

## Most Wired FAQ

### **1. How do I receive a pass code or user ID?**

Send an e-mail to [mostwired@chimecentral.org](mailto:mostwired@chimecentral.org) with your organization's name, city and state, Country. Many hospitals have the same name; please do not forget to include city and state.

### **2. Can I save the survey and finish it later?**

Yes. The survey will automatically save your progress. In addition, multiple people may access your survey by using the same user ID and pass code.

### **3. Is there a way to get a copy of the full survey so I can determine if we want to participate or to research the questions before inputting the answers online?**

A PDF of the complete survey's will be made available in March 2020.

### **4. Some questions require a screenshot. Where should I send the screenshot?**

Screenshots should be e-mailed to [mostwired@chimecentral.org](mailto:mostwired@chimecentral.org).

### **5. I am filling out the survey for more than one hospital. How do I answer?**

If you are filling out the survey for more than one hospital, your answers must reflect the **AVERAGE OF ALL HOSPITALS** represented.

#### **Example:**

For what percentage of pharmaceutical supplies is an electronic order generated when they reach a predetermined par level with appropriate internal controls?

None

1-20%

21-40%

41-60%

61-80%

81-100%

If you are answering the survey for 10 hospitals and **3 of the 10** hospitals order 100% of supplies electronically and the other seven order 0% electronically, you should check the **21-40%** box since 30% is the weighted average across the entire system.

### **6. Can we put the entire hospital campus (3 hospitals) on one survey? Or would you prefer if we filled out a survey for each hospital?**

That is a decision for the organization to make. You are able to submit the survey both ways. It may depend on how you would like to be represented, if you prefer to have the health system represented as a whole or if you'd like each individual hospital to receive separate feedback.

**7. Are all questions scored?**

No. Questions under the categories of “Organizational Information” and “General Information” are used for identification and benchmarking purposes only which will not affect Most Wired status.

**8. Should outsourcing or application service provider models be included?**

Yes.

**9. Should depreciation and IT expenses in other departments be included in IT operating expense?**

Yes, these expenses are important to include for total operating costs.

**10. What should be included in IT capital?**

We usually include the costs for acquisition, licensing and implementation for infrastructure (hardware, storage, network, data center) and software, as allowed by what can be capitalized per GAAP. As an example, we would include the cost of the PACS application, hardware, etc. But we would not include the digital acquisition devices that we added or swapped out over time. IT capital expense includes IT related capital included in the budget of other departments (e.g., lab, radiology, etc.), if known or can be reasonably estimated. Include the total value of capital leases to be signed in the current year.

**11. Our organization is planning to have this technology in place later this year. Can I go ahead and answer the question as if we already had it in place?**

All technology should be in place by **3/31/2020**.

**12. When will I know if my organization is recognized?**

We will send e-mail notifications by September 1<sup>st</sup> to all participants to let them know if they received a Most Wired designation or not, your organizations benchmark report will be included at that time as well.