

# ISS User Satisfaction Survey Summary

## All - Staff, RNs, Faculty, Residents, Fellows

Question	2017 - All		2016 - All	
	Agree	Disagree	Agree	Disagree
Overall, I am satisfied with ISS	97%	3%	97%	3%
ISS follows through on their commitments	97%	3%	97%	3%
I am satisfied with computer hardware + printers	87%	13%	88%	12%
ISS Desktop Services team is courteous and friendly	98%	2%	98%	2%
I am satisfied with Customer Care when I call 310-267-CARE (2273) for assistance	97%	3%	96%	4%
I am satisfied with the paging system and page operator staff handle calls quickly and efficiently.	96%	4%	95%	5%
I am satisfied with the network performance (internet speed, availability)	87%	13%	87%	13%
I trust the information on the reports I use that are provided by the Office of Health Information and Analytics (OHIA)	97%	3%	94%	6%
Overall, I have access to data & analytics I need to do my job.	95%	5%	91%	9%
I know where to go to for help on my reporting, data and analytics needs	91%	9%	89%	11%
I am satisfied with CareConnect training.	92%	8%	90%	10%
It is easy to find CareConnect tip sheets and job aids.	89%	11%	87%	13%
CareConnect Updates sent via e-mail are beneficial and informative.	92%	8%	91%	9%
I am satisfied with the on-site support I receive from CareConnect teams.	95%	5%		

## Faculty, Residents, Fellows

Question	2017		2017	
	Agree	Disagree	Agree	Disagree
Overall, I am satisfied with ISS	94%	6%	94%	6%
ISS follows through on their commitments	95%	5%	95%	5%
I am satisfied with computer hardware + printers	84%	16%	83%	17%
ISS Desktop Services team is courteous and friendly	97%	3%	98%	2%
I am satisfied with Customer Care when I call 310-267-CARE (2273) for assistance	95%	5%	95%	5%
efficiently.	93%	7%	88%	12%
I am satisfied with the network performance (internet speed, availability)	87%	13%	82%	18%
I trust the information on the reports I use that are provided by the Office of Health Information and Analytics (OHIA)	96%	4%	91%	9%
Overall, I have access to data & analytics I need to do my job.	91%	9%	80%	20%
I know where to go to for help on my reporting, data and analytics needs	84%	16%	74%	26%

Question	Agree	Disagree	Agree	Disagree
I am satisfied with CareConnect training.	90%	10%	83%	17%
It is easy to find CareConnect tip sheets and job aids.	80%	20%	76%	24%
CareConnect Updates sent via e-mail are beneficial and informative.	81%	19%	76%	24%
I am satisfied with the on-site support I receive from CareConnect teams.	91%	9%		
Lab ordering is efficient and easy to perform.	82%	18%	82%	18%
Medication ordering is efficient and easy to perform.	85%	15%		
Imaging ordering is efficient and easy to perform.	85%	15%		
Referral ordering is efficient and easy to perform.	82%	18%	82%	18%
It is easy to view results and see patient information (e.g. labs, medications, and referrals).	90%	10%	86%	14%
Order sets/smartsets meet my needs.	84%	16%	81%	19%
Physician documentation is efficient (e.g. note template, dictation, attestations).	80%	20%	79%	21%
Patient education materials meet my needs.	78%	22%	75%	25%
Procedures are easy to document.	88%	12%	87%	13%
It is easy to communicate with patients through CareConnect.	80%	20%	81%	19%
It is easy for my notes to be sent to professional colleagues through CareConnect (e.g., MyChart, OpenNotes).	89%	11%	89%	11%
Inbasket is efficient and easy to use.	82%	18%		
Health maintenance is effective.	83%	17%	83%	17%

#### All Other Staff + RNs

Question	2017		2016	
	Agree	Disagree	Agree	Disagree
Overall, I am satisfied with ISS	97%	3%	97%	3%
ISS follows through on their commitments	97%	3%	97%	3%
I am satisfied with computer hardware + printers	88%	12%	88%	12%
ISS Desktop Services team is courteous and friendly	98%	2%	98%	2%
I am satisfied with Customer Care when I call 310-267-CARE (2273) for assistance	97%	3%	96%	4%
I am satisfied with the paging system and page operator staff handle calls quickly and efficiently.	96%	4%	96%	4%
I am satisfied with the network performance (internet speed, availability)	87%	13%	87%	13%
I trust the information on the reports I use that are provided by the Office of Health Information and Analytics (OHIA)	97%	3%	94%	6%
Overall, I have access to data & analytics I need to do my job.	95%	5%	93%	7%

Question	Agree	Disagree	Agree	Disagree
I know where to go to for help on my reporting, data and analytics needs	93%	7%	91%	9%
I am satisfied with Voice over IP (VoIP) wireless phones	77%	23%	90%	10%
I am satisfied with CareConnect training.	93%	7%	91%	9%
It is easy to find CareConnect tip sheets and job aids.	90%	10%	92%	8%
CareConnect Updates sent via e-mail are beneficial and informative.	94%	6%	93%	7%
I am satisfied with the on-site support I receive from CareConnect teams.	96%	4%		