

Assessing Provider Tech Experience

Determining how best to leverage technology to address provider burden requires considering several factors:

- Experience
- Skills
- Preferences
- Motivations

Experience in the Org			
#	Question	Answer Options	Rationale for question
Q1a	<ul style="list-style-type: none"> • How long have you been practicing? • How long have you been with the organization? • How long have you been using the current EHR you are using? 	{This information may be available from KLAS survey or internal files}	If available elsewhere, use that! But this is important just to understand experience.
Q1a	How are you doing on completing your documentation before the end of the day? How are you doing on not taking work home?	Scale of 1-5 (not well at all to very well)	If needed, this might suggest how much of a problem there is to be addressed by any particular tool/ approach/ intervention.
Skills/ Capabilities			
#	Question	Answer Options	Rationale for question
Q2	I am comfortable using a computer and the internet	Scale of 1-5 (strongly disagree to strongly agree)	These are the basics! Those who are not terribly comfortable

	for things like online banking and online shopping.		with the online basics will likely need more tech support than others.
Q3	I know how to keep my information (such as my accounts, passwords, or credit card information) secure when doing things online.	Scale of 1-5 (strongly disagree to strongly agree)	Cybersecurity is critical to health centers, and introducing new tools can introduce new vulnerabilities. Understanding people's comfort and familiarity will assist in determining what cybersecurity steps may be needed alongside the introduction of new tech.
Q4	What technology do you use at home/ outside of the health center?	<ul style="list-style-type: none"> • Computer (laptop or desktop) • Tablet (iPad, Galaxy tablet) • Bluetooth/ wireless (headphones, speakers, etc.) • Smart speaker or similar device with speech recognition (Siri, Alexa, Dragon) • Smart devices like smart refrigerators, smart TVs, smart thermostats. • Password manager (such as app on smartphone) 	
Q5	How good are you at using the technology you selected above? <i>(Scale of 1-5)</i>	<ol style="list-style-type: none"> 1. Terrible. I hate technology and struggle with technology outside of work! 2. Not great, I often rely on someone else to help me set things up or troubleshoot problems. 3. Pretty good, I use it/them regularly and successfully, but sometimes struggle to troubleshoot. 4. Very good! When problems arise, I can troubleshoot them and sort it out. 5. Great! I relish using tech to solve our everyday problems. 	People's self-assessment of their own tech-savvy is useful to know, even if only to understand how likely they are to get discouraged!
Q6	I mostly know what I need to know or can acclimate quickly to get going with a new technology.	Scale of 1-5 (strongly disagree to strongly agree)	Understanding how comfortable people feel adopting new technology generally points to the level of support that may be needed when new technology is

	(Scale of 1-5)		rolled out in the clinical setting.
Q7	I know how to personalize things like my smartphone, my internet browser, and other technology. (Scale of 1-5)	Scale of 1-5 (strongly disagree to strongly agree)	Some people want things to work right out of the box, while some really want to tailor to their unique needs. Understanding where yours fall on this continuum will help select approaches and fine-tune the rollout.
Preferences (Likes)			
#	Question	Answer Options	Rationale
Q8	What is your preferred way to learn/ complete trainings?	<ul style="list-style-type: none"> • At the elbow or one-on-one • Classroom • Drop-in, office hours where I can ask my specific questions • Online/ asynchronous training(s) • Written materials/ references • Combination of these (Specify_____) 	Spending resources on trainings requires that those trainings meet the needs of the end users. Understanding where/ how your providers prefer to learn can help select a training plan that is more likely to succeed.
Q9	I prefer to have the ability to tailor/ control tools that I use in my work.	Scale of 1-5 (strongly disagree to strongly agree)	Some providers want tools that just “plug-and-play”, while some really want to tailor to their practice. Understanding where yours fall will help select approaches and fine-tune the rollout.
Q10	Which of these ranks as the highest concern or frustration about the EHR’s role in your work? (limit selection to 1 to 3 responses)	<ul style="list-style-type: none"> • Too many clicks. • Too much information to navigate through. • Unable to locate the information I need when I need it. • Too many documents or messages to review. • Too much of a black hole. I enter information in and nothing seems to happen-- for example, doesn’t make it to reports or no one takes 	Provider’s reasons for frustration and burnout often (reasonably!) extend far beyond the EHR. As such, narrowing in on what it is specifically within the EHR or health IT ecosystem

		<p>responsibility to act on it.</p> <ul style="list-style-type: none"> • The standardization required loses the unique characteristics/ narrative of my patients or encounters. • Alerts and other EHR features interrupt the patient visit • Re-directing my attention away from what the patient presented for and toward administrative or quality measures requirements, screenings, etc. 	that concerns or frustrates the provider can narrow the focus and frame burden as a problem with a potential solution!
Q11	What are the primary benefits of technology, in your opinion? <i>(limit selection to 1 to 3 responses)</i>	<ul style="list-style-type: none"> • Increased efficiency • Enhanced communication (between care teams, providers, staff, and/ or patient) • Improved patient safety • Improved quality of care • Ability to see across the patient population • Taking on/ completing repetitive tasks currently done by humans • It's a 'necessary evil' for billing and reporting, but that's about it. • Something else (specify:_____) • I don't think technology benefits my practice. 	Providers experience the use of technology differently and see the benefits to their practice differently. Understanding what provider's see as the benefits can help determine what may be most useful as well as what messaging may be impactful to increase adoption.
Q12	Where do you feel that your energy is not well spent on the EHR? <i>(limit selection to 1 to 3 responses)</i>	<ul style="list-style-type: none"> • Training outside of my role (e.g., time spent on generic training) • Training on the new features or processes in the system that seem like they'll just fall by the wayside.. • Customization or personalization that I'm rarely going to use • Requirements (e.g., training or documentation) for time-limited grant opportunities or programs that detract from patient care. • Structured data, checking boxes, meeting requirements that I don't feel pertain to my patients. • Reviewing reports, data dashboards, etc. for quality measures that I don't feel reflect my work. • Responding to duplicate or redundant messages/care gaps. • Tasks that the EHR requires me as a provider to do, but could easily be automated or done by someone else. • Clicking, just all the clicking. 	As important as what works well with technology is what really doesn't work well. If new technology is introduced but nagging challenges are still burdening providers, they may be less likely to be able to dedicate time to learning. Even better, new tools or approaches may be able to address these energy sucks!
Motivation			
#	Question	Answer Options	Rationale for question

Q13	<p>When do you want to interact with <i>technology</i>?</p> <p>What inspires or motivates you to do so? When does it feel valuable to do so?</p>	[free text response]	<p>Understanding the rationale of providers in using technology can assist with identifying when and how new tech may be introduced.</p>
Q14	<p>When do you <u>want to</u> interact with <i>data</i>?</p> <p>What inspires or motivates you to do so? When does it feel valuable to do so?</p>	[free text response]	<p>Understanding the rationale of providers in using data can assist with identifying when and how data can support the introduction of new tools.</p>

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