WWAMI RURAL HEALTH RESEARCH CENTER

Building the HIT Workforce for Rural Practices

Your response to this survey is needed to help understand the workforce challenges you face in using *electronic health records* (EHRs) and *health information technology* (HIT).

Thank you for taking the time to complete this questionnaire.

About Your Practice

1. Does this practice/office provide any ambulatory care?
   (ambulatory care means same-day care for patients who come to your practice for personal health services)

   ○ Yes   ○ No (If no, your response is still important. *Please return this questionnaire in the pre-paid envelope provided.*)

2. Does this practice/office provide primary care?
   (primary care can be defined as first contact and continuing care for persons with any undiagnosed sign, symptom, or health concern [the "undifferentiated" patient] not limited by problem origin [biological, behavioral, or social], organ system, or diagnosis, i.e., not "specialty care")

   ○ Yes   ○ No (If no, your response is still important. *Please return this questionnaire in the pre-paid envelope provided.*)

THE FOLLOWING QUESTIONS REFER TO YOUR PRIMARY CARE PRACTICE (OR NETWORK OF PRIMARY CARE PRACTICES WITH SHARED ADMINISTRATION). IF YOU ARE AFFILIATED WITH A HOSPITAL OR A LARGE HEALTH SYSTEM, PLEASE RESPOND FOR YOUR PRIMARY CARE CLINICS ONLY.

EHR/HIT Resources

3. Currently, does your primary care practice/office:	Yes, all electronic	Yes, part electronic and part paper	No	Don't Know
(a) Submit any *claims* electronically (electronic billing)?	○	○	○	○
(b) Use an electronic health record (EHR) or health information technology (HIT) system (patient health care records—not billing records systems)?	○	○	○	○
If **YES** to (b), in which year did your practice/office first install an EHR/HIT system?			___ ___ ___ ___	○

	Yes	No	Don't Know
If **NO** or **DON'T KNOW** to (b), are there plans for installing a new EHR system by 2014?	○	○	○

4. Is your EHR/HIT system (if you have one) limited to one practice/office or is it part of a larger system or network?	Limited to one office/practice	Part of a system/network	Not applicable	Don't Know
	○	○	○	○

5. Currently, does your practice/office have difficulty accessing the Web/Internet because of lack of Internet access and/or too little bandwidth for effective use?		Yes	No	Don't Know
		○	○	○

Adoption of EHRs, HIT, and "Meaningful Use"

The Federal American Recovery and Reinvestment Act (ARRA) of 2009 provides financial incentives to health care providers for the "meaningful use" of certified EHR technology to achieve health and efficiency goals.

6. Does your practice/office currently have, or expect to have in the near future, one or more of the main ARRA-specified components of "meaningful use" listed below?	Check the most appropriate box as it applies to your practice/office:			
	Yes, currently implemented	Not currently implemented, but plan to have in use by 2014	Not currently installed, and no plans for acquiring or implementing by 2014	Not applicable/ don't know
Use a certified EHR in a meaningful manner? *(Such as computerized physician order entry, clinical decision support, etc.)*	○	○	○	○
Participate in the electronic exchange of patient records through participating in a regional health information exchange (HIE)?	○	○	○	○
Participate in e-prescribing?	○	○	○	○
Electronically submit lab or immunization data to public health?	○	○	○	○
Exchange data electronically to facilitate patient care transfer between settings?	○	○	○	○
Use certified EHR technology to submit aggregate clinical quality and other measures? *(Such as submission of clinical quality measures to CMS or to The Joint Commission)*	○	○	○	○

Barriers to Use of HIT

Please indicate the extent to which you consider each of the following workforce issues to be a barrier to EHR and HIT implementation and/or use at your primary care practice/office. *(If you have not implemented an EHR or HIT, please indicate how much of a barrier each issue presents, even if you have no plans to implement a system.)*

7. Workforce-related barriers to implementing and/or using EHRs/HIT	Major barrier	Minor barrier	Not a barrier	Not applicable
Education and Training				
Basic computer literacy training is not readily available	○	○	○	○
In-person training (non-degree) about how to use EHRs and HIT is not available	○	○	○	○
On-line (e.g., web-based) training about how to use EHRs and HIT is not available	○	○	○	○
Community college training about how to use EHRs and HIT is not available	○	○	○	○
Baccalaureate or high level training in HIT-related skills is not available	○	○	○	○
Resources (including funds and/or release time) for training about how to use EHRs and HIT are not available	○	○	○	○
Consulting/Vendor Resources				
Consultants and/or vendors with understanding of the needs of our facility are not available	○	○	○	○
Consultants and/or vendors with understanding of the needs of our facility are too expensive	○	○	○	○
Recruiting and Retention				
The HIT career ladder is not well defined, which reduces interest in EHR/HIT training	○	○	○	○
It is difficult to find or access qualified candidates	○	○	○	○
The highly competitive market makes it difficult to retain qualified staff with EHR/HIT skills	○	○	○	○
Infrastructure				
Our facility's HIT software systems are not well suited to our practice/office	○	○	○	○

EHR/HIT Workforce Skills

8. The skills listed below may be relevant to selecting, implementing, and maintaining EHR/HIT systems over the next two years. Which skills are relevant to your practice/office, and for those you need, how do you plan to access personnel with these skills?

Check all that apply:

Skills needed to implement and use EHRs/HIT	We **have staff with these skills** who will not need additional training	We will **obtain training** for our staff so they have these skills	We will **hire new staff** with these skills	We will **hire a contractor or vendor** with these skills	We will **not need personnel** with these skills	Don't Know
Basic/Entry-Level Skills						
Basic desktop/computer skills, computer/ Internet navigation	○	○	○	○	○	○
Operational medical terminology knowledge; understanding of how patient information should flow in clinical settings	○	○	○	○	○	○
Understanding how the quantity and quality of data entered into an EHR affects the usefulness of information that the system can provide	○	○	○	○	○	○
Intermediate-Level Skills						
Knowledge of HIT products, contracting, and privacy and security requirements	○	○	○	○	○	○
Understanding how to comply with meaningful use requirements	○	○	○	○	○	○
Clinical knowledge and understanding of uses of HIT for individual patient management/education needs	○	○	○	○	○	○
Data management, analysis, report creation, and data-sharing skills	○	○	○	○	○	○
Advanced-Level Skills						
Management skills to direct technical and non-technical staff in use of EHR/HIT systems	○	○	○	○	○	○
Ability to use data from HIT systems to manage care for patient populations	○	○	○	○	○	○

EHR/HIT Workforce Demand

Please provide your *best estimate* of the amount of staff resources with the skills below that your practice/office uses now for EHR/HIT implementation and operation, how much more it could use, and what your needs will be by 2014.
(1 FTE is approximately 2,080 hours per year, 173.3 hours per month, or 40 hours per week.)

9. ***At the present time***, approximately how many FTEs of staff, managers, and clinicians in your office have EHR/HIT-related responsibilities, at all levels, for your practice/office?
   - ○ None
   - ○ 1 FTE or fewer
   - ○ More than 1 FTE ➜ How many total FTEs? _____
   - ○ Don't know

10. ***By 2014***, how many FTEs of staff, managers, and clinicians do you expect to have employed in your office to work on EHR/HIT-related tasks, at all levels, for your practice/office?
   - ○ None
   - ○ 1 FTE or fewer
   - ○ More than 1 FTE ➜ How many total FTEs? _____
   - ○ Don't know

11. ***Between now and 2014***, about how many hours of consultant or contract services for EHR/HIT-related tasks do you expect will be purchased for your practice/office?
   - ○ None
   - ○ 20 hours or fewer
   - ○ More than 20 hours ➜ About how many total hours? _____
   - ○ Don't know

Practice Characteristics

If your primary care practice includes multiple practices/offices, please provide the following information for each

	Location #1	Location #2	Location #3	Other Locations
12. What is the ZIP code where your primary care practice is located?	— — — — —	— — — — —	— — — — —	Please provide ZIP codes of additional locations, if any, below:
13. How many of the following provider types are at this primary care practice/office? (If none, enter "0") • Physicians • Nurse practitioners • Physician assistants	#_____ #_____ #_____	#_____ #_____ #_____	#_____ #_____ #_____	
14. Which of the following best describes this primary care practice/office? (Check all that apply) • Community Health Center (CHC) (federally qualified) • Rural Health Clinic (RHC) (federally qualified) • Private practice (not RHC) • Hospital-affiliated clinic • Other office or clinic (not listed above)	○ ○ ○ ○ ○	○ ○ ○ ○ ○	○ ○ ○ ○ ○	
15. About how many total FTEs (clinical, support, and administrative) are currently employed to work at this practice/office? • 1-4 • 5-9 • 10-20 • More than 20	○ ○ ○ ○	○ ○ ○ ○	○ ○ ○ ○	

THANK YOU for taking the time to complete this survey. If you have any questions about this questionnaire or the survey, please contact Holly Andrilla at hollya@uw.edu or 206-685-6680.