

# Most Wired 2018

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Start of Block: Introduction

Welcome to the Most Wired Survey!



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Survey sponsored by



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Page Break

## Notable Information

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Surveys are due May 31st. There is NO DEADLINE EXTENSION. The survey is open to hospitals; only organizations with at least one hospital should participate. All answers must reflect projects launched and operational by 3/31/2018. If you need your pass code, please email [mostwired@chimecentral.org](mailto:mostwired@chimecentral.org) with your organization's complete name, city, state and country. The survey will automatically save progress as you and your team work through the survey. Definitions and FAQs are available at <https://chimecentral.org/chime-most-wired/>. Email questions to [mostwired@chimecentral.org](mailto:mostwired@chimecentral.org). 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 November issue of Modern Healthcare. Winning organizations will be honored on the Friday of the CHIME CIO Fall Forum on November 2nd 2018 in San Diego, CA. You and/or other at your organization may be interviewed based on your answers to the survey questions.

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I have read and agree to the Most Wired Program Terms.

- Yes (1)
  - View the Most Wired Program Terms (2)
- 

By submitting your response to this survey, you (a) grant to College of Healthcare Information Management Executives (CHIME) and its affiliates a perpetual, irrevocable, non-exclusive, worldwide, fully-paid, and unrestricted right for CHIME, its affiliates and their authorized users to use, analyze, publish, distribute, aggregate, combine with other data, de-identify, sell and commercialize the information and data in your Most Wired Survey response (collectively, "**Your Content**") for any purpose it deems fit; and (b) agree that: (i) CHIME, its affiliates and their third party contractors will not be responsible for any errors made in connection with the survey, including the scoring analysis and survey results, or in any publications relating to the survey; (ii) Your Content will not include any of your confidential or proprietary information; (iii) you have sole responsibility for the accuracy, quality, integrity, legality, reliability and appropriateness of Your Content, and you will indemnify CHIME and its affiliates, and their trustees, directors, officers, employees, representatives, attorneys, successors and assigns (collectively, "**Indemnified Parties**") from and against any information provided to CHIME that infringes the

intellectual property rights of any third party; and (c) hereby release the Indemnified Parties from, and waive, any and all known and unknown claims that you may have relating to the Healthcare's Most Wired survey, including any errors that may be made in connection with analyzing Your Content and publishing survey results.

End of Block: Introduction

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Start of Block: Organizational Information

**Organizational Information**

Please provide the following information.

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Organization name

\_\_\_\_\_

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Website (URL)

\_\_\_\_\_

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Name of parent organization (if applicable)

\_\_\_\_\_

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Street address

\_\_\_\_\_

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City

---



State

---



Zip

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Please provide the following information for the CIO.

Name

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Title

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Phone Number

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Email Address\*

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

-----

Name

---

-----

Title

---

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Phone Number

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Email Address\*

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

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

- Independently owned hospital (1)
  - Hospital owned by health network/health system (2)
  - Integrated health network/multihospital system (two or more hospitals)\*\* (3)
- 

Number of hospitals represented in this survey \*\*

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

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

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

- Yes (1)
  - No (2)
  - Not applicable (federal facility, international system, etc.) (3)
-

Has your organization achieved meaningful use under the Stage 3 criteria?

- Yes (1)
- No (2)
- Not applicable (federal facility, international system, etc.) (3)

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Total Number of Organization Employees

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Primary Inpatient EHR

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Primary Ambulatory EHR

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End of Block: Organizational Information

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Start of Block: Infrastructure - Mar 14, 2018

**Infrastructure**

1 1. What tools do your hospital or health system use to monitor your IT systems? (Select all that apply.)

- Use tools to monitor if infrastructure components are up or down (1)
  - Use tools to monitor the end-user experience (network and system performance) (2)
  - Use automated tools to escalate problems to highly skilled technicians (Level 2 or 3) based on category and type (3)
  - Analyze issues to determine root cause analysis as a means to put fixes in place to avoid reoccurrences (4)
  - Use dashboard to manage infrastructure by exceptions/ anomalies (5)
  - Log collection automation (6)
  - Utilize pattern detection against automated login attempts (7)
  - Gather and trend data to mitigate potential issues before they occur (8)
  - Perform and escalate on system log exceptions/ errors (9)
  - Utilize User Behavior Analytics or User/Entity Behavior Analytics (UBA/UEBA) (10)
- 

2 2. How does your hospital or health system support its wireless communications? (Select the one that best describes your situation.)

- No wireless infrastructure (1)
  - Multiple discrete wireless networks for different purposes (clinical/biomedical/physicians/public) (2)
  - A single, unified enterprise-wide wireless infrastructure that runs at least 75% of the applications (3)
  - A single, unified enterprise-wide wireless infrastructure enabling reliable access to all on-line applications (4)
-



3 3. Which of the following **wireless** applications and/or technologies does your hospital or health system support? (Select all that apply.)

Cellular service (1)

Nurse call/paging systems (2)

RFID/RTLS locator systems (3)

Patient telemetry (4)

Two-way radio/security systems (5)

Video monitoring (6)

Wireless VoIP (7)

Handhelds/Mobile Devices (8)

Patient monitoring equipment (9)

EHR/Clinical information systems (10)

Wireless bar-code medication administration (11)

Wireless infusion pumps (12)

Wireless bar-code scanners for supplies (13)

Clinician alarm notification correlated for events (14)

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4 4. Which of the following resource functions can physicians and other clinicians access remotely (from outside hospital network)? (Select all that apply.)

- Full access to EHR (Complete/sign medical record, place orders, see other facilities' results, exchange patient data and orders with other facilities, etc) (1)
  - Full access to PACS/Image (2)
  - Communicate with patients (email, alerts) (3)
  - Secure texting (4)
  - Support virtual patient visits (5)
  - Secure messaging via HISP (Health Information Service Provider) (6)
  - Secure messaging using other non-HISP vehicle (7)
- 

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

- HL7 CCOW standard for patient context management between applications (1)
- Integrated clinical application suites (2)
- Single sign-on - biometrics (3)
- Single sign-on - keystrokes (4)
- Single sign-on - proximity systems (tap-n-go) (5)
- Roaming virtual desktop sessions (VDI) (6)
- Traveling profiles (7)
- Mobile voice recognition for clinician notes (8)
- Remote published applications (terminal services) (9)

## Security

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6 6. Please indicate below which information security framework your organization has adopted and follows (Select all that apply):

NIST CSF (1)

COBIT (2)

ITIL (3)

HITRUST (4)

Combination of frameworks (Please specify) (5)

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Self-Developed (6)

SANS (7)

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7 7. Please indicate below the organization structure of your Information Security Program (Select all that apply.)

Chief Information Security Officer (CISO) reports to CIO (1)

CISO reports to Chief of Compliance or General Counsel (2)

CISO reports to Other (Please specify) (3)

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We have a "Virtual" CISO (Please specify program and reporting structure) (4)

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Board of Directors/Trustees is provided an Information Security update Monthly (or more often) (5)

Board of Directors/Trustees is provided an Information Security update Quarterly (6)

Board of Directors/Trustees is provided an Information Security update Semi-Annually (7)

Board of Directors/Trustees is provided an Information Security update Annually (8)

A Board-Level Committee provides oversight to the organization's Information Security Program (9)

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8 8. Has your hospital or health system formally chartered a cybersecurity governance, risk and compliance committee comprising executive team members. (Select one.)

Yes (1)

No (2)

Unsure (3)

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9 9. Which of the following security measures does your hospital or health system currently use to authenticate/manage authorized users? (Select all that apply.)

Access control (biometrics, key cards, proximity, smart cards) (1)

Automatic logoff (please specify which major systems have this measure) (2)

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Identity management (3)

Single-sign-on (please specify which major systems have this measure) (4)

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Strong password requirements (please briefly describe password requirements, and frequency of change) (5) \_\_\_\_\_

Multi-factor authentication (6)

Unique user identification (7)

PKI/digital signature systems (8)

Bring-Your-Own-Device (BYOD) Management (please briefly describe your BYOD management process) (9) \_\_\_\_\_

MDM- Mobile Device Management for hospital owned devices (10)

Adaptive/risk-based authentication for network access (11)

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10 10. Which of the following security measures does your hospital or health system currently use? (Select all that apply.)

Data base monitoring (1)

Data loss prevention (2)

Intrusion detection systems (3)

Log management (please briefly describe your log management review process) (4)

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Mobile device management systems (owned devices) (5)

Privacy audit systems (6)

Provisioning systems (7)

Security incident event management (8)

Intrusion prevention systems (9)

Network Access Controls (11)

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11 11. Which of the following security technologies, services, or processes does your hospital or health system currently use to safeguard information? (Select all that apply.)

Physical device locks (1)

Firewalls (2)

Proper disposal of ePHI hardware or electronic media (Please briefly describe your disposal process and any collection of destruction certifications) (3)

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Mobile device data wiping capabilities (4)

Mobile device encryption (smartphone/tablet) (5)

Mobile device passcode/password (6)

Remote data wiping capabilities (7)

Encryption of backups (8)

Encrypted enterprise network storage devices (9)

Encryption for server databases (10)

Encryption for wireless LANs (11)

Encryption for thumb drive or removable storage device (12)

Encryption for laptops and/or workstations (virtual desktop) (13)

Medical device password/access controls (14)

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12 12. Has your hospital or health system documented Payment Card Industry Data Security Standard (PCI DSS) compliance by creating a Report on Compliance (ROC) or Self-Assessment Questionnaire (SAQ)? (Select one.)

Yes (1)

No (2)

Unsure (3)

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13 13. To establish Payment Card Industry Data Security Standard (PCI DSS) compliance, does your hospital or health system use: (Select all that apply.)

Network segmentation of online devices (1)

Point-to-point encryption web and mobile payments (2)

Point-to-point encryption agent-assisted telephone payments (3)

Point-to-point encryption IVR payments (4)

Unsure (5)

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14 14. How often does your hospital or health system conduct each of the following activities?  
 (Select all that apply)

	Unannounced (1)	Quarterly (2)	Annually (3)	Once every 2 years or less (4)	Never (5)
Risk analysis to identify compliance gaps and security vulnerabilities (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure security assessment (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Penetration testing to identify security vulnerabilities (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wireless security assessment (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wireless penetration testing (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIPAA compliance audits (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Testing recovery plan (All-Tiers) (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Testing recovery plan (Some-Tiers/Key Systems Only) (8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phishing exercises (9)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Web security assessments (10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Internet uses/social media risk assessment (11)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social engineering risk assessment (12)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application security assessment (13)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Third-party security audit (14)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vulnerability scanning (15)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System/data access audits (16)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15 15. Where assessments, audits, analysis, exercises or testing is performed: (Select all that apply.)

- Progress on the work (above) is tracked and reported to leadership (1)
- Gaps or continuing deficiencies reported to leadership (2)
- Business units are involved helping to prepare remediation plans after the work (above) is performed (3)

16 16. Does your hospital have any of the following insurance coverages related to cybersecurity? (Select all that apply.)

Cyber liability (1)

Data Breach (2)

Director liability (3)

Crime insurance coverage (4)

EDP Equipment and Programs (5)

Business loss (6)

Network security and privacy (7)

Errors & omissions (8)

Media liability (9)



17 17. Which of the following Information Sharing and Analysis Organizations is your hospital or health system participating with to identify cybersecurity threats and vulnerabilities? (Select all that apply.)

- Commercial Service Providers (CSPs) (1)
  - Cyber Information Sharing and Collaboration Program(CISCP): DHS's program for public-private information sharing. (2)
  - Health Information Trust Alliance (HITRUST) (3)
  - HIE partners (4)
  - Informal sharing in HIT user groups (5)
  - Informal sharing in professional society (6)
  - National Health Information Sharing and Analysis Center (NH-ISAC) (7)
  - State hospital associations (8)
  - National Cybersecurity & Communication Integration Center (NCCIC) (9)
  - Health Cybersecurity & Communication Integration Center (HCCIC) (10)
  - None of the above (11)
  - Unsure (12)
  - Other (please specify) (13) \_\_\_\_\_
- 

18 18. Has your hospital or health system conducted and documented a HIPAA Risk Analysis that meets OCR's guidance and the OCR Audit Protocol requirements? (Select one.)

- Yes (1)
- No (2)
- Unsure (3)

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19 19. Has your hospital or health system documented a HIPAA Risk Management plan that meets the OCR Audit Protocol requirements? (Select one.)

- Yes (1)
- No (2)
- Unsure (3)

End of Block: Security - Mar 14, 2018

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Start of Block: Business Continuity/Disaster Recovery - Mar 14, 2018

**Business Continuity/Disaster Recovery**

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20 20. What backup systems and data repository models does your hospital or health system use? (Select all that apply.)

- Cloud services (for clinical systems, please identify or describe the service) (1) \_\_\_\_\_
  - Cloud services (for other systems, please specify systems, and identify or describe the service) (2) \_\_\_\_\_
  - Data as a Service (DaaS) (3)
  - Infrastructure as a Service (4)
  - Storage virtualization (5)
  - Off-site backups (6)
  - Off-site redundant data center (please describe fail-over configuration: active, passive, etc.) (7) \_\_\_\_\_
-

21 21. Do you have a Comprehensive Incident Response Plan with these critical components?  
(Select all that apply.)

- Documented EMR/EHR outage procedures (1)
  - Security/Privacy breach notification procedures (2)
  - Planning and Exercises include HR team (3)
  - Planning and Exercises include Legal team (4)
  - Planning and Exercises include Resource Management (Materials Management/Supply Chain) team (5)
  - Planning and Exercises include Marketing & Communications team (6)
  - Planning and Exercises include Other members of the organization (please identify the other member involved) (7) \_\_\_\_\_
  - Tabletop Exercise at least annually (8)
  - Enterprise-wide Exercise at least annually (9)
  - Disaster Recovery Plan tied to organizational Business Continuity Plan (10)
-

22 22. Please estimate how quickly your hospital or health system can restore operations (applications that are considered “mission critical”) if a disaster causes the complete loss of your primary data center? (Select one per operation.)

	0-4 hours (1)	5-8 hours (2)	9-24 hours (3)	25-72 hours (4)	73 hours - 7 days (5)	8 days-1 month (6)	1 month+ (7)	Never (8)	Don't know (9)
Clinical information systems (EHR, lab, radiology) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial systems (payroll, patient accounting) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human resources and staffing systems (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supply chain management systems (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



23 23. In an event of an emergency, what communication equipment and services does your staff use? (Select all that apply.)

- Fixed (1)
  - Mobile (2)
  - Satellite phone, VSAT, MSAT and other satellite communications (3)
  - Government Emergency Telephone Service (GETS) cards (4)
  - Wireless Priority Service (WPS) service (5)
  - Telecommunication Service Priority (TSP) (6)
  - Crisis communications platform (7)
- 

24 24. How often do you check the emergency communications contingency plan/equipment testing? (Select one.)

- Monthly (1)
- Quarterly (2)
- Every 6 months (3)
- Annually (4)
- Less often than annually (5)
- Don't know (6)

End of Block: Business Continuity/Disaster Recovery - Mar 14, 2018

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Start of Block: Business and Administrative Management - Mar 14, 2018

### **Business and Administrative Management**

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25 25. Which of the following activities are included in your Business Associate or Third-Party Risk Management Program? (Select all that apply)

- An inventory of all Business Associates (updated at least annually) (1)
  - List of Business Associates is prioritized based on the risk to your organization (2)
  - All Business Associate Agreements have been updated since the 2013 Final Omnibus Rule (3)
  - You have been in contact with those vendors that represent the highest risk to the organization (4)
  - Your Business Associates have completed their sub-contractor related assessments. (5)
-

26 26. 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.)

**- Manual: More than 50% of activities are handled by telephone or fax - Semi-Automated: More than 50% of activities are handled via electronic transaction (data keyed in), electronic tracking systems, and electronic usage reports - Automated: More than 50% of the activities are automated via electronic interfaces with appropriate internal controls (e.g., EDI, API Integration, Web)**

	Manual by phone/fax (1)	Semi-Automated (2)	Automated (3)
Check product price/contract price (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check product availability (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process purchase requisition (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process purchase order (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check order status/routing (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receive order/check-in (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receive invoice (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pay invoice (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27 27. For what percentage of **pharmaceutical supplies** (calculated as a percent of total pharmaceutical supply line items) is an electronic order generated when they reach a predetermined par level? (Select one.)

- None (1)
  - 1-20% (2)
  - 21-40% (3)
  - 41-60% (4)
  - 61-80% (5)
  - 81-100% (6)
-

28 28. 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.)

**- Manual: More than 50% of activities are handled by telephone or fax - Semi-Automated: More than 50% of activities are handled via electronic transaction (data keyed in), electronic tracking systems, and electronic usage reports - Automated: More than 50% of the activities are automated via electronic interfaces with appropriate internal controls (e.g., EDI, API Integration, Web)**

	Manual by phone/fax (1)	Semi-Automated (2)	Automated (3)
Check product price/contract price (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check product availability (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process purchase requisition (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process purchase order (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check order status/routing (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receive order/check-in (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receive invoice (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pay invoice (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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29 29. For what percentage of **medical-surgical supplies** (calculated as a percent of total medical-surgical supply line items) is an electronic order generated when they reach a predetermined par level? (Select one.)

- None (1)
  - 1-20% (2)
  - 21-40% (3)
  - 41-60% (4)
  - 61-80% (5)
  - 81-100% (6)
-

30 30. Please estimate the percentage of use of auto-ID technology (bar code, RFID) for **tracking/identifying** each item listed below. (Select one per row.)

	None (1)		51-95% (3)	>95% (4)
Movable equipment (include IV pumps, beds, IV poles, wheelchairs, portable X-ray units, etc.) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient ID (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff ID (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blood supply (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Surgical supplies (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical supplies (nonsurgical) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medication (bulk) (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medication (unit dose) (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human milk (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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31 31. Does your hospital/health system have a revenue-cycle and contracts-management application that: (Select all that apply.)

- Aggregates and measures cost of care across settings (1)
  - Aggregates charges to form bundles and episodes, with the aggregation logic enabling different groupings for different payers (2)
  - Manages the distribution of payment for a bundle to the physicians, hospitals and non-acute facilities that delivered the care (3)
  - 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. (4)
  - Reconciles charges and patient accounts to a monthly premium payment, billing co-payments and noncovered charges according to insurance agreements. (5)
  - Supports real-time patient identification and tracking for value-based care conditions, e.g., COPD (6)
-

32 32. How do you monitor and collect information needed to manage supply/equipment recall and expiration dates (i.e., product integrity) of the following products? (Select the one that best describes your situation.)

**Automated:** More than 90% of activities are handled via automated systems as appropriate to the item (electronic supply cabinet tracking, bar-coding, RFID, unique identifier tracked be database) **Semi-Automated:** More than 50-89% of activities are handled via automated systems as appropriate to the item (electronic supply cabinet tracking, bar-coding, RFID, unique identifier tracked be database) **Manual:** Less than 50% of monitoring activities are handled via automated systems as appropriate to the item (electronic supply cabinet tracking, bar-coding, RFID, unique identifier tracked be database). Most monitoring activities are handled via manual process (pen/paper, electronic document, spreadsheet, etc.) logs

	Automated (1)	Semi-Automated (2)	Manual (3)
Drugs (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blood (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implantables (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	None (1)		51-95% (3)	>95% (4)
Claims status inquiry (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Claims submission (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic funds transfer (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eligibility inquiry (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-certification (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral and authorization (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remittance advice (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



34 34. What percentage of the following validation activities is accomplished electronically using automated routines and/or software? (Select one per row.)

**Definitions:** **a. Charge and order matching:** Are you keeping your charge master up-to-date as annual HCPCS codes are released and as prices 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 that includes a system application that validates appropriate entry? **c. Contract management** refers to payer contracts and may include the following: (1) Does your hospital or health system 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 hospital or health system 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.

	None (1)		51-95% (3)	>95% (4)
Charge and order matching (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charge capture reconciliation (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contract management (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Denial management (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical necessity criteria checks (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physician-performance comparisons (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35 35. Are you using bed tracking or patient-flow software as described below (Bed tracking/patient-logistics management may be functionality included within your electronic health record)? (Select one per row.)

	Yes (1)	No (2)
Bed tracking system for the emergency department (1)	<input type="radio"/>	<input type="radio"/>
Bed tracking system for observation beds (2)	<input type="radio"/>	<input type="radio"/>
Bed tracking system for in-patient units (3)	<input type="radio"/>	<input type="radio"/>
Enterprise-wide electronic patient-logistics management system that integrates information on patient status, orders pending, critical lab results, and room availability (4)	<input type="radio"/>	<input type="radio"/>
RFID/RTLS patient location system integrated into the bed-tracking system to automate patient movement. (5)	<input type="radio"/>	<input type="radio"/>



36 36. Which of these employee management tools are available electronically/online?  
(Select all that apply.)

- Self-scheduling of shifts (1)
  - Enterprise HR management system or online HR manager portal (2)
  - Performance-improvement scorecards (3)
  - Real-time, Web-based operational budget versus expense monitoring, financial modeling and budget forecasting (4)
  - Talent management tools (recruiting, hiring, on-boarding; compensation; performance; learning; succession; compliance and diversity) (5)
  - Learning management system (6)
  - Workforce management tool (productivity and cost trends) (7)
-

37 37. What types of computer-based education below do you provide to clinicians? (Select all that apply.)

	Physicians (1)	Nurses (2)	Other licensed providers (3)
Privacy training (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information security training (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHR training (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CPOE training (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data analytic tools training (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice recognition software training (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing best practices for patient safety (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of Block: Business and Administrative Management - Mar 14, 2018

Start of Block: Analytics/Data Management - Mar 14, 2018

**Analytics/Data Management**

38 38. Estimate the percentage of CMS quality indicator data you capture by the following methods. **ANSWERS MUST ADD UP TO 100%**

Data from paper records manually entered into an electronic file : \_\_\_\_\_ (1)

Data electronically extracted from a database/EHR and manually entered into an electronic file : \_\_\_\_\_ (2)

Data electronically generated from a certified EHR and interfaced into an electronic file : \_\_\_\_\_ (3)

Do not track : \_\_\_\_\_ (4)

Not applicable to this type of organization (or international applicant) (SKIP) : \_\_\_\_\_ (5)

Total : \_\_\_\_\_

39 39. How is data delivered to clinical and operational leaders? (Select the one that best describes your situation.)

**-Data Visualization Tools offer the ability to re-structure queries to “drill-down” into the data and filter information by a variety of parameters (date/time, patient, provider, disease, payer, etc.) on the fly. -Self-Service Data Visualization Tools offer the same functionality as Data Visualization Tools, but add the ability of end-users to reconfigure the data views to meet the needs of clinical and operational areas.**

	Static Paper / pdf reports (1)	Spreadsheets / Graphs /Pivot Tables (2)	Data Visualization Tools (3)	Self-Service Data Visualization Tools (4)
Clinical Quality Metrics (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Productivity Metrics (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Volume Metrics (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHR utilization/performance data (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Population health metrics (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient engagement/satisfaction metrics (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40 40. How is data delivered to individual clinicians (nurses, doctors, pharmacists, etc.)? (Select the one that best describes your situation.)

**-Data Visualization Tools offer the ability to re-structure queries to “drill-down” into the data and filter information by a variety of parameters (date/time, patient, provider,**

disease, payer, etc.) on the fly. -Self-Service Data Visualization Tools offer the same functionality as Data Visualization Tools, but add the ability of end-users to reconfigure the data views to meet the needs of clinical and operational areas.

	None (1)	Static Paper / pdf reports (2)	Spreadsheets / Graphs /Pivot Tables (3)	Data Visualization Tools (4)	Self-Service Data Visualization Tools (5)
Clinical Quality Metrics (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Productivity Metrics (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Volume Metrics (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHR utilization/performance data (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Population health metrics (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient engagement/satisfaction metrics (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



41 41. Do you use an automated review of CMS key indicators integrated with the EHR that signals caregivers with compliance alerts?

*(If you answer that you have an alert system, we will require a screenshot of this system. Screenshots should be e-mailed to [mostwired@chimecentral.org](mailto:mostwired@chimecentral.org)) (Select all that apply.)*

- No, system not capable of providing (1)
  - On med-surg floor (2)
  - In critical care area (3)
  - In emergency department (4)
  - At discharge (5)
  - Organization wide (6)
  - Not applicable to this type of organization (or international applicant) (SKIP) (7)
- 

42 42. Does your hospital conduct data quality analysis to assess data readiness for population health use cases (analytics, care management) and identify potential data gaps not currently or inconsistently collected?

- Yes (1)
- No (2)

**End of Block: Analytics/Data Management - Mar 14, 2018**

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**Start of Block: Interoperability; Population Health; CIN/ACO - Mar 14, 2018**

**Interoperability; Population Health; CIN/ACO**

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43 43. In what percentage of your **employed** physician practices are the following **Ambulatory** EHR functionalities in use? (Select one per row.)

	Does not apply (1)		50—95% (3)	>95% (4)
Electronic clinical documentation (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Results viewing (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computerized provider order entry (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decision support (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure messaging (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic referrals (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employed physicians on same EHR as inpatient system (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



44 44. In what percentage of your **independent** physician practices are the following **Ambulatory** EHR functionalities in use? (Select one per row.)

	Does not apply (1)		50-95% (3)	>95% (4)
Electronic clinical documentation (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Results viewing (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computerized provider order entry (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decision support (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure messaging (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic referrals (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Independent physicians on same EHR as inpatient and employed physicians (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

45 45. Does your hospital/health system incorporate a continuity of care document (CCD) or continuity of care record (CCR) prepared/received from a physician-office EHR? (Select one.)

- Yes; we pull data from CCD into our EHR as discrete data elements. (1)
- Yes, we incorporate the CCD into our EHR as a text-blob or PDF (2)
- No; Cannot accept a CCD from a physician-office EMR (3)

46 46. Can your hospital contribute a CCD to a physician office EHR, or other post-acute care provider with an EHR (e.g. Home Health, LTC, Rehabilitation Facility)?

Yes (1)

No (2)

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47 47. Does your hospital/health system have the ability to consume discrete data into the EHR from outside entities? (Select all that apply.)

External hospital / hospital system (1)

External physician practice (2)

Home Health agency (3)

Skilled Nursing Facility, Extended/Chronic Care Facility (4)

Retail pharmacy (5)

Government agency such as immunizations, death records, syndromic surveillance (6)

Other (please explain) (7) \_\_\_\_\_

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48 48. Which of the following e-prescribing functions do you provide and to which physician practices? (Select all that apply.) *\*Via portal, an internet-delivered system, or some other extension of a facility or system EHR into independent physicians' environments.*

	Employed physicians (1)	Independent practicing physicians (2)	Do not provide (3)	Does not apply (4)
Generate paper prescriptions (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capture pharmacy dispense history (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check payer-based formulary (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check allergies, drug-drug interactions (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription automatically faxed to retail pharmacy (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription sent electronically to retail pharmacy (do not include fax) (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription discontinued transmitted electronically to retail pharmacy (do not include fax) (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renewal request received by fax from retail pharmacy (8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renewal request received electronically from retail pharmacy (do not include fax)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(9)  
 Electronic  
 prescribing of  
 controlled  
 substances (10)





49 49. By what method does your hospital/health system track and report public health-related data? (Select one per row.)

	No system in place (1)	Manual only (2)	Electronically stored (3)	Electronically updated (4)	Electronically transmit to public health agencies (5)
Disease/syndromic surveillance (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Immunization records (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reportable lab results, i.e., communicable diseases (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50 50. Does your hospital/health system have an electronic disease registry to identify and manage gaps in care across a population and how is the **majority** of data populated? (Select one.)

- No (1)
  - Yes, manually (2)
  - Yes, only from practice-management data (3)
  - Yes, combination of clinical and billing data from the hospital or health system information systems (4)
  - Yes, the above and an HIE or other means of clinical integration between at least two different organizations (5)
  - Yes, the above and access to registry data at the point of care (6)
-

51 51. Does your hospital/health system have population health management analytics and reporting tools that: (Select all that apply.)

- Interface EHR data with population health tools (1)
  - Integrate clinical and claims data so that it is accessible, searchable and reportable across the care community (2)
  - Aggregate data from patient encounters to create a community health record (3)
  - Identify and target patients for outreach (4)
  - Stratify patients according to risk (5)
  - Empower care management workflow with data-driven intelligence (6)
  - Track quality of care across networks and physicians compared to evidence-based medical standards (7)
  - Synchronize clinical and financial risk measures for clinical, operational, and compliance requirements (8)
  - Analytics to measure value-based care (must combine quality and financial data) (9)
  - Ability to identify and tag own patient groups and develop internal registries (10)
  - Identify gaps in care (11)
-

52 52. Has your hospital/health system implemented a patient-centered medical home? (Select one)

- Yes, fully developed and certified (1)
  - Yes, fully developed, but not certified (2)
  - Yes, in development (3)
  - No, but plan to (4)
  - No plans to develop (5)
- 

53 53. Has your hospital/health system implemented a Clinically Integrated Network or Accountable Care Organization? (Select one)

- Yes, fully developed and certified (1)
  - Yes, fully developed, but not certified (2)
  - Yes, in development (3)
  - No, but plan to (4)
  - No plans to develop (5)
-



54 54. Do you electronically coordinate care with clinical partners? (Select all that apply.)

- Manage care transitions (1)
- Build linkages to community-based resources (2)
- Coordinate and monitor exchanges of information with specialists and other facilities (3)
- Use call center to support care coordination (4)
- Secure messaging with patients and health professionals (5)
- Electronic medication and diagnostic ordering/management (6)
- Consult/referral management and follow-up communications with electronic authorizations (7)

End of Block: Interoperability; Population Health; CIN/ACO - Mar 14, 2018

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Start of Block: Patient Engagement - Mar 14, 2018

### Patient Engagement

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55 55. For patients admitted to the hospital's inpatient or 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? (Select one.)

- Yes (1)
  - No (2)
- 

56 56. What clinical communication capabilities are offered through your patient portal? Do not include pilots; all services should be fully deployed. (Select all that apply.) Patients can:

Clinical communication	Percentage of unique patients

---

	capabilities	who access this function
	(1)	(1)

Access test results (1)	<input type="checkbox"/>	
Access a visit summary (2)	<input type="checkbox"/>	
Access discharge instructions (3)	<input type="checkbox"/>	
OpenNotes (Progress Notes, H&P, Discharge Summary, Operative Notes) (4)	<input type="checkbox"/>	
Access self-management tools for chronic conditions (5)	<input type="checkbox"/>	
Access immunization records (6)	<input type="checkbox"/>	
Securely message with their provider/care team (7)	<input type="checkbox"/>	
Provide medical history elements that can be directly included in EHR (8)	<input type="checkbox"/>	

Conduct an asynchronous provider visit for a defined list of problems (e-visit) (9)	<input type="checkbox"/>	
Complete questionnaires that can be directly included into EHR (10)	<input type="checkbox"/>	
Transmit information about a hospital admission to another care provider (11)	<input type="checkbox"/>	
Access patient specific education (12)	<input type="checkbox"/>	
Access patient specific education in non-English language(s) (13)	<input type="checkbox"/>	
Access family (or care team) education (14)	<input type="checkbox"/>	
Access family (or care team) education in non-English language(s) (15)	<input type="checkbox"/>	



57 57. What patient convenience capabilities are offered through your patient portal? Do not include pilots; all services should be fully deployed. (Select all that apply.) Patients can:

	Patient convenience capabilities	Percentage of unique patients who access this function
	(1)	(1)

Self-schedule appointments (1)	<input type="radio"/>	
Request a prescription renewal (2)	<input type="radio"/>	
Pre-register for services (3)	<input type="radio"/>	
Solicit a physician referral (4)	<input type="radio"/>	
Pay bill / Check status of a bill (5)	<input type="radio"/>	
Update insurance information (6)	<input type="radio"/>	
Request electronic copy of medical record (7)	<input type="radio"/>	
Securely message patient schedule staff (8)	<input type="radio"/>	

Securely message patient  
billing staff (9)



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58 58. 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. (Select all that apply.)

- Introduce the patient and family to the care environment (1)
  - Introduce the patient and family to the services which will be delivered (2)
  - Review the education and other materials provided to the patient and family during a visit (3)
  - Where applicable, exchange secure e-mails with their care team members (4)
  - Continue the care pathway that was initiated prior to or during the clinical encounter (5)
  - Use videos to educate patient and family about procedures (6)
  - Use videos to educate patient and family about medications (7)
  - Use videos to educate patient and family about lab tests and when available, the results (8)
  - Participate in Virtual Patient Visits. (9)
-

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

Control the environment, e.g. report problems that are not clinical in nature such as room temperature (1)

Order meals and snacks subject to dietary restrictions (2)

Perform all the functions on the traditional "white board" (staffing identification, schedule, patient goals, family goals, contact information) (3)

Participate in the discharge planning process (4)

Submit patient and satisfaction responses (5)

Recognize staff who have performed above satisfaction (6)

Allow a patient and family to perform common functions, e.g. e-mail, browsing, entertainment (7)

Perform data analysis that will assess efficacy and facilitate (10)

Monitor patient and family engagement in real-time so that adjustments can be made during the clinical activities (9)

Initiate a patient pathway which will use HIT to follow a care plan specific set of processes (8)





60 60. Does your organization provide mobile apps for patients? (Select all that apply.)

- None (1)
  - Alerts/notifications from mHealth devices (2)
  - Click-to-call contact directory (3)
  - Electronic insurance card (4)
  - ER wait times (5)
  - E-visit (6)
  - Health library (7)
  - Patient portal (8)
  - Personal health record (9)
  - 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) (10)
  - Real-time news and blog feed (11)
  - Renew prescription (12)
  - Schedule visit (13)
  - Secure messaging (one way/two way) (14)
  - Wayfinding with floor plans and maps (15)
  - Other, (please specify) (16)
- 

61 61. 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 an existing electronic health record, or a combination of both) via a patient portal on your website and/or in partnership with a third-party PHR vendor? (Select one.)

- Yes, pilot program (1)
  - Yes, fully rolled out (2)
  - No (3)
- 

62 62. Does your hospital/health system provide the **general public** information to help people make informed decisions about their health and health care online? (Select all that apply.)

- Health library (1)
- Interactive health tools (2)
- Multimedia patient education and health information (3)
- Clinical quality outcomes reporting, i.e., core measures, state measures, etc (Please provide URL so survey-staff can verify) (4)

- 
- Charges for common procedures (Please provide URL so survey-staff can verify) (5)
-

63 63. Which chronic disease management services do you provide to **patients at home**? Include only fully-implemented programs (not pilots) for relevant patient population. (Select all that apply.)

	Self-test results entered manually online (1)	Self-test results submitted using Internet-enabled monitoring device (2)	Medication management/compliance using secure e-mail (3)	Real-time care management (4)	Integrated with EHR (5)
Asthma (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behavioral health (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancer (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic obstructive pulmonary disease (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Congestive heart failure (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart disease (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension (8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity (9)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sickle cell anemia (10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
End Stage Renal Disease (ESRD) (11)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other,  
(please  
specify) (12)

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64 64. What technologies are being used to increase compliance or ensure patient medication compliance? Include pilot programs. (Select all that apply.)

Pill box opening notification (1)

Pill removed from pill box notification (2)

Pull in that patient has filled prescription and contact them after 48 hours if they haven't filled (3)

Interactive features, live video visits (4)

Wireless home monitoring equipment (e.g. scales, glucometers) (5)

Other, (please specify) (6) \_\_\_\_\_

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65 65. Does your hospital/health system have in use the following telemedicine services to patients at any of the following sites via combined audio and video equipment that provide diagnostic and therapeutic medical information exchange between patient and provider?  
(Select all that apply.)

	Physician offices (1)	Hospital (2)	Critical access hospital (3)	Rural health clinic/FQHC (4)	Patient's home (5)
Consultations and office visits (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacologic management (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Psychiatric examination/Psychotherapy (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rehabilitation (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stroke care (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-ICU (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inpatient management (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skilled nursing facility (8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Genetic counseling (9)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

End of Block: Patient Engagement - Mar 14, 2018

Start of Block: Clinical Quality and Safety (Hospital Inpatient/Outpatient)

**Clinical Quality and Safety (Hospital Inpatient/Outpatient)**

66 66. Please report the percentage of all orders for patients admitted to hospital **inpatient** or **emergency department**:

**ANSWERS MUST ADD UP TO 100%**

CPOE : \_\_\_\_\_ (1)

Verbal Orders : \_\_\_\_\_ (2)

Written Orders : \_\_\_\_\_ (3)

Protocol/Standing Orders : \_\_\_\_\_ (4)

Total : \_\_\_\_\_

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67 67. Please report the percentage of medications matched to the patient admitted to hospital inpatient or emergency department by category: **ANSWERS MUST ADD UP TO 100%**

Bar coding or RFID matching of drug, patient, order and nurse at bedside : \_\_\_\_\_ (1)

Patient and user ID keyed into automated dispensing device at bedside : \_\_\_\_\_ (2)

Patient and user ID keyed into automated dispensing device away from bedside : \_\_\_\_\_ (3)

User ID entered through proximity or biometrics into automated dispensing device away from bedside : \_\_\_\_\_ (4)

Medication not electronically matched : \_\_\_\_\_ (5)

Total : \_\_\_\_\_

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

	None (1)		50-95% (3)	>95% (4)
Medical history (H&P, Consultation, Progress Notes, Discharge Summary) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nurses' notes (Flowsheets, nursing & respiratory documentation) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orders, Order sets, Care Plans (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diagnostic study results (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operative Reports, OR documentation, Anesthesia documentation (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medication reconciliation (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discharge instructions (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care plan (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical summaries available from prior encounters (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

69 69. Has your hospital/health system implemented Imaging Decision Support for Radiology Orders?

Yes (1)

No (2)

70 70. Which of the following resource functions can physicians access electronically from the following locations? (Select all that apply.)

	Hospital (1)	Physician offices (2)	Other remote locations (3)	Mobile app (4)	VDI or Citrix session (5)
Clinical guidelines/pathways or evidence-based order sets with links to reference literature (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical image review (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EHR / CPOE (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evidence/references (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



71 71. Which of the following **electronic** nursing documentation does your organization use?  
(Select all that apply.)

- None (1)
  - Discharge checklist sends alerts for unmet criteria (2)
  - Discharge risk assessment (3)
  - Embedded links to relevant research and quality measures (4)
  - Evidence-based plan of care with links to reference literature (5)
  - Post-discharge follow-up (6)
  - Standardized care transition process (7)
  - Capture patient education assignments and status (8)
-

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

	No/Does not apply (1)	Fully deployed (2)
Bedside blood pressure (1)	<input type="radio"/>	<input type="radio"/>
Bedside lab tests (2)	<input type="radio"/>	<input type="radio"/>
Bedside pulse oximetry (3)	<input type="radio"/>	<input type="radio"/>
Bedside temperature (4)	<input type="radio"/>	<input type="radio"/>
Blood glucose (5)	<input type="radio"/>	<input type="radio"/>
Cardiovascular catheter output (6)	<input type="radio"/>	<input type="radio"/>
EKG (7)	<input type="radio"/>	<input type="radio"/>
Fetal monitor (8)	<input type="radio"/>	<input type="radio"/>
Intracranial monitor (9)	<input type="radio"/>	<input type="radio"/>
IV pump (10)	<input type="radio"/>	<input type="radio"/>
Ventilator (11)	<input type="radio"/>	<input type="radio"/>
In-bed scale (12)	<input type="radio"/>	<input type="radio"/>

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73 73. Which of these real-time quality reporting resources is actively in use in for nurses, pharmacists and physicians? (Select all that apply.)

	Nurses (1)	Pharmacists (2)	Physicians (3)
Clinical decision support rule for high-priority hospital/health condition (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Critical values (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dose checking (max/min) (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dose suggesting (e.g., renal failure) (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug allergy alerts (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug formulary check (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug-diet checking (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug-drug interaction alerts (8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duplicate order alerts (9)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Predictive analytics (10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



74 74. Do you use a surveillance system integrated with the EHR that monitors patient vital signs, lab test results and other clinical information capable of sending an electronic alert notifying caregivers of a deterioration in a patient's condition or a possible adverse event? (Select all that apply)

*(If you answer that you have an alert system, we will require a screenshot of this system. Screenshots should be e-mailed to [mostwired@chimecentral.org](mailto:mostwired@chimecentral.org))*

- No surveillance system (1)
  - Surveillance system to critical care units (2)
  - Surveillance system to step-down units (3)
  - Surveillance system to general medical-surgical units (4)
  - Surveillance system tied to "present on admission" reporting (5)
- 

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

- Compare patient's inpatient and preadmission medication lists (1)
  - Provide updated medication list to patient at time of discharge (2)
  - Provide updated medication list to appropriate caregivers when patient is transferred to other care setting (SNF, home health) (3)
  - Information not available electronically (4)
-

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

- None (1)
- (2)
- 51-95% (3)
- >95% (4)

77 77. By what method does your organization track Hospital-Acquired Infections? (Select one.)

- Manual only (1)
- Electronically stored (e.g., departmental system) (2)
- Integrated with EHR (3)

78 78. For what percentage of transitions of care or referrals does your hospital/health system provide a summary care record: (Select one per row)

		50-95% (2)	>95% (3)
Directly via a certified EHR (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Via a Health Information Exchange (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

79 79. Has your organization deployed an Enterprise Imaging Platform (Vendor-Neutral Archive) that facilitates clinicians to access a variety of diagnostic image types using a unified interface?

Yes (1)

No (2)

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80 80. If yes, what diagnostic images can be accessed through the platform? (Do not include pilot projects - only report if fully deployed as the primary method of accessing these images.) (Select all that apply)

Radiology ("plain films", CT, MRI, Ultrasound) (1)

Interventional Radiology static and video images (2)

Cardiac Catheterization static and video images (3)

Echocardiography static and video images (4)

Endoscopy static and video images (5)

Bronchoscopy static and video images (6)

Intraoperative static and video images (7)

Ophthalmology images (8)

Microscopic pathology images (9)

Photography (dermatology, trauma, other) (10)

3-D Reconstruction images (CT, MRI, angiography) (11)

Other (Please describe) (12)

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81 81. How is your health system engaged in an opioid use reduction program, supported with information technology? (Select all that apply)

- Limiting doses/pills per prescription (1)
- Use of non-narcotics in order-sets (2)
- Electronic Physician education programs (3)
- Electronic Patient education programs (4)
- Electronic Prescribing of Controlled Substances (EPCS) (7)
- ePrescribing module connected to state/regional PDMP (prescription drug monitoring program) data base (5)
- Other information technology programs (please describe; we're truly interested in hearing your story) (6) \_\_\_\_\_

End of Block: Clinical Quality and Safety (Hospital Inpatient/Outpatient)

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Start of Block: General Information - Mar 14, 2018

### General Information

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

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82 What percentage of your operating and capital budgets (full fiscal year) was allocated to IT?  
*\*Includes depreciation.*

	IT operating expense as % of operating expense* (1)	IT capital expense as % of capital expense (2)
FY ending in 2017 (actual) (1)		
FY ending in 2018 (budgeted) (2)		



83 Please report the number of FTEs on the IT staff as of Dec. 31, 2017. IT staff includes 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.

	Number of FTEs on the IT staff as of Dec. 31, 2017 (1)
On the payroll (1)	
Outsourced (2)	





84 Please estimate the percentage of physicians who admit/treat patients to/at your hospital:

	Percentage of physicians (1)
Employed physicians (1)	
Medical residents (2)	
Independent-practicing physicians (3)	

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86 **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.

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

Benchmark against national compare group (1)

Capital expenditure planning (2)

Documentation for other awards programs (e.g., Malcolm Baldrige National Quality Award) (3)

Prioritize resource allocation (4)

Recognition for organization's achievements (5)

Strategic planning tool (6)

Other, (please specify) (7) \_\_\_\_\_

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Page Break



88 Checking this box indicates that survey submission has been reviewed and approved by the CIO.

**Do not proceed until the survey is complete! Your survey will be submitted once you click the next arrow!**

Complete (1)

End of Block: General Information - Mar 14, 2018

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