

Clinical Process Improvement Survey

Instructions

This survey asks questions about how you see yourself as a team member and how you see your health clinic. It begins on the next page with a short demographic section that is for descriptive purposes only. The *Anonymous Linkage Code* is requested so that information you give now can be “linked” to your responses to similar questions you may be asked later.

To complete the form, please mark your answers by marking the appropriate circles. If you do not feel comfortable giving an answer to a particular statement, you may skip it and move on to the next statement.

CDC estimates the average public reporting burden for this collection of information as 10 minutes per survey, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information needed, and completing and reviewing the collection of information. 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 CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-XXXX).

Clinical Process Improvement Survey

The anonymous linkage code below will be used to match data from different evaluation forms without using your name or information that can identify you.

First letter in mother's
first name:

First letter in father's
first name:

First digit in social
security number:

Last digit in social
security number:

Please complete the following
items for your anonymous code:

Today's Date: (MO/DAY/YYYY)

Are you:

Male

Female

Your Birth Year: 19(YY)

Are you Hispanic or Latino?

Yes

No

Are you: [MARK AS MANY AS APPLY]

American Indian or Alaskan Native

Black or African American

Asian

White

Native Hawaiian or other Pacific Islander

Highest Degree Status: [MARK ONE]

- | | |
|--|--|
| <input type="radio"/> No high school diploma or equivalent | <input type="radio"/> Other (medical assistant, R/N, post-doctorate) |
| <input type="radio"/> High school diploma or equivalent | <input type="radio"/> Bachelor's degree |
| <input type="radio"/> Some college, but no degree | <input type="radio"/> Master's degree |
| <input type="radio"/> Associate's degree | <input type="radio"/> Doctoral degree or equivalent |

Discipline/Profession: [MARK ALL THAT APPLY]

- | | |
|--|---|
| <input type="checkbox"/> Physician | <input type="checkbox"/> Intern |
| <input type="checkbox"/> Physician's Assistant | <input type="checkbox"/> Student |
| <input type="checkbox"/> Resident | <input type="checkbox"/> Administration |
| <input type="checkbox"/> Nurse Practitioner | <input type="checkbox"/> Manager |
| <input type="checkbox"/> Nursing (LVN, R/N) | <input type="checkbox"/> Clerk |
| <input type="checkbox"/> PCT, NA | <input type="checkbox"/> Pharmacy |
| <input type="checkbox"/> Social Work/LCDC | <input type="checkbox"/> Interpreter |
| <input type="checkbox"/> Other Human Services | <input type="checkbox"/> Other (specify) <input type="text"/> |
| <input type="checkbox"/> RT, PT, EKG | |

If Appropriate, List Area of Specialization: *(Ex. Internal Medicine, OB-GYN, etc.)*

How long have you been in your present job?

less than 1 year

1 to 3 years

over 3 years

CLINICAL PROCESS IMPROVEMENT ASSESSMENT

INSTRUCTIONS: Please answer the following questions based on your present situation. Each question allows you to choose from several alternatives. Please select the best response and fill in the corresponding circle.

The Institute for Healthcare Improvement Breakthrough Series offers a systematic approach for healthcare organizations to continually improve clinically related work processes and customer products and services (e.g., reducing patient waits and delays). Below is the definition for *Clinical Process Improvement* that will be used in this survey.

Successful *clinical process improvement* requires that healthcare providers:

1. Gather data regularly
2. Use technology more effectively
3. Participate in cross-functional teams
4. Involve customers in decision-making
5. Change work processes in response to new knowledge

In your opinion, has your hospital done what it can to facilitate clinician involvement in process improvement?

- No, and it does not intend to within the next six months.
- No, but it intends to within the next six months.
- No, but it intends to within the next 30 days.
- Yes, it has, but for less than six months.
- Yes, it has for more than six months.

Given your role at your hospital, have you done what you can to get involved in clinical process improvement?

- No, and I do not intend to within the next six months.
- No, but I intend to within the next six months.
- No, but I intend to within the next 30 days.
- Yes, I have, but for less than six months.
- Yes, I have for more than six months.

Have you been asked to get involved in clinical process improvement?

- No
- Yes

DECISIONAL BALANCE

The following statements represent different opinions about clinical process improvement. Based on your observations, please rate **HOW IMPORTANT** each of the following would be in your hospital's decision to get involved in process improvement.

How important are the following in your hospital's decision to get involved in clinical process improvement?

| | Not at all important | Somewhat important | Moderately important | Very important | Extremely important |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Help my hospital adapt to rapid changes in health care. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Take time away from patient care. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Improve work processes. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Increase paperwork. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Help my hospital be more competitive. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Improve our ability to respond to change. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Get us going in too many directions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Be a waste of time, like other management fads. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Help ensure continued funding. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Increase stress at work. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Improve the quality of services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Create further demands for documented performance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Help my hospital adopt state of the art techniques. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Strain working relationships. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Help my hospital focus more on critical services. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Create conflict across departments. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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