the survey before data collection officially begins. KLAS will test the survey, but we also ask that each organization test the survey as well.

Consider the output you are seeking. KLAS will provide data on all questions asked in the survey. Is a question needed if your organization is not quite ready to act on the results you will receive? If not, consider removing the question from the template to shorten the survey length.

Recommendations

KLAS will alert you if a requested change will eliminate the ability to benchmark responses. Carefully consider each request to alter an existing question.

Provide KLAS a list of your locations.

If multiple enterprise EHRs are in use, please provide KLAS the list of systems to be included in the survey.

Consider the standard list of specialties from questions K202 and K204. Adjust if necessary, remembering that new additions to the list will not have the ability to be benchmarked.

Consider the standard list of clinical backgrounds. Options can be removed from this question if they are not measured as part of the survey. Options may not be added or edited for question K103 as it would alter the ability to benchmark across clinical roles.

Repeat Measurements

For organizations who are ready for their second measurement, we have created a modular survey template. The core section is required, but the additional modules are optional. If the results from your first survey indicated that burnout was an issue for your clinicians, then we would recommend that you include the "Wellness" module on your second survey to dive deeper into that topic. If "EHR Education" received stellar results, then you may opt to remove that module from your template.

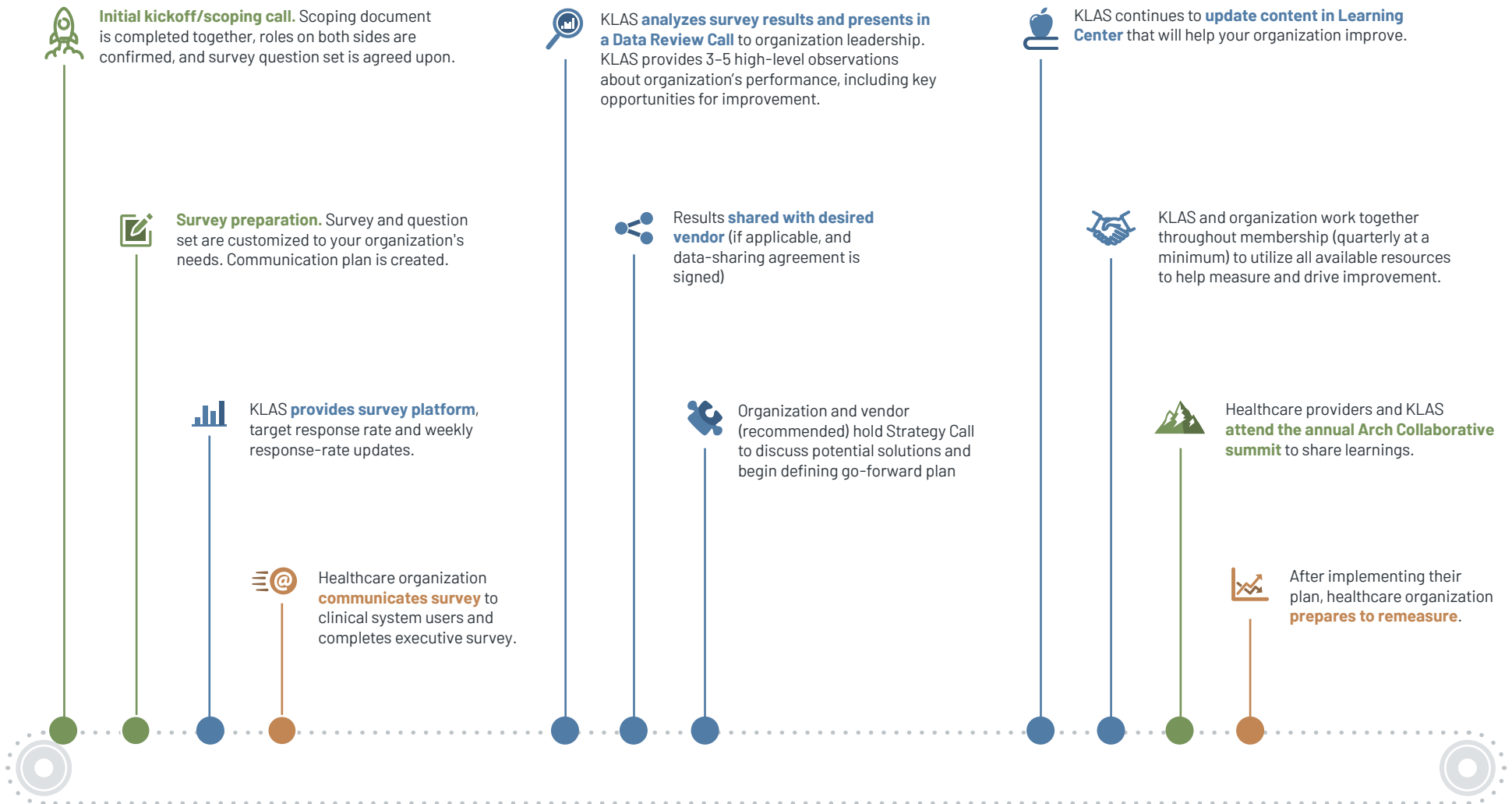
In order to keep the survey at a reasonable length for your clinicians, KLAS limits repeat surveys to the core module + up to 2 additional modules. Anything beyond that will likely result in a high drop-out rate from survey respondents.

The information below should demonstrate how much time each additional module will add to your survey:

- Choose 2 modules (areas of focus):
 - EHR Education: 2.3 minutes
 - Meeting Unique User Needs: 2.3 minutes
 - EHR Improving Care: 2.2 minutes
 - Shared Ownership: 2.4 minutes
 - Wellness: 1.9 minutes
- Core Questions: 7.8 minutes
- Demographic Information: 1 minute
- Free-Text Commentary: 1.3 minutes
- Up to 3 custom questions may be added

KLAS Arch Collaborative Membership Cycle

● Healthcare Organization
 ● KLAS
 ● Shared



What Else Is Included in Your Membership

As you embark on the improvement process, KLAS has developed a few different surveys to assist you in your efforts:



Measurement Toolkit

EHR Experience Survey

Benchmarked Arch Collaborative Survey(s) with the option to add custom questions to understand how your organization performs

Organizational measurements and comparisons provided in the following areas:

- EHR
- Specialty
- Clinical background
- Organization type

Trainer Quality Benchmark

Arch Collaborative data has shown that the type of training provided to your clinicians is not as important as the quality of the training they receive. So how do your trainers stack up? This ongoing survey is designed to gather specific feedback on each of your trainers and compares their performance with other trainers at your organization and around the world.

Pre- and Post-Surveys

Now that you have identified an area for improvement and made plans to address it, you need to know the impact it is having. With pre- and post-surveys, you can survey a small focus group (such as a single location or specialty) for a quick baseline, implement your plan, and then remeasure the same group to see whether your initiative is working or whether adjustments need to be made. This helps ensure that changes made across the entire organization will be effective and is great for proving value to key decision-makers.

Pulse Survey

Need to measure something that doesn't quite fit into one of the above categories? Try a pulse survey. These small surveys are meant to be used to get a quick temperature check of a group of clinicians or to measure a specific topic for enhanced feedback. They can be customized to fit almost any need.



Collaboration Toolkit

KLAS Learning Center Access

Online platform where reports, case studies, My Data, My Files are housed

Annual Arch Collaborative Learning Summit

In an effort to make the mission of the Arch Collaborative—Measure, Collaborate and Improve—a reality, KLAS annually gathers healthcare leaders to discuss EHR best practices. Data from hundreds of thousands of clinicians, from all walks of healthcare, guide healthcare leaders to the most effective ways to optimize the EHR experience. Your membership includes admission for 6 attendees.

- Peer-to-Peer introductions/connections

• **Vendor Partner Calls** to review Arch Collaborative results with EHR Vendor Team

- Arch/User Efficiency data analysis report

• Access to all vendor performance data on klasresearch.com

CMIO Conversations

KLAS' resident CMIO, Dr. Amy Maneker, will sit down with you to discuss your own organization's problems and priorities or other industry topics in general.



Events

One of the key goals of the Arch Collaborative is to bring healthcare organizations together to meet and learn from one another. We've found these events to be the best way of accomplishing this end:

- **Arch Collaborative Learning Summit:** Held annually in Salt Lake City, Utah, this two-to-three-day event day event is the premier opportunity for you to mingle with other healthcare professionals and learn together. A standard membership includes registration for up to 6 attendees from your organization. Come join us at the feet of the Wasatch Mountains!
- **Workshops (additional cost):** Typically once a year, KLAS will hold a workshop on a different topic with the intent to actually sit down (virtually, for now) and work with you on an identified problem. We keep these small so that you can interact extensively with both KLAS experts and high-performing healthcare organizations. This is not just to watch and learn but to work on direct solutions to specific problems.



KLAS Vendor Performance Data

Are you looking at making any HIT purchasing decisions? We are here to help! For 25 years, KLAS has gathered insights from healthcare professionals like yourself on the HIT solutions they use and reported that information back to the industry. We want to help you make the most informed decision you can! The KLAS website is full of ratings, rankings, reports, and insights to keep you knowledgeable. We can also schedule a 60-minute call for you to discuss the market in any area with our subject experts. The full list of research areas is available on our website, but common areas of interest include the following:

- [Acute Care](#) and [Ambulatory EHRs](#)
- [Enterprise Resource Planning](#)
- [Imaging Systems](#)
- [Telehealth](#) and [Virtual Care Platforms](#)
- [Business Intelligence](#)
- [Clinical Decision Support](#)
- [IT Security](#)
- [Population Health](#)
- [Consulting and Service Firms](#)

Please contact your PSM if you would like further information on any of these resources.

How Your Vendors and Service Firms Can Help You

The purpose of the Arch Collaborative is to improve clinicians' experience with the EHR. To do this effectively, there must be collaboration between the health systems who measure their clinicians' EHR satisfaction and the vendors and services firms who implement, build, integrate, support, and optimize the EHR platform. KLAS is thrilled to share ways you can partner with your vendor(s) and service firms through the Arch Collaborative, should you choose to do so.

Vendor Community

The vendors and firms listed [here](#) are proud members of the Arch Collaborative. Select a vendor logo to read more about each vendor's journey through the Arch Collaborative and their role in improving clinicians' EHR experience.

Vendor members may utilize the **Arch Collaborative Member Badge** (shown on the right), so keep an eye out for this badge when working with your vendor partners.



Data Sharing

As a part of the Arch Collaborative improvement process, it is worth considering how your organization might want to involve vendors/firms in this process. KLAS tends to see that organizations who partner with their vendors/firms find greater success in addressing opportunities identified in their Arch Collaborative results.

If you'd like to share any of your Arch Collaborative results with your vendor partner(s), there are four options:

1. Your organization can send your Arch Collaborative results to identified vendor partners and discuss without KLAS present.
2. Your organization can invite your identified vendor partners to join your upcoming Data Review Call.
3. KLAS shares your Arch Collaborative results with identified vendor partners on your behalf.
4. Invite identified vendor partners to participate in the Strategy Call after the Data Review Call.

Options 3 and 4 above require signing a data-sharing agreement. This data-sharing agreement grants KLAS permission to share your Arch Collaborative results directly with your identified vendor partner(s).

Should you choose for KLAS to share your Arch Collaborative results, there are several levels of data sharing outlined in the agreement.

Data-Sharing Level Options

- Survey averages across all questions: The same PowerPoint you receive from KLAS where your Arch Collaborative results are visualized in charts and dashboards.
- All commentary: An Excel spreadsheet of all comments not tied to individual responses.
- Unidentified raw data: An excel spreadsheet of individual responses with all personally identifying information removed.
- Allow EHR vendor to share user efficiency: Agreement is shared with identified vendor partners; this grants your EHR vendor authorization to share your user-efficiency data with KLAS.
- Identified Arch Collaborative data tied to user efficiency: This grants KLAS permission to do the Arch Collaborative/user efficiency matchups.

If you're interested in signing a data sharing agreement for any of your vendors/firms, please contact your PSM.

Collaboration Session—You, KLAS, and Your EHR Vendor

At your request, KLAS can facilitate a three-way collaboration session to identify vendor and KLAS resources that might be of interest to your organization and to formalize action plans for after your Arch Collaborative measurement.

EHR Vendor Resources

KLAS has invited our EHR vendor members to provide a list of their resources related to key themes in Arch Collaborative insights (EHR mastery, shared ownership, and meeting unique user needs). If your vendor has provided us with a list of their resources, you can find that attached to this email.

Vendor-Related Arch Collaborative Reports

[EHR Vendor Initiatives](#) | To better understand the potential impact of the EHR vendor on end-user satisfaction, KLAS asked Cerner and Epic (the two vendors with the largest samples of Arch Collaborative member customers) to share what new tools, programs, or initiatives they have recently begun offering. Clinician feedback shows organizations who implement one of these initiatives and remeasure see an improved EHR experience.

[Role of Provider/Vendor Partnership in EHR Success](#) | As part of this study, KLAS asked Cerner and Epic (the two EHR vendors most represented in Arch Collaborative data) to share what customer organizations can do to partner with their vendor and drive an improved EHR experience.

[EHR Education Vendor and Firm Capabilities](#) | With staffing shortages and limited resources aggravated by the COVID-19 pandemic, healthcare organizations are looking to software vendors and services firms to help improve clinician EHR education. This report specifically examines services offerings and software solutions that can support healthcare organizations in their EHR education efforts.

Vendor/Client Partners' Arch Collaborative Case Studies

[Baptist Health and Divurgent](#) | Baptist Health needed to decrease onboarding time for clinicians during the COVID-19 pandemic. Divurgent partnered with them to create interactive and engaging eLearning aimed at this goal. Divurgent's eLearning resulted in an 11-point improvement in participants' initial training satisfaction.

[UW Health and AQuity Solutions](#) partnered to decrease documentation burden and burnout among primary and specialty care physicians by implementing a virtual scribe program. 88% of UW Health's surveyed participants felt their after-hours documentation was reduced because of the help of their virtual scribe.

[Cottage Health and Chartis](#) restructured their clinical informatics team and processes to align with organizational priorities, decrease unnecessary variability in care, help drive improvements in care effectiveness and efficiencies, and reduce burnout potential.

[uPerform and Baylor Scott & White Health](#) | In facing the challenge of frequent upgrades and enhancements, Baylor Scott & White Health uses uPerform's platform to keep their clinicians' training content up-to-date, relevant, and accessible.

[Intermountain Healthcare and Goliath Technologies](#) | Intermountain Healthcare uses Goliath Technologies' solution to identify reliability and response-time issues in their organization and monitor those issues to improve the end-user EHR experience.

[Mayo Clinic and 3M](#) lay the foundation for their collaborative journey to the automation of EHR provider tasks and ambient documentation by ensuring adoption of speech-enabled technologies.

[Wahiawa Center for Community Health and athenahealth](#) have set out on a journey to improve end-user EHR satisfaction by creating a strong relationship, utilizing impactful EHR education efforts, and having the right type of support available for end users.

Arch Collaborative FAQs

Will KLAS provide recommendations and analysis, or will you simply send us our results?

KLAS will provide in-depth analysis of your survey results. A team of specialists work together to read through the commentary, run data slides, and identify key observations from your data tailored to you. Additional strategy and help with your chosen initiatives will also be available to you and delivered by the KLAS team. (CMIO Connects, Strategy Calls, etc.)

Does KLAS send the survey to our end users?

No. KLAS, in partnership with you, creates and edits the survey to meet your specific needs and then uses a third-party tool (Qualtrics) to host your survey via the cloud. **You are responsible** for the communication and execution of the survey within your organization.

What is the best way to promote a good response to the survey?

A great communication strategy is a must in order to get a good response rate. We recommend that you begin communicating about participation in the survey starting a few weeks before the survey goes live. KLAS can provide some content to help in this communication. We also know that a trickle-down effect is helpful. If your first invitation to participate comes from the top, two to four subsequent invitations should come from leaders closer and closer to the actual clinicians. Your PSM will provide you with some communication best practices.

Can we survey nonclinical employees who use the EHR?

Our current model is designed only for clinical users of the EHR. We are exploring the possibility of expanding the survey to nonclinical users in the future.

How long does it take for an individual to complete the survey?

On average, it takes respondents 10 minutes to complete the survey.

How long will the survey be open?

Ultimately, this is decided during the project scoping and can be affected by various factors. Typically, it takes 3-6 weeks to reach the optimal response rate.

Factors that impact the response rate include the following:

- Communication strategy
- Leadership buy-in (from top to bottom)
- Adherence to the recommended invitation-communication hierarchy

Can we add custom questions to the survey?

Yes, but custom questions need to be vetted by our analyst team prior to being included in the survey. It is not recommended to add more than 2-3 custom questions.

We have more clinical backgrounds than what is listed; can we add them all?

In order to have a consistent and valid benchmark, we have a standard list of clinical backgrounds found in the survey. We do not allow adding additional roles to this standard list.

Are the questions the same for providers and nurses?

Some questions are the same. We use branching logic based on the selected clinical background to determine when nursing-specific questions versus provider-specific questions should be asked.

KLAS Consulting for Healthcare Organizations

KLAS Consulting is an arm of KLAS Research that helps healthcare organizations solve problems beyond typical KLAS offerings. Through our offering, KLAS focuses on five primary areas or practices.

- 1 Performance Improvement**
- 2 Culture**
- 3 Strategy**
- 4 Go-To Market/Market Insights**
- 5 Organizational Design**

Our wealth of research experience and depth of insight, coupled with a large network of provider relationships, allow us to be a great partner as you seek to make the best possible HIT decisions for your organization.

For more information, reach out to your PSM