Appendix A

<table>
<thead>
<tr>
<th><strong>Tx HIT Workforce Employee Survey-Beta</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Texas Health Information Technology Workforce Survey</strong></td>
</tr>
</tbody>
</table>

Thank you for agreeing to take the Texas Health Information Technology (HIT) Workforce Needs Survey. Your input will assist Texas with the development of a HIT higher education plan for the entire state of Texas.

Any demographic information collected for the survey will only be used to better understand the different HIT workforce needs of the various types of HIT employers.

**Study objective:** To collect quantitative data regarding the HIT skills and knowledge needed, and the number of workers needed, now and planned in the future by:

a. Health care providers (hospitals, clinics, physicians, clinical laboratory, pharmacies)
b. Information technology and software companies
c. Consulting companies
d. Health plans and clearinghouses
e. State and local government, especially public health

**Texas HIT Workforce Demand**

1. **Organization type, size and location:**

   **At how many different locations or work sites do you employ people in, or from, Texas?**

   [ ]

2. **What are the zip codes of the location of your practice/facility/business in Texas?** (If you are reporting for multiple locations, please list zip codes for up to 3 locations.)

   **Location 1**
   [ ]

   **Location 2**
   [ ]

   **Location 3**
   [ ]

3. **How many total employees does your practice/facility/organization employ in Texas?**

   [ ]
4. Which of the types below best describes your practice/facility/organization? (If you are reporting for an organization that has more than one location or type of facility, please provide responses that reflect all related sites in Texas.)

- [ ] Health care provider
- [ ] Laboratory
- [ ] Pharmacy
- [ ] Electronic health record (EHR) vendor
- [ ] Healthcare consulting company
- [ ] Other (please specify)

5. Because you responded, health care provider, please provide us with the choice below that best describes your facility? (If reporting for a health care system, please select “multi-facility system”.)

- [ ] Hospital
- [ ] Outpatient or ambulatory clinic
- [ ] Nursing home/skilled nursing facility
- [ ] Home health care
- [ ] Public or community health agency/department
- [ ] Multi-facility system
- [ ] Other (please specify)

6. Please provide us with the average number of weekly visits for your outpatient or ambulatory clinic.

- [ ]

7. Please provide us with the number of beds in your hospital facility.

- [ ]
8. Please provide us with the number of beds in your nursing home/skilled nursing facility.

9. Please describe your multi-facility system.

**EHR/HIT Resources (for health care providers)**

Please answer the following questions about your practice/facility's current and expected future use of electronic billing and health information technology.

10. **Currently, does your practice/facility submit any claims electronically (electronic billing)?**
   - [ ] Yes, all electronic
   - [ ] Yes, part electronic and part paper
   - [ ] No
   - [ ] N/A - Unknown

11. **Currently, does your practice/facility use an electronic medical record (EMR) or electronic health record (EHR) system? (Do not include billing records systems.)**
   - [ ] Yes, all electronic
   - [ ] Yes, part electronic and part paper
   - [ ] No
   - [ ] N/A - Unknown

12. **Please tell us the year your practice first installed an EHR system.**
13. Please tell us whether there are plans for installing a new EHR system by 2013.

- Yes
- No
- Unknown

Adoption of EHRs, HIT, and "Meaningful Use"

The American Recovery and Reinvestment Act (ARRA) of 2009 provides financial incentives to health care providers for the "meaningful use" of certified EHR technology to achieve health and efficiency goals.

14. Does your practice/facility currently have, or expect to have in the near future, one or more of the 3 main ARRA-specified components of Meaningful Use listed below? Please choose the most appropriate, as it applies to your practice/facility.

<table>
<thead>
<tr>
<th>Use a certified EHR in a meaningful manner? (Such as computerized physician order entry, clinical decision support, etc.)</th>
<th>Yes, currently implemented</th>
<th>Not currently implemented, but plan to have in use by 2013</th>
<th>Not currently installed, and no plans for acquiring or implementing by 2015</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participate in the electronic exchange of patient data through participation in a regional Health Information Exchange (HIE)?</td>
<td></td>
<td></td>
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<tr>
<td>Participate in e-prescribing?</td>
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<tr>
<td>Participate in the submission of lab or immunization data to public health?</td>
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<tr>
<td>Participate in the exchange of data to facilitate patient care transfer between settings?</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Use certified EHR technology to submit aggregate clinical quality and other measures? (Such as submission of clinical quality measures to CMS or to The Joint Commission.)</td>
<td></td>
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</tr>
</tbody>
</table>

Texas HIT Workforce Skills

The next several pages will ask you about the different skills and knowledge needed by HIT workforce in your organization. The skills have been divided into Basic/Entry Level, Intermediate Level, and Advanced Level. These were compiled from employer focus groups conducted around the state of Texas; however, please do not hesitate to let us know if other, additional skills should be considered.

BASIC/ENTRY LEVEL EHR/HIT Workforce Skills (for health care providers)

The BASIC/ENTRY LEVEL SKILLS listed below may be relevant to selecting, implementing and maintaining EHR/HIT
**15. Which BASIC/ENTRY LEVEL SKILLS are relevant to your practice/facility and how did you access personnel with these skills? Please select all that apply.**

<table>
<thead>
<tr>
<th>Skill Description</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Option 4</th>
<th>Option 5</th>
<th>Option 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational medical terminology knowledge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic desktop/computer skills, computer/internet navigation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understanding of how patient information should flow in clinical settings</td>
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<td></td>
</tr>
</tbody>
</table>

**BASIC/ENTRY LEVEL EHR/HIT Workforce Skills in 2013**

**16. Which BASIC/ENTRY LEVEL SKILLS do you expect to be relevant to your practice/facility in the next 2 years (2013), and how do you expect you will access personnel with the skills you need?**

<table>
<thead>
<tr>
<th>Skill Description</th>
<th>Option 1</th>
<th>Option 2</th>
<th>Option 3</th>
<th>Option 4</th>
<th>Option 5</th>
<th>Option 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational medical terminology knowledge</td>
<td></td>
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<tr>
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<td>Understanding of how patient information should flow in clinical settings</td>
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</tbody>
</table>

**INTERMEDIATE EHR/HIT Workforce Skills**
**Tx HIT Workforce Employee Survey-Beta**

The **INTERMEDIATE LEVEL SKILLS** listed below may be relevant to selecting, implementing and maintaining EHR/HIT systems.

**17. Which INTERMEDIATE LEVEL SKILLS are relevant to your practice/facility and how did you access personnel with these skills? Please select all that apply.**

<table>
<thead>
<tr>
<th>Knowledge of HIT products, familiarity with vendors, ability to negotiate contracts</th>
<th>We have staff with these skills who did not need additional training</th>
<th>We obtained training for our staff so they have these skills</th>
<th>We hired new staff with these skills</th>
<th>We hired a contractor or consultant with these skills</th>
<th>We needed these skills, but were not able to access them</th>
<th>We do not need personnel with these skills</th>
<th>Not Applicable/Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of HIPAA, state privacy and security regulations</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Understand &quot;Meaningful Use&quot; and which HIT system can produce the data needed for demonstrating compliance</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem solving and critical thinking skills needed to implement and use HIT systems (such as flowcharting, Root Cause Analysis and examining existing assumptions and evaluating evidence)</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Advanced clinical knowledge and understanding of uses of HIT for patient management/education needs</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data management, data mining/report creation, and data sharing skills</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Project management (such as initiating, planning, executing, and monitoring EHR/HIT-related projects)</td>
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</tbody>
</table>

**INTERMEDIATE LEVEL EHR/HIT Workforce Skills in 2013**
18. Which **INTERMEDIATE LEVEL SKILLS** do you expect to be relevant to your practice/facility in the next 2 years (2013), and how do you expect you will access personnel with the skills you need?

<table>
<thead>
<tr>
<th>Knowledge of HIT products, familiarity with vendors, ability to negotiate contracts</th>
<th>We have staff with these skills who will training for us staff</th>
<th>We plan to obtain new staff with these skills</th>
<th>We plan to hire new staff with these skills</th>
<th>We do not expect to hire a consultant to need personnel with these skills</th>
<th>Not Applicable/Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of HIPAA, state privacy and security regulations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understand &quot; Meaningful Use&quot; and which HIT system can produce data needed for demonstrating compliance</td>
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<td></td>
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</tr>
<tr>
<td>Problem solving and critical thinking skills needed to implement and use HIT systems (such as flowcharting, Root Cause Analysis and examining existing assumptions and evaluating evidence)</td>
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<td>Advanced clinical knowledge and understanding of uses of HIT for patient management/education needs</td>
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<tr>
<td>Data management, data mining/report creation, and data sharing skills</td>
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<tr>
<td>Project management (such as initiating, planning, executing, and monitoring EHR/HIT-related projects)</td>
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</tbody>
</table>

**ADVANCED EHR/HIT Workforce Skills**
### Tx HIT Workforce Employee Survey-Beta

The ADVANCED LEVEL SKILLS listed below may be relevant to selecting, implementing and maintaining EHR/HIT systems.

19. Which ADVANCED LEVEL SKILLS are relevant to your practice/facility and how did you access personnel with these skills? Please select all that apply.

<table>
<thead>
<tr>
<th>Management skills to direct technical and non-technical staff re: EHR/HIT systems</th>
<th>We have staff with these skills who did not need additional training</th>
<th>We obtained training for our staff so they have these skills</th>
<th>We hired new staff with these skills</th>
<th>We hired a contractor or consultant with these skills</th>
<th>We needed these skills, but were not able to access them</th>
<th>We do not need personnel with these skills</th>
<th>Not Applicable/Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic thinking related to EHR/HIT implementation/management that is supportive of organization goals and mission</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to effectively interact with senior management and above in HIT governance</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to use analytics/data from HIT systems for planning</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Financial decisionmaking and negotiating skills for selecting HIT system purchases and maintenance plans that meet external and internal goals/resources</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to design HIT databases and systems</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>HIT software/hardware engineering, development and/or system maintenance</td>
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<td></td>
</tr>
</tbody>
</table>

### ADVANCED LEVEL EHR/HIT Workforce Skills in 2013
## Tx HIT Workforce Employee Survey-Beta

### 20. Which ADVANCED LEVEL SKILLS do you expect to be relevant to your practice/facility in the next 2 years (2013), and how do you expect you will access personnel with the skills you need?

<table>
<thead>
<tr>
<th>Management skills to direct technical and non-technical staff for EHR/HIT systems</th>
<th>We have staff with these skills who will not need additional training</th>
<th>We plan to obtain training for our staff so they have these skills</th>
<th>We plan to hire new staff with these skills</th>
<th>We plan to hire a contractor/consultant with these skills</th>
<th>We do not expect to need personnel with these skills</th>
<th>Not Applicable/Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic thinking related to EHR/HIT implementation/management that is supportive of organization goals and mission</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Ability to effectively interact with senior management and above in HIT governance</td>
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<td></td>
</tr>
<tr>
<td>Ability to use analytics/data from HIT systems for planning</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Financial decisionmaking and negotiating skills for selecting HIT system purchases and maintenance plans that meet external and internal priorities</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to design HIT databases and systems</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIT software/hardware engineering, development and/or system maintenance</td>
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</tr>
</tbody>
</table>

### Factors Affecting Use of HIT (for health care providers)

Please indicate the extent to which you consider each of the following workforce issues to be a barrier to EHR and HIT implementation and/or use. (If you have not implemented an EHR or HIT, please indicate how much of a barrier each issue presents even if you have no plans to implement a system.)
## 21. Education and Training barriers to implementing and/or using EHRs/HIT

<table>
<thead>
<tr>
<th>Training employed staff is difficult because many lack strong computer literacy skills and/or are slow to learn new skills</th>
<th>Major barrier</th>
<th>Minor barrier</th>
<th>Not a barrier</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic computer literacy training for staff is not readily available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-person staff training (non-degree) about how to use EHRs and HIT is not available</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online (e.g., web-based) education programs for training staff how to use EHRs and HIT are not available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community college education programs for training staff how to use EHRs and HIT are not available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baccalaureate or higher level education programs for HIT-related skills are not readily accessible</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resources (including funds and/or release time) to train staff how to use EHRs and HIT are not available</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

## 22. Consulting/Contract resource barriers to implementing and/or using EHRs/HIT

<table>
<thead>
<tr>
<th>Consultants and/or contract technical staff with understanding of the needs of our facility are not available</th>
<th>Major barrier</th>
<th>Minor barrier</th>
<th>Not a barrier</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultants and/or contract technical staff with understanding of the needs of our facility are too expensive</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 23. Recruiting and retention barriers to implementing and/or using EHRs/HIT

<table>
<thead>
<tr>
<th>Lack of a well-defined HIT career ladder</th>
<th>Major barrier</th>
<th>Minor barrier</th>
<th>Not a barrier</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulty accessing qualified candidates</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Competitive market makes it difficult to retain qualified staff</td>
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<td></td>
</tr>
</tbody>
</table>

## 24. Management and decision-making barriers to implementing and/or using EHRs/HIT

<table>
<thead>
<tr>
<th>Software systems purchased are not well suited to our practice/organization</th>
<th>Major barrier</th>
<th>Minor barrier</th>
<th>Not a barrier</th>
<th>N/A</th>
</tr>
</thead>
</table>

**EHR/HIT Workforce Demand Introduction**
EHR/HIT Workforce Demand (for health care providers)

BASIC/ENTRY LEVEL SKILLS: Office/clinical staff (patient data entry, preparing patient care summaries, etc.). Please provide your best estimate.

25. Total est. average monthly FTE employed in 2011 for BASIC/ENTRY LEVEL EHR/HIT related tasks.

- None
- Don't Know
- Total Est. FTE (please specify)

26. Additional FTE needed now for BASIC/ENTRY LEVEL EHR/HIT related tasks (position advertised now or would be if resources were available).

- None
- Don't Know
- Total Est. FTE (please specify)

27. In 2013, how many TOTAL est. FTEs will you need for BASIC/ENTRY LEVEL EHR/HIT?

- None
- Don't Know
- Total Est. FTE (please specify)
28. Will you or have you used a consultant/contractor service for BASIC/ENTRY LEVEL EHR/HIT related tasks?

- Yes
- No

EHR/HIT Workforce Demand (for health care providers)

Workforce Demand for Consultant/Contractor BASIC/ENTRY LEVEL SKILLS: Office/clinical staff (patient data entry, preparing patient care summaries, etc.). Please provide your best estimate.

29. Total est. hours used to-date in 2011 for BASIC/ENTRY LEVEL.

- None
- Don't Know
- Total Est. Hours (please specify)

30. Additional hours needed in 2011 for BASIC/ENTRY LEVEL (position advertised now or would be hired if resources were available).

- None
- Don't Know
- Total Est. Hours (please specify)

31. In 2013, how many TOTAL hours do you estimate you will need for BASIC/ENTRY LEVEL?

- None
- Don't Know
- Total Est. Hours (please specify)

EHR/HIT Workforce Demand (for health care providers)
### Tx HIT Workforce Employee Survey-Beta

**Workforce Demand for FTE INTERMEDIATE LEVEL SKILLS:** Office/clinical staff (working with vendors, negotiating EHR/HIT related contracts, managing data, generating HIT reports, etc.). Please provide your best estimate.

#### 32. Total est. average monthly FTE employed in 2011 for INTERMEDIATE LEVEL EHR/HIT related tasks.

- None
- Don't Know
- Total Est. FTE (please specify)

#### 33. Additional FTE needed now for INTERMEDIATE LEVEL EHR/HIT related tasks (position advertised now or would be if resources were available).

- None
- Don't Know
- Total Est. FTE (please specify)

#### 34. In 2013, how many TOTAL est. FTEs will you need for INTERMEDIATE LEVEL EHR/HIT?

- None
- Don't Know
- Total Est. FTE (please specify)

#### 35. Will you or have you used a consultant/contractor service for INTERMEDIATE LEVEL EHR/HIT related tasks?

- Yes
- No

---

**EHR/HIT Workforce Demand (for health care providers)**

Workforce Demand for Consultant/Contractor INTERMEDIATE LEVEL SKILLS: Office/clinical staff (working with vendors, negotiating EHR/HIT related contracts, managing data, generating HIT reports, etc.)
Tx HIT Workforce Employee Survey-Beta

negotiating EHR/HIT related contracts, managing data, generating HIT reports, etc.). Please provide your best estimate.

36. Total est. hours used to-date in 2011 for INTERMEDIATE LEVEL.

☐ None
☐ Don't Know
☐ Total Est. Hours (please specify) 

37. Additional hours needed in 2011 for INTERMEDIATE LEVEL (position advertised now or would be hired if resources were available).

☐ None
☐ Don't Know
☐ Total Est. Hours (please specify)

38. In 2013, how many TOTAL hours do you estimate you will need for INTERMEDIATE LEVEL?

☐ None
☐ Don't Know
☐ Total Est. Hours (please specify)

EHR/HIT Workforce Demand (for health care providers)

Workforce Demand for FTE INTERMEDIATE LEVEL SKILLS: Technical/non-clinical staff (IT support for maintaining computing systems, working with vendors, negotiating EHR/HIT related contracts, managing data, generating HIT reports, installing networks, assuring security, managing system access, etc.). Please provide your best estimate.
39. Total est. average monthly FTE employed in 2011 for INTERMEDIATE LEVEL EHR/HIT related tasks.

- None
- Don’t Know
- Total Est. FTE (please specify)

40. Additional FTE needed now for INTERMEDIATE LEVEL EHR/HIT related tasks (position advertised now or would be if resources were available).

- None
- Don’t Know
- Total Est. FTE (please specify)

41. In 2013, how many TOTAL est. FTEs will you need for INTERMEDIATE LEVEL EHR/HIT?

- None
- Don’t Know
- Total Est. FTE (please specify)

42. Will you or have you used a consultant/contractor service for INTERMEDIATE LEVEL EHR/HIT related tasks?

- Yes
- No

EHR/HIT Workforce Demand (for health care providers)

Workforce Demand for Consultant/Contractor INTERMEDIATE LEVEL SKILLS: Technical/non-clinical staff (IT support for maintaining computing systems, working with vendors, negotiating EHR/HIT related contracts, managing data, generating HIT reports, installing networks, assuring security, managing system access, etc.). Please provide your best estimate.
43. **Total est. hours used to-date in 2011 for INTERMEDIATE LEVEL.**

- None
- Don't Know
- Total Est. Hours (please specify)

44. **Additional hours needed in 2011 for INTERMEDIATE LEVEL (position advertised now or would be hired if resources were available).**

- None
- Don't Know
- Total Est. Hours (please specify)

45. **In 2013, how many TOTAL hours do you estimate you will need for INTERMEDIATE LEVEL?**

- None
- Don't Know
- Total Est. Hours (please specify)

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**EHR/HIT Workforce Demand (for health care providers)**

Workforce Demand for FTE ADVANCED LEVEL SKILLS: Office/clinical staff (direct clinical and non clinical staff in HIT systems implementation and management, use reports from HIT systems for planning, carry out strategic planning for future use of HIT, etc.). Please provide your best estimate.
46. Total est. average monthly FTE employed in 2011 for ADVANCED LEVEL EHR/HIT related tasks.

- None
- Don't Know
- Total Est. FTE (please specify)

47. Additional FTE needed now for ADVANCED LEVEL EHR/HIT related tasks (position advertised now or would be if resources were available).

- None
- Don't Know
- Total Est. FTE (please specify)

48. In 2013, how many TOTAL est. FTEs will you need for ADVANCED LEVEL EHR/HIT?

- None
- Don't Know
- Total Est. FTE (please specify)

49. Will you or have you used a consultant/contractor service for ADVANCED LEVEL EHR/HIT related tasks?

- Yes
- No

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**EHR/HIT Workforce Demand (for health care providers)**

Workforce Demand for Consultant/Contractor ADVANCED LEVEL SKILLS: Office/clinical staff (direct clinical and non-clinical staff in HIT systems implementation and management, use reports from HIT systems for planning, carry out strategic planning for future use of HIT, etc.). Please provide your best estimate.
50. Total est. hours used to-date in 2011 for ADVANCED LEVEL.

- None
- Don't Know
- Total Est. Hours (please specify)

51. Additional hours needed in 2011 for ADVANCED LEVEL (position advertised now or would be hired if resources were available).

- None
- Don't Know
- Total Est. Hours (please specify)

52. In 2013, how many TOTAL hours do you estimate you will need for ADVANCED LEVEL?

- None
- Don't Know
- Total Est. Hours (please specify)

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**EHR/HIT Workforce Demand (for health care providers)**

Workforce Demand for FTE ADVANCED LEVEL SKILLS: Technical/non-clinical staff (designing custom databases, developing and adapting HIT systems for specific uses, designing custom software and hardware, etc.). Please provide your best estimate.
53. Total est. average monthly FTE employed in 2011 for ADVANCED LEVEL EHR/HIT related tasks.

☐ None  
☐ Don't Know  
☐ Total Est. FTE (please specify) 

54. Additional FTE needed now for ADVANCED LEVEL EHR/HIT related tasks (position advertised now or would be if resources were available).

☐ None  
☐ Don't Know  
☐ Total Est. FTE (please specify) 

55. In 2013, how many TOTAL est. FTEs will you need for ADVANCED LEVEL EHR/HIT?

☐ None  
☐ Don't Know  
☐ Total Est. FTE (please specify) 

56. Will you or have you used a consultant/contractor service for ADVANCED LEVEL EHR/HIT related tasks?

☐ Yes  
☐ No  

EHR/HIT Workforce Demand (for health care providers)

Workforce Demand for Consultant/Contractor ADVANCED LEVEL SKILLS: Technical/non-clinical staff (designing custom databases, developing and adapting HIT systems for specific uses, designing custom software and hardware, etc.). Please provide your best estimate.
57. Total est. hours used to-date in 2011 for ADVANCED LEVEL.

- None
- Don't Know
- Total Est. Hours (please specify)

58. Additional hours needed in 2011 for ADVANCED LEVEL (position advertised now or would be hired if resources were available).

- None
- Don't Know
- Total Est. Hours (please specify)

59. In 2013, how many TOTAL hours do you estimate you will need for ADVANCED LEVEL?

- None
- Don't Know
- Total Est. Hours (please specify)
60. The skills listed below may be relevant to selecting, implementing and maintaining EHR/HIT systems. Which skills are relevant to your business/organization and how did you/do you plan to access personnel to deliver them? (Check all that apply in each category.)

<table>
<thead>
<tr>
<th>Basic/Entry Level Skills: Customer service, communication and interpersonal skills, training</th>
<th>We have had staff with these skills</th>
<th>We obtained training for our staff so they have these skills</th>
<th>We hired new staff with these skills</th>
<th>We plan to train our staff to have these skills</th>
<th>We plan to hire new staff with these skills</th>
<th>We need to hire a contractor or consultant with these skills</th>
<th>No, we do not (did not) need personnel with these skills</th>
<th>Not Applicable/Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intermediate Level Skills: Knowledge of HIT products, familiarity with vendors, ability to negotiate contracts</td>
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<tr>
<td>Intermediate Level Skills: Knowledge of data management, data mining, and data sharing</td>
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<tr>
<td>Intermediate Level Skills: Understand &quot;Meaningful Use&quot; and if the current system can produce the data needed for compliance</td>
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<tr>
<td>Advanced Level Skills: Strategic planning and analysis skills</td>
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<tr>
<td>Advanced Level Skills: Database and system design</td>
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<tr>
<td>Advanced Level Skills: HIT systems implementation and management</td>
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<tr>
<td>Advanced Level Skills: Software/hardware engineering</td>
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</tbody>
</table>

**Factors Affecting Use of HIT (for non health care providers)**

Please indicate the extent to which you consider each of the following workforce issues to be a barrier to EHR and HIT implementation and/or use. (If you have not implemented an EHR or HIT, please indicate how much of a barrier each issue presents even if you have no plans to implement a system.)
### 61. Education and Training barriers to implementing and/or using EHRs/HIT.

<table>
<thead>
<tr>
<th>Training employed staff is difficult because many lack strong computing skills and/or are slow to learn new skills</th>
<th>Major barrier</th>
<th>Minor barrier</th>
<th>Not a barrier</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic computer literacy training for staff is not readily available</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>In-person staff training (non-degree) about how to use EHRs and HIT is not available</td>
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<tr>
<td>Online (e.g., web-based) education programs for training staff how to use EHRs and HIT are not available</td>
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<tr>
<td>Community college education programs for training staff how to use EHRs and HIT are not available</td>
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<tr>
<td>Baccalaureate or higher level education programs for HIT-related skills are not readily accessible</td>
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</tr>
<tr>
<td>Resources (including funds and/or release time) to train staff how to use EHRs and HIT are not available</td>
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</tbody>
</table>

### 62. Consulting/Contract resource barriers to implementing and/or using EHRs/HIT.

<table>
<thead>
<tr>
<th>Consultants and/or contract technical staff with understanding of the needs of our facility are not available</th>
<th>Major barrier</th>
<th>Minor barrier</th>
<th>Not a barrier</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultants and/or contract technical staff with understanding of the needs of our facility are too expensive</td>
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</tbody>
</table>

### 63. Recruiting and retention barriers to implementing and/or using EHRs/HIT.

<table>
<thead>
<tr>
<th>Lack of a well-defined HIT career ladder</th>
<th>Major barrier</th>
<th>Minor barrier</th>
<th>Not a barrier</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulty accessing qualified candidates</td>
<td></td>
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</tr>
<tr>
<td>Competitive market makes it difficult to retain qualified staff</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

### 64. Management and decision-making barriers to implementing and/or using EHRs/HIT.

<table>
<thead>
<tr>
<th>Software systems purchased are not well suited to our practice/organization</th>
<th>Major barrier</th>
<th>Minor barrier</th>
<th>Not a barrier</th>
<th>N/A</th>
</tr>
</thead>
</table>

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**EHR/HIT Workforce Demand (for non health care providers)**
Please provide your best estimate of the amount of staff resources with the skills below that your business/organization uses now for EHR/HIT implementation and operation, how much more it could use, and what your needs will be by 2013. Use FTE (for staff) or hours (for consultant/contractor).

Workforce Demand for FTE BASIC/ENTRY LEVEL SKILLS: Technical/non-clinical staff (IT support for maintaining computing systems, customer service etc.).

65. Total est. average monthly FTE employed in 2011 for BASIC/ENTRY LEVEL EHR/HIT related tasks.

- None
- Don't Know
- Total Est. FTE (please specify)

66. Additional FTE needed now for BASIC/ENTRY LEVEL EHR/HIT related tasks (position advertised now or would be if resources were available).

- None
- Don't Know
- Total Est. FTE (please specify)

67. In 2013, how many TOTAL est. FTEs will you need for BASIC/ENTRY LEVEL EHR/HIT?

- None
- Don't Know
- Total Est. FTE (please specify)

68. Will you or have you used a consultant/contractor service for BASIC/ENTRY LEVEL EHR/HIT related tasks?

- Yes
- No
Workforce Demand for Consultant/Contractor BASIC/ENTRY LEVEL SKILLS: Technical/non-clinical staff (IT support for maintaining computing systems, customer service etc.). Please provide your best estimate.

69. Total est. hours used to-date in 2011 FOR BASIC/ENTRY LEVEL.

- None
- Don’t Know
- Total Est. Hours (please specify)

70. Additional hours needed in 2011 for BASIC/ENTRY LEVEL (position advertised now or would be hired if resources were available).

- None
- Don’t Know
- Total Est. Hours (please specify)

71. In 2013, how many TOTAL hours do you estimate you will need for BASIC/ENTRY LEVEL?

- None
- Don’t Know
- Total Est. Hours (please specify)

EHR/HIT Workforce Demand (for non health care providers)

Workforce Demand for FTE INTERMEDIATE LEVEL SKILLS: Technical/non-clinical staff (sales, customer service, data analysis).
72. Total est. average monthly FTE employed in 2011 for INTERMEDIATE LEVEL EHR/HIT related tasks.

- None
- Don't Know
- Total Est. FTE (please specify)

73. Additional FTE needed now for INTERMEDIATE LEVEL EHR/HIT related tasks (position advertised now or would be if resources were available).

- None
- Don't Know
- Total Est. FTE (please specify)

74. In 2013, how many TOTAL est. FTEs will you need for INTERMEDIATE LEVEL EHR/HIT?

- None
- Don't Know
- Total Est. FTE (please specify)

75. Will you or have you used a consultant/contractor service for INTERMEDIATE LEVEL EHR/HIT related tasks?

- Yes
- No

EHR/HIT Workforce Demand (for non health care providers)

Workforce Demand for Consultant/Contractor INTERMEDIATE LEVEL SKILLS: Technical/non-clinical staff (sales, customer service, data analysis). Please provide your best estimate.
76. Total est. hours used to-date in 2011 for INTERMEDIATE LEVEL.

- None
- Don’t Know
- Total Est. Hours (please specify)

77. Additional hours needed in 2011 for INTERMEDIATE LEVEL (position advertised now or would be hired if resources were available).

- None
- Don’t Know
- Total Est. Hours (please specify)

78. In 2013, how many TOTAL hours do you estimate you will need for INTERMEDIATE LEVEL?

- None
- Don’t Know
- Total Est. Hours (please specify)

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EHR/HIT Workforce Demand (for non health care providers)

Workforce Demand for FTE ADVANCED LEVEL SKILLS: Technical/non-clinical staff (designing custom databases, developing and adapting HIT systems for specific uses, designing custom software and hardware, etc.).

79. Total est. average monthly FTE employed in 2011 for EHR/HIT related tasks.

- None
- Don’t Know
- Total Est. FTE (please specify)
Tx HIT Workforce Employee Survey-Beta

80. Additional FTE needed now for EHR/HIT related tasks (position advertised now or would be if resources were available).
   - None
   - Don't Know
   - Total Est. FTE (please specify)

81. In 2013, how many TOTAL est. FTEs will you need for EHR/HIT?
   - None
   - Don't Know
   - Total Est. FTE (please specify)

82. Will you or have you used a consultant/contractor service for EHR/HIT related tasks?
   - Yes
   - No

EHR/HIT Workforce Demand (for non health care providers)

Workforce Demand for Consultant/Contractor ADVANCED LEVEL SKILLS: Technical/non-clinical staff (designing custom databases, developing and adapting HIT systems for specific uses, designing custom software and hardware, etc.).

83. Total est. hours used to-date in 2011.
   - None
   - Don't Know
   - Total Est. Hours (please specify)
84. Additional hours needed in 2011 (position advertised now or would be hired if resources were available).

- None
- Don't Know
- Total Est. Hours (please specify) [insert response]

85. In 2013, how many TOTAL hours do you estimate you will need?

- None
- Don't Know
- Total Est. Hours (please specify) [insert response]

COMMENTS

86. Please provide any additional comments you have regarding the workforce needed to successfully implement and use Health Information Technology in Texas.

[insert comments]

87. As a "Thank You" for taking part in the survey we would like to send you a brief summary of the findings prior to the official release of the full report. If you would like to receive this summary please provide your email here. This email address will ONLY be used to send you the summary.

[insert email]

Thank you for taking the time to complete the Texas HIT Workforce Needs Assessment. Your input is essential to help us learn more about EHR/HIT workforce needs in Texas.