

# NRGH Local Quality and Operations Committee Survey

16 March 2017

# Introduction

- Survey Requested by NRGH Local Quality and Operations Committee to inform work on CPOE suspension
- Designed by Island Health Research
- Approved by Committee Co-Chairs
- Anonymous

# Survey Distribution

- 3 Distribution lists
  - “NRGH all Staff”
  - Known NRGH Staff not on distribution List
  - All physicians or midwives with any type of NRGH privileges
- Clear duplicates removed
- Email address to contact if survey not received
- Total of 836 responses received

# Survey Responses

- Survey Open for 1 week
- Small Risk of Duplicate Responses
- 836 Responses Received

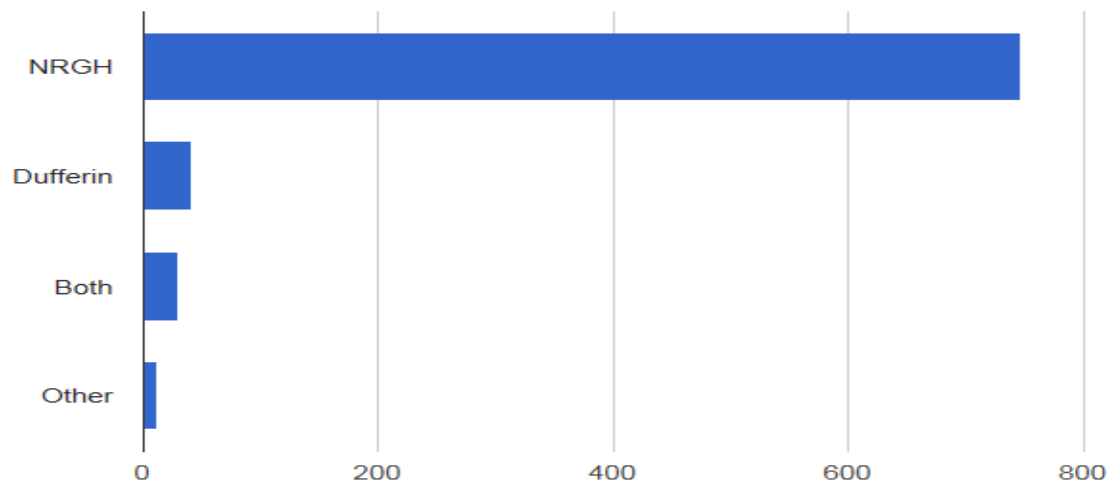
## Where do you work?

[Refresh Plot](#)

[View as Bar Chart](#) ▼

Total Count (N)	Missing	Unique
829	7 (0.8%)	4

Counts/frequency: **NRGH** (746, 90.0%), **Dufferin** (40, 4.8%), **Both** (30, 3.6%), **Other** (13, 1.6%)

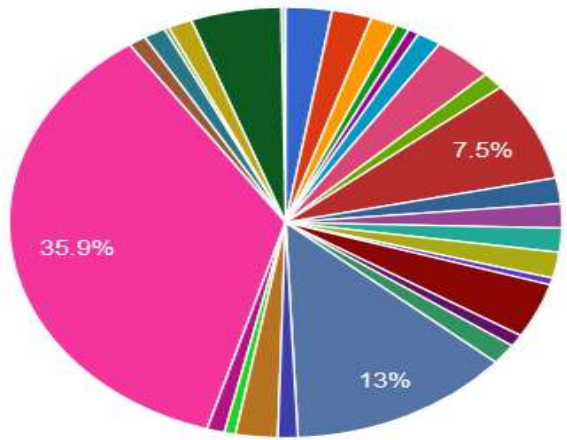


Download image

## What is your primary role? [Refresh Plot](#) | [View as Pie Chart](#) ▼

Total Count (N)	Missing	Unique
775	61 (7.3%)	30

**Counts/frequency:** Clerk (21, 2.7%), Clinical Leader (18, 2.3%), Coordinator (12, 1.5%), Dietitian (6, 0.8%), Director (5, 0.6%), Educator (11, 1.4%), Health Care Assistant/Residential Care Aide (27, 3.5%), Liaison (10, 1.3%), LPN (58, 7.5%), Manager (15, 1.9%), Medical Lab Assistants (14, 1.8%), Medical Lab Technologists (14, 1.8%), Medical Radiology technologists (15, 1.9%), Midwife (4, 0.5%), Nurse Practitioner (1, 0.1%), Nursing Unit Assistant (32, 4.1%), Occupational Therapist (7, 0.9%), Pharmacist (12, 1.5%), Physician, Active privileges (Admitting, MRP) (101, 13.0%), Physician, Associate privileges (Refer and follow, not MRP) (9, 1.2%), Physiotherapist (19, 2.5%), Rehab Assistant (5, 0.6%), Respiratory Therapist (8, 1.0%), RN (278, 35.9%), RPN (8, 1.0%), Scheduler (1, 0.1%), Social Worker (10, 1.3%), Speech/Language Pathologist (2, 0.3%), Technician (11, 1.4%), Other (41, 5.3%)

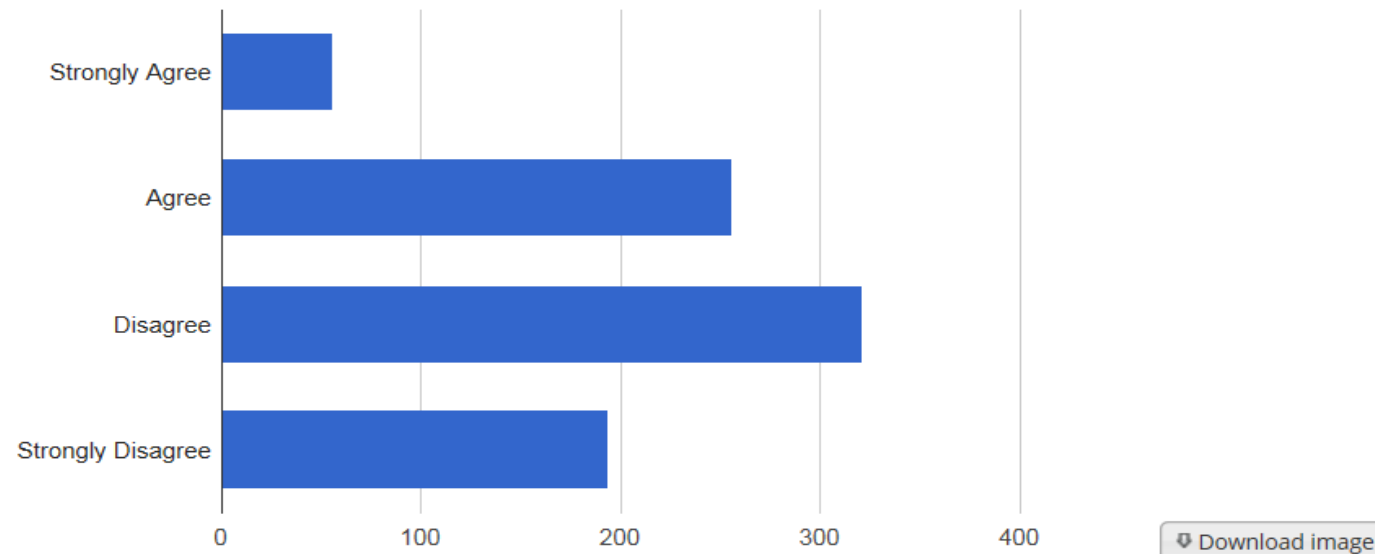


[Download image](#)

## I have had sufficient opportunity to share my opinion regarding the use of CPOE tools and the suspension of CPOE [Refresh Plot](#) | [View as Bar Chart](#) ▼

Total Count (N)	Missing	Unique
827	9 (1.1%)	4

**Counts/frequency:** Strongly Agree (56, 6.8%), Agree (256, 31.0%), Disagree (321, 38.8%), Strongly Disagree (194, 23.5%)



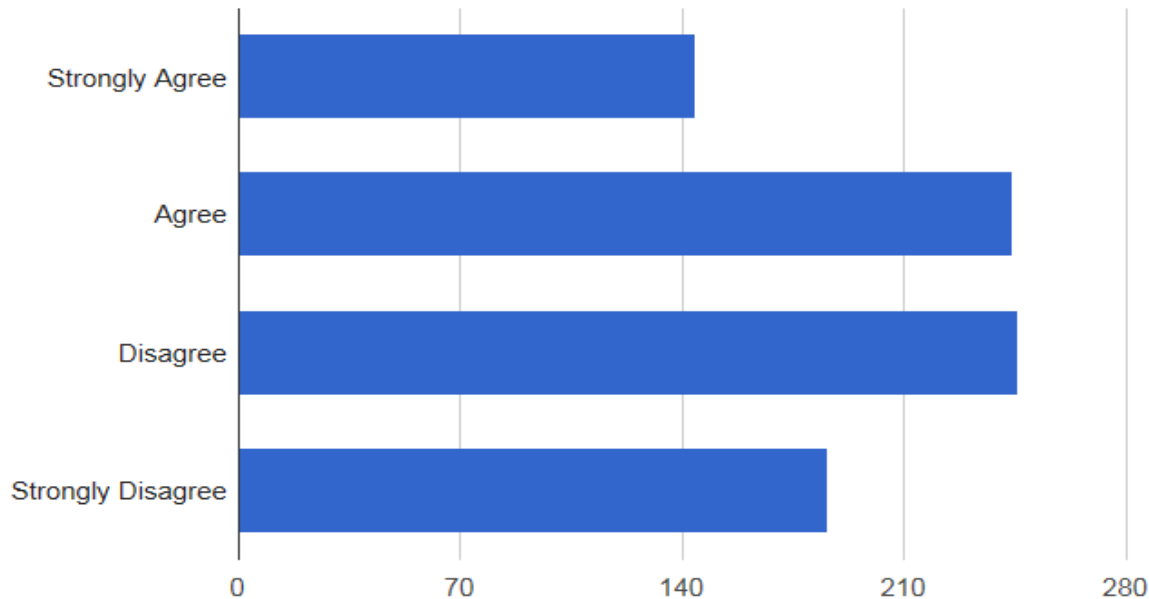
## The Electronic Health Record (EHR) is resulting in better care for our patients/clients/residents

[Refresh Plot](#)

[View as Bar Chart](#) ▼

Total Count (N)	Missing	Unique
820	16 (1.9%)	4

**Counts/frequency:** Strongly Agree (144, 17.6%), Agree (244, 29.8%), Disagree (246, 30.0%), Strongly Disagree (186, 22.7%)



[Download image](#)

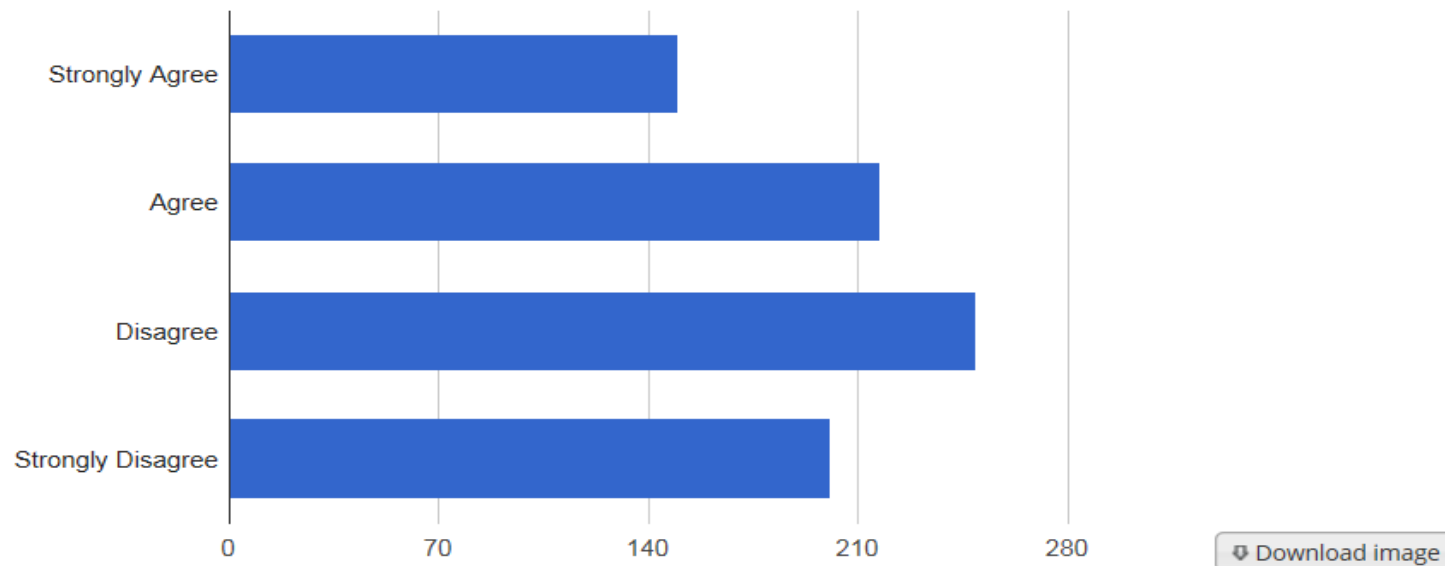


## My practice or work improved with the use of the new Electronic Health Record

Plot | [View as Bar Chart](#) ▼

Total Count (N)	Missing	Unique
817	<a href="#">19 (2.3%)</a>	4

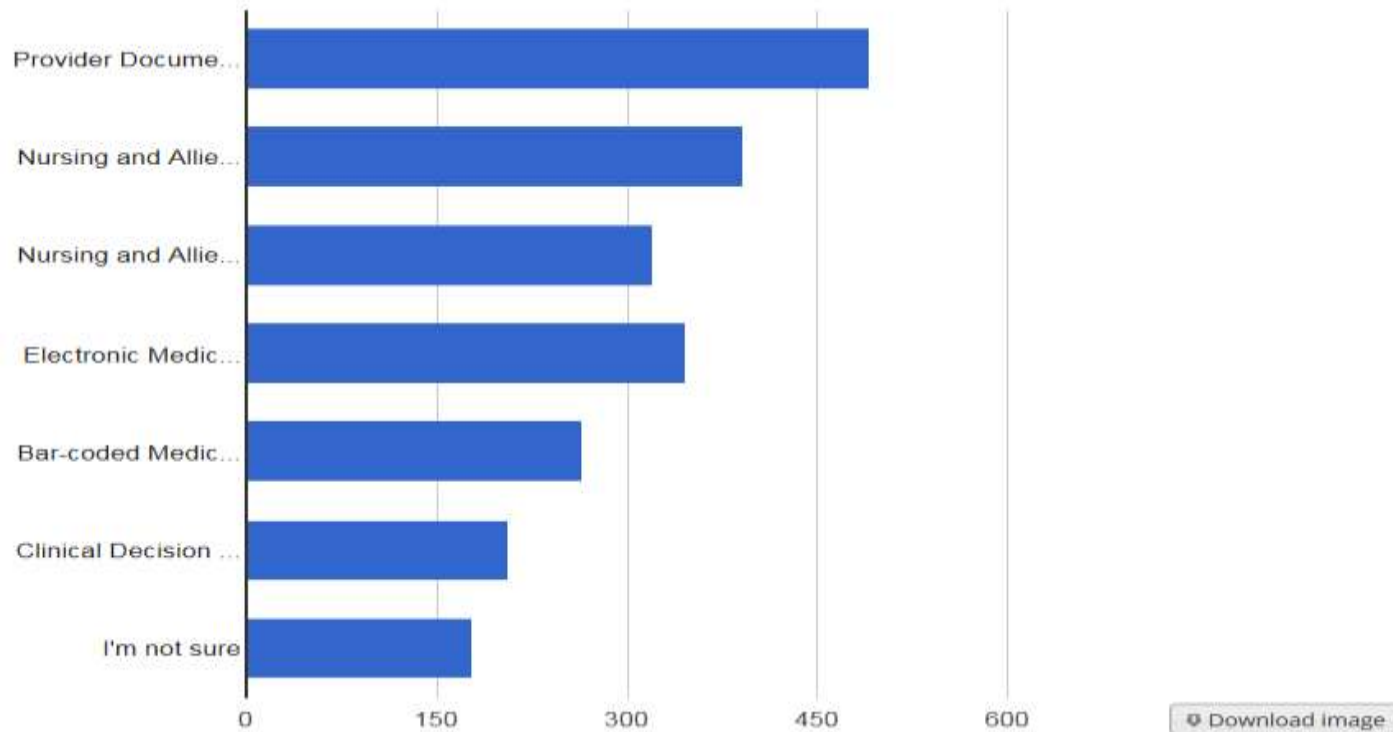
**Counts/frequency:** **Strongly Agree** (150, 18.4%), **Agree** (217, 26.6%), **Disagree** (249, 30.5%), **Strongly Disagree** (201, 24.6%)



**If it is possible to keep certain components of the EHR, what would you keep? Please select as many as you wish from all that apply to your work environment.** [Refresh Plot](#)

Total Count (N)	Missing	Unique
766	70 (8.4%)	7

**Counts/frequency:** Provider Documentation (492, 64.2%), Nursing and Allied Health Documentation (391, 51.0%), Nursing and Allied Health Activities and Tasks (321, 41.9%), Electronic Medication Administration Record (346, 45.2%), Bar-coded Medication Administration (265, 34.6%), Clinical Decision Support (i.e. Lighthouse modules such as Sepsis, Pressure Ulcers, Infection Control) (207, 27.0%), I'm not sure (178, 23.2%)

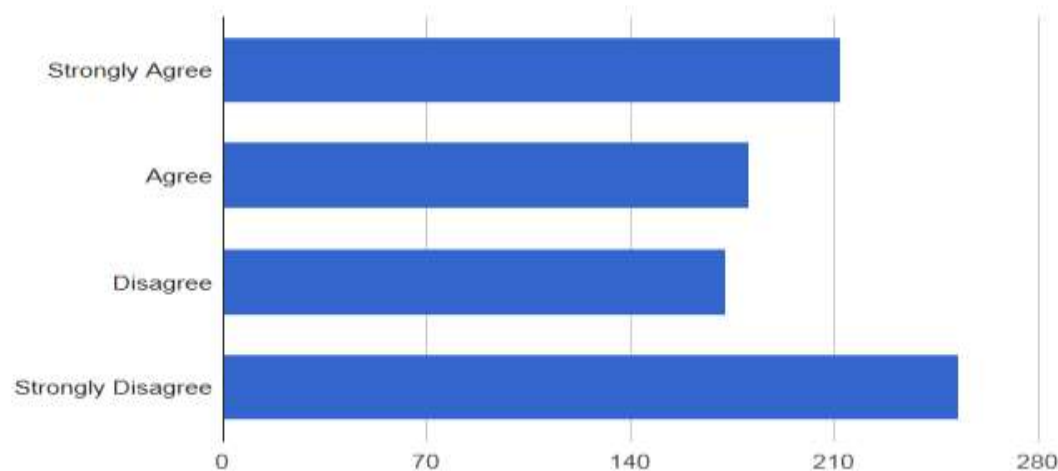


**Island Health has agreed to take steps to suspend CPOE and related processes. Suspending CPOE means using paper order forms and requisitions for all orders including pharmacy, lab, imaging, allied health consults, and nursing/staff communication orders. In order to implement this decision, the NRGH Local Quality and Operations Committee wants to understand the views of staff and physicians. Do you agree with the direction to suspend CPOE and related processes?** [Refresh Plot](#) |

View as Bar Chart ▾

Total Count (N)	Missing	Unique
819	17 (2.0%)	4

**Counts/frequency:** Strongly Agree (212, 25.9%), Agree (181, 22.1%), Disagree (173, 21.1%), Strongly Disagree (253, 30.9%)



[Download image](#)

# Qualitative Responses

- Three free text questions
- Over 1500 individual comments
- Island Health Research theming responses
- Qualitative Results to be Presented to next NRGH Local Quality and Operations Committee meeting.