

LIS3201 Assignment 2: Data Collection & Analysis

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Project Overview

Project Team F will be split into a two groups. Group one will have three members and group two will have two members. Group 1 will be responsible for conducting interviews with members of the hospital staff. The interviews will be held over a span of 4 days, and announced via an official HR department internal memo to ensure employee awareness, preparedness, and participation. The team will randomly choose sets of 10 to 20 employees from the hospital to interview. The interview team will attempt to interview as many of these sample employees and specialists as time permits, upon completion of the targeted departments. The interviews will be roughly 20 minutes in length, and the interviewer will work to minimize inconvenience for employees in this time constrained environment.

Group 2 will be assigned the task of creating and distributing a survey to current patients regarding XYZ Hospital's care and perceptions about the state of technology at XYZ hospital. The survey will be administered in person to patients being released from hospital care, or whose business with the hospital has been summarily completed. Surveys will not be distributed to patients currently undergoing treatment, so as not to create a false sense of doubt about quality or effectiveness of the service before it is completed. Due to the very short duration of this assessment, there is no set goal for the interviews or surveys. The team will simply try to maximize return in all areas in the allotted time. At the end of each survey, interviewers will ask the interviewee for other recent patients of XYZ Hospital. This may lead to some phone interviews.

During the course of this assignment, the entire group (both teams) will be on site at the hospital, and group members will be responsible for both observing their surrounding environment in terms of technology and its use, and recording anything of note which they believe will make an impact on the analytical findings.

XYZ Hospital Employee Interview Master Sheet.

Introduction Script

- I. Shake hands with interviewee and introduce yourself
- II. *Purpose Statement:* The purpose of this interview is to determine, through a series of questions, the current state of XYZ Hospital in regards to its technology and information systems. We will need you to be as honest and unbiased as possible while answering questions, but do not limit yourself to any particular viewpoint. If at any time you wish to elaborate on your answers, please feel free. With that being said, let's begin...

Interview Objectives

- A. To determine if technology is the reason behind XYZ Hospital's decline in patients
 - a. Interview will gather data from current employees
 - i. Overview of current ability to care for patients
 - ii. Usefulness of current systems
 - iii. Perceived benefit of better technology (if applicable)

Style: *Funnel* (open-ended to close-ended), chosen because many employees may feel very strongly about the current situation of the hospital and its standards of patient care.

Target Timeframe: 20 minutes maximum

Interview Questions

- 1) Which hospital department do you work in currently?

- 2) How long have you been employed by XYZ Hospital?

- 3) How would you describe the overall level of care that XYZ Hospital has been able to provide for its patients?

- 4) How would you describe the current level of care provided by XYZ Hospitals as compared to current Healthcare trends?

- 5) How often do you interact with technology here at XYZ Hospital during the course of an average workday?

- 6) When providing services for a patient, how important of a factor should technology be?

- 7) How does the current technology affect your ability to provide care for patients?

- 8) How does utilizing the current technology affect the quality of the average patient's diagnosis and treatment?
 - a. Has this effect, if any, been more positive or negative in your experience?

- 9) Have you encountered any work-related complications that were due to technological factors?
 - a. Did these situations ever involve a patient?

- 10) Have technological factors ever drastically affected a situation involving a patient?
- a. Was this effect positive or negative?
- 11) Have any patients expressed either appreciation for, or concern over the current state of XYZ Hospital's technology and information systems?
- 12) Would a faster, reliable information system have an impact on the diagnosis and treatment of patients at XYZ Hospital?
- a. Would this, in your opinion, benefit you or your patients in a significant way?
- 13) How do you perceive your ability to service patients could benefit from upgrades in technology?
- 14) Do you feel that more efficient, newer technology could prevent possible future issues involving patients' well-being?
- 15) Would you like to see any improvements made to the information systems currently in use here at XYZ Hospital?

Interview Closing Remarks:

1. Is there anything else we haven't covered that you would like to talk about, or any prior points you would like to elaborate on before we finish?
2. Do you have any suggestions concerning who should we interview next?

Thank you very much for taking the time to speak with us, we greatly appreciate it.

XYZ Hospital Patient Survey Master Sheet

Style: Close-ended, chosen because it allows for quick completion and easy analysis.

Target Timeframe: 5 to 10 minutes

Survey Objectives:

- B. To determine if technology is the reason behind XYZ Hospital's decline in patients
 - a. Interview will gather data from patients who have recently been cared for at the hospital, but are not current patients.
 - i. Overview of current ability to care for patients
 - ii. Usefulness of current systems
 - iii. Perceived benefit of better technology
- C. To gather data rapidly by asking predefined questions rather than spending time probing for special information.

Script:

Introduction

- III. Quickly introduce yourself and ask if the person would be willing to take a 10 minute survey about the hospital. If they decline, politely excuse yourself quickly as to maximize your time.
- IV. *Purpose Statement:* The purpose of this survey is to collect opinions about the current state of XYZ Hospital in regards to its technology and information systems. We will need you to be as honest and unbiased as possible while answering questions, but do not limit yourself to any particular viewpoint. If at any time you wish to elaborate on your answers, please feel free. With that being said, let's begin...

Distribute survey and allow patient(s) to complete it

Closing

- I. Thank you for your time.
- II. Do you know of any other recent patients of XYZ Hospital who may be willing to complete this short survey over the phone or in person?
- III. Have a great day.

Survey Questions

1) How long have you been a patient of XYZ Hospital?

- Less than 1 year
- Between 1 and 2 years
- Between 2 and 3 years
- Between 3 and 4 years
- Between 4 and 5 years
- 5 years or more

2) When was the last time you were admitted as a patient to XYZ Hospital?

- Within the last month
- Between 1 and 6 months ago
- Between 6 months and 1 year ago
- Between 1 year and 2 years ago
- Between 2 years and 4 years ago
- More than 5 years ago

3) On a scale of 1 to 10, how would you describe the overall level of care that XYZ Hospital has been able to provide for its patients?

Poor 1 2 3 4 5 6 7 8 9 10 Excellent

4) On a scale of 1 to 10, how would you describe the current level of care provided by XYZ Hospital as compared to current Healthcare trends?

Poor 1 2 3 4 5 6 7 8 9 10 Excellent

5) How often did you interact with technology during your stay at XYZ Hospital?

- Never
- About once per week
- Multiple times per week
- About once per day
- Multiple times per day
- Constantly

6) When receiving services as a patient, how important of a factor is technology?

- Very unimportant
- Unimportant
- Neither unimportant nor important
- Important
- Very Important

7) On a scale of 1 to 10, how much does the utilization of technology affect the quality of healthcare offered by a medical institution?

None 1 2 3 4 5 6 7 8 9 10 Major

8) In your opinion, how much does XYZ Hospital use technology?

Not enough 1 2 3 4 5 6 7 8 9 10 Too much

9) How does the current level of technology affect your perception of the quality of care you received as a patient?

- Large negative effect
- Negative effect
- No effect
- Positive effect
- Large positive effect

10) In your opinion, to what degree should the amount of technology used by XYZ be changed?

- Largely reduced
- Reduced
- Neither reduced or increased
- Increased
- Largely increased