



## 2016 Most Wired Survey

- Surveys are due **MARCH 15, 2016**. There is **NO DEADLINE EXTENSION**.
- The survey is open to U.S. hospitals; only organizations with at least one acute care hospital should participate.
- All answers must reflect projects in place by **March 1, 2016**.
- Some survey questions are being used for research. These questions are marked **(Research)** and may not be part of the analytic process.
- Submit the survey at [www.hhnmostwiredsurvey.com](http://www.hhnmostwiredsurvey.com).
- If you need your pass code, please email [mostwired@healthforum.com](mailto:mostwired@healthforum.com) with your organization's complete name, city and state.
- Definitions and FAQs are available at [www.hhnmostwiredsurvey.com](http://www.hhnmostwiredsurvey.com).
- Email questions to [mostwired@healthforum.com](mailto:mostwired@healthforum.com).
- Phone calls or emails for verification or follow-up research questions may be required.
- You will receive an analysis of your organization's results compared with the other participating organizations.
- Results and winning organizations will be profiled in the July issue of *Hospitals & Health Networks* and subsequent features in *H&HN*.
- You may be interviewed based on your answers to the survey questions.
- By submitting your response to this survey in whole or in part, you understand and agree that Health Forum reserves the right to use, publish, distribute and sell any and all information it collects for any purpose it deems fit, including commercial purposes, without your express permission.

### Organizational Information

Please provide the following information:

Organization name \_\_\_\_\_ Website (URL) \_\_\_\_\_

Name of parent organization (if applicable) \_\_\_\_\_

Street address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ - \_\_\_\_\_

Please provide the following information for the CIO:

Name \_\_\_\_\_ Title \_\_\_\_\_

Phone number \_\_\_\_\_ Email address\* \_\_\_\_\_

If the CIO did not complete the survey, who completed the survey?

Name \_\_\_\_\_ Title \_\_\_\_\_

Phone number \_\_\_\_\_ Email address\* \_\_\_\_\_

**\* Benchmarking reports will be sent to these email addresses.**

Please identify which best describes the organization represented on this survey:

☐ Independently owned hospital

☐ Hospital owned by health network/health system

☐ Integrated health network/multihospital system (two or more hospitals)\*\*

Number of hospitals represented on this survey \_\_\_\_\_\*\*

Number of beds regularly available (those set up and staffed for use) represented on this survey \_\_\_\_\_

\*\* If this survey is for more than one hospital, your answers should reflect the **average for all hospitals represented**.

Has your organization achieved meaningful use under the Stage 1 criteria?

☐ Yes ☐ No

☐ Not applicable (system, federal, etc.)

Has your organization achieved meaningful use under the Stage 2 criteria?

☐ Yes ☐ No

☐ Not applicable (system, federal, etc.)

## Infrastructure

1. Which of the following security measures does your organization currently use for authorized users? (Check all that apply.)

- ☐ Access control (biometrics, key cards, proximity, smart cards, etc.)
- ☐ Automatic logoff
- ☐ Configuration management systems
- ☐ Database monitoring
- ☐ Data loss prevention
- ☐ Identity management
- ☐ Intrusion detection systems
- ☐ Log management
- ☐ Mobile device management systems
- ☐ Network access controls
- ☐ Physical security incident management
- ☐ PKI/digital signature systems
- ☐ Privacy audit systems
- ☐ Provisioning systems
- ☐ Security incident event management
- ☐ Single sign-on
- ☐ Strong password requirements
- ☐ Two-factor authentication
- ☐ Unique user identification

2. What backup systems and data repository models does your organization use? (Check all that apply.)

- ☐ Cloud services (clinical)
- ☐ Cloud services (other)
- ☐ Data as a service (DaaS)
- ☐ Infrastructure as a service
- ☐ Software as a service (SaaS)
- ☐ Server virtualization
- ☐ Storage virtualization
- ☐ Off-site backups
- ☐ Off-site redundant data center (high availability configuration)

3. Which of the following security technologies does your organization currently use to safeguard information? (Check all that apply.)

- ☐ Physical device locks
- ☐ Firewalls
- ☐ Dispose of ePHI hardware or electronic media
- ☐ Mobile device data wiping capabilities
- ☐ Mobile device encryption (smartphone/tablet)
- ☐ Mobile device passcode/password
- ☐ Remote data wiping capabilities
- ☐ Tape encryption
- ☐ Encrypted SAN (storage area network)
- ☐ Encryption for server databases
- ☐ Encryption for wireless LANs
- ☐ Encryption for thumb drive or removable storage device
- ☐ Encryption for laptops and/or workstations (includes virtual desktop)

4. How often does your organization conduct each of the following activities? (Check one per row.)

Activities	Unannounced	Quarterly	Annually	Once every 2 years or less	Never
a. Risk analysis to identify compliance gaps and security vulnerabilities . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Infrastructure security assessment. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Penetration testing to identify security vulnerabilities . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Wireless security assessment . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Wireless penetration testing . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. HIPAA-compliance audits . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Testing recovery plan. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Incident response exercise/tabletops . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Phishing exercises . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Web security assessments. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Public Internet uses/social media risk assessment. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Social engineering* risk assessment . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- m. Application security assessment . . . . . ☐ ☐ ☐ ☐ ☐
- n. Third-party security audit. . . . . ☐ ☐ ☐ ☐ ☐
- o. System/data access audits. . . . . ☐ ☐ ☐ ☐ ☐

\* Social Engineering: The art of **manipulating** people into performing actions or divulging confidential information, rather than by breaking in or using technical cracking techniques; i.e., contacting a help desk to reset a password to gain computer access. Note: h. and i. are for **research only**.

5. **(Research)** Does your hospital board oversight of risk management and reduction specifically include consideration of cybersecurity risk? (Check one.)  
☐ Yes ☐ No ☐ Unsure
6. **(Research)** Does your hospital have cybersecurity insurance? (Check one.)  
☐ Yes ☐ No ☐ Unsure
7. **(Research)** Is your hospital participating in cybersecurity information-sharing activities to identify threats and vulnerabilities? (Check one.)  
☐ Yes ☐ No ☐ Unsure
8. What tools does your organization use to monitor your IT systems? (Check all that apply.)  
☐ Use tools to monitor if infrastructure components are up or down  
☐ Use tools to monitor the end-user experience  
☐ Use automated tools to escalate problems to highly skilled technicians (Level 2 or 3) based on category and type  
☐ Analyze issues to determine root cause as a means to put fixes in place to avoid reoccurrences  
☐ Use dashboards to manage infrastructure by exceptions/anomalies  
☐ Log collection automation  
☐ Utilize pattern detection against automated login attempts  
☐ Gather and trend data to mitigate potential issues before they occur  
☐ Perform and escalate on system log exceptions/errors
9. Please estimate how quickly your organization can restore clinical information system operations (applications that are considered "mission critical") if a disaster causes the complete loss of your primary data center. (Check one.)  
☐ 0–4 hours ☐ 5–8 hours ☐ 9–24 hours ☐ 25–72 hours ☐ 73 hours–7 days  
☐ 8 days–1 month ☐ 1 month + ☐ Never ☐ Don't know
10. How does your organization support its wireless communications? (Select the one that best describes your situation.)  
☐ A single, unified enterprisewide wireless infrastructure that runs at least 75% of the applications  
☐ A single, unified enterprisewide **medical-grade** wireless infrastructure that runs clinical and other applications at 99.999% reliability  
☐ Multiple discrete wireless networks for different purposes (clinical/biomedical/physicians/public)  
☐ No wireless infrastructure
11. Which of the following wireless applications and/or technologies does your organization support? (Check all that apply.)  
☐ Cellular service ☐ 802.11 computer network ☐ Nurse call/paging systems  
☐ RFID/RFLS locator systems ☐ Patient telemetry ☐ Two-way radio/security systems  
☐ Video monitoring ☐ Wireless VoIP ☐ Handhelds  
☐ Patient monitoring equipment ☐ EHR/Clinical information systems  
☐ Bar-code medication administration ☐ Wireless infusion pumps  
☐ Wireless bar-code scanners for supplies ☐ Clinician alarm notification correlated for events

## Business and Administrative Management

12. For **pharmaceutical supplies**, what percentage of the dollar volume of supplies purchased relies on the following activities or methods? (Select the one that best describes your situation.)

Activities	Mostly manual by phone/fax	Semi- Automated 21-40%	Semi- Automated 41-100%	Automated 41-60%	Automated 61-100%
a. Check product price/contract price . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Check product availability . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Process purchase requisition . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Process purchase order . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Check order status/routing . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Receive order/check-in . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Receive invoice. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Pay invoice . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Semi-Automated: Data keyed in, electronic tracking systems, usage reports*

*Automated via electronic interfaces with appropriate internal controls (e.g., EDI, Web)*

13. For **medical-surgical supplies**, what percentage of the dollar volume of supplies purchased relies on the following activities or methods? (Select the one that best describes your situation.)

Activities	Mostly manual by phone/fax	Semi- Automated 21-40%	Semi- Automated 41-100%	Automated 41-60%	Automated 61-100%
a. Check product price/contract price . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Check product availability . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Process purchase requisition . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Process purchase order . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Check order status/routing . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Receive order/check-in . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Receive invoice. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Pay invoice . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. For what percentage of **pharmaceutical supplies** is an electronic order generated when they reach a predetermined par level? (Check one.)  
☐ None    ☐ 1-20%    ☐ 21-40%    ☐ 41-60%    ☐ 61-80%    ☐ 81-100%

15. For what percentage of **medical-surgical supplies** is an electronic order generated when they reach a predetermined par level? (Check one.)  
☐ None    ☐ 1-20%    ☐ 21-40%    ☐ 41-60%    ☐ 61-80%    ☐ 81-100%

16. Please estimate the percentage of use of auto-ID technology for **tracking/identifying** each item listed below. (Check one per row.)

Tracking/identifying of:	None	1-20%	21-40%	41-60%	61-80%	81-100%
a. Movable equipment (include IV pumps, beds, IV poles, wheelchairs, portable X-ray units, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Patient ID.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Staff ID.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Blood supply.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Surgical supplies.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Medical supplies (nonsurgical).....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Medication (bulk) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Medication (unit dose) .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Lab/pathology samples. ....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How do you monitor and collect information needed to manage **supply recall** and expiration dates (i.e., product integrity) of the following products? (Check all that apply.)

Products	Manual system	Electronic cabinet	Bar coding	RFID
a. Drugs . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Blood . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Equipment . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Implantables. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**18. (Research)** Does your supply chain use GS1 data standards (e.g., GLN, GTIN)?

☐ Yes ☐ No ☐ Don't know

**Global Location Number (GLN)** is a 13-digit number. The associated name, address and class of trade are tied to each unique number which is specific to only one exact and very precise location within the world.

**Global Trade Item Number® (GTIN®)** is the globally unique GS1 identification number used to identify trade items, which include both products and services that are sold, delivered and invoiced at any point in the supply chain.

**19.** For each of the following **payer-related transactions**, estimate the percentage of activities conducted using HIPAA compliant transactions. (Check one per row.)

Activities	None	1–20%	21–40%	41–60%	61–80%	81–100%
a. Claims status inquiry .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Claims submission .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Electronic funds transfer .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Eligibility inquiry .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Precertification .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Referral and authorization .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Remittance advice .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**20.** What percentage of the following validation activities is accomplished electronically using automated routines and/or software? (Check one per row and refer to definitions below.)

Activities	None	1–20%	21–40%	41–60%	61–80%	81–100%
a. Charge and order matching . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Charge capture reconciliation . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Contract management . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Denial management . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Medical necessity criteria checks . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Physician-performance comparisons . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**a. Charge and order matching** — Are you keeping your charge master up-to-date as annual HCPCS codes are released and as pricing of stocked items changes?

**b. Charge capture reconciliation** — Are you recording the service and charge to the patient at the point of care through automated systems entry? Do you also have a system application that validates appropriate entry?

**c. Contract management** refers to payer contracts and may include the following: (1) Does your facility have an automated system capable of validating whether contracted pricing is properly paid according to the negotiated rate? (2) Are payer-negotiated rates based on specific patient volumes? If negotiated rates are based on specific patient volume, does your system adjust payments when volume thresholds change?

**d. Denial management** — identify, quantify, correct and resubmit denied claims.

**e. Medical necessity criteria checks** — validating proposed services against local and national policies. Does your facility track the causes for medical necessity denials? Do you monitor performance of physicians, coders and others on compliance with documentation policies?

**f. Physician-performance comparisons** include both quality and cost-efficiency measures that provide comparisons of individual physician performance against their peers with the goal of improving clinical outcome and appropriate utilization of services.

**21. (Research)** Please estimate the percentage of the Top 5 strategic IT projects for which you perform each of the following planning activities? (Check one per row.)

Activities	None	1–20%	21–40%	41–60%	61–80%	81–100%
a. Definition and baseline metrics established for each project .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Specific timeline when project metrics and original business case objectives will be measured and evaluated .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Pre-project risk analysis or assessment .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Pre-project cost-benefit analysis .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**22. (Research)** Do you have an IT governance structure in place that tracks IT work from inception to selection through implementation?

☐ Yes ☐ No

**23. (Research)** Does your organization have a technology subcommittee on the board level?

- ☐ Yes ☐ No

**24. (Research)** The amount of data stored has been exploding, and analyzing large data sets — “big data” — will be a focus in the future. The types of data stored and correlated will also increase in complexity, such as clinical data, genomics, multimedia, social media and the Internet. How is your organization managing and utilizing the data it collects today? (Check all that apply.)

- ☐ Utilize business intelligence tools in single departments  
☐ Utilize sophisticated analytics such as predictive modeling and data to improve decision-making across multiple departments  
☐ Utilize tools for clinical decision-making  
☐ Conduct controlled experiments or scenario planning to make better management decisions, basic low-frequency forecasting, high-frequency nowcasting to adjust business levers just in time

**25.** How have you deployed clinical analytics at your organization? (Check one per row.)

- |  | Yes                   | No                    |
|--|-----------------------|-----------------------|
| a. Do you have an executive sponsor for your clinical analytics projects (C-suite)? . . . . .      | <input type="radio"/> | <input type="radio"/> |
| b. Do you have enterprise-level governance in place for your clinical analytics? . . . . .         | <input type="radio"/> | <input type="radio"/> |
| c. Are your clinical analytics projects governed and deployed at an enterprise level? . . . . .    | <input type="radio"/> | <input type="radio"/> |
| d. Are your clinical analytics projects governed and deployed at the departmental level? . . . . . | <input type="radio"/> | <input type="radio"/> |
| e. Do you offer self-service tools for analytics/reporting? . . . . .                              | <input type="radio"/> | <input type="radio"/> |

**26.** How often does your organization deliver applicable quality metrics electronically to all clinical leaders? (Check one.)

- ☐ Real time ☐ Weekly ☐ Monthly ☐ Quarterly ☐ Semiannually ☐ Annually  
☐ Never ☐ Don't know

**27.** How often does your organization deliver applicable quality metrics electronically to individual physicians? (Check one.)

- ☐ Real time ☐ Weekly ☐ Monthly ☐ Quarterly ☐ Semiannually ☐ Annually  
☐ Never ☐ Don't know

**28.** Are you using patient-flow software (Bed management/patient-logistics management may be functionality included within your electronic health record.)? (Check one per row.)

- | System   | Yes                   | No                    |
|--|-----------------------|-----------------------|
| a. Bed management for the emergency department . . . . .   | <input type="radio"/> | <input type="radio"/> |
| b. Bed management for observation beds . . . . .   | <input type="radio"/> | <input type="radio"/> |
| c. Bed management for medical-surgical units . . . . .   | <input type="radio"/> | <input type="radio"/> |
| d. Enterprisewide electronic patient-logistics management system that integrates information on patient status, pending orders, critical lab results and room availability . . . . . | <input type="radio"/> | <input type="radio"/> |

**29.** By which method are the following benefit functions available to all employees? (Check all that apply.)

- | Benefits  | Client/server,<br>Intranet | Internet              |
|---|----------------------------|-----------------------|
| a. Benefits information . . . . .               | <input type="radio"/>      | <input type="radio"/> |
| b. Employee handbooks, policy manuals . . . . . | <input type="radio"/>      | <input type="radio"/> |
| c. Employee time recording . . . . .            | <input type="radio"/>      | <input type="radio"/> |
| d. Insurance enrollment . . . . .               | <input type="radio"/>      | <input type="radio"/> |
| e. Flexible spending account . . . . .          | <input type="radio"/>      | <input type="radio"/> |
| f. Payroll deductions . . . . .                 | <input type="radio"/>      | <input type="radio"/> |
| g. Personnel records . . . . .                  | <input type="radio"/>      | <input type="radio"/> |
| h. Paycheck advice information . . . . .        | <input type="radio"/>      | <input type="radio"/> |
| i. PTO management and reporting . . . . .       | <input type="radio"/>      | <input type="radio"/> |
| j. Retirement fund management . . . . .         | <input type="radio"/>      | <input type="radio"/> |

**30.** By which method are the following employment functions available to employees? (Check all that apply.)

Employment and professional development	Client/server, Intranet	Internet
a. Application for employment.....	<input type="radio"/>	<input type="radio"/>
b. Competency training for licensed personnel .....	<input type="radio"/>	<input type="radio"/>
c. Education and training .....	<input type="radio"/>	<input type="radio"/>
d. Education enrollment.....	<input type="radio"/>	<input type="radio"/>
e. Employment satisfaction survey .....	<input type="radio"/>	<input type="radio"/>
f. Leadership .....	<input type="radio"/>	<input type="radio"/>
g. Performance feedback/evaluation systems .....	<input type="radio"/>	<input type="radio"/>
h. Postings for open positions/employment.....	<input type="radio"/>	<input type="radio"/>
i. Pre-employment screening tools.....	<input type="radio"/>	<input type="radio"/>
j. Reporting employee injury.....	<input type="radio"/>	<input type="radio"/>
k. Resources/references for diversity/multicultural education and events .....	<input type="radio"/>	<input type="radio"/>
l. Resources/references for occupational health and safety.....	<input type="radio"/>	<input type="radio"/>

**31.** What management tools are available electronically or online? (Check all that apply.)

- ☐ Enterprise HR management system or online HR manager portal
- ☐ Bid-a-shift
- ☐ Workforce management tool (productivity and cost trends)
- ☐ Performance improvement scorecards
- ☐ Talent management tools (recruiting, onboarding, compensation, performance, succession, diversity)
- ☐ Real-time, Web-based operational budget versus expense monitoring, financial modeling and budget forecasting

**32.** What educational resources do you provide to clinicians on information systems and enterprisewide applications? (Check all that apply.)

	Physicians	Nurses	Other licensed providers
Privacy training.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information security training.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EHR training.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CPOE training.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sharing best practices for patient safety, such as implementing safety checklists .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**33.** Check type of support provided. (Check all that apply.)

- ☐ Nurse dedicated to IT training full time.....
- ☐ Nurse dedicated to IT training part-time .....
- ☐ Physician dedicated to IT training full time .....
- ☐ Physician dedicated to IT training part-time .....
- ☐ Third-party contracted support .....
- ☐ Application-level support through the help desk.....

**34.** What type of training strategies are used? (Check all that apply.)

- ☐ Computer-assisted learning
- ☐ Classroom
- ☐ One-on-one instruction
- ☐ Super user training
- ☐ Role-based training
- ☐ Process-based training

**35. (Research)** When your organization deploys health information technology (HIT) or undertakes an “upgrade” of an existing HIT system, which of the following do you currently do? (Check all that apply.)

- ☐ Define project plan, key milestones and resource requirements for approval by management
- ☐ Have established project governance process that includes key stakeholders — IT staff, clinical staff, leadership vendor — to make key milestone decisions
- ☐ Evaluate existing workflow processes and desired outcomes, plan for introduction of HIT and re-engineer





- b. Weight . . . . . ☐ ☐ ☐ ☐ ☐ ☐ ☐
- c. Blood pressure (ages 3 and over) . . . . . ☐ ☐ ☐ ☐ ☐ ☐ ☐
- d. Smoking status (patients 13 years old or older). . ☐ ☐ ☐ ☐ ☐ ☐ ☐
- e. Advanced directive status (patients 65 years old or older) Note: doesn't apply to children's hospitals. . . . . ☐ ☐ ☐ ☐ ☐ ☐ ☐

**43.** Please estimate the percentage of patients admitted to the hospital's inpatient or emergency department for whom at least one entry of patient documentation on medication allergies and problem list are recorded, or indicate that there are no prescriptions, medication allergies or known problems recorded as structured data (fixed fields within a record or file). (Check one per row.)

Patient documentation	None	1–20%	21–40%	41–60%	61–80%	81–100%
a. Up-to-date medication list . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Up-to-date medication allergy list . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Up-to-date problem list of current and active diagnosis (as defined by EHR Incentives MU) . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**44.** Please estimate the percentage of clinicians that routinely electronically access (enter or review) the following clinical information functions. (Check one response in each row.)

Functions	None	1–20%	21–40%	41–60%	61–80%	81–100%
a. Medical history. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Nurses' notes . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Physician observations, orders and progress notes . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Clinical guidelines/pathways or standardized order sets . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Evidence/references . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Medical image review (radiology, nuclear medicine, EKG images, fetal monitor images) . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Order entry (clinical laboratory, radiology) . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Results review (clinical laboratory, radiology) . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Operating room documentation . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Anesthesia documentation. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Medication reconciliation . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Discharge instructions. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Care plan . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**45.** Has your hospital/health system implemented any of the following CPOE initiatives? (Check all that apply.)

CPOE initiatives	General medical-surgical units	Critical care units	All hospital units	Not implemented
a. Standing, evidence-based electronic order sets.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Test for 50% or more of common serious prescribing errors.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Regular review/update of electronic order sets.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Alerts synchronized for physician, nurse and pharmacist workflow . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**46.** Which of the following resource functions can physicians access electronically from the following locations? (Check all that apply.)

Functions	Hospital	Physician offices	Other remote locations	Mobile app	VDI or Citrix session
a. Clinical guidelines/pathways or evidence-based order sets with links to reference literature.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Medical image review.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. EHR.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. CPOE.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Evidence/references.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

47. Which of the following electronic nursing documentation does your organization use? (Check all that apply.)
- ☐ None
  - ☐ Evidence-based plan of care with links to reference literature
  - ☐ Embedded links to relevant research and quality measures
  - ☐ Discharge risk assessment
  - ☐ Discharge checklist sends alerts for unmet criteria
  - ☐ Standardized care transition process
  - ☐ Post-discharge follow-up

48. Which of the following patient monitoring equipment in your facility sends information directly to the EHR? (Check one per row.)

Equipment	Does not apply	None	Pilot program	Fully deployed
a. Bedside blood pressure .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Bedside lab tests.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Bedside pulse oximetry.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Bedside temperature .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Blood glucose .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Cardiovascular catheter output .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. EKG .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Fetal monitor .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Intracranial monitor.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. IV pump .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Ventilator .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

49. Which of these real-time quality reporting resources has your organization enabled for nurses, pharmacists and physicians? (Check all that apply.)

Alerts	Nurses	Pharmacists	Physicians
a. Drug formulary check. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Drug allergy alerts. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Critical values . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Dose checking (max/min). . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Dose suggesting (e.g., renal failure) . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Drug-diet checking . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Drug-drug interaction alerts . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Duplicate order alerts. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Clinical decision support rule for high-priority hospital condition. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. Which of the following resource functions can physicians access through your organization's physician portal? (Check all that apply.)

- ☐ Do not have a physician portal
- ☐ View what is in the EHR (remote access/consolidated in-house information)
- ☐ Complete and sign the medical record
- ☐ Place orders and other real-time transactions
- ☐ Exchange/see other facilities results in your portal (HL7 or other point-to-point exchange)
- ☐ Use portal/EHR to exchange results into other EHRs (more advanced portals/HIEs)
- ☐ Facilitate orders and scheduling information exchange among providers
- ☐ Image exchange (centralized viewing for multiple facilities or broker to load PACS images from other facilities electronically)
- ☐ Communicate with patients (email, alerts)

51. Do you use a surveillance system that monitors patient vital signs, lab test results and other clinical information capable of sending an electronic alert notifying caregivers of a patient's deteriorating condition or a possible adverse event? (If you answer that you have an alert system, we will require a **current** screenshot of this system. Screenshots should be emailed to [mostwired@healthforum.com](mailto:mostwired@healthforum.com).) (Check all that apply.)

- ☐ No surveillance system
- ☐ Surveillance system to critical care units
- ☐ Surveillance system to step-down units
- ☐ Surveillance system to general medical-surgical units

☐ Surveillance system tied to “present on admission” reporting

**52.** Do you use an automated review of CMS key indicators that signals caregivers with compliance alerts? (If you answer that you have an alert system, we will require a **current** screenshot of this system. Screenshots should be emailed to [mostwired@healthforum.com](mailto:mostwired@healthforum.com).) (Check all that apply.)

- ☐ No, system not capable of providing      ☐ On med-surg floor      ☐ In critical care area  
☐ In emergency department      ☐ At discharge      ☐ Organizationwide  
☐ Not applicable to this type of organization

**53.** Which of the following technologies does your organization utilize to integrate clinical applications at the desktop to improve caregiver workflow? (Check all that apply.)

- ☐ HL7 CCOW standard for patient context management between applications  
☐ Integrated clinical application suites      ☐ Single sign-on — biometrics  
☐ Single sign-on — keystrokes      ☐ Single sign-on — proximity systems  
☐ Roaming sessions      ☐ Traveling profiles

**54.** For each of the following departments/services, where does your organization provide **diagnostic quality** digital clinical images to the appropriate care provider, and are the digital clinical images integrated with structured reporting and an EHR? (Check all that apply.)

Departments/Services	Hospital inpatient/outpatient	Integrated digital dictation, structured reporting and voice recognition with PACS	Integrated with EHR
a. Radiology . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Cardiovascular imaging . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Mammography . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Neuroimaging . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Pathology . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Nuclear medicine/molecular imaging . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Genomics . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**55.** Does your organization use an **electronic** system to perform the following medication reconciliation activities for patients admitted to hospital **inpatient** or **emergency department**? (Check all that apply.)

**Activities**

- a. **Compare** patient’s inpatient and preadmission medication lists. . . . . ☐  
 b. Provide **updated medication** list to patient at time of discharge . . . . . ☐  
 c. Provide **updated medication** list to appropriate caregivers when patient is transferred to another care setting (skilled-nursing facility, home health . . . . . ☐  
 d. Information not available electronically. . . . . ☐

**56.** Please estimate the percentage of hospital discharge medication orders for new or changed prescriptions transmitted as an electronic prescription. (Check one.)

- ☐ None      ☐ 1–25%      ☐ 26–50%      ☐ 51–75%      ☐ 76–100%

**57.** By what method does your organization track health care-associated infections? (Check one.)

- ☐ No system in place      ☐ Manual only      ☐ Electronically stored (e.g., departmental system)  
☐ Integrated with EHR

**58.** Estimate the percentage of CMS quality indicator data you capture in the following methods:

**ANSWERS MUST ADD UP TO 100%.**

Data from paper records manually entered into an electronic file. . . . . \_\_\_\_\_  
 Data electronically extracted from a database/EHR and manually entered into an electronic file . . . . . \_\_\_\_\_  
 Data electronically extracted from an EHR and interfaced into an electronic file . . . . . \_\_\_\_\_  
 Do not track. . . . . \_\_\_\_\_  
 Not applicable to this type of organization . . . . . \_\_\_\_\_  
 Total ..... 100%

59. For patients admitted to the hospital's inpatient and emergency department, can a clinician electronically identify patient-specific education resources according to, at a minimum, the data elements included in the patient's problem list, medication list and laboratory test results?
- ☐ Yes ☐ No

### Clinical Integration (Ambulatory/Physician/Community)

60. What is a patient able to do through a patient portal (accessed on a personal device, or through patient kiosk\*)? Do not include pilots; all services should be fully rolled out. (Check all that apply.)

Services	Patient portal
a. Access (check) test results.....	<input type="radio"/>
b. Access a visit summary.....	<input type="radio"/>
c. Access full medical record .....	<input type="radio"/>
d. Open notes (visit notes written by clinicians).....	<input type="radio"/>
e. Download information about a hospital admission from hospital patient portal .....	<input type="radio"/>
f. Pay bill.....	<input type="radio"/>
g. Preregister for services.....	<input type="radio"/>
h. Query claims (check status of bill) .....	<input type="radio"/>
i. Renew/refill a prescription.....	<input type="radio"/>
j. Request electronic copy of medical records.....	<input type="radio"/>
k. Patient-generated data .....	<input type="radio"/>
l. Self-schedule appointments.....	<input type="radio"/>
m. Solicit a physician referral.....	<input type="radio"/>
n. Update insurance information .....	<input type="radio"/>
o. Self-management tools for chronic conditions.....	<input type="radio"/>
p. Visit a physician virtually (e-visit).....	<input type="radio"/>
q. Wayfinding (map-finding) .....	<input type="radio"/>
r. Patient specific education in multiple languages.....	<input type="radio"/>
s. Family (or care team) education in multiple languages .....	<input type="radio"/>

\* Interactive computer workstation or tablet designed for self-service tasks, such as appointment check-in, completion of mandatory forms and collection of payments.

61. (Research) What are you doing to address patient and family engagement in a nonclinical setting through the internet? Please do not include pilots. All services/capabilities should be fully deployed HIT based products and services. (Check all that apply.)

- ☐ Introduce the patient and family to the care environment
- ☐ Introduce the patient and family to the services which will be delivered
- ☐ Review the education and other materials provided to the patient and family during a visit
- ☐ Where applicable, exchange secure e-mails with their care team members
- ☐ Continue the care pathway that was initiated prior to or during the clinical encounter
- ☐ Use videos to educate patient and family about procedures
- ☐ Use videos to educate patient and family about medications
- ☐ Use videos to educate patient and family about lab tests, and when available, the results

62. (Research) What are you doing to address patient and family engagement in the inpatient setting through the internet? Please do not include pilots. All services/capabilities should be fully deployed HIT based products and services. (Check all that apply.)

#### Patient and family functions:

- ☐ Control the environment, e.g. report problems that are not clinical in nature such as room temperature
- ☐ Order meals and snacks subject to dietary restrictions
- ☐ Perform all the functions on the traditional "white board" (staffing identification, schedule, patient goals, family goals, contact information)
- ☐ Participate in the discharge planning process
- ☐ Submit patient and satisfaction responses
- ☐ Recognize staff who have performed above satisfaction
- ☐ Allow a patient and family to perform common functions, e.g. e-mail, browsing, entertainment

#### Staff functions:

- ☐ Initiate a patient pathway which will use HIT to follow a care plan specific set of processes

- ☐ Monitor patient and family engagement in real-time so that adjustments can be made during the clinical activities
- ☐ Perform data analysis that will assess efficacy and facilitate process improvements

**63. (Research)** Please estimate the percentage of patients for whom the patient's preference for communication medium is recorded (email, text and phone). (Check one.)

- ☐ None      ☐ 1–20%      ☐ 21–40%      ☐ 41–60%      ☐ 61–80%      ☐ 81–100%

**64. (Research)** Does your organization provide mobile website/apps for patients? (Check all that apply.)

- ☐ None
- ☐ Alerts/notifications from mHealth devices
- ☐ Click-to-call contact directory
- ☐ Electronic insurance card
- ☐ ED wait times
- ☐ E-visit
- ☐ Health library
- ☐ Patient portal
- ☐ Personal health record
- ☐ Personal health tracker (tools to help you track, organize and analyze all aspects of your health, e.g., blood glucose, diet, exercise, stress, medications and other vital health data)
- ☐ Real-time news and blog feeds
- ☐ Renew prescription
- ☐ Schedule visit
- ☐ Secure messaging (one-way/two-way)
- ☐ Wayfinding with floor plans and maps
- ☐ Other, please specify: \_\_\_\_\_

**65.** Do you provide the ability for a patient to create a personal health record (electronic patient medical information stored for subsequent direct access by the patient; content may be entered by the patient or transferred from existing electronic record, or a combination of both) via a patient portal on your website and/or in partnership with a third-party EHR vendor? (Check one.)

- ☐ Yes, pilot program      ☐ Yes, fully rolled out      ☐ No

**66.** Is your organization able to provide patients admitted to the hospital's inpatient or emergency department with an electronic copy of their discharge instructions using an EHR at time of discharge upon request? (Check all that apply.)

- ☐ Yes, download through patient portal      ☐ Yes, download through a personal health record
- ☐ Yes, on a CD      ☐ Yes, other secure means of delivery to the patient (e.g., secure email)
- ☐ Yes, on a flash drive      ☐ No

**67.** Is your organization able to provide patients admitted to the hospital's inpatient and emergency department with an electronic copy of their health information (including diagnostic test results, problem list, medication lists, medication allergies, discharge summary, procedures) using an EHR upon request within three business days? (Check all that apply.)

- ☐ Yes, download through patient portal      ☐ Yes, download through a personal health record
- ☐ Yes, on a CD      ☐ Yes, other secure means of delivery to the patient (e.g., secure email)
- ☐ Yes, on a flash drive      ☐ No

**68. (Research)** Which social media platforms does your organization use? (Check all that apply.)

- ☐ Blogs
- ☐ Care Pages
- ☐ Facebook
- ☐ Flickr
- ☐ Foursquare
- ☐ Google+
- ☐ Instagram
- ☐ LinkedIn

- ☐ Live web chats
- ☐ Mobile web app
- ☐ Pinterest
- ☐ RSS feed
- ☐ Sharecare
- ☐ Tumblr
- ☐ Twitter
- ☐ Vimeo
- ☐ Vitals
- ☐ Yammer
- ☐ Yelp
- ☐ YouTube
- ☐ Other, please specify \_\_\_\_\_

**69. (Research)** Social media is used at your organization to provide: (Check all that apply.)

- ☐ Care management messages
- ☐ Chats with physicians
- ☐ Clinical advice
- ☐ Community engagement
- ☐ Crisis communications
- ☐ Customer service
- ☐ General hospital information
- ☐ Health care tips
- ☐ Live streaming of procedures/surgeries
- ☐ Patient education
- ☐ Physician education
- ☐ Real-time education
- ☐ Referring physician outreach
- ☐ Support groups
- ☐ Updates on hospital events
- ☐ Updates on services offered
- ☐ Videos of events

**70.** Does your organization provide the **general public** information to help people make informed decisions about their health and health care online? (Check all that apply.)

- ☐ Health library    ☐ Interactive health tools    ☐ Multimedia patient education and health information
- ☐ Clinical quality outcomes reporting (The URL is required for verification \_\_\_\_\_.)
- ☐ Charges for common procedures (The URL is required for verification \_\_\_\_\_.)

**71.** Which chronic disease management services do you provide online to **patients at home**? Include pilot programs. (Check all that apply.)

Condition	Self-test results entered manually online	Self-test results submitted using Internet-enabled monitoring device	Medication management/ compliance using secure email	Real-time care management	Integrated with EHR
a. Asthma.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Diabetes.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Cancer .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Chronic obstructive pulmonary disease.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Congestive heart failure.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Heart disease.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Obesity .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Other, please specify_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**72.** Does your organization offer the following telemedicine services to patients at any of the following sites via audio and video equipment that provide diagnostic and therapeutic medical information exchange between patient and provider? (Check all that apply.)

Telemedicine services	Physician offices	Hospital	Critical access hospital	Rural health clinic/FQHC	Patient's home
a. Consultations and office visits . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Pharmacologic management . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Psychiatric examination/psychotherapy . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Rehabilitation . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Stroke care . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. e-ICU . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Inpatient management . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Skilled nursing facility. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**73.** In event of an emergency, what communication equipment and services do your staff use? (Check all that apply.)

- ☐ Fixed
- ☐ Mobile
- ☐ Satellite phone, VSAT, MSAT and other satellite communications
- ☐ Government Emergency Telephone Service (GETS) cards
- ☐ Wireless Priority Service (WPS)
- ☐ Telecommunication Service Priority (TSP)

**74.** How often do you check the emergency communications contingency plan/equipment testing? (Check one.)

- ☐ Monthly
- ☐ Quarterly
- ☐ Every 6 months
- ☐ Annually
- ☐ Less than annually
- ☐ Don't know

**75.** In what percentage of your **employed** physician practices are the following physician-office EHR functionalities implemented? (Check one per row.)

Functions	Does not apply	None	1–20%	21–40%	41–60%	61–80%	81–100%
a. Electronic clinical documentation.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Results viewing .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Computerized provider order entry.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Decision support .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**76. (Research)** In what percentage of your **independent** physician practices are the following physician-office EHR functionalities implemented? (Check one per row.)

Functions	Does not apply	None	1–20%	21–40%	41–60%	61–80%	81–100%
a. Electronic clinical documentation.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Results viewing .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Computerized provider order entry.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Decision support .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**77.** Can your hospital/health system incorporate a continuity of care document (CCD) or continuity of care record (CCR) prepared from a physician-office EMR?? (Check one.)

- ☐ Yes, only from employed physician practices
- ☐ Yes, only from independent physician practices
- ☐ Yes, from both employed and independent physician practices
- ☐ Cannot accept a CCD or CCR from a physician-office EHR

**78.** Which of the following e-prescribing functions do you provide and to which physician practices? (Check all that apply.)

Functions	Employed physicians	Independent practicing physicians	Do not provide	Does not apply
a. Generate paper prescriptions .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Capture pharmacy dispense history .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Check payer-based formulary .....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Check allergies, drug-drug interactions.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Prescription automatically faxed to retail pharmacy.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Prescription sent electronically to retail pharmacy				

- (do not include fax) ..... ☐ ☐ ☐ ☐
- g. Refill request received by fax from retail pharmacy ..... ☐ ☐ ☐ ☐
- h. Refill request received electronically from retail pharmacy (do not include fax) ..... ☐ ☐ ☐ ☐

**79.** By what method does your organization track and report public health-related data? (Check one per line.)

System	No system in place	Manual only	Electronically stored	Electronically updated	Electronically transmit to public health agencies
a. Disease/syndromic surveillance . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Immunization records . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Reportable lab results, i.e., communicable diseases . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**80.** Does your organization have a revenue-cycle and contracts-management application that: (Check all that apply.)

- ☐ Aggregates and measures cost of care across settings
- ☐ Aggregates charges to form bundles and episodes, with the aggregation logic enabling different groupings for different payers
- ☐ Manages the distribution of payment for a bundle to the physicians, hospitals and non-acute facilities that delivered the care
- ☐ Provides tools for retrospective analysis of clinical and administrative data to identify areas for improving the quality of care and reducing the cost of care delivered
- ☐ Reconciles charges to patient accounts to a monthly premium payment, billing co-payments and noncovered charges according to insurance agreements

**81.** Does your organization have an electronic disease registry to identify and manage gaps in care across a population and how is the **majority** of the data populated? (Check one.)

- ☐ No
- ☐ Yes, manually
- ☐ Yes, only from practice-management data
- ☐ Yes, combination of clinical and billing data from the hospital or health system information systems
- ☐ Yes, from an HIE or other means of clinical integration between at least two different organizations

**82.** Does your organization have population health management analytics and reporting tools that: (Check all that apply.)

- ☐ Interface EHR data with population health tools
- ☐ Integrate clinical and claims data so that they are accessible, searchable and reportable across the care community
- ☐ Aggregate data from patient encounters to create a community health record
- ☐ Identify and target patients for outreach
- ☐ Stratify patients according to risk
- ☐ Empower care management workflow with data-driven intelligence
- ☐ Track quality of care across networks and physicians compared with evidence-based medical standards
- ☐ Synchronize clinical and financial risk measures for clinical, operational and compliance standards

**83.** Has your organization implemented a patient-centered medical home? (Check one.)

- ☐ Yes, fully developed and certified
- ☐ Yes, fully developed but not certified
- ☐ Yes, in development
- ☐ No, but plan to
- ☐ No plans to develop

**84.** Has your organization implemented a clinically integrated network? (Check one.)

- ☐ Yes, fully developed
- ☐ Yes, in development
- ☐ No, but plan to
- ☐ No plans to develop

**85.** Do you electronically coordinate care across the medical neighborhood? (Check all that apply.)

- ☐ Manage care transitions
- ☐ Build linkages to community-based resources
- ☐ Coordinate and monitor exchanges of information with specialists and other facilities
- ☐ Use call center to support care coordination



- ☐ Secure messaging with patients and health professionals
- ☐ Electronic medication and diagnostic ordering/management
- ☐ Consult/referral management and follow-up communications
- ☐ Proactive health management of each patient

**86.** Does your organization electronically exchange any of the following patient data with applications or other organizations? (Check all that apply.)

Patient data	Exchanged with other applications within the hospital	Affiliated hospitals (owned or managed)	Nonaffiliated hospitals	Ambulatory providers (nonaffiliated)	Health information exchange
a. Patient demographics. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Clinical care record (problem list, clinical history) . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Laboratory results . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Medication list and history . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Radiology results. . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Diagnostic (DICOM) images (e.g., radiology, cardiology, etc.) . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. E-prescribing . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Discharge summary . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Clinical decision supports/alerts . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Admission, discharge and transfer alerts . . . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**87.** For what percentage of transitions of care or referrals **can** your organization provide a summary care record using a certified EHR? (Check one.)

- ☐ None    ☐ 1–25%    ☐ 26–50%    ☐ 51–75%    ☐ 76–100%    ☐ Does not apply

**88.** For what percentage of transitions of care or referrals **does** your organization provide a summary care record using a certified EHR through an HIE? (Check one.)

- ☐ None    ☐ 1–25%    ☐ 26–50%    ☐ 51–75%    ☐ 76–100%

## General Information

The following questions must be completed for your hospital/health system to be considered for qualification as a Most Wired organization. This information is used for benchmarking and research purposes only.

What percentage of your operating and capital budgets (full fiscal year) was allocated to IT?

FY ending in	IT operating expense as percentage of operating expense	IT capital expense as percentage of capital expense
2015 (actual) . . . . .	_____%	_____%
2016 (budgeted). . . . .	_____%	_____%

Please report the number of FTEs on the IT staff as of **Dec. 31, 2015**. IT staff include employees in other areas (e.g., decision support, clinical areas, strategic planning) whose primary role is creating or supporting systems or information technologies. It **excludes** PBX operators and other direct reports to the CIO that are not part of planning, supporting or provisioning IT services. Do not include vacant positions, only staff on board.

On the payroll \_\_\_\_\_ Outsourced \_\_\_\_\_

Please estimate the percentage of physicians who admit/treat patients to/at your hospital or system.

**ANSWERS MUST ADD UP TO 100%.**

Employed physicians . . . . . \_\_\_\_\_

Medical residents . . . . . \_\_\_\_\_

Independent-practicing physicians . . . . . \_\_\_\_\_

**Total ..... 100%**

Is your organization or CIO a member of any of the following professional groups? (Check all that apply.)

- ☐ CHIME    ☐ CHCA    ☐ COTH    ☐ HIMSS

**Specialty hospital feedback:** If your organization is a specialty hospital, please indicate if any of the questions on the survey were not applicable or problematic for you to answer. Indicate which question(s) and a brief explanation why: \_\_\_\_\_

---

---

How is your organization using the Most Wired Survey and Benchmarking Reports? (Check all that apply.)

- ☐ Benchmark against national compare group
- ☐ Capital expenditure planning
- ☐ Documentation for other awards programs (e.g., Malcolm Baldrige National Quality Award)
- ☐ Prioritize resource allocation
- ☐ Recognition for organization's achievements
- ☐ Strategic planning tool
- ☐ Other, please specify: \_\_\_\_\_

Depending on your responses to Questions 51 and 52, you may be required to send screenshots. Please email screenshots to [mostwired@healthforum.com](mailto:mostwired@healthforum.com).

☐ Checking this box indicates that survey submission has been reviewed and approved by the CIO, and that senior clinical, financial and administrative staff have reviewed sections where appropriate.

**Thank you for your participation!**

Please complete the survey by March 15, 2016.

**NOTE: THERE IS NO DEADLINE EXTENSION**

Submit the survey online at [www.hhnmostwiredsurvey.com](http://www.hhnmostwiredsurvey.com)