

# H2O Quality Facilitation Team Assessment Survey

Thank you again for being a part of the Healthy Hearts Oklahoma (H2O) Quality Improvement (QI) Initiative to help Oklahomans improve their heart health.

During the course of your participation, your practice worked with a QI team including an academic detailer, a practice facilitator (PEA), and a tech advisor (TA). This team provided support (e.g., summaries of guideline recommendations, feedback on your performance, training and guidance on QI techniques, and assistance with computer applications) to your practice to enhance your data-driven QI capacity.

We would greatly appreciate your feedback about the QI support the H2O team provided. Please have the clinician/staff or a team of clinicians/staff that had significant amount of interactions with the H2O QI team complete this survey. This survey should take approximately 15 minutes to complete.

If your practice worked with more than 1 PEA, please comment on the one with whom you worked the longest. If you have any questions regarding this survey, please contact Ann Chou, the evaluator of the H2O project, at (405) 271-8001 or via email [ann-chou@ouhsc.edu](mailto:ann-chou@ouhsc.edu).

Please complete the survey below.

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## Instructions:

1. Please indicate your job role(s), as the person/team completing the survey.  
(CHECK ALL THAT APPLY)

- Medical assistant
- Clinician (MD, DO, NP, PA)
- Front office staff
- Office manager
- Back office staff
- Nurse
- Other (please specify)

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Other (please specify) \_\_\_\_\_

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2. There are 5 sets of questions where responses are based on a scale of 1 to 5. Please rate how strongly you agree with each statement. A rating of 5 means "strongly agree" and 1 "strongly disagree." If the item does not apply, please select N/A.

3. Please fax your completed survey to the attention of the H2O Project at (405) 271-2068. You may also scan and email this survey to [ann-chou@ouhsc.edu](mailto:ann-chou@ouhsc.edu)

Practice ID: \_\_\_\_\_

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Practice Name: \_\_\_\_\_

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Date of Completion:

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**Our Academic Detailer . . .**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
helped our practice understand the ABCS guidelines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice identify opportunities and set goals for improvement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
developed a supportive relationship with our practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provided useful written guideline summaries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Our Practice Facilitator . . .**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
helped us improve our documentation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped us improve our care processes that increased our performance on ABCS measures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice improve processes that increased our performance on other quality measures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice improve coding, reporting measures, or implementing QI processes for MIPPS or CPC+.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice team increase our 'Joy-in-Practice' through teamwork and focus on quality of patient care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice integrate coordinated care with services provided by others in our community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provided useful information and tools to improve practice processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice prioritize improvement ideas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice analyze its performance measures from the EHR and MyHealth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped clinicians and staff develop and implement practice policies to sustain improvements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
developed good interpersonal relationships and fit well into our practice during the H2O project.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped us increase our internal QI capacity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

helped our practice engage patients in improving the quality of care and patient experience.



**Our EHR Technical Advisor . . .**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
helped our practice generate ABCS measure reports.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice maximize EHR functionality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
developed a supportive relationship with our practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice work with our EHR vendor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
helped our practice connect to MyHealth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Receiving Feedback on our ABCS Quality Measures . . .**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
helped us see how changes led to improvement in performance measures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
provided an accurate measure of our practice performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
was displayed in easy to understand reports.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
from the MyHealth portal contributed to understanding our performance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Overall . . .**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
if resources were available, our practice would keep working with the H2O QI support team on other projects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
our practice is satisfied with the QI support we received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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**Please provide comments for the following two questions:**

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Please tell us at least one thing that members of the H2O QI team did well.

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Please tell us at least one thing that members of the H2O QI team could have done better.