

Core Questions

All responses are being collected by KLAS Research. While KLAS will need to identify you by name for internal purposes and for the integrity of the study, your identity will not be released to your sponsoring organization with the results of this survey without your permission. To learn more about how we process and protect your personal data, you may view our [Privacy Policy](#).

Clinical background*

Physician

- Practicing physician (MD/DO)
- Physician resident or fellow
- Dentist (DDS/DMD)

Advanced practice provider

- Clinical nurse specialist (CNS)
- CRNA
- Midwife
- Nurse practitioner
- Physician assistant

Nursing

- Licensed practical nurse (LPN/LVN)
- Medical assistant (MA)
- Nursing assistant
- Registered nurse (RN)

Allied health professional

- Behavioral therapist
- Dietician/Nutritionist
- Occupational therapist
- Physical therapist
- Pharmacist
- Psychologist
- Respiratory therapist
- Social worker
- Speech therapist

- Technician (Lab, Pharmacy, Radiology, etc.)
- Other (please specify)

Locations of use

(Select all that apply)

- Hospital A
- Hospital B
- Hospital C
- Clinic A
- Clinic B
- Other (please specify)

What is the EHR you primarily use? This is the single EHR you are giving feedback about in this survey.

If you do considerable work with multiple EHRs, you are welcome to take the survey multiple times to account for those experiences.

- Altera (Allscripts Sunrise, Paragon, TouchWorks)
- athenaOne (Clinicals)
- athenaPractice
- Epic
- eClinicalWorks
- Greenway Health
- InterSystems
- MEDITECH Expanse
- MEDITECH Legacy (C/S, MAGIC, etc.)
- NextGen
- Oracle Health (Cerner)
- Veradigm (Allscripts Professional)
- Other (please specify)

Number of years you have used this EHR at your current organization

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
...has the fast system response time I expect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...is easy to learn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...has alerts that prevent care-delivery mistakes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...keeps my patients safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...allows me to deliver patient-centered care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
My clinical practice is enhanced through the use of this EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Have not participated
My initial training prepared me well to use this EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, ongoing EHR training/education is helpful and effective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was trained on how to use the EHR for workflows specific to my specialty and/or practice area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate your participation in and the usefulness of the following training programs

	Have participated and found training useful	Have participated, but training was not useful	Have not participated, but I want to	Have not participated and have no desire to participate	I was not aware of this program
Scheduled one-on-one training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impromptu one-on-one training (e.g., rounding visit)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In person Classroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training in a department meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-directed virtual training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructor-led virtual training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input style="width: 200px; height: 20px;" type="text"/>					

NEW-Please rate your level of agreement with the following statement

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I have personalized the EHR to best support my workflow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree with these statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Our EHR vendor has designed a high-quality EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our organization has done a great job of implementing, training on, and supporting the EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have personally done a great job of learning the EHR system so that I can be successful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree?

My organization...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
...clearly explains the reasons behind required documentation in the EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...makes regular improvements to workflows to decrease documentation burdens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...staffs appropriately to handle patient volumes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree with these statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
I know how to request a fix to the EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHR fixes are made in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to request an optimization to the EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHR optimizations are made in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a voice in trying to improve the EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to the EHR are well communicated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to the EHR in the most recent upgrade improved my experience using the EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to get support in a timely manner when I have an EHR issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is someone assigned to help my department with the EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The IT department is actively seeking to improve the EHR for clinicians	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree?

The person assigned to help with the EHR in my department...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
... is available when I need them to resolve EHR-related issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... helps me improve my workflows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... effectively trains users how to better use the EHR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... brings my ideas to leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[NEW] ... effectively shares communication from leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- I enjoy my work and have no symptoms of burnout
- I am under stress and don't always have as much energy as I used to, 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, and I think about work frustrations a lot
- I feel completely burned out, and I am at the point where I may need to seek help

What are the primary contributors to your feelings of burnout (if any)?

(Select all that apply)

- No personal control over my workload (working too many hours)
- Lack of autonomy in my job
- Chaotic work environment
- Lack of effective teamwork in my organization
- Lack of shared values with organization leadership
- Too much time spent on bureaucratic tasks
- Staffing shortages
- After-hours workload
- EHR or other IT tools inhibit my ability to deliver quality care
- EHR or other IT tools hurt my efficiency
- Lack of training/proficiency on EHR or other IT tools
- Aggressive and/or demeaning patients

Other (please specify)

Within the next two years, how likely are you to leave your organization?

(Your answer to this question **will remain anonymous** even if you agreed to share your name with your organization.)

- Very unlikely
- Unlikely
- Neither unlikely nor likely
- Likely
- Very likely

[NEW] You indicated that you are likely to leave your organization within the next two years. What are your future plans?

- Continue in healthcare as a clinician at another health care organization
- Continue to work at a health care organization, but not as a practicing clinician (i.e., moving to an administrative role)
- Continue in healthcare, but transition to work at a vendor or service firm
- I am leaving healthcare to work in another industry
- I am retiring

By sharing your name your organization is able to reach out and offer assistance or seek additional clarification on pain points. Please indicate below whether you would like your organization to see your identity in connection with your responses.

- Share my identity in connection with my responses with my sponsoring organization
- Do not share my identity in connection with my responses with my sponsoring organization

Contact information

***Required**

First name*

Last name*

Email address

Comments

You have reported high satisfaction. What do you believe that you do differently from some of your peers that enables you to be highly successful with the EHR?

If you could fix three things in our EHR tomorrow, what would you fix?

Change 1

Change 2

Change 3

Most significant improvements you have seen in the past 12 months

Other related comments and/or concerns

