

KLAS Arch Collaborative EHR Experience Survey



Arch Collaborative

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](#).

Required Questions

The questions below are part of the standard Arch Collaborative EHR Experience Survey and must be included in the survey you send to your clinicians. A separate section below details additional optional questions that you may choose to add.



Note: Questions highlighted in orange can be *changed* but not removed. See applicable info boxes for more information on what can be adjusted for a given question.

Demographics

K103

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)

K107

Locations of use: (Select all that apply)

! Please supply your hospital locations so we can plug them in here.

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

K201

What is the EHR you primarily use?

! We will only include the EHRs in use at your organization. If your organization uses only one EHR, we will remove this question.

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.

- athenaOne
- athenaPractice
- Epic
- eClinicalWorks
- InterSystems
- MEDITECH Expanse
- MEDITECH C/S
- Oracle Health (Cerner)
- Veradigm (Allscripts)
- Other (please specify)

K206

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

Less than 1 year 1-2 years 3-5 years 6-9 years 10+ years

Years using EHR

Q221

How many total years (including previous organizations) of experience do you have using this EHR?

Less than 1 year 1-2 years 3-5 years 6-9 years 10+ years

Total years using EHR

K202

[Non Nursing] Area of clinical focus (specialty):

! We can remove options that are not applicable to your organization.



K204

[Nursing Only] Area of nursing focus:

ⓘ We can remove options that are not applicable to your organization.



K104

In which setting do you primarily work?

- Ambulatory care
- Inpatient care
- Inpatient and ambulatory care
- Emergency department

Net EHR Experience Score & Enhanced Clinical Practice

K301

Do you agree with the following statements?

This EHR...	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
...enables me to deliver high-quality care						
...makes me as efficient as possible						
...is available when I need it (has almost no downtime)						
...has the functionality for my specific specialty/clinical care focus						
...provides expected integration within our organization						
...provides expected integration with outside organizations						
...has the fast system response time I expect						
...is easy to learn						
...has alerts that prevent care-delivery mistakes						
...keeps my patients safe						
...allows me to deliver patient-centered care						

K309

Do you agree?

My clinical practice is enhanced through the use of this EHR

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

EHR Education & Personalization

K207

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						
Overall, ongoing EHR training/ education is helpful and effective						
I was trained on how to use the EHR for workflows specific to my specialty and/or practice area						

K227

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					

Shared Ownership, Governance & Support

K306

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					
Our organization has done a great job of implementing, training on, and supporting the EHR					
I have personally done a great job of learning the EHR system so that I can be successful					

Do you agree with these statements?

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

Documentation

How do you document? (Select all that apply)

- I **directly enter (type)** a significant amount of my documentation
- I use **personalization tools** for a significant amount of my documentation (e.g., smart phrases, macros, templates)
- I use **speech recognition** for a significant amount of my documentation (post-visit dictation into a device, i.e., single person's voice being recorded)
- I use **ambient speech** for a significant amount of my documentation (in-room listening device capturing multiple voices that then uses AI to create a reductive note or extract ICD codes, etc.)
- Someone else helps** enter a significant amount of my documentation (scribes or office staff)

Artificial Intelligence

AS111

[Ambient Speech Only] Have you experienced improvements in any of the following areas by adopting ambient speech technology? (Select all that apply)

- I have not experienced any improvements
- Reduced after-hours workload
- Reduced burnout or fatigue
- Higher job satisfaction
- Less likely to leave current organization
- Reduced cognitive load caused by EHR documentation burden
- Improved documentation quality
- Reduced documentation time
- Better interpersonal interactions with my patients

K710

[New] Are you leveraging artificial intelligence (AI) to assist with any of the following elements of your clinical workflows? (Select all that apply)

- Summarizing patient histories (e.g., chart review)
- Drafting visit notes
- Creating orders
- Coding
- Drafting responses to patient messages
- Charting discrete elements (e.g., nurse flowsheets)
- Summarizing shifts or patient stays (e.g., discharge summaries, handoff notes)
- EHR search/data discovery
- Other (please specify)

[New] For each workflow element selected above, describe the impact of leveraging AI to assist with those elements:

	Very negative	Negative	No impact	Positive	Very positive	Not applicable
Summarizing patient histories (e.g., chart review)						
Drafting visit notes						
Creating orders						
Coding						
Drafting responses to patient messages						
Charting discrete elements (e.g., nurse flowsheets)						
Summarizing shifts or patient stays (e.g., discharge summaries, handoff notes)						
EHR search/data discovery						
Other (please specify)						

[New] Do you agree with these statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I know how to optimize my ambient speech tool to fit my documentation needs					
I have received adequate training on how to leverage AI-generated content in my workflows					

Wellness & Future Plans

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

K402

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)

K403

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

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

Very unlikely

Unlikely

Neither unlikely nor likely

Likely

Very likely

K4032

You indicated that you are likely to leave your organization within the next two years. Why are you planning on leaving your organization?

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

Commentary

K502

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

Change 1

Change 2

Change 3

K610

What are the most significant EHR improvements you have seen in the past 12 months?

K302

What else would you like to share about your EHR experience?

K713

[New] Where do you feel AI has the greatest potential to help in your workflows but is not currently being used? Please share specific examples:

Contact information

K102

Contact information:

*Required

First name*

Last name*

Email address

K101

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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

Optional Questions

The following section contains additional questions that you may add to the standard survey. You may select **up to 10** questions to include. These questions will be positioned within the appropriate section of the standard survey based on topic.

Scheduling

K803

[Provider Only] **What percent of the time do you see patients that are clinically appropriate for you to see?**

1%-25%

26%-50%

51%-75%

76%-100%

K804

[Provider Only] **How would you rate the quality of scheduling?**

Very low

Low

Mediocre

High

Very high

EHR Education

K604

How many hours do you spend each year receiving follow-up training or other education on EHR functionality (including reading tip sheets, learning from peers, participating in formal training, etc.)?

0 hours

1-2 hours

3-5 hours

6-10 hours

11-15 hours

16-20 hours

20+ hours

Please rate your participation in and the usefulness of the following training programs for your *initial* EHR education (training received at go-live or within first 90 days of employment):

Have participated, but training was not useful	Have not participated and have no desire to participate	Have not participated, but I want to	Have participated and found training useful	I was not aware of this program
--	---	--	---	------------------------------------

Scheduled one-on-one training

Impromptu one-on-one training (e.g., rounding visit)

In-person classroom training

Training in a department meeting

Self-directed virtual training

Instructor-led virtual training

Other (please specify)

Please rate your participation in and the usefulness of the following training programs for your *ongoing* EHR education:

Have participated, but training was not useful	Have not participated and have no desire to participate	Have not participated, but I want to	Have participated and found training useful	I was not aware of this program
--	---	--	---	------------------------------------

Scheduled one-on-one training

Impromptu one-on-one training (e.g., rounding visit)

In-person classroom training

Training in a department meeting

Self-directed virtual training

Instructor-led virtual training

Other (please specify)

K2281

You have indicated that one or more of your training programs were useful. What specifically about your training was impactful?

K2291

You have indicated that current training did not meet your needs. What would you like to see improved?

K208

Would you like more EHR education/training?

Yes

No

K232

[New] Regarding your desired EHR education, what topics would you like to be refreshed? (Select all that apply)

Efficient data entry (note templates)

Finding information in the chart (chart review)

Reducing duplicative documentation (optimized workflow)

Sourcing outside records (interoperability/chart summarization)

Patient message management

Improving Documentation/Meeting Unique User Needs

AS108

Please rate your level of agreement with the following statements about your experience with ambient speech technology:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
The quality of my documentation is improved because of ambient speech						
Ambient speech technologies have made a positive impact on my documentation time						
I was trained well to use this ambient speech tool						
Content generated by the ambient speech tool is highly accurate						
This ambient speech tool has the functionality for my specialty/clinical care focus						
The integration between the EHR and the ambient speech product is seamless						

K211

[Non Nursing] Do you use the following EHR personalization tools?

Yes No

Personalized note templates

Personalized macros

Personalized order sets

Personalized lists for orders

Personalized chart review

Speed buttons

Filters

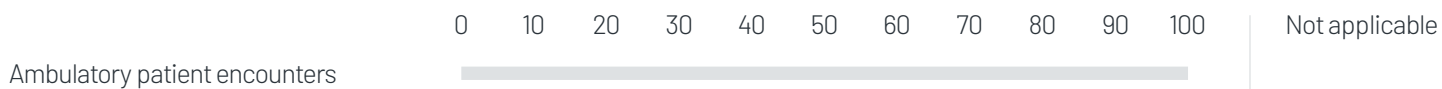
Personalized sort orders

Personalized layouts (where possible)

Schedule view

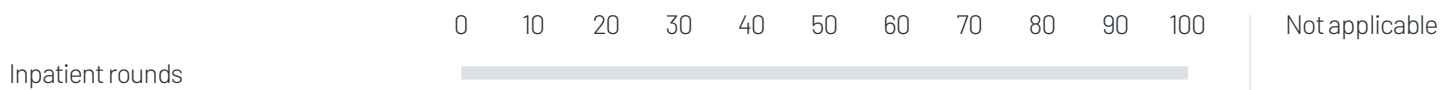
K218

[Non Nursing] What percentage of charting are you able to complete during or immediately after your ambulatory patient encounters?



K219

[Non Nursing] What percentage of charting are you able to immediately complete during inpatient rounds?



K220

[Providers Only] How many hours per week do you spend completing your charting outside of your normal business hours (evenings, weekends, after your shift, etc.)?

- Less than 1 hour
- 1-5 hours
- 6-15 hours
- 16-25 hours
- 25+ hours

K221

[Nursing and Allied Health] How many hours of productivity are lost per week in unproductive charting (i.e., charting that is duplicative or adds no value)?

- Less than 1 hour
- 1-2 hours
- 3-4 hours
- 5+ hours

K314

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						
...makes regular improvements to workflows to decrease documentation burdens						

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?

Data Accessibility

K303

Do you agree with these statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
Patient data/results are easy to access and understand						
This EHR provides the analytics, quality measures, and reporting I need						

K312

Considering the interoperability of your EHR, do you agree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
I can efficiently and accurately reconcile patient information from outside organizations against our internal data.						
Lab results from outside sources are in the same workflow as our internal lab data.						
I can quickly find the information important to me in clinical notes from outside organizations.						
I do not have to sift through duplicated data in patient information from outside sources.						
My EHR uses intelligence to present relevant patient information from outside organizations in my workflow.						
My training prepared me well to be able to access and use patient information from outside organizations for the benefit of my patients.						

Shared Ownership

K3662

Would you like to be involved in an EHR committee?

(If you select that you want to be involved, your identity **will be shared** with your organization specifically with your response to this question.)

- I want to be involved in improving workflows
- I want to learn to build in our EHR
- I want to provide education/coaching to other clinical end users
- I want to be involved in developing/validating training content
- I want to have a vote in EHR-governance decision-making
- I want to help communicate EHR changes to end users
- I want to represent clinical end-user feedback to IT
- I want to be a first line of contact for users experiencing EHR troubles
- I do not want to be involved

K313

You indicated that you disagree that the IT department is actively seeking to improve the EHR for clinicians. What would you like to see your IT department do to better meet your needs?

K319

You indicated that you agree that the IT department is actively seeking to improve the EHR for clinicians. What specifically has your IT department done to meet your needs?

K315

Do you agree with the following statement?

I believe that my experience with the EHR will improve in the next 12 months.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

K330

Do you agree with the following statements?

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						
... helps me improve my workflows						
... effectively trains users how to better use the EHR						
... brings my ideas to leadership						
... effectively shares communication from leadership						

Infrastructure

K320

Which of the following are examples of your issues with the EHR's availability or slow response time?

(Select all that apply)

- Slow loading of elements in the EHR
- Unplanned downtime
- Issues with hardware (including laptops, computers, mouse, keyboard, carts, etc.)
- Slow login process
- Inconsistent Wi-Fi
- Remote access to the EHR
- Other (please specify)

K322

Which of the following are examples of your hardware issues? (Select all that apply)

- I am missing hardware that I need
- The hardware that I have doesn't work properly
- The hardware that I have is missing functionality I expect

K323

Please provide a detailed description of the hardware issues you are experiencing:

K321

What is your most common way to access the EHR?

- Cellphone
- Tablet
- Laptop (mobile)
- Desktop (stationary)

Wellness

If you are experiencing symptoms of distress and are considering harming yourself, please contact the national suicide lifeline by calling 988 or contact your employee assistance resource [INCLUDE CONTACT INFORMATION HERE].

K4031

What are your future plans?

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

- Continue in healthcare as a clinician at another healthcare organization
- Continue to work at a healthcare 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 services firm
- I am leaving healthcare to work in another industry
- I am retiring

K404

Have you participated in a burnout prevention program at your current organization? If yes, what was the impact on your sense of burnout?

! Note: If you choose to include this question in your survey, please also include a list of the relevant programs.

Yes, and it made a positive impact	Yes, but it did not make a positive impact	No, but I would like to	No, and I do not want to	I was not aware of this program
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Program 1

Program 2

Program 3

K405

[Provider Only] What do you do for patients that is below your licensure? (Select all that apply)

- Schedule visits
- Answer billing questions
- Refill meds
- Basic medical concerns
- Other (please specify)

What would you like your organization to do to help alleviate your feelings of burnout?

Oracle Health-Specific Questions

KORACLE1

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

	Have participated, but training was not useful	Have not participated and have no desire to participate	Have not participated, but I want to	Have participated and found training useful	I was not aware of this program
Learning journeys					
eCoach					

KORACLE10

[New] In what workflow area(s) do you believe the new Oracle Health EHR has had or will have the greatest positive impact as you perform patient care? Note: This is referring to Oracle's new EHR platform, not Cerner Millennium.

KORACLE11

[New] I have received the right amount of education to make the most of the AI-driven tools in the new Oracle Health EHR:

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

[New] In Oracle Fusion applications, what impact does connecting patient care tasks with other systems (such as supply ordering or scheduling) have on your workflow?

Very negative

Negative

No impact

Positive

Very positive

Not applicable

MEDITECH-Specific Questions

[Non Nursing] Do you use the following EHR personalization tools?

 Note: Use in place of K211 for MEDITECH organizations.

Yes

No

Personalized note templates

Personalized documentation
macros within Dragon

Personalized order sets

Personalized lists for orders

Personalized chart review/
Widgets

Personalized sort orders

Personalized layouts (on
summary tab)

Message Burden

K701

How do you currently feel about the volume of messages received from the following groups?

	Very overwhelmed	Somewhat overwhelmed	Indifferent	Somewhat comfortable	Very comfortable	Not applicable
Messages from patients						
Messages from other clinicians within my health system (i.e., care coordination, consults)						
Messages from clinicians outside my health system (i.e., referrals)						
Automated system messages						
Messages with payers (i.e., prior authorization, claims and denials)						

K703

How quickly does your organization expect you to reply/respond to messages in your inbox?

Within 24 hours

Within 48 hours

Within 1 week

My organization does not have an expectation to respond to messages

K704

How often can you act on a message within your organization's expected timeframe?

Always

Most of the time

About half the time

Sometimes

Never

My organization does not have an expectation to respond to messages

K406

[Physician Only] What percentage of your patient messages could be handled by another member of your care team?

0%–20%

21%–40%

41%–60%

61%–80%

81%–100%

K705

To what extent do you feel that inbox messages impact your work-related stress or emotional well-being?

- Messages very negatively impact my well-being
- Messages slightly impact my well-being
- Messages do not impact my well-being
- Messages slightly improve my well-being
- Messages greatly improve my well-being

K706

Which attribute of messages contributes most to your feelings of stress?

- Volume of messages
- Content within messages
- Expectation to reply within a certain time period

K707

Considering the messages specifically from patients, please rate the following statements:

	Daily	Weekly	Monthly	Every few months	Never
I receive messages from patients demanding care that I deemed inappropriate or felt required more clinical assessment before providing.					
I receive messages from patients that are negative and demeaning and cause me distress.					
I receive messages from patients expressing frustration over system-related issues (such as access, wait times, or securing appointments with specialists) that fall outside of my direct control.					

K708

What are two ways you would like to see EHR message burden reduced?

- Improvement idea #1
- Improvement idea #2

Active Implementation Questions

K308

Do you agree with these statements?

ⓘ Add to existing K308 if organization is implementing a new EHR.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
My organization has done a great job communicating the "why" behind our upcoming EHR implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My EHR experience will improve because of this EHR implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

K330

Do you agree?

ⓘ Add to existing K330 if organization is implementing a new EHR.

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
... is well-informed and communicates with me regularly about our upcoming EHR implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

K800

Regarding the upcoming EHR implementation, rank the following outcomes in order from most to least important (1 being most important and 5 being least important):

Documentation efficiency is not interrupted

EHR functionality meets workflow needs

EHR is available with minimal downtime

EHR education is helpful and effective

Workflows are not interrupted

K801

Regarding the upcoming EHR implementation, please share what you are most looking forward to:

Regarding the upcoming EHR implementation, please share what you are most worried about:

Post Implementation (Live less than two years)

Do you agree with these statements?

! Add to existing K308 if organization is live on a new EHR for less than two years.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
My organization did a great job communicating the "why" behind our EHR implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you agree with these statements?

! Add to existing K330 if organization is live on a new EHR for less than two years.

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
... is well-informed and communicates with me regularly about our EHR implementation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Regarding the recent EHR implementation, what, if anything, could have made the implementation better: