

Attachment E: Technology Acceptance Model Survey

*Using Health Information Technology in Practice Redesign: Impact of Health Information
Technology on Workflow*

Technology Acceptance Model Survey

Public reporting burden for this collection of information is estimated to average 30 minutes per response, the estimated time required to complete the survey. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-XXXX) AHRQ, 540 Gaither Road, Room # 5036, Rockville, MD 20850.

Instructions

Thank you for your cooperation in completing this survey. This questionnaire has been designed to gather information about your perceptions of StarPanel and coordinating care. StarPanel refers to Vanderbilt's web-based application for medical record information and communication, including functions such as electronic messaging with patients and other providers, e-prescribing, outpatient order entry, and provider documentation. Coordinating care refers to integrating care across all elements of the health care system including primary and specialty care, hospitals, and home health care.

When completing it, you should think about how you feel and what you think, based on your experiences. Some questions may sound similar to others, but please still try to answer all of the questions. You can leave blank any questions that you do not want to answer. If you don't know an answer to a question, please just mark the response for "Don't know." Remember that your responses are strictly confidential and will be closely guarded. Nobody at your facility will ever see your individual responses.

To answer the questions, circle the appropriate response on the scale. For example:

	Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
To what extent are you satisfied with StarPanel?	0	1	2	3	4	5	6	<input type="checkbox"/>

We appreciate the time you are taking to complete this questionnaire and hope that the information will help us better understand technology and care coordination.

Thank you for your cooperation!

The following set of questions asks about your perceptions of **StarPanel**.
Please respond thinking about **your own** experiences.

<i>Think about the last 2 weeks...</i>		Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
1.	To what extent are you satisfied with using StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
2.									
3.	To what extent are you dissatisfied with using StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
4.	To what extent would you recommend StarPanel to a colleague at another clinic?	0	1	2	3	4	5	6	<input type="checkbox"/>
<i>Think about the next 3 months...</i>		Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
5.	Over the next 3 months, to what extent do you intend to use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
6.	Over the next 3 months, to what extent do you predict that you will use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
7.	How much do you want to use StarPanel to coordinate care over the next 3 months?	0	1	2	3	4	5	6	<input type="checkbox"/>

<i>Think about the last 2 weeks...</i>		Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
8.	How much has using StarPanel to coordinate care improved patient care?	0	1	2	3	4	5	6	<input type="checkbox"/>
9.	How much has using StarPanel to coordinate care made caring for patients easier?	0	1	2	3	4	5	6	<input type="checkbox"/>
10.	How much has using StarPanel to coordinate care reduced the likelihood of errors in care?	0	1	2	3	4	5	6	<input type="checkbox"/>
11.	How much has using StarPanel to coordinate care improved your ability to collaborate with others involved in patient care?	0	1	2	3	4	5	6	<input type="checkbox"/>
12.	How much has using StarPanel to coordinate care given you new insight into your patients' health?	0	1	2	3	4	5	6	<input type="checkbox"/>
13.	How much has using StarPanel improved your ability to communicate with patients to coordinate their care?	0	1	2	3	4	5	6	<input type="checkbox"/>
14.	How much has using StarPanel improved how well you can communicate with others in your clinic to coordinate patients' care?	0	1	2	3	4	5	6	<input type="checkbox"/>
15.	How much has using StarPanel improved your ability to communicate with others outside your clinic to coordinate patients' care?	0	1	2	3	4	5	6	<input type="checkbox"/>
16.	How much has using StarPanel to coordinate care improved your ability to keep patients on track?	0	1	2	3	4	5	6	<input type="checkbox"/>
17.	To what extent does using StarPanel improve your ability to coordinate health services with patients to get them the care they need?	0	1	2	3	4	5	6	<input type="checkbox"/>
18.	To what extent does using StarPanel to coordinate care help everyone stay on the same page?	0	1	2	3	4	5	6	<input type="checkbox"/>
19.	To what extent does using StarPanel to coordinate care improve your ability to accomplish tasks in a timely fashion?	0	1	2	3	4	5	6	<input type="checkbox"/>
20.	To what extent does using StarPanel for coordinating care provide flexibility in how you accomplish your work?	0	1	2	3	4	5	6	<input type="checkbox"/>
21.	To what extent does using StarPanel help convey information to others even though you are not working beside them?	0	1	2	3	4	5	6	<input type="checkbox"/>
<i>Think about the last 2 weeks...</i>		Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
22.	When using StarPanel to coordinate	0	1	2	3	4	5	6	<input type="checkbox"/>

	care, to what extent is StarPanel clear and understandable?								
23.	When using StarPanel to coordinate care, to what extent do you find StarPanel to be easy to use?	0	1	2	3	4	5	6	<input type="checkbox"/>
24.	To what extent does using StarPanel to coordinate care require a lot of your mental effort?	0	1	2	3	4	5	6	<input type="checkbox"/>
25.	When using StarPanel to coordinate care, to what extent do you find it easy to get StarPanel to do what you want it to do?	0	1	2	3	4	5	6	<input type="checkbox"/>

<i>Think about the last 2 weeks...</i>		Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
26.	How much do your fellow clinicians think that you should use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
27.	How much do your superiors think that you should use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
28.	How much do patients/families think that you should use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
29.	How much do your colleagues use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
30.	How much do external stakeholders or regulators think that you should use a system like StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
31.	To what extent do you think it's your ethical obligation to use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>

<i>Think about the last 2 weeks...</i>		Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
32.	To what extent are there barriers that make it difficult or impossible to use StarPanel the way you would like to while coordinating care?	0	1	2	3	4	5	6	<input type="checkbox"/>
33.	How adequate was the training you received to use StarPanel to coordinate care the way you would like to?	0	1	2	3	4	5	6	<input type="checkbox"/>
34.	How adequate are the learning opportunities to help you use StarPanel to coordinate care the way you would like to?	0	1	2	3	4	5	6	<input type="checkbox"/>
35.	How adequate is the technical support to help you use StarPanel to coordinate care the way you would like to?	0	1	2	3	4	5	6	<input type="checkbox"/>
36.	How much does StarPanel disrupt the flow of care coordination when you use it?	0	1	2	3	4	5	6	<input type="checkbox"/>
37.	To what extent is data missing in StarPanel, making it difficult to use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
38.	To what extent is it hard to locate data you need in order to use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
39.	To what extent does the amount of data in StarPanel make it difficult to use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
40.	To what extent do you encounter barriers to using StarPanel to coordinate care related to data entry?	0	1	2	3	4	5	6	<input type="checkbox"/>
41.	To what extent do you encounter barriers to using StarPanel to coordinate care related to the reliability of data?	0	1	2	3	4	5	6	<input type="checkbox"/>

<i>Think about the last 2 weeks ...</i>		Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
42.	When you use StarPanel to coordinate care, how well does StarPanel fit with the way you like to do your tasks?	0	1	2	3	4	5	6	<input type="checkbox"/>
43.	When you use StarPanel to coordinate care, how well does	0	1	2	3	4	5	6	<input type="checkbox"/>

StarPanel fit with the goals of your tasks?

44.	When you use StarPanel to coordinate care, how well does StarPanel fit with your skills and abilities?	0	1	2	3	4	5	6	<input type="checkbox"/>
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45.	When you use StarPanel to coordinate care, how well does StarPanel fit with the professional and on-the-job training you have received?	0	1	2	3	4	5	6	<input type="checkbox"/>
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<i>Think about the last <u>2 weeks</u> ...</i>		Not at all	A little	Some	A moderate amount	Pretty much	Quite a lot	A great deal	Don't know
46.	How much do you currently use StarPanel to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
47.	How many features within the StarPanel system do you currently use to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
48.	To what extent have you found new ways to use StarPanel beyond how you were trained to use it to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>
49.	To what extent have you found ways to adapt StarPanel beyond how it was originally designed to coordinate care?	0	1	2	3	4	5	6	<input type="checkbox"/>

Please share any thoughts or feelings you have that were not addressed by the survey in the space below.

Thank you for your cooperation in completing this survey.

[If completing survey on paper] Now, please place this survey into the envelope that was provided to you in this packet and return it to the researcher.

THANK YOU!