

Change Management Assessment Interview Script

Instructions: Read the script aloud and then each statement one at a time. In the column titled “Agreement” record a value for the subject’s agreement. Add any comments provided. When complete, enter responses into the “Change Management Assessment Interview Data Sheet”.

Change management and deployment refers to the entire process of planning and introducing the EMR into your practice. I/we will now read a set of statements related to clinical information system projects. The items have been adapted from the 23 risk factors for influencing the success of clinical information system projects identified by Pare et al.[1]:

For each statement, please indicate your degree of agreement using the following scale and feel free to add any additional comments.

5=strongly agree, 4=agree, 3=neutral, 2=disagree, 1=strongly disagree

Statement	Agreement	Comment
1. There was a project champion.		
2. There was commitment from management.		
3. The system is useful.		
4. The project was clear.		
5. There was alignment of the system with local practices and processes.		
6. There were no political games/conflicts.		
7. There was required knowledge or skills present.		
8. There were no changes to membership on the project team.		
9. There was organizational stability.		
10. There were sufficient resources.		

11. The software performance is good.		
12. There were positive attitudes on the part of project team members.		
13. There were realistic expectations.		
14. The system's ease of use is good.		
15. There were reliable external partners.		
16. It was a small and simple project.		
17. There were no legal and ethical constraints.		
18. The software solution was simple.		
19. There were local personnel knowledgeable in IT present.		
20. There is a simple/reliable technical infrastructure or network.		
21. The hardware is simple/compatible.		
22. The technology introduced is familiar.		
23. Users have good computer skills.		

- [1] Pare G, Sicotte C, Jaana M, Girouard D. Prioritizing clinical information system project risk factors: a Delphi study. *Proceedings 21st Hawaii International Conference on System Sciences*, Hawaii, Jan 5-7, 2008.