KSN Looking to the Future
User Feedback Survey
Survey of REC Members

As the ONC looks beyond the end of the contracts supporting the Regional Extension Centers (RECs), your thoughts on the sustainability and future use of the various systems supporting the exchange and dissemination of knowledge and ideas within the HITRC Community will influence the ONC's planning for future support. These components include:

- **Technologies** (e.g., what systems and services are needed to easily allow groups to conduct synchronous and asynchronous work)
- **Resources** (materials produced by the HITRC community which communicate the what, who and how of HIT implementation and use)
- **Collaborative Communities** (e.g., Communities of Practice, Workgroups, Task Forces)

At the end of the contract period, the contractors in the HITRC Team will no longer be organizing and facilitating collaborative group meetings, recording meetings or minutes, or producing the resources identified as needed by the ONC or the collaborative communities.

This survey will help the ONC to identify areas for continued focus and support as well as improvement to ensure that the community continues to collaborate and share.

General Survey Information:
- We anticipate that the survey will take 5-10 minutes to complete.
- Please do not use your browser's back or forward button. Instead, use the survey's "Back" and "Next" buttons at the top or bottom of each page to move through the survey.
- If you need to leave the survey and come back later, use your access code in the survey invitation email to log back in.
- Your information will be kept confidential and aggregated to produce a summary report to the ONC.

Thank you for your input!

SCREENING QUESTIONS

1. Are you currently or formerly 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 and Retrieval

1. Please rate your level of agreement with the following statements.

    a. If available, I will continue accessing the HITRC Portal after the end of my REC's grant.
        - € Strongly agree
        - € Agree
        - € Neither agree nor disagree
        - € Disagree
        - € Strongly disagree
        - € No opinion

    b. If available, I will access the resources produced and shared by REC and other HITRC contractors (e.g. provider briefs, solution pages) after the end of my REC's grant.
        - € Strongly agree
        - € Agree
        - € Neither agree nor disagree
        - € Disagree
        - € Strongly disagree
        - € No opinion

    c. If available, I will participate in collaborative groups such as Communities of Practice (CoPs), Task Forces, and Workgroups, after the end of my REC's grant.
        - € Strongly agree
        - € Agree
        - € Neither agree nor disagree
        - € Disagree
        - € Strongly disagree
        - € No opinion

2. The following systems and technologies have been used to facilitate collaborative groups and the sharing of resources across the REC and HITRC community. Please select which of these, if any, **MUST** be provided **BY ONC** to continue the work of the collaborative groups. Please select and rank order the resources you feel MUST be available for the collaborative group to continue. Please rank the top **three** most important factors, with 1 being the most important. [RANDOMIZE ORDER OF RESPONSE OPTIONS]

    – The HITRC portal

- A website/portal that is only available to members of the collaborative community (i.e. CoP / work group / task force)
- A website that is open to the public with no passwords or secure work areas (e.g. HeathIT.gov)
- Forms and templates that standardize the development of resources such as provider briefs, issue briefs and solution pages.
- Teleconference line for collaborative group meetings.
- Video conferencing capabilities for collaborative group meetings.
- Maintained list serve for collaborative group members
- Staff to schedule and coordinate meetings
- Staff to coordinate video conference
- Staff to take notes at meetings

ONLY ASK QUESTION 3 TO RESPONDENTS WHO SELECTED 'VIDEO CONFERENCE' IN Q2, ELSE GO TO Q4.

3. Which capabilities of the video conferencing systems are needed for collaborative meetings? Please rank the relevant capabilities, with 1 being the most important. [RANDOMIZE ORDER OF RESPONSE OPTIONS]
    - Screen sharing
    - Document sharing
    - Ability for multiple participants to work on shared document during meeting
    - White board
    - Ability to poll participants
    - Ability to mute participants
    - Ability to create a panel of speakers
    - Ability to record meeting
    - Ability to have participants 'Chat'/IM during meeting

FENCEPOST (RESTART SURVEY AT BEGINNING OF NEXT SECTION IF ALL PRIOR QUESTIONS ARE COMPLETE)

Resources:

4. Since August 2013, have you ever used any of the resources produced by other RECs or HITRC contractors, such as tools, trainings, leading practices, and solutions pages?
   - € Yes
   - € No

5. Please rate your level of **overall satisfaction** with the resources shared across the REC and HITRC program, such as tools, trainings, leading practices, and solution pages, in their support of the RECs' work.
   - € Very satisfied
   - € Satisfied
   - € Neither satisfied nor dissatisfied
   - € Dissatisfied
   - € Very dissatisfied
   - € No opinion

6. Please rate the **overall quality** of the resources shared across the REC and HITRC program, such as tools, trainings, leading practices, and solution pages, in their support of the RECs' work.
   - € High quality
   - € Moderate quality
   - € Low quality
   - € No opinion

7. Please rate the **overall relevance** of the resources shared across the REC and HITRC program, such as tools, trainings, leading practices, and solution pages, in their support of the RECs' work.
   - € High relevance
   - € Moderate relevance
   - € Low relevance
   - € No opinion

8. How do you currently use the resources shared across the REC and HITRC program? (*Mark all that apply.*)
   - € To support client-related activities
   - € To distribute to my clients
   - € As an educational or training resource for myself or other members of the REC
   - € To assess what other organizations are using in the field
   - € To help my REC be effective
   - € To help with the business development of my REC
   - € To get the latest information from the ONC

€ To keep myself current in the field
€ I do not currently use the resources found in the HITRC Portal.
€ No opinion
€ Other (specify):_____

QUESTION 9 ASKED ONLY OF THOSE WHO HAVE NOT USED ANY RESOURCE MATERIAL [NO ON QUESTION 4]

9. In the past year, why have you not used any resources shared across the REC and HITRC program, such as tools, trainings, leading practices, and solution pages? (*Mark 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.
    € No opinion
    € Other (specify):_____

QUESTION 10 ASKED ONLY OF RESPONDENTS WHO REPORT THEY WILL NOT USE THE RESOURCES AFTER THE END OF THE CONTRACT (SEE Q1B) ELSE SKIP TO Q11.

10. Why do you believe you will not use any of the of the REC and HITRC resources after the end of your REC's grant period? (*Mark all that apply*.)
    € I do not know where to find the resources.
    € I am not interested in the content of the resources.
    € I get resources from HealthIT.gov instead.
    € 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 do not believe the resources will continue to be current.
    € I do not believe the resources will support the future work of my REC.
    € The resources are not useful.
    € My organization will no longer be operational.
    € I will no longer be working for my organization.
    € No opinion

€ Other (specify):_____

Please rate your agreement with the following statement.

11.   I will post resources I have created or found to be useful to a collaborative space so other RECs and HITRC members can access them after the end of my REC's grant.

  € Strongly agree
  € Agree
  € Neither agree nor disagree
  € Disagree
  € Strongly disagree
  € No opinion

ASK Q12 OF INDIVIDUALS WHO ARE NOT LIKELY TO POST RESOURCES (DISAGREE OR STRONGLY DISAGREE TO Q11). ELSE SKIP TO Q13.

  12. Why do you believe you will not post any resources after the end of your REC's grant? (*Mark all that apply*.)
  € I do not know where to post the resources.
  € I am not interested in posting resources.
  € The resources are too hard to navigate/have poor organization.
  € It takes too much time/effort to post.
  € I do not have access to the location of the resources.
  € I do not believe the resources will continue to be used.
  € The resources are not useful to others.
  € I am worried about sharing proprietary information.
  € My organization will no longer be operational.
  € I will no longer be working for my organization.
  € No opinion
  € Other (specify):_____

FENCEPOST (RESTART SURVEY AT BEGINNING OF NEXT SECTION IF ALL PRIOR QUESTIONS ARE COMPLETE)

Collaborative Groups (CoPs, Task Forces, Workgroups, Forums)

13.   Please indicate if you have participated in any REC-related collaborative group meetings/activities since August 2013.

Collaborative Group	Yes, have	No, have not

	participated since August 2013	participated since August 2013
a. Community of Practice (CoP)		
b. Workgroups		
c. Task Forces		
d. Public Health Forum		
e. Panels (invitation-only meetings)		
f. In-Person Meetings		

IF NO COLLABORATIVE GROUP PARTICIPATION SINCE AUGUST 2013 (NO TO 13A-F), SKIP TO 21. IF TASK FORCE PARTICIPATION (YES TO Q13C), CONTINUE TO Q14. IF NO TASK FORCE PARTICIPATION (NO TO Q13C), SKIP TO Q15 OR Q21 DEPENDING ON CoP PARTICIPATION (SEE INSTRUCTIONS FOR Q15).

Please rate your agreement with the following statement.

14.   Participating in Task Forces was a good use of my time.
 € Strongly agree
 € Agree
 € Neither agree nor disagree
 € Disagree
 € Strongly disagree
 € No opinion

IF NO CoP PARTICIPATION (NO TO Q13A), SKIP TO Q21. ELSE, CONTINUE TO Q15.

15.   For the REC-related CoP you participate/participated in the most, which statement do you feel best describes your level of involvement?
  € I am/was very involved in the CoP. [ASSIGN TO "HIGH-LEVEL" AND GO TO Q16]
  € I am/was moderately involved in the CoP. [ASSIGN TO "HIGH-LEVEL" AND GO TO Q16]
  € I am/was somewhat involved in the CoP. [ASSIGN TO "LOW-LEVEL" AND GO TO Q16]
  € I am/was not very involved in the CoP. [ASSIGN TO "LOW-LEVEL" AND GO TO Q16]

16.   For each CoP listed, please indicate whether you currently participate.

	Currently	Do NOT

	participate	currently participate
Education and Outreach CoP		
Functional Interoperability and HIE CoP		
Adoption and Implementation CoP		
Meaningful Use CoP		
Privacy and Security CoP		
Global Rural Health CoP		

17. Please rate your level of agreement with the following statements about the [ASK FOR EACH COP CURRENTLY PARTICIPATING IN, SEE Q16]

   a. I believe the [INSERT FOR EACH COP CURRENTLY PARTICIPATING IN] will continue after the end of the contract.
      € Strongly agree
      € Agree
      € Neither agree nor disagree
      € Disagree
      € Strongly disagree
      € No opinion

   b. Currently, the REC members of the [INSERT FOR EACH COP CURRENTLY PARTICIPATING IN] drive the agenda, work, and discussions.
      € Strongly agree
      € Agree
      € Neither agree nor disagree
      € Disagree
      € Strongly disagree
      € No opinion

   c. The [INSERT FOR EACH COP CURRENTLY PARTICIPATING IN] leadership is strong.
      € Strongly agree
      € Agree
      € Neither agree nor disagree
      € Disagree
      € Strongly disagree
      € No opinion

   d. I will continue to participate in [INSERT FOR EACH COP CURRENTLY PARTICIPATING IN] after the end of the contract period.
      € Strongly agree
      € Agree
      € Neither agree nor disagree

€ Disagree
€ Strongly disagree
€ No opinion

18. Are there any CoPs that you stopped participating in since August 2013?
    € Yes [GO TO Q19]
    € No [GO TO Q21]

19. What Communities of Practice (CoPs) did you **stop participating in since August 2013**?
    € Education and Outreach CoP
    € Functional Interoperability and HIE CoP
    € Adoption and Implementation CoP
    € Meaningful Use CoP
    € Privacy and Security CoP
    € Global Rural Health CoP

20. Why did you stop participating in those CoPs? (check all that apply)
    € No CoP topics of interest/value
    € Inconvenient CoP meeting times
    € HITRC Portal CoP spaces not valuable
    € I don't know where to find CoP information
    € I didn't feel that REC member needs/interest drove the agenda
    € CoPs are not useful
    € It's not required of me
    € I have never heard of CoPs
    € No opinion
    € Other (specify):_____

21. Please rate the value of the collaborative groups (e.g., CoPs, Workgroups, Task Forces) as a whole in their support of the RECs' work.
    € Very valuable
    € Moderately valuable
    € Slightly valuable
    € Not at all valuable
    € No opinion

22. Please rate your level of satisfaction with the collaborative groups (e.g., CoPs, Workgroups, Task Forces) as a whole in their support of the RECs' work.
    € Very satisfied
    € Satisfied

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

23. Please rate the relevance of the collaborative groups (e.g., CoPs, Workgroups, Task Forces) as a whole in their support of the RECs' work.
    - € Very satisfied
    - € Satisfied
    - € Neither satisfied nor dissatisfied
    - € Dissatisfied
    - € Very dissatisfied
    - € No opinion

24. How would you rank the importance of the following factors on your participation in a collaborative group (e.g., CoP, Workgroup, Task Force)? Please rank the top **three** most important factors, with 1 being the most important. [RANDOMIZE ORDER OF RESPONSE OPTIONS]
    - € Clear goals and objectives
    - € Strong REC leadership
    - € Member-driven agenda
    - € Clear assignments and deadlines
    - € Online access to shared work area for asynchronous work
    - € Consistently scheduled meetings
    - € Collaboration with others
    - € Ability to solve issues
    - € Ability to share resources
    - € Building a network of peers/experts
    - € Access to ONC staff
    - € Other _____

FENCEPOST (RESTART SURVEY AT BEGINNING OF NEXT SECTION IF ALL PRIOR QUESTIONS ARE COMPLETE)

DEMOGRAPHIC QUESTIONS FOR ALL RESPONDENTS ANSWERING YES TO S1

D1. Please indicate the REC with which you are/were affiliated (e.g., as an employee or subcontractor). *Note: To ensure confidentiality, data from this question will be provided in aggregate form only, and will not be provided in the raw data.*

> [DROP-DOWN MENU WITH LIST OF RECS, INCLUDING A "PREFER NOT TO ANSWER" OPTION AT THE TOP]

D2. Do/Did you have a leadership role within the REC? *Note: To ensure confidentiality, data from this question will be provided in aggregate form only, and will not be provided in the raw data.*
- € Yes
- € No
- € Prefer not to answer

D3. Do/Did you work directly with Eligible Professionals and/or Eligible Hospitals (in the "field") providing technical assistance for EHR adoption and meaningful use?
- € Yes
- € No
- € Prefer not to answer

D4. Will your organization still be in place after the end of ONC funding?

- € Yes
- € No
- € Don't know
- € Prefer not to answer

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].