Arch Collaborative Example Survey

Step 1: Information about you (Part 1 of 3)

All responses are being collected by KLAS Research. While KLAS will need to identify you by name for internal purposes and for the integrity of the study, your identity will not be released to your sponsoring organization (see above) with the results of this survey without your permission. To learn more about how we process and protect your personal data, you may view our Privacy Policy.

Please indicate below whether you would like your organization to see your identity in connection with your responses.

- [ ] Share my identity in connection with my responses with my sponsoring organization
- [ ] Do not share my identity in connection with my responses with my sponsoring organization

Contact information

*Required

First name*

Last name*

Email address

Clinical background*

- [ ] Practicing physician (MD/DO)
- [ ] Physician resident or fellow
- [ ] Nurse practitioner or physician assistant
- [ ] Midwife
- [ ] CRNA
- [ ] Nursing
- [ ] Allied health professional
- [ ] Other (please specify)
**Nursing Only**

**Nursing Role Type**

- Clinical Nurse Specialist
- LPN
- Medical Assistant
- Nursing Assistant
- RN
- Unit Clerk

**Allied Health Only**

**Allied Health Role Type**

- Athletic Trainer
- Clinical Laboratory Scientist
- Counselor
- Dietician/Nutritionist
- Occupational Therapist
- Pharmacist
- Physical Therapist
- Radiation Therapist
- Respiratory Therapist
- Social Work
- Technician
- Technologist

**Allied Health/Nursing Only**

What type of care do you provide?

- Direct care
- Indirect care
- Support

**Allied Health/Nursing Only**

Are you a licensed or an unlicensed professional?

- Licensed
- Unlicensed
In which setting(s) do you primarily work?

- Ambulatory care
- Inpatient care
- Outpatient services
- Emergency department
- Home care
- Community health services
- Telehealth

Years practicing medicine or nursing (including education)

- 0–4 years
- 5–14 years
- 15–24 years
- 25+ years

What kind of patients do you care for?

- Adults
- Pediatric patients
- Adults and pediatric patients

Locations of use
(Select all that apply)

- Hospital A
- Hospital B
- Hospital C
- Clinic A
- Clinic B
On average, how many hours a week do you spend in clinical practice?

- <20 hours per week
- 20–39 hours per week
- 40–60 hours per week
- 60+ hours per week

Step 2: Tell us how you use the EHR (Part 2 of 3)

What is the EHR you primarily use? This is the single EHR you are giving feedback about in this survey.
If you do considerable work with multiple EHRs, you are welcome to take the survey multiple times to account for those experiences.

- EHR 1
- EHR 2
- EHR 3
- Other (please specify)

*Non Nursing*  Area of clinical focus (specialty)
(select one)

Other (please specify)

*Nursing Only*  Area of nursing focus
(select one)
Other (please specify)

**Allied health only** Area of clinical focus

Other (please specify)

**Number of years you have used this EHR**

Years Using EHR

<table>
<thead>
<tr>
<th>Years Using EHR</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5+</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

**Do you agree?**

My *initial training* prepared me well to use this EHR.

Overall, *ongoing EHR training/education* is helpful and effective.

*Tip sheets and online training* are helpful and effective.

*In-person training* is helpful and effective.

**Would you like more EHR education/training?**

- Yes
- No
Which of the following best describes why you want to receive more EHR education/training?

- I am in **desperate need** of more training to be more proficient
- I would **appreciate** more training to be more proficient
- I feel **proficient** but would like more training

Which of the following best describes why you **do not** want more EHR education/training?

(Select all that apply)

- I am proficient and **do not need more** EHR education
- I have **low confidence that the training would be high quality**, so I would not want more
- Training **costs too much time**
- I would attend training but **only if I was paid** to attend

*Non Nursing* Do you use the following EHR personalization tools?

<table>
<thead>
<tr>
<th>Personalization Tool</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personalized note templates</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Personalized macros</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Personalized order sets</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Preference lists for orders</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Personalized chart review</td>
<td>○</td>
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<tr>
<td>Speed buttons</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Filters</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Personalized sort orders</td>
<td>○</td>
<td>○</td>
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<tr>
<td>Personalized layouts where possible</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

*Non Nursing* How do you document?
(Select all that apply)

- I **directly enter (type)** a significant amount of my documentation
- I use **personalization tools** for a significant amount of my documentation (e.g. smart phrases, macros, templates)
- I use **speech recognition** for a significant amount of my documentation
- **Someone else helps** enter a significant amount of my documentation (scribes or office staff)
- I use **dictation/transcription** for a significant amount of my documentation

**Do you agree with the following?**

<table>
<thead>
<tr>
<th>The quality and clarity of <strong>my</strong> documentation is very high</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The quality and clarity of <strong>my peers’</strong> documentation is very high</td>
<td>○</td>
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</tbody>
</table>

**Non Nursing** [If applicable] What percentage of charting are you able to complete during or immediately after your ambulatory patient encounters?

Ambulatory Patient Encounters

<table>
<thead>
<tr>
<th>0</th>
<th>10</th>
<th>20</th>
<th>30</th>
<th>40</th>
<th>50</th>
<th>60</th>
<th>70</th>
<th>80</th>
<th>90</th>
<th>100</th>
<th>Not Applicable</th>
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**Non Nursing** [If applicable] What percentage of charting are you able to immediately complete during inpatient rounds?

Inpatient Rounds

<table>
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<tr>
<th>0</th>
<th>10</th>
<th>20</th>
<th>30</th>
<th>40</th>
<th>50</th>
<th>60</th>
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<th>Not Applicable</th>
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</table>
How many hours per week do you spend completing your charting outside of your normal business hours (evenings, weekends, after your shift, etc.)?

- 0–5 hours
- 6–15 hours
- 16–25 hours
- 25+ hours

How many hours of productivity are lost per week in unproductive charting (duplicative or adds no value)?

- 0 hours
- 1–2 hours
- 3–4 hours
- 5+ hours

Do you agree with the following statements?

This EHR...

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Not applicable

...enables me to deliver high-quality care
...makes me as efficient as possible
...is available when I need it (has almost no downtime)
...has the **functionality** for my specific specialty/clinical care focus

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
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...provides expected **integration within our organization**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
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...provides expected **integration with outside organizations**

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<th>Strongly disagree</th>
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...has the fast **system response time** I expect

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<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
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...is **easy to learn**

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<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
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...provides the **analytics, quality measures, and reporting** I need

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
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...keeps my **patients safe**

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<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>Not applicable</th>
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</table>

...allows me to deliver **patient-centered care**

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
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**Detailed comments about your EHR satisfaction**


**Do you agree?**

<table>
<thead>
<tr>
<th>Patient data/results are easy to access and understand</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
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</tbody>
</table>

This EHR’s **alerts prevent** care-delivery mistakes

<table>
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<th>Patient data/results are easy to access and understand</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
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</table>
It is easy to **access and assimilate data** from other EHRs

This EHR provides **risk-stratification tools** (i.e., social determinants of health, severity, indexing, etc.)

This EHR and our organization’s technology enable me to **identify and prevent opioid misuse and addiction**.

### Non Nursing
What areas of the EHR need the most improvement/optimization?

<table>
<thead>
<tr>
<th>Area</th>
<th>Impedes my personal efficiency</th>
<th>Impedes patient care</th>
<th>Impedes both my personal efficiency and patient care</th>
<th>Does not need improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Results review</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Medication reconciliation</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Medication ordering</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Other orders</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>In basket/message center</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Documentation</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Integration with outside organizations</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Chart review</td>
<td>○</td>
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</tbody>
</table>

### Nursing Only
What areas of the EHR need the most improvement/optimization?

<table>
<thead>
<tr>
<th>Area</th>
<th>Impedes my personal efficiency</th>
<th>Impedes patient care</th>
<th>Impedes both my personal efficiency and patient care</th>
<th>Does not need improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical information review</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
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</tbody>
</table>
Do you agree with these statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our <strong>EHR vendor</strong> has designed a high-quality EHR</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Our <strong>organization</strong> has done a great job of implementing, training on, and supporting the EHR</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I have <strong>personally</strong> done a great job of learning the EHR system so that I can be successful</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
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</tr>
</tbody>
</table>

**Burnout**

Using your own definition of burnout, select one of the answers below:

- ○ I enjoy my work. I have no symptoms of burnout.
- ○ I am under stress and don’t always have as much energy as I did, but I don’t feel burned out.
- ○ I am definitely burning out and have one or more symptoms of burnout (e.g., emotional exhaustion).
If you are experiencing symptoms of distress and are considering harming yourself, please contact the national suicide lifeline by calling 800-273-8255 or contact your employee assistance resource [INCLUDE CONTACT INFORMATION HERE].

What are the primary contributors to your feelings of burnout (if any)?
(Select all that apply)

☐ No personal control over my workload (working too many hours)
☐ Lack of autonomy in my job
☐ Chaotic work environment
☐ Lack of effective teamwork in my organization
☐ Lack of shared values with organization leadership
☐ Too much time spent on bureaucratic tasks
☐ After-hours workload
☐ EHR or other IT tools inhibit my ability to deliver quality care
☐ EHR or other IT tools hurt my efficiency
☐ Lack of training/proficiency on EHR or other IT tools
☐ Other (please specify)

Within the next two years, how likely are you to leave your organization?
(Your answer to this question will remain anonymous even if you agreed to share your name with your organization.)

☐ Very unlikely
☐ Unlikely
☐ Neither unlikely nor likely
☐ Likely
☐ Very likely

Comments
You have reported high satisfaction. What do you believe that you do differently from some of your peers that enables you to be highly successful with the EHR?

If you could fix 3 things in our EHR tomorrow, what would you fix?

Change 1

Change 2

Change 3

Other related comments and/or concerns

Previously Asked Questions

Are you employed by Organization X?

- Yes
- No

Nursing Only What is the highest level of education you have obtained?

- Associate degree
- Diploma
- Nursing BSN
- Second-degree BSN
- PhD in Nursing
- Midwifery
- Other (please specify)
Do you agree?

I find great fulfillment in my work as a care provider.

Strongly disagree  Disagree  Neither agree nor disagree  Agree  Strongly agree

How many hours do you spend each year receiving follow-up training or other education on EHR functionality (including reading tip sheets, learning from peers, participating in formal training, etc.)?

- 0 hours
- 1–2 hours
- 3–5 hours
- 6–10 hours
- 11–15 hours
- 16–20 hours
- 20+ hours

Nursing Only  Do you use the following EHR personalization tools?

- Copy forward
- Document all
- Document multiple
- Customized patient list
- Customized workspace
- Personalized layouts where possible

Nursing Only  Do you agree?

Strongly disagree  Disagree  Neither agree nor disagree  Agree  Strongly agree
The time that I spend doing EHR documentation is reasonable.

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree nor disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
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</thead>
<tbody>
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</table>

**Non Nursing**  Do you enter your own orders?

- [ ] Yes, all of the time
- [ ] Yes, most of the time
- [ ] No, most of the time orders are entered and signed by another member of my care team
- [ ] No, most of the time someone pends these orders for my signature

In what percentage of patient encounters does data electronically received from outside our organization better inform your delivery of care?

<table>
<thead>
<tr>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
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</tbody>
</table>

**Current EMR proficiency**

- [ ] Expert user
- [ ] Advanced user
- [ ] Intermediate user
- [ ] Novice user
- [ ] Struggling user

How many hours per week do you spend completing your charting *during your normal business hours*?

- [ ] 0–5 hours
- [ ] 6–15 hours
- [ ] 16–25 hours
- [ ] 25+ hours
Most significant improvements you have seen in the past 12 months