

Clinic providers:

As you know, late this year we will beginning to use a new Electronic Health Record system at our clinic. It was chosen by our consortium of clinics particularly for its provider-friendly documentation set-up.

One step in preparing for implementation of our electronic health record system is to assess computer skills of staff (including providers). After discussion, the clinic's implementation team decided on having a self assessment, rather than a formal test of computer/typing skills. We will use this to design individual/group trainings to maximize the capacity of our staff to successfully use the new system.

For providers, I have developed the following self assessment of computer skills. It is just 10 questions and should take less than 5 minutes to complete.

Feel free to comment on the questionnaire and use free text to address any ambiguities.

Thank you!

Name: \_\_\_\_\_

1. How do you feel about typing text on a keyboard?
  - a. Very comfortable
  - b. Comfortable
  - c. I have to think about it a little
  - d. It is a struggle for me
  
2. When using a computer, if it develops a problem where a program becomes unresponsive or the screen freezes:
  - a. I have some things that I try that will almost always give me a way to get back to work
  - b. I try one or two things, and if that fails, I have to get help.
  - c. I always need to get help to solve the problem.
  
3. When printing a document:
  - a. I know how to change to a different printer, if my first choice is out of ink or not working
  - b. I know how to make the printing start, but can't change printers
  
4. What is your experience in using the internet:
  - a. I know how to enter websites into the internet browser, and how to navigate around most websites
  - b. I have trouble knowing what to click when I am using web pages

5. Using search engines on the internet. When I am looking for new information on the internet that I don't know how to find:

- a. I use a search engine (like Google, Yahoo, Microsoft), and can find what I need more than 90% of the time.
- b. I use a search engine, but I am successful 50-90% of the time
- c. I use a search engine, but am successful less than 50% of the time
- d. I barely know how to use a search engine
- e. What is a search engine?

6. Regarding email:

- a. I read my email at least once a day
- b. I read my email a few times a week
- c. I read my email about once a week
- d. I read my email occasionally

7. When I discover that I need to learn something new:

- a. I develop a plan for learning the skill, and follow through on it
- b. I wait for someone to tell me that I must do a particular training before I do it
- c. I tend to find ways to avoid learning new things.
- d. I refuse to learn new anything new

8. Customizing the screen: If I am having trouble seeing the screen or mouse,

- a. I know how to change the size of the icons/fonts/mouse
- b. I can change the the size of some things, but don't know how to do others
- c. I look for help in making the screen more readable
- d. I suffer through whatever the settings are, not looking for help.

9. Do you have any particular challenges with using computers that have not been addressed in the above questions?

- a. No
- b. Yes, please list: \_\_\_\_\_

10. Implementing an Electronic Health Record system will be an exciting but major transition for the entire staff at the clinic. The rest of the staff will look to the providers to provide leadership. How do you feel about this:

- a. I am ready to encourage and motive others to get through the challenges of implementation
- b. I will encourage and motivate others only if everything is working well for me.
- c. I don't want to motivate or encourage anyone, but I won't publicly complain about problems with implementation
- d. I don't think this system will work, and will spend effort to show its deficiencies to everyone.

Thank you for answering,