

Vendor Interview Script

Instructions:

- 1) This script template and associated worksheets are focused on evaluating ePrescribing and Hypertension Management. Worksheets for specific functional requirements and data elements of interest will need to be developed.
- 2) For data extraction, a data model and/or desired report output template will need to be developed.
- 3) Read the script and each question aloud. Record notes for responses on a separate piece of paper or additional worksheets as indicated. When complete, transcribe notes into the "Vendor Interview Data Sheet".

Hello, as you know our research team is conducting a formative evaluation study evaluating the effects of deploying an EMR system. Today I/we would like to talk to you about your EMR system in terms of features it offers to become familiar with its capabilities.

The purpose of this interview is to determine which features related to prescribing are available in your EMR. This will help provide benchmarks as we perform evaluation activities in practices and help us work with the EMR for data collection activities. Let's begin!

A. Functional Requirements

1. <<Show copy of functional requirements worksheet (Health, 2007)>> This worksheet lists functional requirements for ePrescribing and hypertension management from PITO's EMR system requirements (Health, 2007).
 - a. Can you please go through the core requirements and indicate if the requirement is supported in the current version of the EMR and if so, how?
 - b. We would also like to know which requirements have been implemented at the practice site. Would you be able to indicate this on the worksheet or refer us to someone who could help determine this?
2. Can you please go through the non-core requirements and do the same?
3. Are there any additional features related to prescribing or hypertension management available in the EMR?

B. Data Elements

We'd now like to ask you about the types of data elements captured in the EMR. If you have any documents providing this information that you can give us, we would be happy to sign a non-disclosure agreement.

1. <<Show data elements worksheet that is based on (Canadian Institute for Health Information, 2009)>> CIHI has developed a set of 12 clinical quality of care indicators (Canadian Institute for Health Information, 2009). They have also established a list of 77 required primary health care (PHC) data elements for reporting on the 12 indicators. We have narrowed down this list into the key data elements relevant for our study.

- a. Can you please go through the worksheet and indicate if the data element is captured in the current version of the EMR?
 - b. What is the data type or format for the element? (e.g. free text box or drop down choices)
 - c. Is the data element automatically linked to another element or section of the system?
How so?
2. Are there any additional data elements in the system related to prescribing or hypertension management captured or available in the EMR?

C. Data Extraction

As part of our study we will be obtaining anonymized patient data for an impact assessment analysis.

<<Show data model and report output template (developed for each specific study)>> To perform our analyses, we will need to link data elements as shown in the model and would like to extract the output as shown.

1. Is it possible to produce a report like this from the system?
 - a. If so, how? (e.g. queries, steps)
 - b. If not, what kinds of reports are possible with the EMR?
2. What file format is the extracted data saved as and can it be imported easily into a Microsoft Excel spreadsheet?
3. Do you have any other recommendations for extracting data from the EMR?

Thank you very much for your time today. We greatly appreciate your participation in this study.

References

Canadian Institute for Health Information. (2009). *Canadian Institute for Health Information Primary Health Care Indicators Electronic Medical Record Content Standards Version 1.1*. Ottawa: Canadian Institute for Health Information.

Health, M. o. (2007, March 27). *Ministry of Health - Electronic Medical Record (EMR) Project - RFP - Solicitation Number SATP-219 - Amendment #16 - Appendix E-K*. Retrieved July 7, 2009, from BC Bid: http://www.bcbid.gov.bc.ca/open.dll/showDisplayDocument?sessionID=20547112&language=En&disID=9800486&docType=Tender&doc_search_by=Tend&fromEmail=yes