

## Health information technology readiness survey<sup>3</sup>

This survey is intended to assess the readiness of your practice to successfully implement health information technology (HIT) and the readiness of personnel to accept and productively use it. Your responses will help you determine the present state of technology adoption, prerequisites for change, potential barriers, user needs, time-sensitive factors and appropriate action steps.

The following questions relate to critical success factors and potential barriers to the implementation and use of clinical information systems and other HIT. Please indicate the degree to which you agree with each statement from the perspective of your practice as a whole.

		Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree
	<b>Statement (please circle one response for each)</b>					
1.	Most physicians and clinical staff in your practice believe that there is an urgent need to improve health care through clinical computing and HIT.	SD	D	N	A	SA
2.	Most physicians and clinical staff in your practice see electronic health record (EHR) systems as critically important to their future success.	SD	D	N	A	SA
3.	Most physicians and clinical staff in your practice are willing to put forth the extra time and effort required to learn how to use an EHR system.	SD	D	N	A	SA
4.	Physicians in your practice will regularly use an EHR or other automated system to retrieve patient information.	SD	D	N	A	SA
5.	Physicians in your practice will regularly use an electronic health record system to document patient care during clinical encounters.	SD	D	N	A	SA
6.	The executive leadership of your practice is visionary and supportive of efforts to improve health care through clinical computing and HIT.	SD	D	N	A	SA
7.	Your practice has a guiding coalition of influential leaders committed to successful implementation and continued use of HIT.	SD	D	N	A	SA
8.	Formal and informal leaders in your practice are willing and able to serve as HIT champions, pushing or pulling as needed during various times of success or failure to promote use of clinical information systems.	SD	D	N	A	SA
9.	Your practice has a clear plan for how it will use HIT to meet its overall practice goals, with strong executive support.	SD	D	N	A	SA

		Strongly disagree	Somewhat disagree	Neutral	Somewhat agree	Strongly agree
	<b>Statement (please circle one response for each)</b>					
10.	Leaders and managers in your practice believe that continuing efforts to advance organizational culture will be required for effective clinician use of HIT.	SD	D	N	A	SA
11.	Your practice has a strong track record of successfully implementing information technology for use in clinical care.	SD	D	N	A	SA
12.	In your practice, physicians and staff trust each other, work well together in teams, and are willing to be accountable for using HIT to improve patient care.	SD	D	N	A	SA
13.	Physicians and clinical staff in your practice are willing to change how they work if needed to improve patient care.	SD	D	N	A	SA
14.	Your practice will provide meaningful incentives to reward appropriate clinician use of HIT.	SD	D	N	A	SA
15.	Your practice will set clear expectations for use of EHR systems and other HIT.	SD	D	N	A	SA
16.	Your practice has the necessary technology, training, and support resources needed to implement new clinical information systems.	SD	D	N	A	SA
17.	Leadership in your practice ensures that important processes and outcomes are regularly measured, with information communicated to physicians and clinical staff in a timely manner.	SD	D	N	A	SA
18.	HIT vendors doing business with your practice consistently provide functional, sustainable products and timely, high-quality support services.	SD	D	N	A	SA
19.	IT professionals in your practice effectively adapt software to support appropriate clinical workflows.	SD	D	N	A	SA
20.	People who will be using new computer information systems in your practice have a realistic understanding of what the systems are capable of doing.	SD	D	N	A	SA
21.	Your practice has an effective mechanism in place to ensure that people who will be using the new computer information systems have meaningful roles in deliberations, decision-making and communications regarding clinical information system planning, selection, implementation and modification.	SD	D	N	A	SA
22.	Your practice has an effective mechanism in place to ensure that comments and concerns shared by people who will be using new clinical information systems are received, acknowledged and responded to in a timely manner.	SD	D	N	A	SA

## Readiness scale

Response	Numeric score
SA	5
A	4
N	3
D	2
SD	1

**Maximum score = # of items x 5 = 22 x 5 = 110 points**

Estimated <sup>†</sup> overall readiness*	Not ready	Probably not ready	Possibly ready	Probably ready	Ready
<b>Average total score</b>	0–76	77–87	78–88	89–99	100–110
<b>Percent of single item scores &lt;3</b>	≥20	15–19	10–14	5–9	≤5

<sup>†</sup> Draft estimate—not yet empirically tested.

\* Overall readiness is determined by the lowest readiness classification in any category.

### Examples:

- Average total score = 94
  - Percent single item scores <3 = 7%                      —>                      **Probably ready**
  - Percent single item scores <3 = 12%                    —>                      **Possibly ready**
  - Percent single item scores <3 = 17%                    —>                      **Probably not ready**
- Percent single item scores <3 = 2%
  - Average total score = 104                                —>                      **Ready**
  - Average total score = 94                                    —>                      **Probably ready**
  - Average total score = 84                                    —>                      **Possibly ready**