

# RESEARCH PLAN

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## *Children's Hospital Boston Provider Portal*

### **Key Questions**

1. Why, when, and how do physicians refer their patients to Children's Hospital?
2. How is information exchanged through the referral process and patient visit or stay?
3. How do primary care physicians manage communication in a group practice?

### **Interview Questions**

#### **Referrals**

1. For what problems do you refer your patients to other providers?
2. How often do you refer?
3. Where do you refer?
4. Why do you choose Children's Hospital for patient referrals?
5. How are referral and care different at Children's from other places? Better? Worse?
6. Do you refer to specific physicians or to departments?
7. Do you arrange referral appointments for your patients?
  - a. Do you experience any difficulties making these appointments?
8. What instructions do you give parents to make their own appointments at Children's?
  - a. Do you hear from parents about difficulties making these appointments?
  - b. How do you help them?
  - c. How do you find out if your patients have made appointments, and when those appointments are?
9. Do you send medical information to Children's about patients that you refer?
  - a. How do you send that information? Fax? Mail? With the patient?
  - b. Do you ever get feedback about the information you send?

#### **Outpatient Referrals**

1. When you refer a patient to a specialist at Children's, how do you prefer to be involved in that care?
2. Do you get notified by the specialist after your patient is seen?

#### **Inpatient Admissions**

1. When one of your patients is admitted to Children's Hospital, how do you find out?
2. How do you prefer to be involved with or informed about your patient's care while admitted at Children's?
  - a. Have you experienced any difficulties being involved during a patient's admission?
  - b. Have you experienced any difficulties staying informed during a patient's admission?
3. Does Children's send you information during your patient's admission?
4. What phone calls do you receive?

## After a Visit

1. Does Children's coordinate your patient's care with you when discharged?
2. Does Children's send you any medical information after your patient's visit or stay?
3. Does Children's send you any information after your patient's visit or stay?
  - a. How do you get it? Phone, fax, e-mail?
  - b. How do you use the information you receive?
  - c. Is the information you receive enough? Too much?
  - d. How could it be better?
4. Do your patients give you any feedback about the care they received at Children's?

## Group Practice

1. Does each patient have a single primary care doc?
2. How do you manage patient communication among doctors in a group setting?
3. What happens if the referring physician isn't present when information comes in?
4. How does the secretarial staff manage their intra-office communication?
5. When specialists or other doctors call into your office, how do they typically get through to you?

## Practice Characteristics

1. How many physicians are in your practice?
2. How many non-physician staff?
3. How many patients?
4. Do you participate in CME programs provided by Children's Hospital?
5. Does your practice use an electronic medical record?
6. How did you choose your EMR?
7. What was your experience getting started with EMR?
8. Does your EMR include practice management functionality, like scheduling?
9. Does your EMR help you with communication inside your practice? Outside your practice?