

10. Information and Information Technology: Information is the connector – staff to patients, staff to staff. Technology facilitates effective communication and multiple formal and informal channels are used to keep everyone informed all the time, listen to everyone’s ideas, and ensure that everyone is connected on important topics.

Given the complexity of information and the use of technology in the Microsystem, assess your Microsystem on the following three characteristics (1) integration of information with patients, (2) integration of information with providers and staff, and (3) integration of information with technology.

1	2	3	4	5
Patients have access to some standard information that is available to all patients.	Patients have access to standard information that is available to all patients. We’ve started to think about how to improve the information they are given to better meet patient needs.	Patients have a variety of ways to get the information they need and it can be customized to meet their individual learning styles. We routinely ask patients for feedback about how to improve the information given to them.		

1	2	3	4	5
I am always tracking down the information I need to do my work.	Most of the time I have the information I need, but sometimes essential information is missing and I have to track it down.	The information I need to do my work is available when I need it.		

1	2	3	4	5
The technology I need to facilitate and enhance my work is either not available to me, or it is available but not effective. The technology we currently have does not make my job easier.	I have access to technology that will enhance my work, but it is not easy to use and seems to be cumbersome and time consuming.	Technology facilitates a smooth linkage between information and patient care by providing timely, effective access to a rich information environment. The information environment has been designed to support the work of the clinical unit.		

Thank you very much for completing this initial survey. We will be asking you to complete the survey one more time at the end of the project.