# Health IT readiness survey

| Statement (please circle one response for each) | | Strongly disagree | Disagree | Neutral | Somewhat agree | Strongly agree |
| --- | --- | --- | --- | --- | --- | --- |
| 1. | Most physicians and clinical staff in your practice believe there is an urgent need to improve health care through technology. | SD D N A SA | | | | |
| 2. | Most physicians and clinical staff in your practice see technology, including electronic health record (EHR) technology, as critically important to their future success. | SD D N A SA | | | | |
| 3. | Most physicians and clinical staff in your practice are willing to put forth the extra time and effort required to learn how to use an ePrescribing system. | SD D N A SA | | | | |
| 4. | Physicians in your practice will regularly use EHR technology or other automated system once implemented to retrieve patient information. | SD D N A SA | | | | |
| 5. | Physicians in your practice will regularly use electronic health record technology once implemented to document patient care during clinical encounters. | SD D N A SA | | | | |
| 6. | The executive leadership of your practice is visionary and supportive of efforts to improve health care through technology. | SD D N A SA | | | | |
| 7. | Your practice has a guiding coalition of influential leaders committed to successful implementation and continued use of EHR technology. | SD D N A SA | | | | |
| 8. | Formal and informal leaders in your practice are willing and able to serve as EHR technology champions, pushing or pulling as needed during various times of success or failure to promote use of clinical information systems. | SD D N A SA | | | | |
| 9. | Physicians and staff in your practice are committed to taking full ownership of an EHR system. | SD D N A SA | | | | |
| 10. | Physicians and staff in your practice have a clear vision on how you would like the practice to operate in the future. | SD D N A SA | | | | |
| 11. | Your practice has identified processes it intends to enhance, problems it intends to fix and opportunities it intends to pursue. | SD D N A SA | | | | |
| 12. | Your practice has a clear plan for how it will use EHR technology to accomplish the vision and meet its overall practice goals, with strong executive support. | SD D N A SA | | | | |
| 13. | Leaders and managers in your practice believe that continuing efforts to advance organizational culture will be required for effective clinician use of EHR technology. | SD D N A SA | | | | |
| 14. | Your practice has a strong track record of successfully implementing information technology (e.g., scheduling and billing, electronic prescribing or lab ordering systems) for use in clinical care. | SD D N A SA | | | | |
| 15. | In your practice, physicians and staff trust each other, work well together in teams and are willing to be accountable for using EHR technology to improve patient care. | SD D N A SA | | | | |
| 16. | Physicians and clinical staff in your practice are willing to change how they work if needed to improve patient care. | SD D N A SA | | | | |
| 17. | Your practice will set clear expectations for use of EHR technology and other health IT. | SD D N A SA | | | | |
| 18. | Your practice has the necessary technology, training and support resources needed to implement new clinical information systems. | SD D N A SA | | | | |
| 19. | Leadership in your practice ensures that important processes and outcomes are regularly measured, with information communicated to physicians and clinical staff in a timely manner. | SD D N A SA | | | | |
| 20. | Technology vendors doing business with your practice consistently provide functional, sustainable products and timely, high-quality support services. | SD D N A SA | | | | |
| 21. | IT professionals or other office staff in your practice are capable of effectively maintaining and adapting software to support appropriate clinical workflows. | SD D N A SA | | | | |
| 22. | People who will be using new computer information systems in your practice have a realistic understanding of what the systems are capable of doing. | SD D N A SA | | | | |
| 23. | Your practice has an effective mechanism in place to ensure that people who will be using the new EHR technology have meaningful roles in deliberations, decision-making and communications regarding EHR system planning, selection, implementation and modification. | SD D N A SA | | | | |
| 24. | Your practice has an effective mechanism in place to ensure that comments and concerns shared by people who will be using the new EHR system are received, acknowledged and responded to in a timely manner. | SD D N A SA | | | | |

**Readiness Scale**

| Response | Numeric Score |
| --- | --- |
| SA | 5 |
| A | 4 |
| N | 3 |
| D | 2 |
| SD | 1 |

Maximum score = # of items x 5 = 24 x 5 = 120 points

| Estimated†  overall  readiness\* | Not ready | Probably not  ready | Possibly ready | Probably ready | Ready |
| --- | --- | --- | --- | --- | --- |
| Average total score | 0–76 | 77–87 | 78–88 | 89–99 | 100–120 |
| Percent of single item scores <3 | ≥20 | 15–19 | 10–14 | 5–9 | <5 |

† Draft estimate—not yet empirically tested.

\* Overall readiness is determined by the lowest readiness classification in any category.

**Examples:**

Average total score = 94

• Percent single item scores <3 = 7% 🡪 Probably ready

• Percent single item scores <3 = 12% 🡪 Possibly ready

• Percent single item scores <3 = 17% 🡪 Probably not ready

Percent single item scores <3 = 2%

• Average total score = 104 🡪 Ready

• Average total score = 94 🡪 Probably ready

• Average total score = 84 🡪 Possibly ready

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Source: AMA. *Health IT readiness survey*. February 2011.