**OMB Control Number: 0704-0553**

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**Military Health System Electronic Health Record End User Survey**

Military Health System End-User Survey provides feedback to developers and managers of the military's electronic health records. The survey questions are based on industry best practices from peer-reviewed literature, professional associations, and strategic partners.

Providing information in this Survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond, although maximum participation is encouraged so that the data will be complete and representative.

Your responses are collected via a secure government system. However, please do not provide any personally identifiable information (PII) in your responses. All questions are voluntary; you may stop the survey at any time.

**AGENCY DISCLOSURE NOTICE:**

*The public reporting burden for this collection of information, 0704-0553, 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. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.*

**The Electronic Health Record**

Military electronic health record used most often and the number of years the record has been used.

1. What is the electronic health record you primarily use? This is the single electronic health record you are giving feedback about in this survey.

MHS GENESIS (Cerner Millenium)

AHLTA (Armed Forces Longitudinal Technology Application)

CHCS (Composite Health Care System)

JOMIS (Joint Operational Medicine Information Systems)

CliniComp (Essentris ED)

ABACUS (Armed Forces Billing and Collection Utilization System)

CCE (Coding Compliance Editor)

1. Number of years you have used this electronic health record.

1 year

2 years

3 years

4 years

5+ years

1. My initial training prepared me well to use this electronic health record.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

N/A

1. My ongoing electronic health record training/education is helpful and effective.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

N/A

**Usefulness**

Timeliness and usefulness of the electronic health record used most often.

1. How many hours per week do you spend completing your charting outside of your normal business hours?

0 hours

1-2 hours

3-5 hours

6-10 hours

11-15 hours

16-20 hours

More than 20 hours

1. The electronic health record allows me to deliver patient-centered care.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

N/A

1. The electronic health record makes me as efficient as possible.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

1. Over the past two weeks, the electronic health record was available when I needed it and “down time” was not a problem.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

1. This electronic health record has the fast response time I expect (e.g., login time, screen refresh, retrieving information).

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

1. I am able to access the full patient history I need to provide care.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

N/A

**Technical Support**

Effectiveness and quality of electronic health record technical support.

1. When I submit an issue resolution ticket or my leadership submits it on my behalf, I am confident that it will be reviewed and prioritized appropriately.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

N/A

1. I am sufficiently informed about any electronic health record information or notices that will impact my day-to-day job.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

1. I have visibility of my submitted issue resolution tickets and receive regular updates.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

N/A

1. My issue resolution tickets are resolved in a timely manner.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

N/A

**Overall Satisfaction**

Overall satisfaction with the electronic health record most often used.

1. The electronic health record enables me to deliver high quality care.

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

**Demographics**

Information about you.

1. Primary location of use.

Please select the facility in which you most regularly use the EHR. Smaller facilities may not be listed. In such case, select the parent facility your facility reports to. If neither is listed, select other.

ACH BASSETT-WAINWRIGHT

ACH BAYNE-JONES-JOHNSON

ACH BLANCHFIELD-CAMPBELL

ACH EVANS-CARSON

ACH IRWIN-RILEY

ACH KELLER-WEST POINT

ACH LEONARD WOOD

ACH MARTIN-MOORE

ACH WEED-IRWIN

ACH WINN-STEWART

AF-ASU-10th MEDGRP-ACADEMY

AF-ASU-11th MEDGRP-ANDREWS

AF-ASU-59th MDW-WHASC-LACKLAND

AF-C-11th MED SQ JBAB-BOLLING

AF-C-14th MEDGRP-COLUMBUS

AF-C-15th MEDGRP-JBHP HICKAM-PEARL HARBOR

AF-C-17th MEDGRP-GOODFELLOW

AF-C-19th MEDGRP-LITTLE ROCK AFB

AF-C-1st SPCL OPS MEDGRP-HURLBURT

AF-C-20th MEDGRP-SHAW

AF-C-21st MEDGRP-PETERSON

AF-C-22nd MEDGRP-MCCONNELL

AF-C-23rd MEDGRP-MOODY

AF-C-27th SPECIAL OPS MEDGRP-CANNON

AF-C-28th MEDGRP-ELLSWORTH

AF-C-2nd MEDGRP-BARKSDALE

AF-C-30th MEDGRP-VANDENBERG

AF-C-319th MEDGRP-GRAND FORKS

AF-C-325th MEDGRP-TYNDALL

AF-C-341st MEDGRP-MALMSTROM

AF-C-354th MEDGRP-EIELSON

AF-C-355th MEDGRP-DAVIS-MONTHAN

AF-C-59th MDW-359 MDG-JBSA-RANDOLPH

AF-C-366th MEDGRP-MOUNTAIN HOME

AF-C-375th MEDGRP-SCOTT

AF-C-377th MEDGRP-KIRTLAND

AF-C-412th MEDGRP-EDWARDS

AF-C-42nd MEDGRP-MAXWELL

AF-C-436th MEDGRP-DOVER

AF-C-45th MEDGRP-PATRICK

AF-C-460th MEDGRP-BUCKLEY

AF-C-47th MEDGRP-LAUGHLIN

AF-C-49th MEDGRP-HOLLOMAN

AF-C-4th MEDGRP-SEYMOUR JOHNSON

AF-C-509th MEDGRP-WHITEMAN

AF-C-59th MDW-559 MDG-REID-JBSA-LACKLAND

AF-C-55th MEDGRP-OFFUTT

AF-C-56th MEDGRP-LUKE

AF-C-5th MEDGRP-MINOT

AF-C-61st MEDGRP-LOS ANGELES

AF-C-628th MEDGRP-JB-CHARLESTON

AF-C-66th MEDGRP-HANSCOM

AF-C-6th MEDGRP-MACDILL

AF-C-71st MEDGRP-VANCE

AF-C-72nd MEDGRP-TINKER

AF-C-75th MEDGRP-HILL

AF-C-78th MEDGRP-ROBINS

AF-C-7th MEDGRP-DYESS

AF-C-82nd MEDGRP-SHEPPARD

AF-C-87th MEDGRP-JBDL-MCGUIRE

AF-C-90th MEDGRP-FE WARREN

AF-C-92nd MEDGRP-FAIRCHILD

AF-C-97th MEDGRP-ALTUS

AF-C-9th MEDGRP-BEALE

AF-H-633rd MEDGRP JBLE-LANGLEY

AF-H-673rd MEDGRP-JBER ELMNDRF-RICHARDSON

AF-H-96th MEDGRP-EGLIN

AF-MC-60th MEDGRP-TRAVIS

AF-MC-81st MEDGRP-KEESLER

AF-MC-88th MEDGRP-WRIGHT-PATTERSON

AF-MC-99th MEDGRP-NELLIS

AHC ANDREW RADER-MYER-HENDERSON

AHC BARQUIST-DETRICK

AHC DUNHAM-CARLISLE BARRACKS

AHC FILLMORE-NEW CUMBERLAND

AHC FOX-REDSTONE ARSENAL

AHC GUTHRIE-DRUM

AHC INDIANTOWN GAP

AHC IRELAND-KNOX

AHC KENNER-GREGG-ADAMS

AHC KIRK-ABERDEEN PRVNG GD

AHC LETTERKENNY ARMY DEPOT

AHC LOIS WELLS-WALKER

AHC LYSTER-RUCKER

AHC MCAFEE-WHITE SANDS MSL RAN

AHC MCDONALD-EUSTIS

AHC MCNAIR-MYER-HENDERSON HALL

AHC MONCRIEF-JACKSON

AHC MONTEREY

AHC MUNSON-LEAVENWORTH

AHC NATICK

AHC R W BLISS-HUACHUCA

AHC REYNOLDS-SILL

AHC ROCK ISLAND ARSENAL

AHC SCHOFIELD BARRACKS

AHC TUTTLE-HUNTER ARMY AIRFIELD

AHC YUMA PROVING GROUND

AHC-MCCHORD AFB

AHC-STORY

AMC BAMC-FSH

AMC DARNALL-CAVAZOS

AMC EISENHOWER-EISENHOWER

AMC MADIGAN-LEWIS

AMC MAMC ANNEX

AMC TRIPLER-SHAFTER

AMC WILLIAM BEAUMONT-BLISS

AMC WOMACK-LIBERTY

AMH FARRELLY AHC-RILEY

DILORENZO HEALTH CLINIC

FORT BELVOIR COMMUNITY HOSPITAL

NH BEAUFORT

NH BREMERTON

NH CAMP PENDLETON

NH JACKSONVILLE

NH PENSACOLA

NH TWENTYNINE PALMS

NHC ANNAPOLIS

NHC CHARLESTON

NHC CHERRY POINT

NHC CORPUS CHRISTI

NHC HAWAII

NHC LEMOORE

NHC NEW ENGLAND

NHC OAK HARBOR BIRTHING CENTER

NHC PATUXENT RIVER

NHC QUANTICO

NHCL EVERETT

NMC CAMP LEJEUNE

NMC PORTSMOUTH

NMC SAN DIEGO

WALTER REED NATIONAL MILITARY MEDICAL CNTR

USCG

OTHER: \_\_\_\_\_\_\_\_\_\_\_\_

1. Years in healthcare, including education.

0-4 years

5-14 years

15-24 years

25+ years

1. Please indicate your background.

Practicing Physician or Surgeon (e.g., MD, DO)

Resident or Fellow Physician or Surgeon (e.g., MD, DO)

Dentist (e.g., DDS, DMD)

Nurse Practitioner (e.g., DNP, NP) or Physician Assistant

Nurse (e.g., RN, LPN)

Allied Health (e.g., Pharmacist, Optometrist, Podiatrist, etc.)

Technician (e.g., Corpsman, Medic, etc.)

Administrator or Practice Manager

Medical Logistician

Unit or Registration Clerk

**Clinical Care**

Background clinical care information.

1. What kinds of patients do you care for?

Adults

Pediatric

Adults and Pediatric

N/A

1. If you could fix three things in our EHR tomorrow, what would you fix? Please do not include any PII in your response.

Change 1: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Change 2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Change 3: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Indicate how much you agree with the following statements.

The EHR...

......has the functionality for my specific specialty/clinical care focus.

..... provides expected integration within our organization

.... provides expected integration with outside organizations

... has alerts that prevent care-delivery mistakes

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

N/A

**Burnout**

Burnout among military healthcare providers.

1. Using your own definition of burnout, select one of the answers below.

I enjoy my work. I have no symptoms of burnout.

I am under stress and don’t always have as much energy as I did, but I don’t feel burned out.

I am definitely burning out and have one or more symptoms of burnout (e.g., emotional exhaustion).

The symptoms of burnout that I am experiencing won’t go away. I think about work frustrations a lot.

I feel completely burned out. I am at the point where I may need to seek help.