

Indian Health Service (IHS) RPMS Stakeholder Survey – Resource and Patient Management System  
Program Operational Analysis Needs Assessment

**1. With which IHS Area are you affiliated?**

Alaska  
Albuquerque  
Bemidji  
Billings  
California  
Great Plains  
Nashville  
Navajo  
Oklahoma  
Phoenix  
Portland  
Tucson  
Headquarters  
Other  
If other, please specify

**2. What is your organization's affiliation?**

Indian Health Service  
Tribal  
Urban  
Other  
If other, please specify

**3. My job responsibilities are:**

Mostly outpatient  
Mostly inpatient  
Both outpatient and inpatient  
Other (Area, Headquarters, residential treatment facility, etc.)  
If other, please specify

**4. Please indicate your discipline area - Check all that apply**

Behavioral Health  
Business Office  
Clinical Application Coordinator  
Coding  
Community Health Representative  
Finance  
Health Information Management  
Information Technology  
Laboratory  
Nursing  
Pharmacy

Provider, Medical (e.g. physician, nurse practitioner, physician assistant)  
 Provider, Other (e.g. dental, optometry, physical therapy, etc.)  
 Purchased and Referred Care (Contract Health)  
 Radiology  
 Other  
 If other, please specify

**5. How long have you used the RPMS System (or any modules)?**

- a. Less than 6 months
- b. More than 6 months to less than 2 years
- c. More than 2 years to less than 5 years
- d. More than 5 years

**6. How often do you use the RPMS System (or any modules)?**

- a. Daily
- b. Frequently (one or more times a week)
- c. Infrequently (a few times a month)
- d. Rarely
- e. Do not use RPMS at all

**7. Have you ever used a system other than RPMS for the type of work that you do?**

- a. Yes / No

**8. If yes, please provide any comments comparing that system(s) to RPMS:**

**9. How satisfied are you with each of the identified RPMS modules and information technology applications? Please only respond for modules you actually use.**

**Rating Scale - 5 - Very Satisfied; 4 - Satisfied; 3 - Neutral; 2 - Unsatisfied; 1 - Very Unsatisfied**

	Satisfaction Rating
Accounts Receivable	
Behavioral Health System	
Clinical Reporting System	
Clinical Scheduling (roll-and-scroll)	
Community Health Representative System	
Diabetes Management System	
Electronic Dental Record (Dentrix)	
Electronic Health Record	

	<b>Satisfaction Rating</b>
<b>HIV Management System</b>	
<b>iCare</b>	
<b>IHS Patient Registration (roll-and-scroll)</b>	
<b>Immunization Tracking System</b>	
<b>Inpatient Pharmacy</b>	
<b>Laboratory</b>	
<b>Outpatient Pharmacy</b>	
<b>Patient Care Component</b>	
<b>Pharmacy Point-of-Sale System</b>	
<b>Practice Management Suite - Registration</b>	
<b>Practice Management Suite - Admissions, Discharges, Transfers</b>	
<b>Practice Management Suite - Scheduling</b>	
<b>Purchased and Referred Care (Contract Health System)</b>	
<b>Radiology</b>	
<b>Referred Care Information System (in EHR)</b>	
<b>Referred Care Information System (roll-and-scroll)</b>	
<b>Third Party Billing System</b>	
<b>VistA Imaging</b>	
<b>IHS e-mail services</b>	
<b>IHS.gov Web site</b>	
<b>IHS VPN (remote network access)</b>	

10. Please provide comments telling us why you responded the way you did. What are you most satisfied with and/or what are the problems contributing to your dissatisfaction with a particular module or IT application?

11. Do the identified RPMS modules and IT applications provide you with the functions you need to do your job effectively? Please only respond for modules you actually use.

	Yes	Partially	No
Accounts Receivable			
Behavioral Health System			
Clinical Reporting System			
Clinical Scheduling (roll-and-scroll)			
Community Health Representative System			
Diabetes Management System			
Electronic Dental Record (Dentrix)			
Electronic Health Record			
HIV Management System			
iCare			
IHS Patient Registration (roll-and-scroll)			
Immunization Tracking System			
Inpatient Pharmacy			
Laboratory			
Outpatient Pharmacy			
Patient Care Component			
Pharmacy Point-of-Sale System			
Practice Management Suite - Registration			
Practice Management Suite - Admissions, Discharges, Transfers			
Practice Management Suite - Scheduling			
Purchased and Referred Care (Contract Health System)			

	Yes	Partially	No
Radiology			
Referred Care Information System (in EHR)			
Referred Care Information System (roll-and-scroll)			
Third Party Billing System			
VistA Imaging			
IHS e-mail services			
IHS.gov Web site			
IHS VPN (remote network access)			

12. Thinking about your responses to question 11, please provide ideas or comments on how to change RPMS and/or its modules to better support your responsibilities.

13. Should any of the RPMS modules or IT applications be replaced? Please only respond for modules you actually use.

	Yes	No
Accounts Receivable		
Behavioral Health System		
Clinical Reporting System		
Clinical Scheduling (roll-and-scroll)		
Community Health Representative System		
Diabetes Management System		
Electronic Dental Record (Dentrix)		
Electronic Health Record		
HIV Management System		
iCare		

	Yes	No
IHS Patient Registration (roll-and-scroll)		
Immunization Tracking System		
Inpatient Pharmacy		
Laboratory		
Outpatient Pharmacy		
Patient Care Component		
Pharmacy Point-of-Sale System		
Practice Management Suite - Registration		
Practice Management Suite - Admissions, Discharges, Transfers		
Practice Management Suite - Scheduling		
Purchased and Referred Care (Contract Health System)		
Radiology		
Referred Care Information System (in EHR)		
Referred Care Information System (roll-and-scroll)		
Third Party Billing System		
VistA Imaging		
IHS e-mail services		
IHS.gov Web site		
IHS VPN (remote network access)		

14. Please provide any clarifying comments about your answers.

15. Please rate the usability of each module and IT application that you use for your job. Usability refers to the ease of use of the system. For example, do you have to scroll or click through several screens to find related information or is the information easily available?

Rating Scale - 2 Easy to Use; 1 Usable; 0 Not easy to Use

	Usability Rating
Accounts Receivable	
Behavioral Health System	
Clinical Reporting System	
Clinical Scheduling (roll-and-scroll)	
Community Health Representative System	
Diabetes Management System	
Electronic Dental Record	
Electronic Health Record	
HIV Management System	
ICare	
IHS Patient Registration (roll-and-scroll)	
Immunization Tracking System	
Inpatient Pharmacy	
Laboratory	
Outpatient Pharmacy	
Patient Care Component	
Pharmacy Point-of-Sale System	
Practice Management Suite - Registration	
Practice Management Suite - Admissions, Discharges, Transfers	
Practice Management Suite - Scheduling	
Purchased and Referred Care (Contract Health System)	
Radiology	
Reference Lab	

	Usability Rating
Referred Care Information System	
Referred Care Information System (roll-and-scroll)	
Third Party Billing System	
VistA Imaging	
IHS e-mail services	
IHS.gov Web site	
IHS VPN Tool (remote network access)	

16. Based on your responses to the previous question, do you have suggestions for improvements in usability?

17. Please provide ideas or comments for additional capabilities, functions or applications that would improve your satisfaction with IHS information technology used in health care.



18. Please provide ideas or comments for improvements to other aspects of IHS information technology services.



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