Practice Reflections Focus Group Script

Instructions:
1) Review data sheets and scores from previous data collection activities (i.e. EMR Adoption Survey) and fill in preliminary results for question 2. For Medication Management, there may be more detailed feedback from the Workflow Survey and Usability Testing tools if used.
2) Read the script and each question aloud. Record notes for responses on a separate piece of paper. When complete, transcribe notes into the "Practice Reflections Focus Group Data Sheet".

Group # _____

We'd like to begin by welcoming everyone to the session and thank you for your individual participation in the study. Your contributions have been very valuable.

The purpose of today's focus group is to bring everyone together to reflect on activities completed, share information and provide feedback. We encourage everyone to speak up and participate. The session will be facilitated by _____ and audio recorded to ensure we don't miss anything. We will pose open-ended questions and then go around the room to give everyone an opportunity to respond.

Before we begin, I'd like to remind you that all information shared in the session today should not be disclosed outside the session to protect anonymity and confidentiality as much as possible. Are there any questions?

Let's begin by reflecting on the activities completed.

1. Did anything surprise you while completing some of the study activities?

2. We'd now like to share some very preliminary feedback of what we found, keeping in mind that all the data still needs to be synthesized. Our impressions so far are:

Health Information:
_____

Medication Management:

    Workflow:

    Usability:
_____

Laboratory Management:
_____

Diagnostics Management:
_____

Referrals:

_____

Decision Support:

_____

Electronic Communication:

_____

Patient Support:

_____

Administrative Processes:

_____

Practice Reporting:

_____

User Assessment:

_____

Change Management Assessment:

_____

What are your thoughts? Does this sound accurate?

3. Do you see any opportunities for practice improvement with or without the EMR?

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