

Provider documentation of patient education: a lean investigation

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APPENDIX

EPIC observation: survey protocol

Introduction scripts:

For Staff: We're doing an EPIC observation project in hopes of streamlining workflow.

For Patients: I'm here to observe how medical staff uses the computers for documentation. It's part of a project to make it faster and easier. Is that all right with you?

Did patient request or make inquiries prompting patient education?		Y N	
Who searched for the patient education?		MD MA Other	Specify
TYPES of patient education	Auto-populated in electronic medical record (EMR) from "Relevant Documents"	1	Topic
	Additional search in EMR	2	
	Search outside of EMR	3	Source Cut/Paste into EMR? Y N ?
	Other documents/handouts	4	Source Documented in EMR? Y N ?
	Verbal Instruction	5	
	None of the above— ABORTED	6	Reasons
Ease of locating desired education material		1st Attempt 2nd Attempt 3rd+ Attempt Other	Describe
How was patient education was provided?		Verbal only Printed only Both	
When was patient education conducted?		Beginning, Throughout or End of visit	
Was the patient's comprehension of education verified?		Y N	How
Did patient receive AVS as part of their visit?		Y N	Who gave it to patient Why not
Who delivered patient education?		MD MA Other	Specify
Was English a second language?		Y N	Language How addressed
REQUEST COPY OF THE AVS (IF PRINTED) AND ATTACH DE-IDENTIFIED/RELEVANT CONTENT			

Other notes or observations: