Caregiver Management

Reference Report

All information obtained from references provided by vendor.

Reference Survey

How long have you used the EHR from [Vendor's Name]? _____ (months/years)

The following questions are rated 1-5, where 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent.

How would you rate the value of your EHR to your nursing home? 1 – 2 – 3 – 4 – 5 – N/A

Using the same 1-5 scale, how would you rate your satisfaction with the EHRs ability to:

1. **Manage and report MDS information 1 – 2 – 3 – 4 – 5 – N/A**
2. **Maintain clinical information 1 – 2 – 3 – 4 – 5 – N/A**
3. **Order tests and review results 1 – 2 – 3 – 4 – 5 – N/A**
4. **Prescribe electronically 1 – 2 – 3 – 4 – 5 – N/A**
5. **Clinical decision support (e.g. drug warnings, preventative care reminders, etc.) 1 – 2 – 3 – 4 – 5 – N/A**
6. **Clinical/quality reporting (e.g. pay-for-performance, Bridges to Excellence, etc.) 1 – 2 – 3 – 4 – 5 – N/A**

Again, using the same 1-5 scale, how would you rate the vendor on:

1. **Implementation 1 – 2 – 3 – 4 – 5 – N/A**
2. **Training 1 – 2 – 3 – 4 – 5 – N/A**
3. **Support 1 – 2 – 3 – 4 – 5 – N/A**
4. **Service 1 – 2 – 3 – 4 – 5 – N/A**

Would you purchase this system again? □ Yes □ No

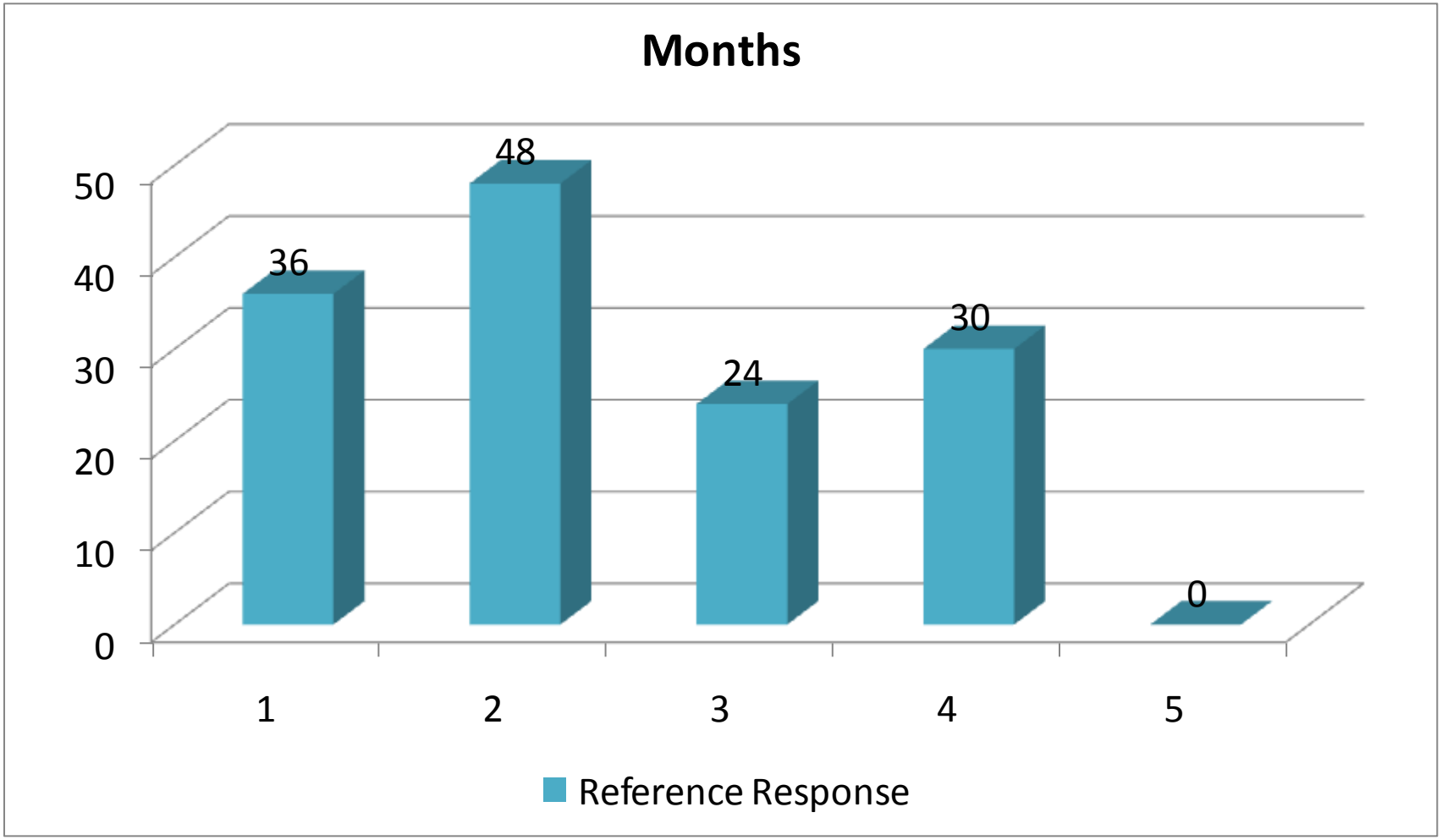
Would you purchase from the same vendor again? □ Yes □ No

All information obtained from references provided by vendor.

Product Evaluation

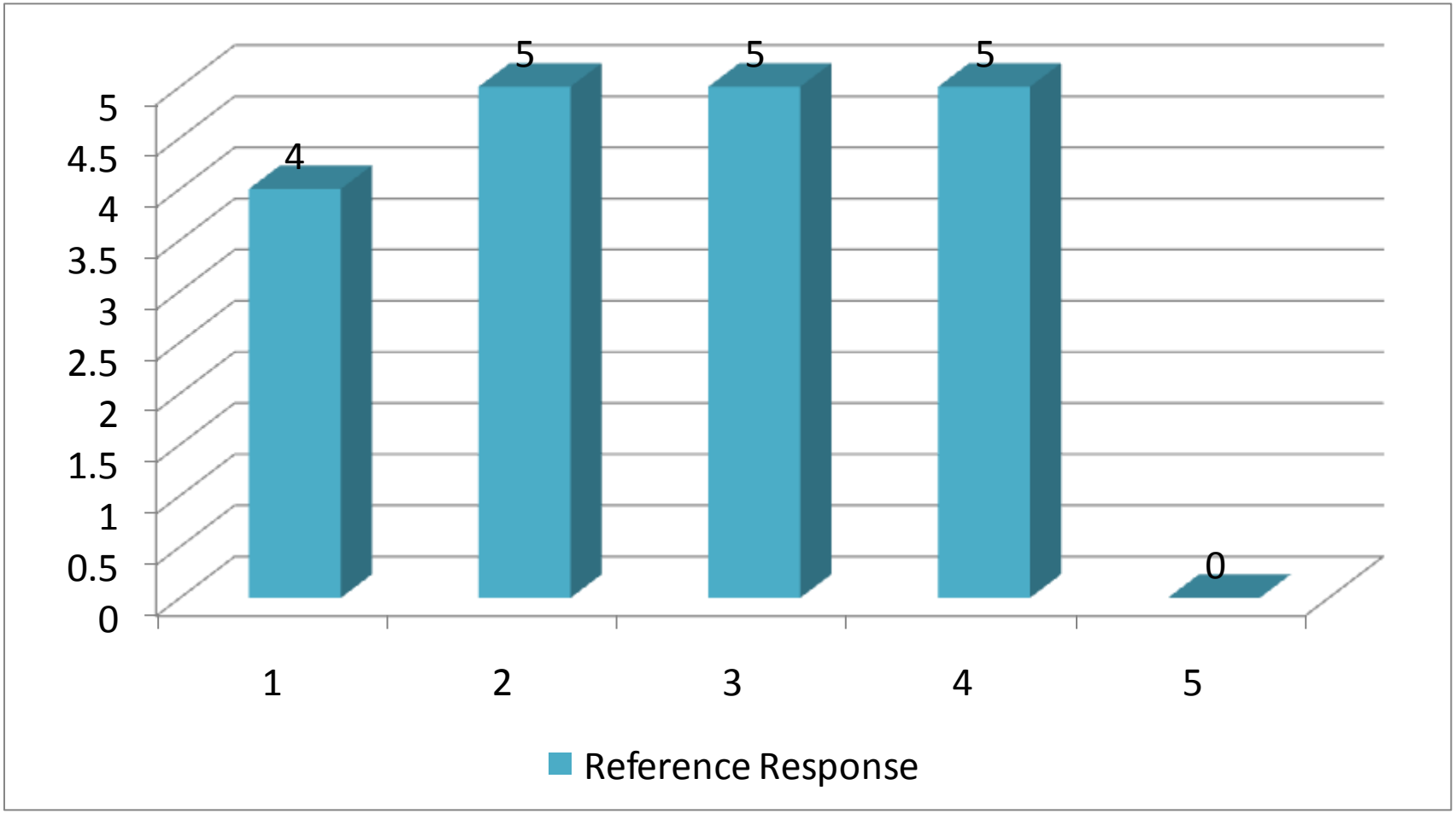
All information obtained from references provided by vendor.

How long have you used the EHR?



All information obtained from references provided by vendor.

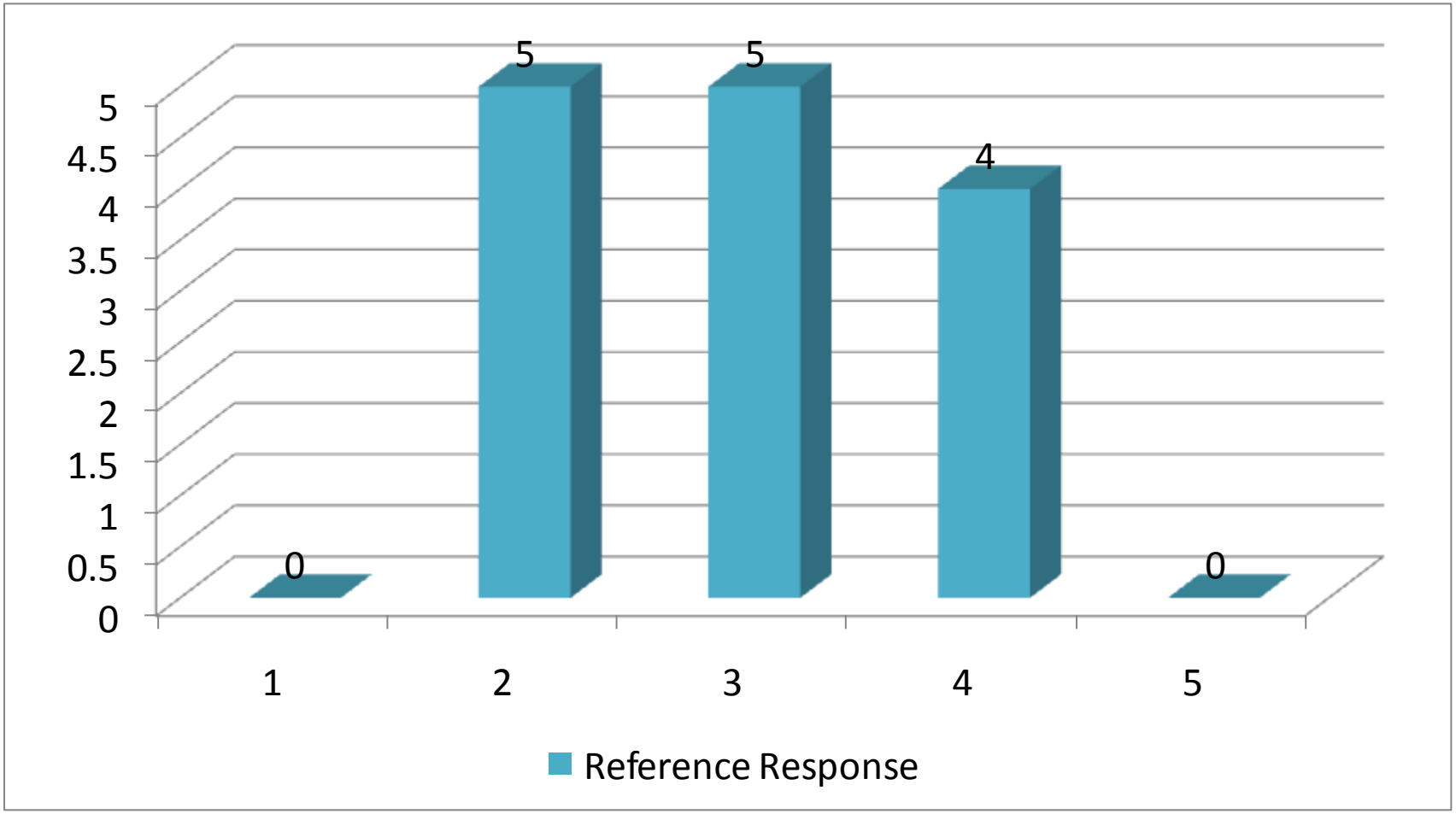
How would you rate the value of your EHR to your nursing home?



Questions are rated 1-5, where: 0=No Response 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

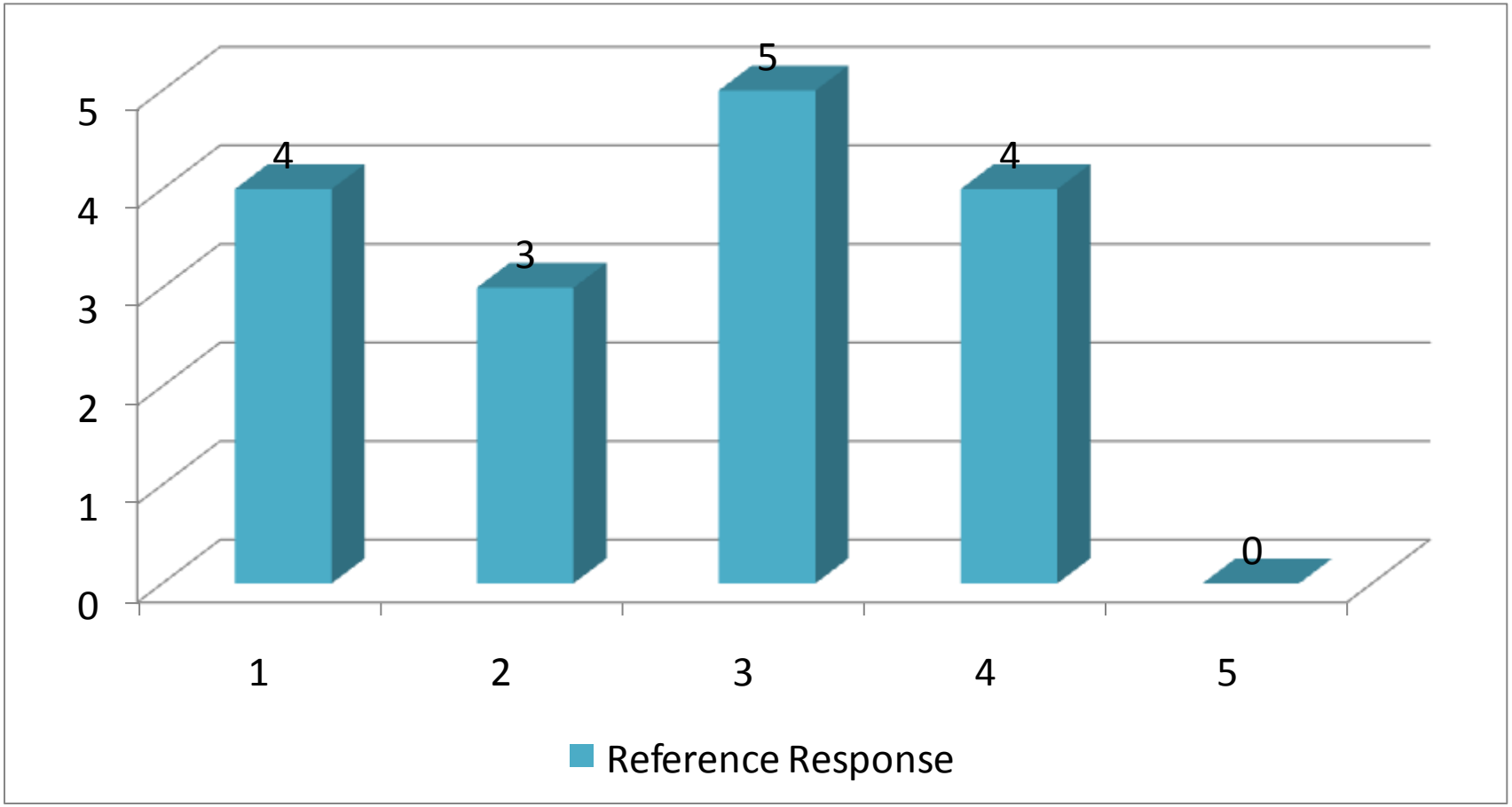
How would you rate your satisfaction with the EHRs ability to manage and report MDS information?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

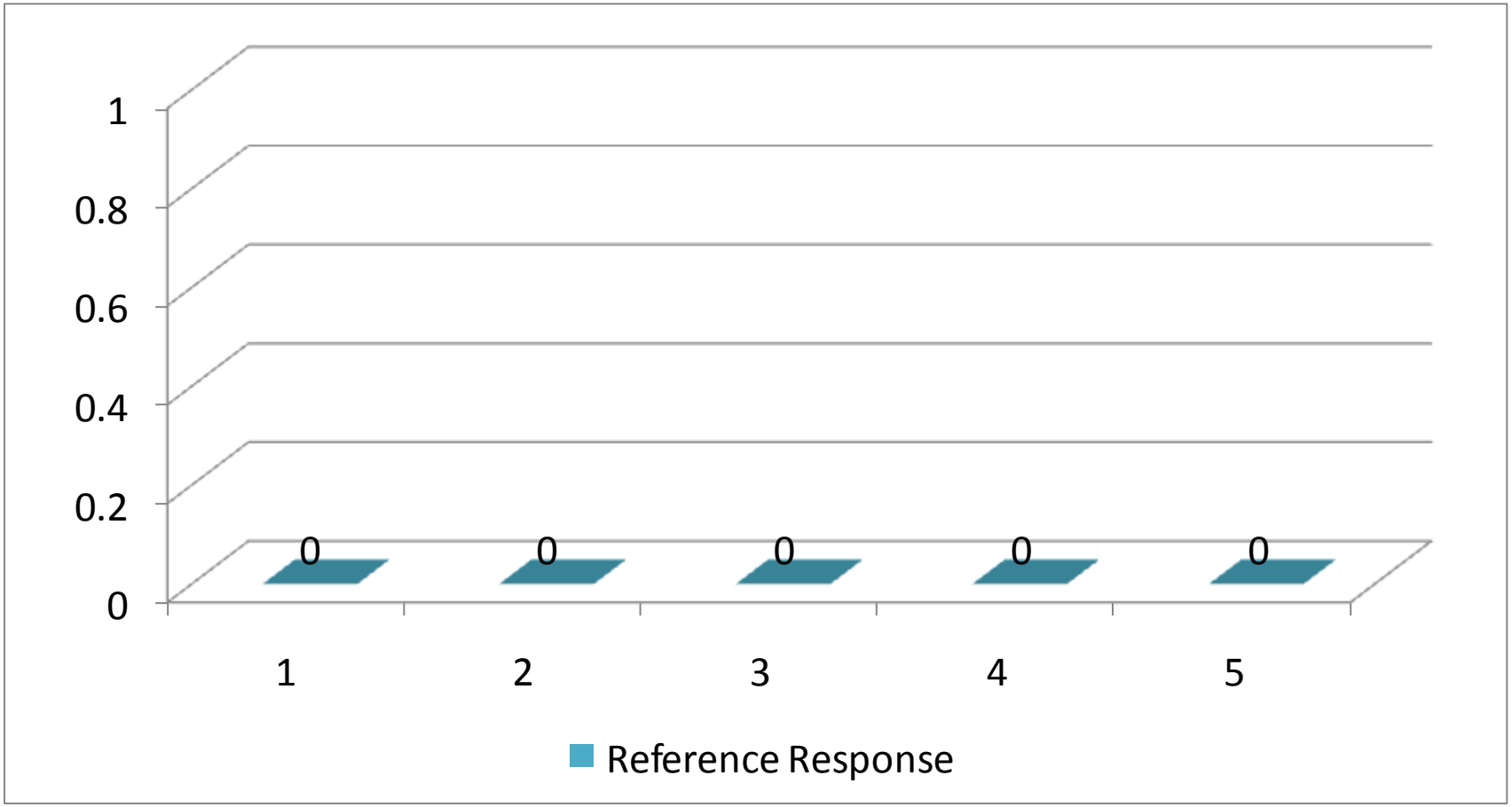
How would you rate your satisfaction with the EHRs ability to maintain clinical information?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

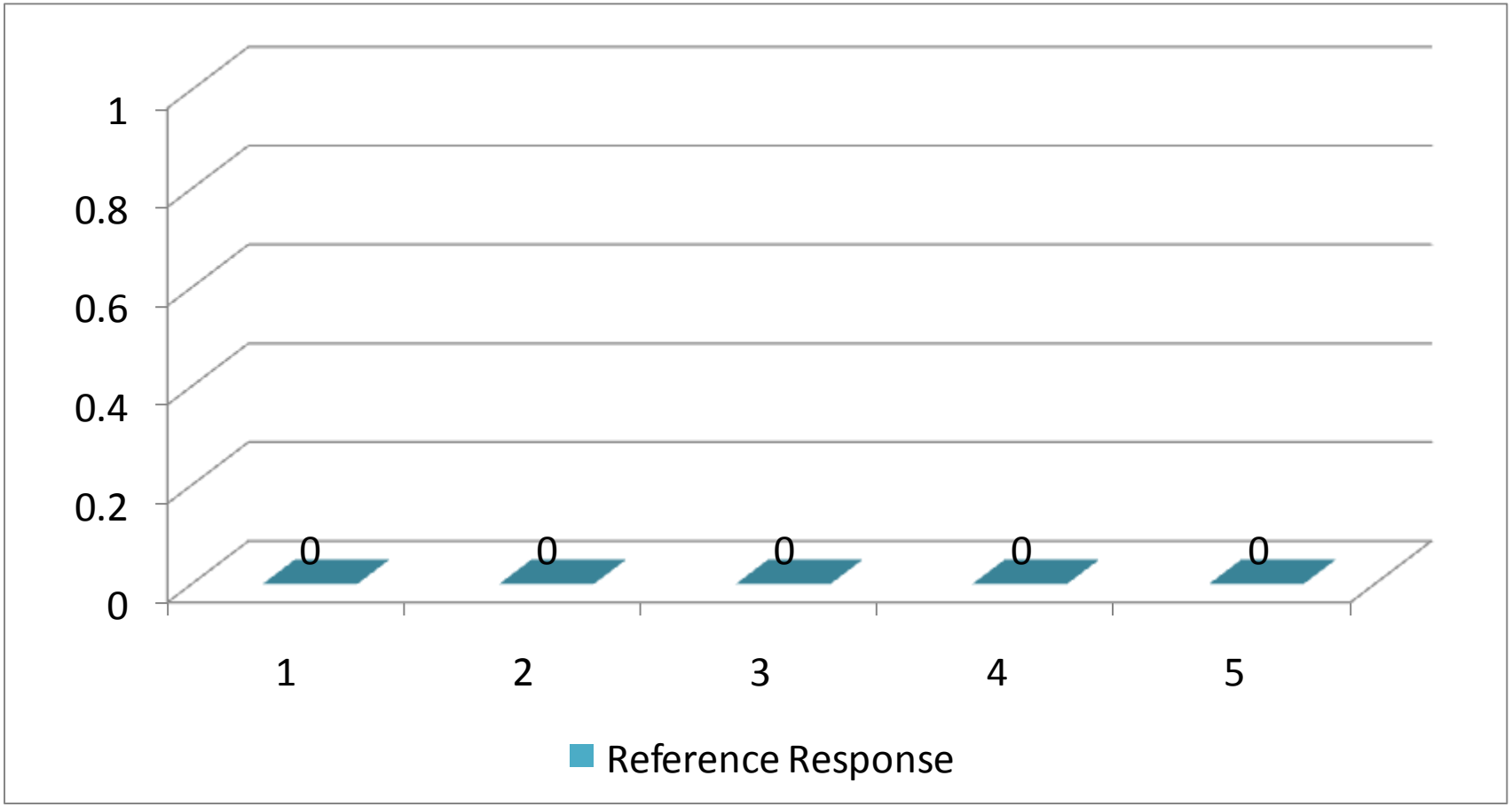
How would you rate your satisfaction with the EHRs ability to order tests and review results?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

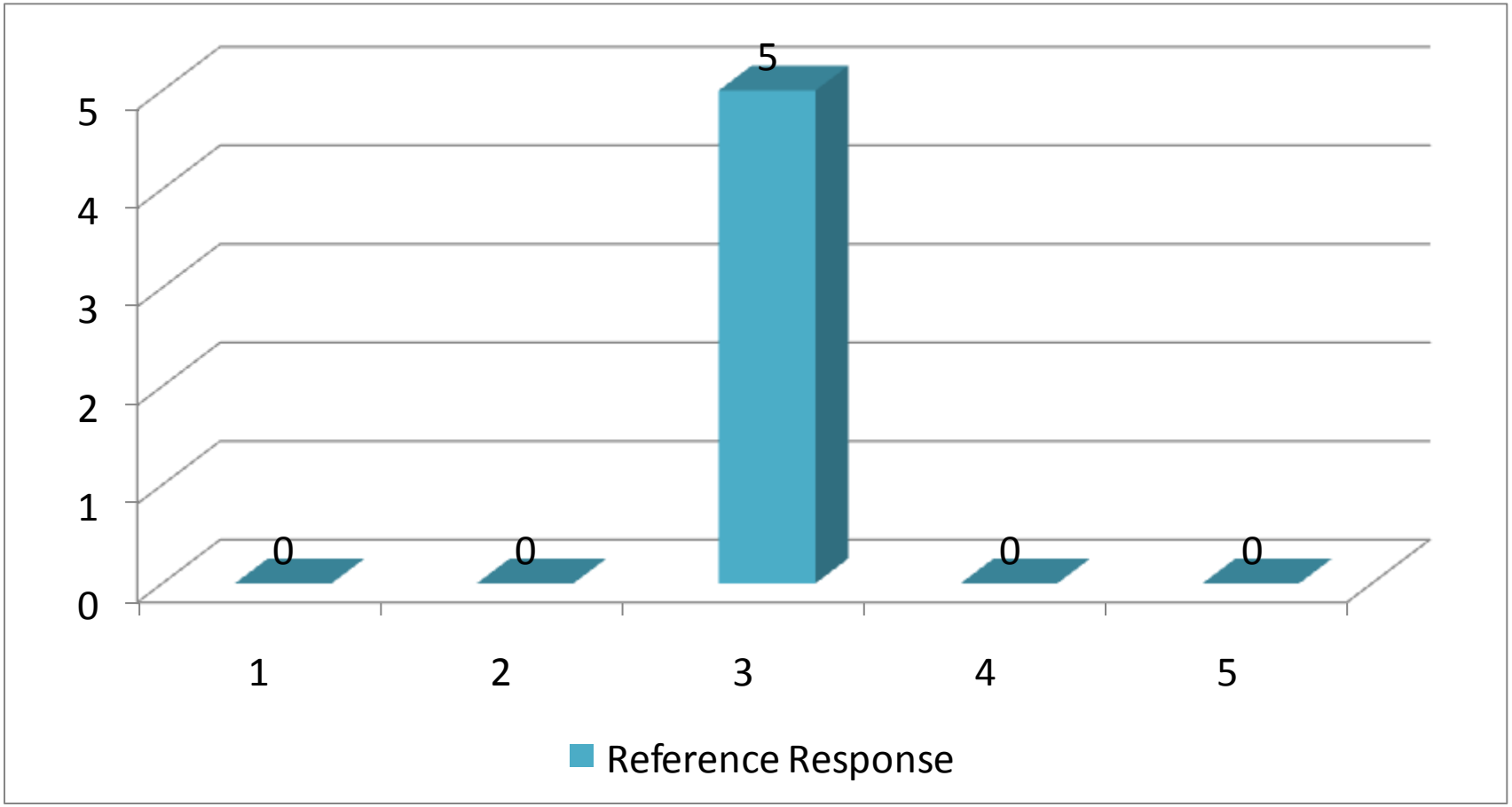
How would you rate your satisfaction with the EHRs ability to prescribe electronically?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

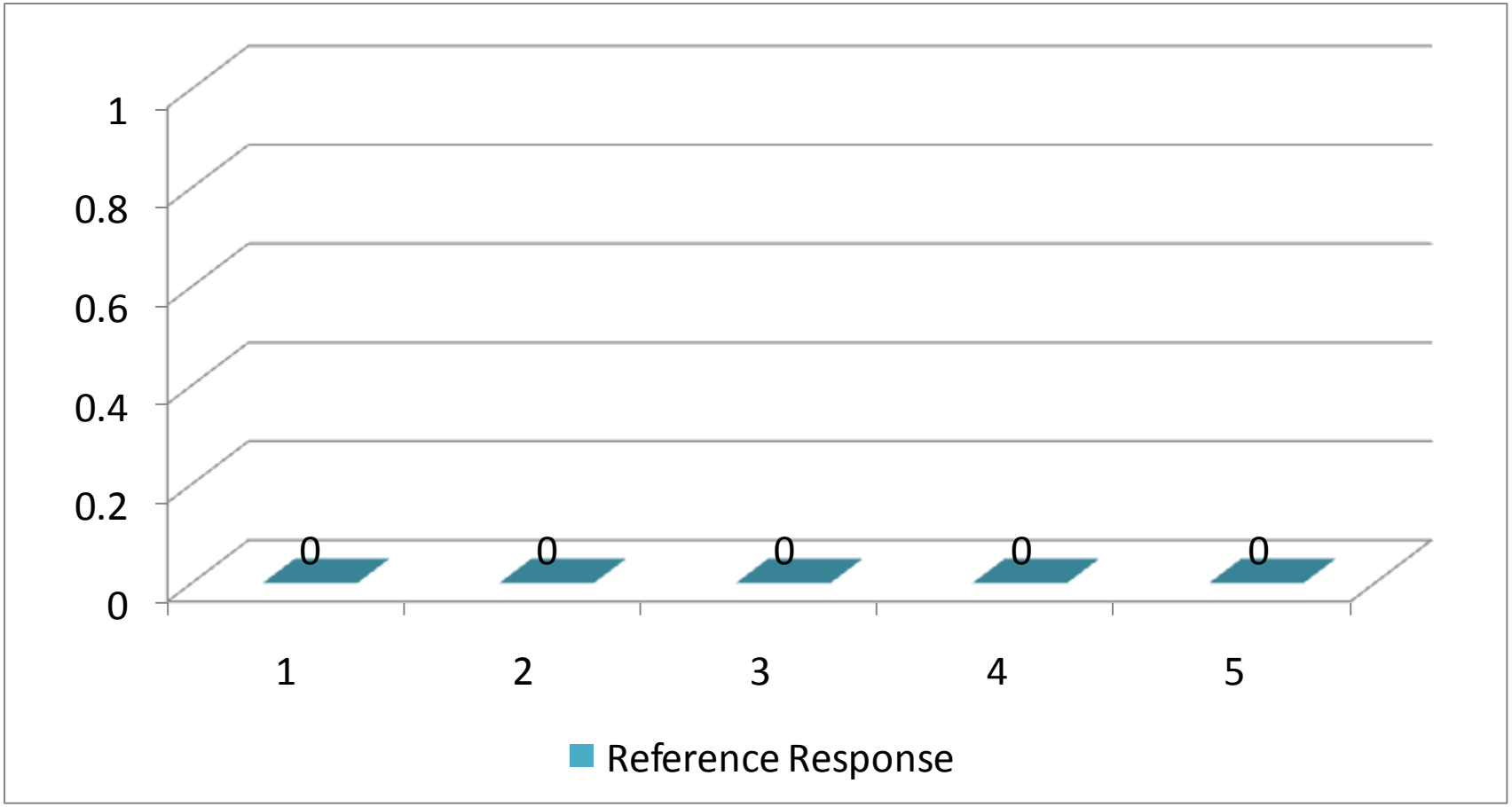
How would you rate your satisfaction with the EHRs ability regarding clinical decision support? (e.g., drug warnings, preventative care reminders)



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

How would you rate your satisfaction with the EHRs ability for clinical and quality reporting? (e.g., physician analysis of patient population, P4P, Bridges to Excellence, etc.)



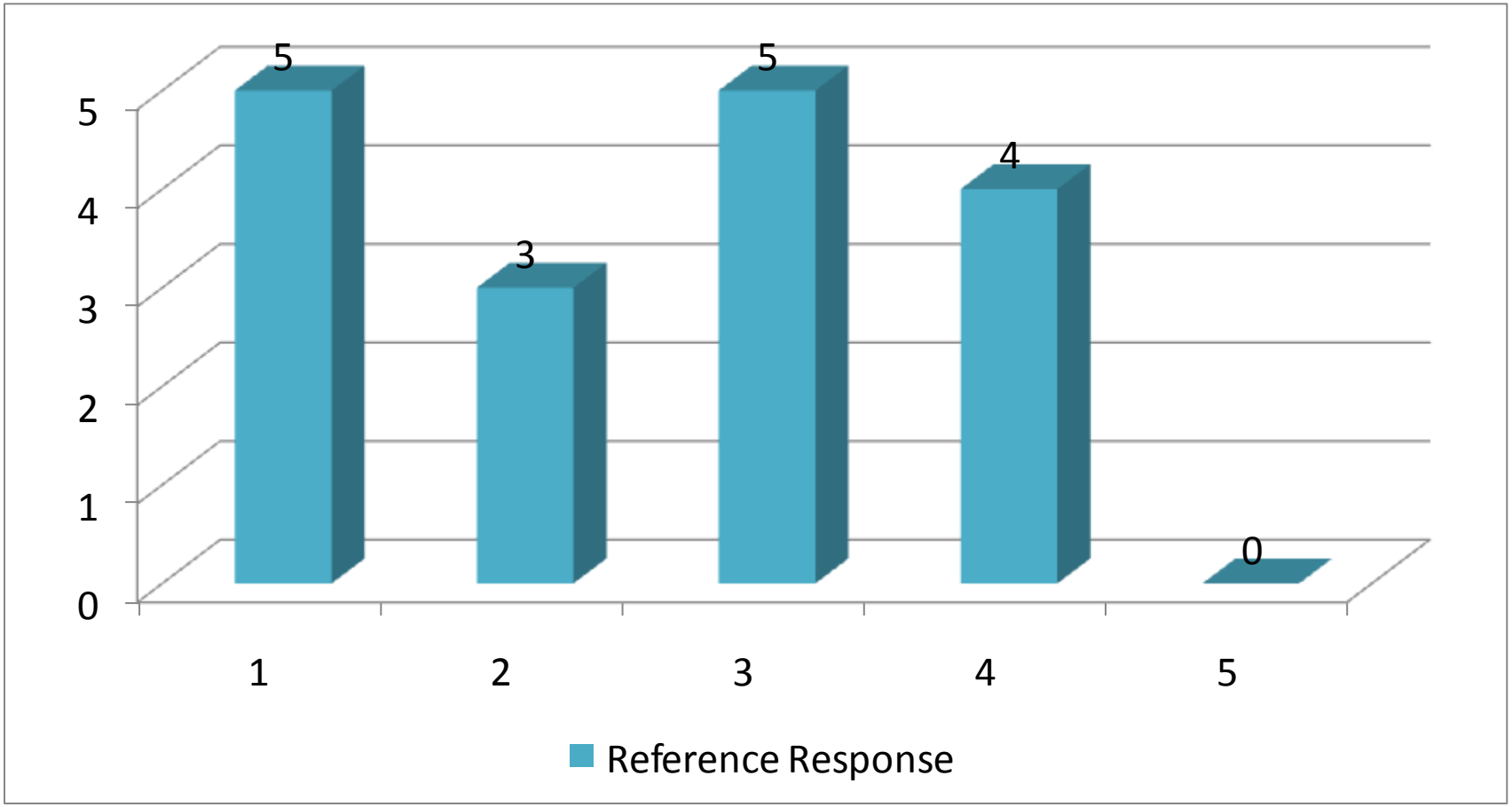
Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

Vendor Evaluation

All information obtained from references provided by vendor.

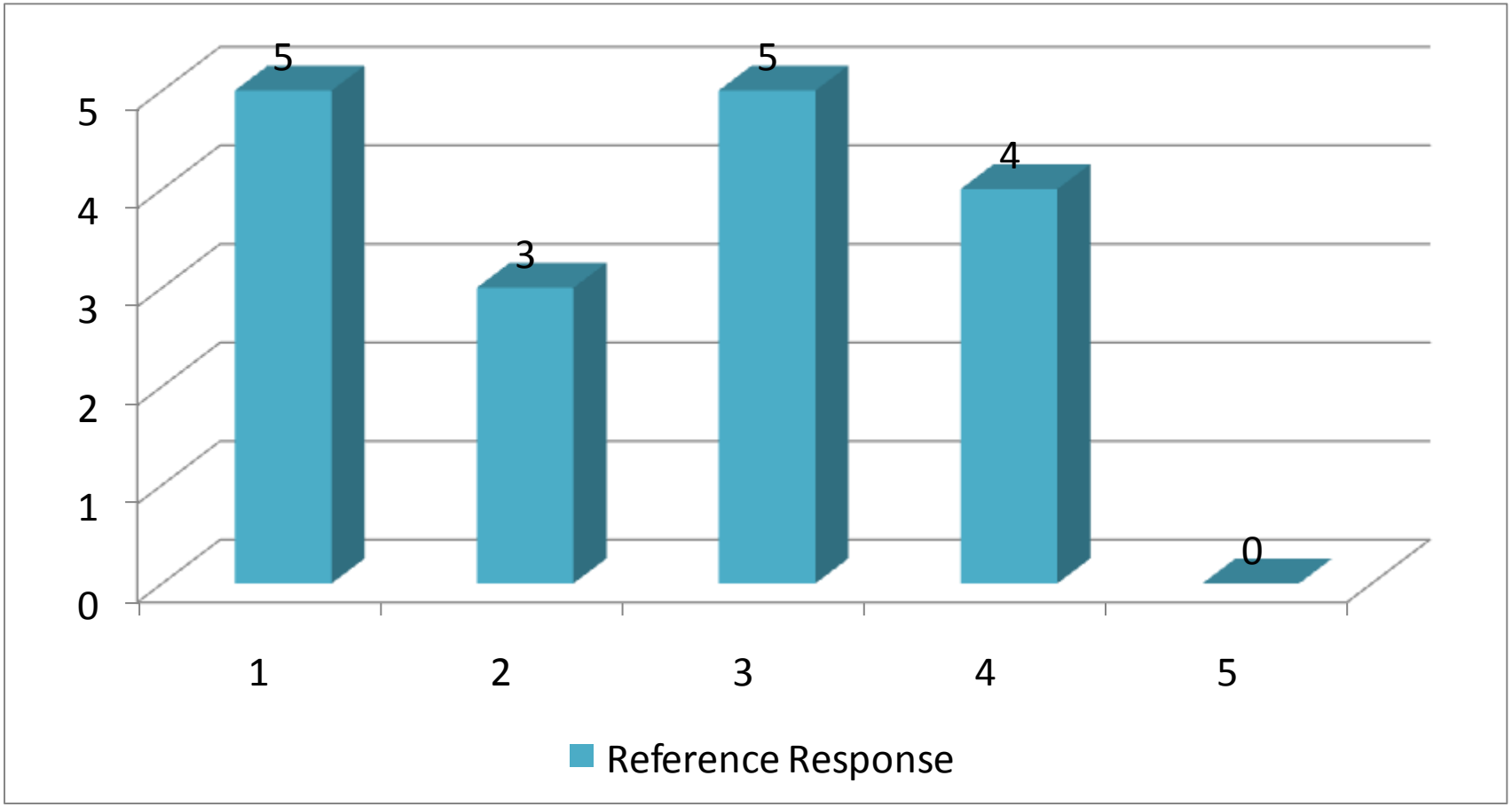
How would you rate the vendor on implementation?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

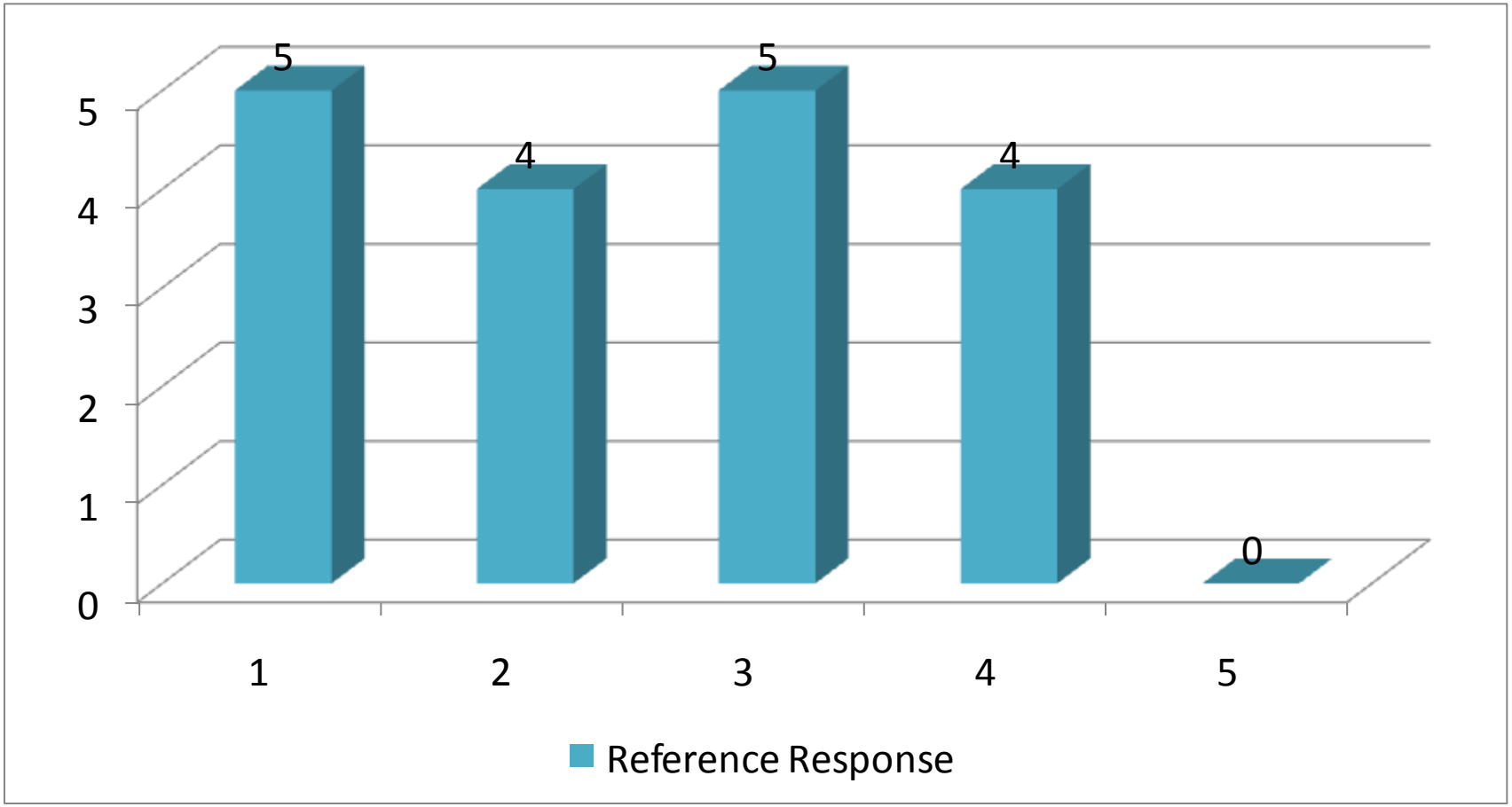
How would you rate the vendor on training?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

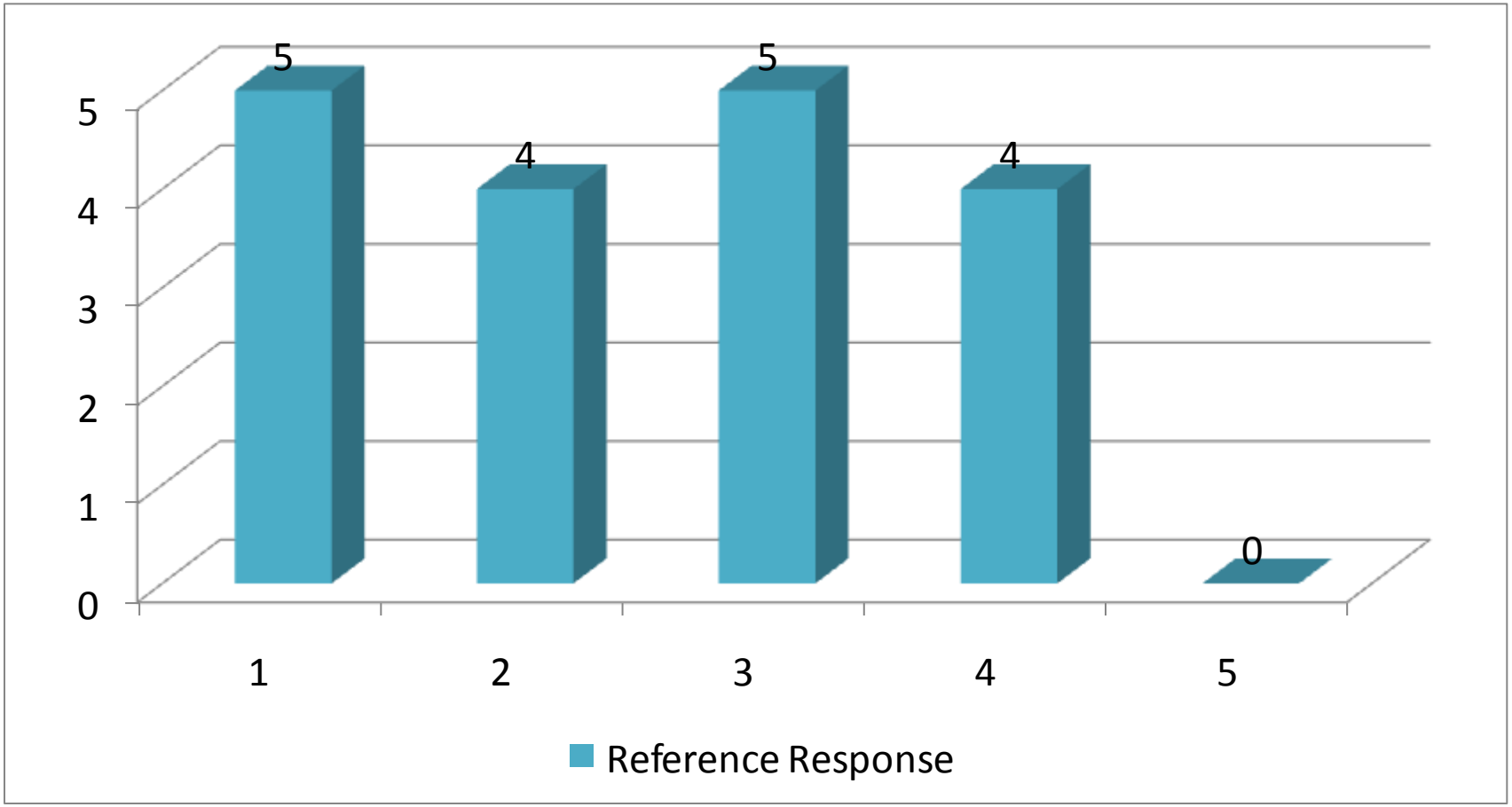
How would you rate the vendor on support?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

All information obtained from references provided by vendor.

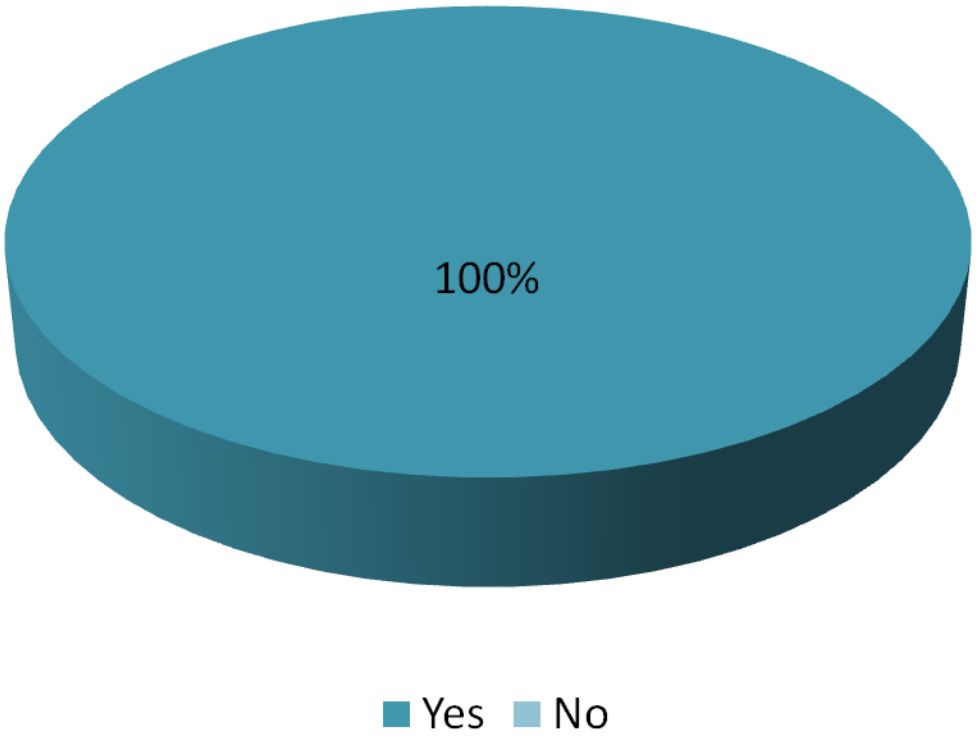
How would you rate the vendor on service?



Questions are rated 1-5, where 0=No response, 1=poor, 2=fair, 3=good, 4=very good, and 5=excellent

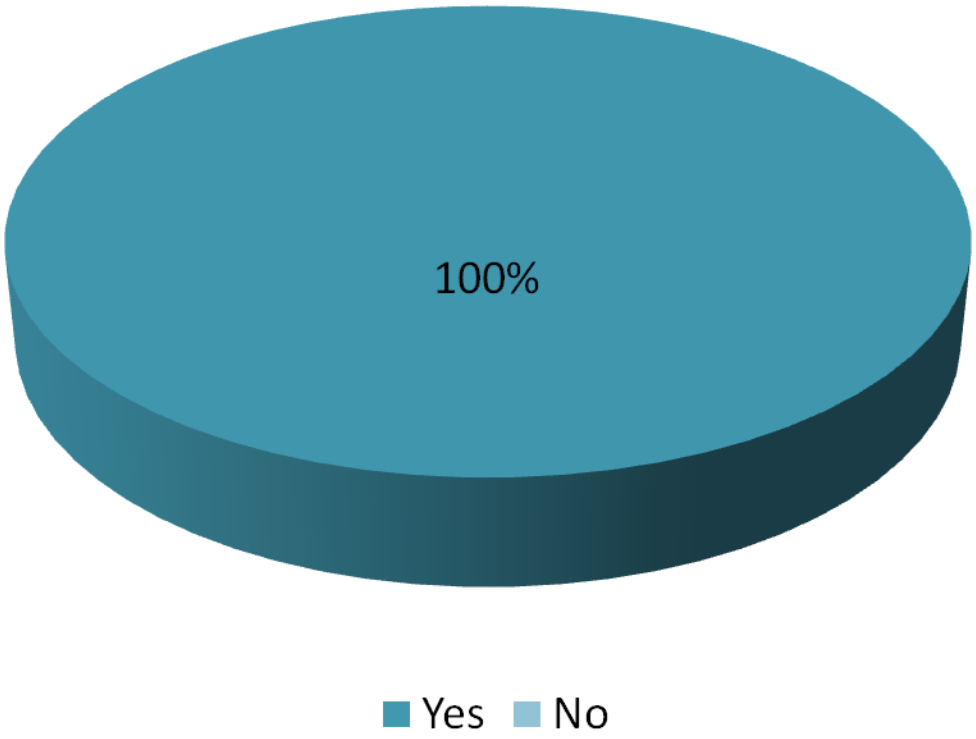
All information obtained from references provided by vendor.

Would you purchase this system again?



All information obtained from references provided by vendor.

Would you purchase from the same vendor again?



All information obtained from references provided by vendor.

For more information visit:

http://mhcc.maryland.gov/electronichealth/nursing_home/nursinghomeehr.html

Contact:

Jerry Rhoads/President

847-517-6710, ext. 224

jrhoads@ecaregiver.com

All information obtained from references provided by vendors.