

**1. 1. Gap with client/regional managers and their level of authority to act on behalf of FHTs:
(a) How often have you encountered this issue?**

		Response Percent	Response Count
Frequently		55.3%	21
Sometimes		36.8%	14
Never		7.9%	3
answered question			38
skipped question			1

**2. 1. Gap with client/regional managers and their level of authority to act on behalf of FHTs:
(b) To what extent does this have a negative impact on your FHT operations?**

		Response Percent	Response Count
Extremely		24.3%	9
Moderately		59.5%	22
Not at all		16.2%	6
answered question			37
skipped question			2

3. 2. Lack of internal coordination to ensure client problems are resolved: (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		46.2%	18
Sometimes		41.0%	16
Never		12.8%	5
answered question			39
skipped question			0

4. 2. Lack of internal coordination to ensure client problems are resolved: (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		33.3%	13
Moderately		48.7%	19
Not at all		17.9%	7
answered question			39
skipped question			0

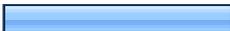
5. 3. Customer inability to understand PSS processes: (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		25.6%	10
Sometimes		53.8%	21
Never		20.5%	8
answered question			39
skipped question			0

6. 3. Customer inability to understand PSS processes: (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		18.4%	7
Moderately		60.5%	23
Not at all		21.1%	8
answered question			38
skipped question			1

7. 4. Lack of customer input: (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		57.9%	22
Sometimes		34.2%	13
Never		7.9%	3
answered question			38
skipped question			1

8. 4. Lack of customer input: (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		36.8%	14
Moderately		55.3%	21
Not at all		7.9%	3
answered question			38
skipped question			1

9. 5. Lack of updates/follow-up on tickets for clients: (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		61.5%	24
Sometimes		28.2%	11
Never		10.3%	4
answered question			39
skipped question			0

10. 5. Lack of updates/follow-up on tickets for clients: (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		41.0%	16
Moderately		43.6%	17
Not at all		15.4%	6
answered question			39
skipped question			0

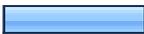
11. 6. FHTs inability to extract necessary data: (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		59.0%	23
Sometimes		38.5%	15
Never		2.6%	1
answered question			39
skipped question			0

12. 6. FHTs inability to extract necessary data: (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		51.3%	20
Moderately		43.6%	17
Not at all		5.1%	2
answered question			39
skipped question			0

13. 7. PSS is sometime unaware of OntarioMD requirements. (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		21.1%	8
Sometimes		39.5%	15
Never		39.5%	15
answered question			38
skipped question			1

14. 7. PSS is sometime unaware of OntarioMD requirements. (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		23.7%	9
Moderately		28.9%	11
Not at all		47.4%	18
answered question			38
skipped question			1

15. 8. Data backup process: (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		34.2%	13
Sometimes		36.8%	14
Never		28.9%	11
answered question			38
skipped question			1

16. 8. Data backup process: (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		34.2%	13
Moderately		26.3%	10
Not at all		39.5%	15
answered question			38
skipped question			1

17. 9. Inability to transfer records between PSS clients (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		17.1%	6
Sometimes		48.6%	17
Never		34.3%	12
answered question			35
skipped question			4

18. 9. Inability to transfer records between PSS clients (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		17.1%	6
Moderately		42.9%	15
Not at all		40.0%	14
answered question			35
skipped question			4

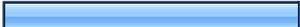
19. 10. PSS enhanced reports and features do not work as intended (a) How often have you encountered this issue?

		Response Percent	Response Count
Frequently		40.5%	15
Sometimes		43.2%	16
Never		16.2%	6
answered question			37
skipped question			2

20. 10. PSS enhanced reports and features do not work as intended (b) To what extent does this have a negative impact on your FHT operations?

		Response Percent	Response Count
Extremely		27.0%	10
Moderately		56.8%	21
Not at all		16.2%	6
answered question			37
skipped question			2

21. 11. Other: Please list your other priority issues in the comment boxes below.

		Response Percent	Response Count
Issue #1		100.0%	27
Issue #2		66.7%	18
Issue #3		44.4%	12
		answered question	27
		skipped question	12

22. Prioritize Action to be Taken by User Group

	First Priority	Second Priority	Third Priority	Fourth Priority	Rating Average	Response Count
<p>Communications</p> <ul style="list-style-type: none"> FHTs would like to have a single point of contact within PSS who will have the authority and ability to speak for FHT issues and will coordinate priority issues for FHT clients. 	29.7% (11)	16.2% (6)	43.2% (16)	10.8% (4)	2.65	37
<p>Interfaces (eg. Lab, e-prescriptions)</p> <ul style="list-style-type: none"> FHTs are and will be involved in health systems planning and innovation, the EMR should be innovative as well. The user group would work with PSS to determine what works needs to move ahead, and what work needs to wait for province-wide or LHIN-wide rollouts. 	28.2% (11)	30.8% (12)	28.2% (11)	12.8% (5)	2.74	39
<p>Data extraction</p> <ul style="list-style-type: none"> FHTs are interested in extracting data to inform quality improvement initiatives. Health Quality Ontario is defining data requirements for quality reporting. The user group will seek support from PSS to assist FHTs in accessing usable data. 	35.9% (14)	41.0% (16)	17.9% (7)	5.1% (2)	3.08	39
<p>FHT working environment</p> <ul style="list-style-type: none"> The user group will work 						

with PSS to increase their awareness of and responsiveness to the fact that the FHT working environment is different from that for physicians working in more traditional environments.

7.9% (3) 13.2% (5) 13.2% (5) **65.8% (25)** 1.63 38

Comments or new action items that have not been captured above, please indicate them here: 7

answered question 39

skipped question 0

23. Feedback on "Account Manager" proposal

Please indicate if you support the proposed "Account Manager" role as a single point of contact for FHTs. You will find the [proposal outlined here](#):

		Response Percent	Response Count
I support the proposal to send to PSS.		82.1%	32
I support the proposal, with some changes as indicated below.		15.4%	6
I do not support the proposal as outlined by the PSS user sub-group.		2.6%	1

Comments/Changes: 8

answered question 39

skipped question 0

Q21. 11. Other: Please list your other priority issues in the comment boxes below.

Issue #1		
1	Development of feature request i.e.improvement required, would like feedback when improvements might be done.	Jun 26, 2012 7:15 AM
2	Data searches to meet MOHLTC goals should be embedded in PS (and every vendor) so each user site does not have to experiment making searches on their own	Jun 25, 2012 8:41 PM
3	No regular maintenance or cleanup of server to improve system speed and efficiencies.	Jun 25, 2012 8:02 AM
4	tech support is only available during office hours while I am seeing patients so I can't call when I need to	Jun 24, 2012 5:38 AM
5	Instability of clients between sites via VPN despite adequate bandwidth	Jun 22, 2012 1:20 PM
6	Data extraction and analysis	Jun 20, 2012 2:05 PM
7	Some issues that you ask for assistance with - there is always an extra cost	Jun 20, 2012 11:33 AM
8	Upgrades cause new problems, issue is sent to PSS and seems to be lost or is not fixed until next version at a cost of new version upgrade	Jun 20, 2012 8:15 AM
9	When an update is done, there is no paperwork to tell us what has been changed or added.	Jun 20, 2012 7:44 AM
10	some searches do not work, even though they are entered correctly	Jun 20, 2012 6:12 AM
11	Cost of support for the "lack of support" received	Jun 20, 2012 5:08 AM
12	upgrades need to be done as if they understand the FHT they are working instead of from scratch	Jun 19, 2012 3:28 PM
13	Waiting for PSS to follow up i.e getting specialists' billing figured out	Jun 19, 2012 1:07 PM
14	Lack of commuication about availability of Custom Forms	Jun 19, 2012 11:11 AM
15	When they have an update ready, they should send it out to everyone, and not wait until we call with a complaint	Jun 19, 2012 11:05 AM
16	Need changes to schedualled reports - more options!	Jun 19, 2012 10:48 AM
17	Interface with other EMRs- e.g. mediTech	Jun 19, 2012 10:37 AM
18	When an unexpected error has occurred in PS Suite & you send the info to PS you never get a call back.	Jun 19, 2012 10:00 AM
19	Need new backup system- current system unable to handle volume size, tape system too old	Jun 19, 2012 9:05 AM
20	PSS Sales team is unapproachable and vague, does not respond in a timely manner and rude at times	Jun 19, 2012 8:37 AM

Q21. 11. Other: Please list your other priority issues in the comment boxes below.

21	we wish we had used codes for diagnosis to gather more accurate stats - wish PSS would give ideas as to best way to record to pull stats	Jun 19, 2012 8:13 AM
22	Lab, request, discharge notes to be pushed from MEDITECH to PSS as soon as possible	Jun 19, 2012 7:47 AM
23	Functionality for residents is extremely limited; needs much improvement.	Jun 19, 2012 7:10 AM
24	Not being able to choose your own back-up time causing problems - (PSS has set times to start)	Jun 19, 2012 7:08 AM
25	lack of communication with account rep re feedback of concerns identified	Jun 19, 2012 6:39 AM
26	E- prescriptions	Jun 19, 2012 6:38 AM
27	Super Users should be kept informed of changes to come and update processes	Jun 15, 2012 12:27 PM
Issue #2		
1	no data base to connect with other users	Jun 26, 2012 7:15 AM
3	Searches and reports slowing down the system - no alternative to data mining while clinic processes are running.	Jun 25, 2012 8:02 AM
5	Backup should include entire suite not just the DB	Jun 22, 2012 1:20 PM
6	Interface glitches	Jun 20, 2012 2:05 PM
8	Problems sent through to technical support and not given ticket number, repeat calls bring no further knowledge or information	Jun 20, 2012 8:15 AM
10	good training is lacking	Jun 20, 2012 6:12 AM
11	Lack of link into calendar/webs-ite/ability for online patient bookings	Jun 20, 2012 5:08 AM
13	Resolving tickets to completion - we still have open tickets greater than 1 year	Jun 19, 2012 1:07 PM
14	No web site with resources available - promised 2 years ago and still waiting for it to be available	Jun 19, 2012 11:11 AM
16	Need real-time data extraction tool	Jun 19, 2012 10:48 AM
17	Free training opportunities	Jun 19, 2012 10:37 AM
18	Not enough levels of security - eg. Patient Demographics - anyone can change patient & enrollment status & there is no easy way to tell who changed it	Jun 19, 2012 10:00 AM
19	Regular rollout of patches/updates with notification when available, we are behind, unaware of availability	Jun 19, 2012 9:05 AM
20	Technicians are not all trained at the same level	Jun 19, 2012 8:37 AM
23	Pending DI/Tests need to have same functionality as Pending Consults: address	Jun 19, 2012 7:10 AM

Q21. 11. Other: Please list your other priority issues in the comment boxes below.

entry, create letter shortcut, and dashboard tracking widget.

25	no direct PSS rep with implementation of HRM	Jun 19, 2012 6:39 AM
26	Lab interfaces	Jun 19, 2012 6:38 AM
27	PSS needs ongoing consultation with VARIED members of FHT to understand the needs of our clinics and also to be better informed of what their product us able to deliver to us	Jun 15, 2012 12:27 PM

Issue #3

1	need more focus on customer service	Jun 26, 2012 7:15 AM
3	PSS users blog of issues and fixes that users can subscribe to for education, communicaiton and training.	Jun 25, 2012 8:02 AM
6	Built in intregration with other commonly used software (e.g. Intele viewer)	Jun 20, 2012 2:05 PM
8	Standard custom forms not being updated in timely fashion e.g new parking form issued 2011 PSS has yet to update to new form	Jun 20, 2012 8:15 AM
13	We need PSS to value and follow through on our requests for inhancements	Jun 19, 2012 1:07 PM
16	Need a local support person (i.e., in Hamilton)	Jun 19, 2012 10:48 AM
18	WHO growth curves don't always plot correctly.	Jun 19, 2012 10:00 AM
19	Interact wth interface providers - changes made in PSS impact interface function, no idea till missing info	Jun 19, 2012 9:05 AM
23	Reports received through custom interfaces (DI, Transcription) are not recognized by pending tests/consults - do not "close the loop" - even though they're categorized correctly.	Jun 19, 2012 7:10 AM
25	lack of communication with updates within PSS	Jun 19, 2012 6:39 AM
26	Delays in upgrades	Jun 19, 2012 6:38 AM
27	Ministry changes to reporting, billing, etc must be communicated to vendors more efficiently as PSS cannot always keep up with the changes their clients are required to meet	Jun 15, 2012 12:27 PM

Q22. Prioritize Action to be Taken by User Group

1	PSS focus groups and panels are operating -- they do not happen to let all their users know about the groups or have open access to all customers ... How are these groups being formed, from where are they pulling representatives ? How do we get the information to everyone information, decisions made, minutes from the meetings ??? We have never seen any communication	Jun 25, 2012 8:02 AM
2	It is very frustrating having to deal with each of our issues separately and not being kept up to date on the status of each issue. This was made clear to the PS management team at the recent user conference. The Account Manager proposal would provide a much needed solution to a critical problem.	Jun 24, 2012 5:38 AM
3	I use an outside company for data backup	Jun 20, 2012 5:57 PM
4	Service expectations to resolve ticketed problems needs to be established. No timeframe is given for resolving problems. Often told that the issue will be addressed in the next version but there's no guarantee of this or the exact timeframe for resolution.	Jun 19, 2012 11:11 AM
5	Ensure interface action includes contact person and liaison with interface providers. Changes made to PSS impact interface and cause information to be lost/misplaced in transmission. Only find out about problem when realize information is missing, track back to interface, change made in PSS changes interface but other side not aware and therefore unable to make changes on their end until after info missing. Repeated attempts to discuss issue with PSS unsuccessful both for our FHT and our interface provider	Jun 19, 2012 9:05 AM
6	We have been very lucky and get good customer service from PSS. We have up graded several times - some issues after but they have been good to help us.	Jun 19, 2012 8:13 AM
7	Please ensure you incorporate the needs of academic FHTs (resident teaching sites) in the FHT working environment item above.	Jun 19, 2012 7:10 AM

**Q23. Feedback on "Account Manager" proposal

Please indicate if you support the proposed "Account Manager" role as a single point of contact for FHTs. You will find the proposal ou...**

1	We have seen no attempt at solving the issues from PSS other than working as per normal in the processes that are being done the same way they have always been done if you attempt to have different results from doing the same processes its a sign of insanity !!! What is Jim Kavanagh role in PSS -- still directly emailing some physicians with wrong information or information that doesn't seem to be vetted by PSS	Jun 25, 2012 8:02 AM
2	We need to be realistic about this. PSS has been up for sale for some time. No one seemingly wants to buy it. If we can work with them to see how they can improve their working style and address the nature of the relationship to be more responsive, they may get a better press, a buyer and hopefully get an injection of needed \$ to move the software forward.	Jun 21, 2012 12:51 PM
3	Believe account manager should happen for all customers of PSS. FHT's can be community led, blended model or physician led, this means the FHT may have general access to the PSS system but the information is owned by the physician(s) and any upgrades/problems/resolutions are based on the physician's or clinic PSS account.	Jun 20, 2012 8:15 AM
4	Funding for the position will need to be clarified.	Jun 19, 2012 2:56 PM
5	It is difficult to address FHT vs. physician/FHO issues as the server is owned by the physician group. How would this type of issue be addressed by the Account Manager?	Jun 19, 2012 11:11 AM
6	We probably would not be interested if this were to incur any extra fees/charges	Jun 19, 2012 10:00 AM
7	Comment - when we do have a major issue we do have a ticket number, name of the tech working with us, and a number to get ahold of the person. We also have a specific contact for sales and a PSS rep should we have concerns or questions. Honestly we have no problems with PSS. However - Consistency would be beneficial. We have our own server on site - and wonder if this makes any difference?	Jun 19, 2012 8:13 AM
8	This is a brilliant proposal. It is along the lines of what our FHT has been asking PSS for ever since they dropped us from the implementation manager stream.	Jun 19, 2012 7:10 AM