

KSN Satisfaction Survey Survey of REC Members

The HITRC Team would like to hear about your experiences with the various systems supporting the exchange and dissemination of knowledge and ideas within the HITRC Community. These systems include Technology (online collaboration tools like WebEx and the HITRC Portal), Infrastructure (CoPs and their Workgroups, Task Forces and in-person meetings), Resources (the material produced by and available in the HITRC Portal such as leading practices, lessons learned, solution pages, trainings and tools), and Community (individuals guiding the direction of, and participating in the HITRC and its collaborative groups).

This survey will help the HITRC Team identify areas for improvement within the community. Thank you for your input!

SCREENING QUESTIONS

1. Are you currently affiliated with an REC in any way (e.g., as an employee or subcontractor)?
 - € Yes [Go to Question 1]
 - € No [Go to SCREEN_OUT and end survey]

SCREEN_OUT. Thank you for your interest in our survey. Those are all the questions we have for you today.

General Information Sharing & Retrieval

1. How often do you use the various technologies, infrastructures, or resources of the HITRC, that is the various systems supporting the exchange and dissemination of resources and ideas?
 - € Every day
 - € Once or twice a week
 - € A few times a month
 - € Once a month
 - € Less than once a month
 - € I have never used any of the HITRC's technologies, infrastructures, or resources
2. Please rate your overall level of satisfaction with the various systems supporting the exchange and dissemination of resources and ideas within the HITRC.
 - € Very satisfied
 - € Satisfied
 - € Neither satisfied nor dissatisfied
 - € Dissatisfied

- € Very dissatisfied
- € Don't know

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3. Please rate your level of agreement with the following statements.
- a. I feel that the HITRC's technologies and infrastructures facilitate sharing of knowledge across the RECs.
 - € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € Don't know

 - b. In general, the HITRC's technologies and infrastructures have the information I need.
 - € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € Don't know

 - c. The content/material within the HITRC's technologies and infrastructures is of sufficient quality.
 - € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € Don't know

HITRC Portal

4. How often do you use the HITRC Portal (<http://hitrc-collaborative.org>)?
- € Every day
 - € Once or twice a week
 - € A few times a month
 - € Once a month
 - € Less than once a month
 - € I have never used the HITRC Portal

5. Please rate your level of satisfaction with the HITRC Portal overall in its support of the RECs' work.
 - € Very satisfied
 - € Satisfied
 - € Neither satisfied nor dissatisfied
 - € Dissatisfied
 - € Very dissatisfied
 - € Don't know

6. Please rate the value of the HITRC Portal overall in its support of the RECs' work.
 - € Very valuable
 - € Moderately valuable
 - € Slightly valuable
 - € Not at all valuable
 - € Don't know

7. The HITRC Portal helps CoP members effectively collaborate with each other outside of meetings.
 - € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € Don't Know

QUESTIONS 8 & 9 ASKED ONLY OF RESPONDENTS WHO HAVE USED THE HITRC PORTAL ONCE A MONTH OR LESS (SEE Q4)

8. Why have you not used the HITRC Portal more often? (check all that apply)
 - € I am not interested in the content on the HITRC Portal
 - € I get the information on the HITRC Portal elsewhere
 - € The HITRC Portal is too hard to navigate/has poor organization
 - € I do not have access to the HITRC Portal
 - € I did not know about the HITRC Portal
 - € The HITRC Portal is not useful
 - € Other (specify): _____

9. What changes could be made to the HITRC Portal that would increase your likelihood of using it?

QUESTION 10 ASKED ONLY OF RESPONDENTS WHO HAVE USED THE HITRC PORTAL A FEW TIMES A MONTH OR MORE FREQUENTLY (SEE Q4)

10. What recommendations do you have for improving the HITRC Portal as a whole?

RESOURCES:

11. Have you participated in the development of any resources available within the HITRC's technologies and infrastructures, such as Tools, Trainings, Leading Practices, Solutions Pages, etc.?

- € Yes
- € No

12. Have you ever used any of the resources available within the HITRC's technologies and infrastructures such as Tools, Trainings, Leading Practices, Solutions Pages, etc.?

- € Yes
- € No

13. Please rate your level of overall satisfaction with the resources within the HITRC's technologies and infrastructures such as Tools, Trainings, Leading Practices, Solution Pages, etc. in their support of the REC's work.

- € Very satisfied
- € Satisfied
- € Neither satisfied nor dissatisfied
- € Dissatisfied
- € Very dissatisfied
- € No opinion

14. Please rate the overall quality of the resources within the HITRC's technologies and infrastructures, such as Tools, Trainings, Leading Practices, Solution Pages, etc. in their support of the RECs' work.

- € High quality
- € Moderate quality
- € Low quality
- € No opinion

15. Please rate the overall relevance of the resources within the HITRC's technologies and infrastructures, such as Tools, Trainings, Leading Practices, Solution Pages, etc. in their support of the RECs' work.

- € High relevance
- € Moderate relevance
- € Low relevance
- € No opinion

RESOURCES YOU HAVE USED:

QUESTION 16 ASKED ONLY OF THOSE WHO HAVE USED RESOURCES [YES ON QUESTION #12 ELSE SKIP TO QUESTION #18]

16. We are interested in finding out more specific information about the resources you may have used.

a. How frequently have you used Leading Practices or Lessons Learned?

- € All the time
- € Frequently
- € Occasionally
- € Seldom
- € Never

b. How frequently have you used Solutions Pages?

- € All the time
- € Frequently
- € Occasionally
- € Seldom
- € Never

c. How frequently have you used Issue Briefs?

- € All the time
- € Frequently
- € Occasionally
- € Seldom
- € Never

FOR QUESTION 17 INSERT THE TYPE OF RESOURCE INDICATED ABOVE THAT IS INDICATED AS HAVING BEEN USED (I.E., NOT “NEVER”). IF MORE THAN ONE RESOURCE TYPE HAS BEEN USED, SELECT ONE RESOURCE TYPE AT RANDOM (SAME RESOURCE TYPE FOR 17A-E). IF ALL ARE INDICATED AS “NEVER” SKIP TO Q19.

17. Please answer the following questions about [RESOURCE] within the HITRC’s technologies and infrastructures.

a. Would you like to see a change in the content of the [RESOURCE]?

- € Yes (please specify the types of changes you would like to see): _____
- € No

- b. In general, do you feel the length of the [RESOURCE] is too brief, too long, or about right?
 - € Too brief
 - € About right
 - € Too long

- c. In general, are [RESOURCE] too narrowly focused, too broad in scope, or about right?
 - € Too narrowly focused
 - € About right
 - € Too broad in scope

- d. Do you find any type of information in the [RESOURCE] to be particularly useful?
 - € Yes (please specify the types of information that are most useful): _____
 - € No

- e. Do you find any type of information in the [RESOURCE] to be unnecessary?
 - € Yes (please specify the types of information that are unnecessary): _____
 - € No

QUESTION 18 ASKED ONLY OF THOSE WHO HAVE NOT USED ANY RESOURCE MATERIAL [NO ON QUESTION 12]

18. Why have you not used any resources available within the HITRC's technologies and infrastructures such as Tools, Trainings, Leading Practices, Solution Pages, etc.? (*check all that apply*)
- € I do not know where to find the resources
 - € I am not interested in the content of the resources
 - € I get the information contained in the resources elsewhere
 - € The resources are too hard to navigate/have poor organization
 - € I do not know where to go to get the resources
 - € I do not have access to the location of the resources
 - € I did not know about the resources
 - € The resources are not useful
 - € Other (specify): _____

CoPs

19. Have you participated in any REC-related CoP meetings/activities in the last 6 months? (That is since {MONTH/YEAR}?)

- € Yes, I participated in the past 6 months. [GO TO Q21]
 - € No, I have not participated in the past 6 months. [CONTINUE TO Q20]
20. Have you ever participated in any REC-related CoP meetings/activities?
- € Yes, I have participated in a CoP in the past. [ASSIGN TO “FORMER PARTICIPANTS” AND GO TO Q25]
 - € No, I have never participated in a CoP. [ASSIGN TO “NEVER PARTICIPATED” AND GO TO Q33]
21. For the REC-related CoP you participate in the most, which statement do you feel best describes your level of involvement?
- € I am very involved in the CoP. [ASSIGN TO “CURRENT PARTICIPANTS, HIGH-LEVEL” AND GO TO Q22]
 - € I am moderately involved in the CoP. [ASSIGN TO “CURRENT PARTICIPANTS, HIGH-LEVEL” AND GO TO Q22]
 - € I am somewhat involved in the CoP. [ASSIGN TO “CURRENT PARTICIPANTS, LOW-LEVEL” AND GO TO Q22]
 - € I am not very involved in the CoP. [ASSIGN TO “CURRENT PARTICIPANTS, LOW-LEVEL” AND GO TO Q22]
22. What Communities of Practice (CoPs) do you currently participate in? *(check all that apply)*
- € Education and Outreach
 - € Functional Interoperability and HIE
 - € Adoption and Implementation
 - € Meaningful Use
 - € Privacy and Security
 - € Global Rural Health
 - € REC 2.0
 - € Public Health
 - € Vendor EHR portal
 - € Other [specify]
 - € Other [specify]

FOR EACH GROUP IDENTIFIED ABOVE IN Q22 ASK Q23 TO CAPTURE THE ROLE THAT THE RESPONDENT PLAYED IN THAT COP

23. What term best describes your role in the [SELECTED COP FROM Q21] CoP
- € General CoP member
 - € Workgroup member
 - € Advisory group member
 - € Other [specify]

24. Are there any CoPs that you used to participate in that you no longer participate in?

- € Yes [GO TO Q25]
- € No [GO TO Q28]

25. What Communities of Practice (CoPs) did you stop participating in?
(check all that apply)

- € Education and Outreach
- € Functional Interoperability and HIE
- € Adoption and Implementation
- € Vendor Selection and Management
- € Practice and Workflow Redesign
- € Implementation and Project Management
- € Meaningful Use
- € Privacy and Security
- € Global Rural Health
- € REC 2.0
- € Public Health
- € Vendor EHR portal
- € Workforce
- € Grants Management
- € Other [specify]
- € Other [specify]

FOR EACH GROUP IDENTIFIED ABOVE IN Q25 ASK Q26 TO CAPTURE THE ROLE THAT THE RESPONDENT PLAYED IN THAT COP

26. What term best describes the role you played in the [SELECTED COP FROM Q25] CoP

- € General CoP member
- € Workgroup member
- € Advisory group member
- € Other [specify]

27. Why did you stop participating in those CoPs? (check all that apply)

- € No CoP topics are of interest/value
- € The CoP I was participating in retired
- € Inconvenient CoP meeting times
- € HITRC Portal for those CoP spaces were not valuable
- € CoP information was hard to find
- € CoPs were not useful
- € Participation was no longer required
- € Other (specify): _____

28. Please rate the value of the CoPs as a whole in their support of the RECs' work.
- € Very valuable
 - € Moderately valuable
 - € Slightly valuable
 - € Not at all valuable
 - € No opinion
29. Please rate your level of satisfaction with the CoPs as a whole in their support of the RECs' work.
- € Very satisfied
 - € Satisfied
 - € Neither satisfied nor dissatisfied
 - € Dissatisfied
 - € Very dissatisfied
 - € No opinion
30. Please rate your level of agreement with the following statements about CoPs

FOUR QUESTIONS FROM A THROUGH G ASKED RANDOMLY

- a. REC participation in the CoPs has reduced redundant work by the RECs.
- € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € No opinion
- b. REC participation in the CoP has either led to or accelerated the development of more innovative ideas, tools, and/or products.
- € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € No opinion

- c. Participation in the CoPs has directly helped our REC.
- € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € No opinion
- d. The RECs are being given the opportunity to drive the agenda of the CoPs.
- € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € No opinion
- e. The CoPs have answered questions that I have had about my work in the REC.
- € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € No opinion
- f. The CoP meetings are a good use of my time.
- € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € No opinion
- g. I feel that my participation in the CoPs has helped me gain access to resources faster than I would have on my own.
- € Strongly agree
 - € Agree
 - € Neither agree nor disagree
 - € Disagree
 - € Strongly Disagree
 - € No opinion

31. What recommendations do you have for improving the CoPs as a whole? [Go to D1]

YES TO Q19 - GO TO D1

NO TO Q19, YES TO Q20 - GO TO Q32

NO TO Q19 AND Q20 - TO GO Q33

ASKED ONLY OF RESPONDENTS WHO FORMERLY, BUT NO LONGER, PARTICIPATED IN CoPs [YES TO Q20]

32. What changes could be made to the CoPs as a whole that would increase the likelihood of you participating again? [Go to D1]

ASKED ONLY OF RESPONDENTS WHO HAVE NEVER PARTICIPATED IN CoPs [NO TO Q19]

33. Why have you never participated in any CoPs? (check all that apply)

- € No CoP topics are of interest/value
- € Inconvenient CoP meeting times
- € HITRC Portal CoP spaces are not valuable
- € I don't know where to find CoP information
- € CoPs are not useful
- € It's not required of me
- € I have never heard of CoPs
- € Other (specify): _____

34. What changes could be made to the CoPs as a whole that would increase the likelihood of you participating? [Go to D1]

DEMOGRAPHIC QUESTIONS FOR ALL RESPONDENTS ANSWERING YES TO S1

D1. Please indicate the REC with which you are affiliated (e.g., as an employee or subcontractor).

[DROP DOWN MENU WITH LIST OF RECS]

D2. Do you have a leadership role within the REC?

- € Yes
- € No

D3. Do you work directly with Eligible Providers and/or Eligible Hospitals (in the “field”) providing technical assistance for EHR adoption and meaningful use?

€ Yes [GO TO THANK_YOU]

€ No [GO TO D4]

D4. What is your role within the REC?

[OPEN END]

THANK_YOU

This concludes our survey. Please click the “**Submit**” button below to record your answers [ONLY IF SURVEY PROGRAM NECESSITATES.] Thank you for your participation. If you have any comments, concerns or questions please contact [INSERT CONTACT INFORMATION]