

Over the past several years we have asked NIH staff to complete a User Satisfaction Survey following the implementation and subsequent upgrades to CRIS. We have made numerous positive changes to the CRIS based on feedback from the surveys, help desk calls, CRIS Suggestion box and requests from users. Your input is important to us!

Please respond to these prompts as they apply to your experience with the CRIS in use at the National Institutes of Health Clinical Center. This survey is anonymous.

NIH Clinical Center Privacy Policy - <https://www.cc.nih.gov/disclaimers.html>

Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data 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: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

## 2022 CRIS Satisfaction Survey

0%

Consider each of the following statements in relation to your experience in using the Clinical Research Information System (CRIS). Select the choice that best represents the extent to which you agree or disagree with each statement.

### Section A: EHR Patient Safety and Quality Issues

The following items describe things that can affect patient safety and quality when using EHR systems.

In the past 3 months, how many times did you discover the following issues with the EHR system in your hospital?

	None	1-5 times	6-10 times	11-20 times	21-50 times	More than 50 times	Does Not Apply or Don't Know
Information was not complete	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information was not accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Important information was hard to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information was entered into the wrong patient health record	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incorrect information was copied and pasted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2022 CRIS Satisfaction Survey

11%

**Section B: EHR System Training**

How much do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
We are given enough training on how to use our EHR system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training on our EHR system is customized for our work area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are adequately trained on what to do when our EHR system is down	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2022 CRIS Satisfaction Survey

22%

**Section C: EHR and Workflow/Work Process**

How much do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't Know
There are enough EHR workstations available when we need them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our EHR system requires that we enter the same information in too many places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are too many alerts or flags in our EHR system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2022 CRIS Satisfaction Survey

33%

**Section D: EHR System Support and Communication**

How much do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't know
Problems with our EHR system are resolved in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are asked for input on ways to improve our EHR system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are made aware of issues with our EHR system that could lead to errors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2022 CRIS Satisfaction Survey

22%

**Section C: EHR and Workflow/Work Process**

How much do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply or Don't know
There are enough EHR workstations available when we need them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our EHR system requires that we enter the same information in too many places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are too many alerts or flags in our EHR system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2022 CRIS Satisfaction Survey

44%

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Section E: Overall EHR System Rating

How satisfied or dissatisfied are you with your hospital's EHR system?

- Very Dissatisfied
- Dissatisfied
- Neither Satisfied nor Dissatisfied
- Satisfied
- Very Satisfied

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# 2022 CRIS Satisfaction Survey

56%

## Section F: EHR User Feedback

While working, how frequently do you use the system?

- Never
- Rarely
- Occasionally
- Often
- Very Often

What do you find most useful about the system?

What improvements in the system would be helpful?

In what ways has using the CRIS facilitated or hindered communication/ collaboration among clinical care providers and staff?

What information could be added to the training that would be helpful in using CRIS?

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# 2022 CRIS Satisfaction Survey

67%

## Section G: EHR User Demographics

What is your age?

- <20 years
- 20-30 years
- 31-40 years
- 41-50 years
- 51-60 years
- Over 60 years

How long have you worked at the NIH?

- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- 11 to 15 years
- 16 to 20 years
- 21 years or more

What is your role in the hospital? Select ONE answer that best describes your position.

- Registered Nurse
- Physician Assistant/Nurse Practitioner
- LVN/LPN
- Patient Care Asst/Hospital Aide/Care Partner
- Attending/Staff Physician
- Resident Physician/Physician in Training
- Pharmacist
- Dietician
- Unit Assistant/Clerk/Secretary
- Respiratory Therapist
- Physical, Occupational, or Speech Therapist
- Technician (e.g., EKG, Lab, Radiology)
- Administration/Management
- Other:

In your position, do you typically have direct interaction or contact with patients?

- YES, I typically have direct interaction or contact with patients.
- NO, I typically do NOT have direct interaction or contact with patients.

Please select your institute:

- Clinical Center
- National Cancer Institute
- National Center for Complementary and Alternative Medicine
- National Eye Institute
- National Heart, Lung and Blood Institute
- National Human Genome Research Institute
- National Institute on Alcohol Abuse and Alcoholism
- National Institute of Allergy and Infectious Diseases
- National Institute of Arthritis and Musculoskeletal and Skin Diseases
- National Institute of Child Health and Human Development
- National Institute on Deafness and Other Communication Disorders
- National Institute of Dental and Craniofacial Research
- National Institute of Diabetes and Digestive and Kidney Diseases
- National Institute of Environmental Health Sciences
- National Institute of Mental Health
- National Institute of Neurological Disorders and Stroke
- National Institute of Nursing Research
- National Institute on Minority Health and Health Disparities
- Other:

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## 2022 CRIS Satisfaction Survey

78%

### Section H: Inpatient Provider Accuracy

I interact with the CRIS Provider Accuracy tools or information:

- Daily
- Once per week
- Multiple times per week
- More frequently than once per month
- Once per month
- I do not know what CRIS Provider Accuracy is

CRIS Provider Accuracy has:

- Gotten worse in the past few years
- Improved in the past few years
- Stayed about the same

Part of the work that I do at NIH requires me to communicate with patients' primary care teams

- Yes
- No

In CRIS, I am a frequent user of:

- The On Call Now tool
- The Provider Accuracy tab
- Viewing patient's primary care team information in the header or the patient list
- None of the Above

The On Call Now tool has:

- Improved my ability to quickly reach patients' primary care teams
- Made it more difficult to reach patients' primary care teams
- Has not had an effect on my ability to reach patients' primary care teams

Overall, I feel that the provider accuracy efforts have had the following effect on the accuracy of provider information in CRIS:

- No effect
- Slight effect
- A lot of effect
- Greatly improved things

Do you feel like the effort of maintaining inpatient provider accuracy adds a lot of steps to your workflows/CRIS experience?

- Yes
- No

Do you feel like the effort put into maintaining inpatient provider accuracy is worth it?

- Yes
- No

I am:

- A member of a primary team
- A member of a consulting team
- A member of a Clinical Center Department
- A Principal Investigator on a research protocol
- A Research Nurse
- Other

Please add comments if you have positive feedback about inpatient provider accuracy

Please add comments if you have negative feedback about inpatient provider accuracy

What additional functionality would you like to see in inpatient provider accuracy (if any)

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# 2022 CRIS Satisfaction Survey

89%

## Section I: Outpatient Service Teams

I find it difficult to identify the teams that are providing outpatient care for patients in CRIS

- Yes
- No

I would use a tool in CRIS that could tell me the current On Call providers for an outpatient

- Yes
- No
- It's not part of my job

When I need to find out who the on-call provider is for an outpatient it takes me, on average:

- 0 to 5 minutes
- 6 to 10 minutes
- 11 to 15 minutes
- 16 to 20 minutes
- more than 20 minutes

I need to communicate with patients' on call providers:

- 0 to 5 times per week
- 6 to 10 times per week
- 11 to 15 times per week
- More than 15 times per week,

I spend time trying to identify patients' current attendings and / or primary providers for their research protocols in CRIS

- Yes
- No

What would you like to see to improve outpatient provider accuracy in CRIS?

Do you use CRIS to determine who is taking care of outpatients in CRIS? If not, could you describe the process you follow to find out who is on call for an Outpatient?

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Submit Your Responses