

User Assessment Interview Script

Instructions: Read the script and each question aloud. Record notes for responses on a separate piece of paper. When complete, transcribe notes into the “User Assessment Interview Data Sheet”.

Subject # _____

Hello, as you know, our research team is conducting a formative evaluation of the deployment of an EMR system. Today, I/we would like to talk to you about your overall satisfaction with EMR deployment so far.

Let's begin!

1. What do you think about the quality of the system in terms of functionality and performance?
2. What you think about the quality of data contained within the system in terms of content and availability?
3. What do you think about the quality of the system in terms of serving your everyday needs in the practice?
4. What effect has the EMR had in managing patient conditions like hypertension?
5. What major changes have you seen in your day to day work with the deployment of the EMR?
6. What have the biggest challenges been with respect to EMR deployment?
7. What opportunities do you see with the use of the EMR as compared to how things were previously done?
8. On a scale of 1-5 (with 5 being strongly positive), how would you rank your overall experience with the introduction of the EMR? Why?

1 2 3 4 5

Comments:

9. Do you have any other comments or feedback you'd like to share?