

Clinician and Staff Feedback Survey on Working with the Patient Portal

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Background

Over the past few months, we have launched a patient portal as a way to better manage our patients' health care needs. As part of this initial phase and before the portal is fully adopted across our patient population, we would value your feedback on ways that the portal might be a useful tool to improve communication with patients and for overall patient management. We also are interested in learning more about what you see as its potential drawbacks for patient management. The following survey takes about 10 minutes to complete. All responses to this survey will be kept confidential and only aggregate responses will be reported. **Please complete this survey by Wednesday, October 19, 2011.** Thanks in advance for your thoughtful responses!

Page 1 - Question 1 - Choice - One Answer (Bullets)

[Mandatory]

Please select the health center with which you are affiliated from the list below:

- Open Door Community Health Centers [\[Skip to 2\]](#)
- Shasta Community Health Center [\[Skip to 3\]](#)
- West County Health Centers [\[Skip to 4\]](#)

Page 2 - Question 2 - Choice - One Answer (Bullets)

[Mandatory]

Please select the health center with which you are primarily affiliated from the list below:

- Del Norte Community Health Center [\[Skip to 5\]](#)
- Eureka Community Health Center [\[Skip to 5\]](#)
- Humboldt Open Door Clinic [\[Skip to 5\]](#)
- McKinleyville Community Health Center [\[Skip to 5\]](#)
- NorthCountry Clinic [\[Skip to 5\]](#)
- Willow Creek Community Health Center [\[Skip to 5\]](#)

Page 3 - Question 3 - Choice - One Answer (Bullets)

[Mandatory]

Please select the department with which you are primarily affiliated from the list below:

- Family Practice [\[Skip to 5\]](#)
- Pediatrics [\[Skip to 5\]](#)
- Specialty [\[Skip to 5\]](#)
- Urgent Care [\[Skip to 5\]](#)

Page 4 - Question 4 - Choice - One Answer (Bullets)

[Mandatory]

Please select the health center with which you are primarily affiliated from the list below:

- Occidental Area Health Center [\[Skip to 5\]](#)
- Russian River Health Center [\[Skip to 5\]](#)
- Sebastopol Community Health Center [\[Skip to 5\]](#)

What is your primary role at the health center? Note: For the purpose of completing this survey, direct patient care is defined as hands on, face-to-face contact with patients for the purpose of diagnosis, treatment and monitoring. This includes time spent giving care to patients by physicians, nurses, residents, technicians, and other allied health personnel. These activities may include, for example, time with patients and family in clinic, review of patient records, documentation of patient care, telephone care, group clinics, or discussion of patient care issues with other staff members. An administrative role may include managerial personnel responsible for implementing policy or supervising other staff and/or a staff person who assists or provides a supportive role to other staff.

- Administrative
- Direct patient care
- Both

Average number of patients you see in a typical day...
(select "0" if none)

[range: 0-50+]

Average number of patients you call on the phone in a typical day... (select "0" if none)

[range: 0-50+]

Average number of patients you email in a typical day...
(select "0" if none)

[range: 0-50+]

In a typical week, how many hours do you work at the health center?

[range: 0-80+]

In a typical week, about how many hours do you spend in direct patient care at the health center?
(select "0" if none)

[range: 0-80+]

In a typical week, about how many hours do you spend on administrative tasks associated with patient care at the health center? (select "0" if none)

[range: 0-80+]

Please click on the response that most accurately reflects your opinion for each item below. If you don't know, select the "Don't Know" box. If a question does not apply to you, select the "NA" (Not Applicable) box:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	N/A
Using a patient portal can make it easier for me to do my job.	m 1	m 2	m 3	m 4	m 5	m 6	m N/A
A patient portal is a good way for patients to reach me about non-urgent medical matters.	m 1	m 2	m 3	m 4	m 5	m 6	m N/A
Using a patient portal can help improve my relationship with my patients.	m 1	m 2	m 3	m 4	m 5	m 6	m N/A
Using a patient portal will take up too much of my time.	m 1	m 2	m 3	m 4	m 5	m 6	m N/A
Using a patient portal has a high potential to lead to liability issues.	m 1	m 2	m 3	m 4	m 5	m 6	m N/A
The calls I get from patients will increase because they will not understand the information on the patient portal.	m 1	m 2	m 3	m 4	m 5	m 6	m N/A

About how much of your time each day is spent trying to reach patients to communicate follow-up information?

- Less than 1 hour
- 1-2 hours
- More than 2 but less than 3 hours
- 3 or more hours
- This is not a part of my job responsibilities

About how much of your time each day is spent on tasks directly associated with the patient portal? (for example, electronic communication, prescription refill requests, appointments)

- Less than 1 hour
- 1-2 hours
- More than 2 but less than 3 hours
- 3 or more hours
- I do not use the patient portal
- I do not have access to the patient portal yet

Answer this question only if you are involved in direct patient care...
In a busy practice, it is common to get behind schedule. How often would you say you are....

	Never	Rarely	Sometimes	Most of the Time	Always
On time with your schedule?	m 1	m 2	m 3	m 4	m 5
Less than 20 minutes behind schedule?	m 1	m 2	m 3	m 4	m 5
More than 20 minutes behind schedule?	m 1	m 2	m 3	m 4	m 5
More than 40 minutes behind schedule?	m 1	m 2	m 3	m 4	m 5
More than 60 minutes behind schedule?	m 1	m 2	m 3	m 4	m 5

Page 7 - Question 16 - Open Ended - Comments Box

Please briefly describe any concerns you might have about using a patient portal at your clinic?

Page 7 - Question 17 - Open Ended - Comments Box

What kinds of resources and technical assistance would be most helpful to you as your clinic rolls out its patient portal for widespread use?

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Thank you for taking the time to complete this survey!