

Online Supplemental File 1. Effective Technology Use (ETU) MR post-implementation questionnaire.

Note to editor/reviewers: a previous version of this questionnaire appeared in Lesselroth, Informatics in Primary Care, 2011. Sections 1 and 4 have been modified for the present study.

We wish to understand how this organization addresses medication review and medication reconciliation. The following assessment seeks your opinion and input which will enable us to streamline future implementation of medication review and reconciliation tools. Participation is voluntary, anonymous, confidential, and should take five minutes to complete. Thank you, in advance, your participation, time, and insights.

For this assessment, we define **medication review** as the act of reviewing lists of medications with the patient, caregiver, or family to determine what they are using. We define medication **reconciliation** as the process of comparing information gathered during the medication review with institutional documentation, addressing discrepancies, communicating changes, and counselling the patient.

For each item below, please select the single best response according to your opinion based upon current practice at your facility.

Section 1: Organizational Attributes

Question		Score				
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Workflow compatibility †						
1	Medication reconciliation requires a lot of mental effort.	1	2	3	4	5
2	It is difficult to identify significant medication discrepancies.	1	2	3	4	5
3	Medication reconciliation fits into my workflow. *	1	2	3	4	5
4	Medication reconciliation makes me do extra work.	1	2	3	4	5
5	Medication reconciliation makes me take on more responsibilities.	1	2	3	4	5
6	I believe I have a routine way of identifying medication discrepancies. *	1	2	3	4	5
7	I know the processes for managing medication discrepancies. *	1	2	3	4	5
Values compatibility †						
1	Compared to other tasks, reconciling medications during an encounter makes the biggest contribution to patient safety.	1	2	3	4	5
2	I believe it is crucial to review every single medication with the patient or caregiver during the interview.	1	2	3	4	5
3	My time is best spent with the patient correcting and updating all prescriptions.	1	2	3	4	5
4	It is NOT important for me to reconcile medication discrepancies associated with prescriptions written by other providers. *	1	2	3	4	5

5	It is crucial that I review all recently expired and discontinued prescriptions with the patient.	1	2	3	4	5
6	It is important for the patient to complete a medication review at every single encounter.	1	2	3	4	5
7	It is crucial for the patient to leave every encounter or hospitalization with an updated list in hand of all medications.	1	2	3	4	5
Climate of implementation †		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Our hospital executives have expressed a commitment to the medication reconciliation process.	1	2	3	4	5
2	My department/service leadership stresses the importance of satisfying medication reconciliation to achieve performance measures.	1	2	3	4	5
3	My manager/supervisor has emphasized the importance of reconciling medications.	1	2	3	4	5
4	Our local clinical leadership has acted to remove obstacles encountered in our medication reconciliation process.	1	2	3	4	5
5	A peer in my role that is new to our facility receives education about the process of medication reconciliation.	1	2	3	4	5
6	In our facility there are no incentives for reconciling medications with the patient. *	1	2	3	4	5
7	I have the resources that I need to address identified medication discrepancies.	1	2	3	4	5

* Reverse scored

† We recommend removing construct labels from the questionnaire before distribution.

Section 2: Technology Perceptions

Question		Score				
Ease of Use †		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Using [the technology] for medication reconciliation requires a lot of mental effort. *	1	2	3	4	5
2	Overall, I believe that [the technology] output is easy to interpret.	1	2	3	4	5
3	When using [the technology], it is difficult to identify important medication discrepancies. *	1	2	3	4	5
Relative Advantage †		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	Using [the technology] enables me to review medications quickly.	1	2	3	4	5
2	Using [the technology] improves the quality of my medication reconciliation process.	1	2	3	4	5
3	The <u>advantages</u> of using [the technology] for reconciliation tasks outweigh the <u>disadvantages</u> .	1	2	3	4	5
4	I do not trust information provided by patients through [the technology]. *	1	2	3	4	5
5	Using [the technology] for medication reconciliation is more efficient than other methods.	1	2	3	4	5
6	Using [the technology] for medication reconciliation introduces more errors. *	1	2	3	4	5

7	The information generated by [the technology] is not as accurate as the process I usually use to collect a medication history. *	1	2	3	4	5
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* Reverse scored

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Section 3: Technology Use

Question		Score				
Consistency of Use †		Never	Rarely	Sometimes	Usually	Always
1	Which [number] best describes how often you review [the technology] output when available during clinic?	1	2	3	4	5
Quality of Use †		Never	Rarely	Sometimes	Usually	Always
1	I use [the technology] to understand patients' medication adherence.	1	2	3	4	5
2	I use [the technology] to identify medication discrepancies between our records and patient self-report.	1	2	3	4	5
3	I use [the technology] output to identify interruptions or delays in medication refills.	1	2	3	4	5
4	I update medication orders based upon information gathered using [the technology].	1	2	3	4	5
5	I update medical record documentation based upon information gathered using [the technology].	1	2	3	4	5
6	I use [the technology] output to help satisfy medication reconciliation documentation requirements.	1	2	3	4	5
7	I annotate [the technology] output based upon patient feedback.	1	2	3	4	5
8	I ask patients about their medication based upon findings documented in [the technology] output.	1	2	3	4	5
9	I notify other providers of unexpected medication issues identified while using [the technology].	1	2	3	4	5
10	I engage the assistance of other providers or arrange additional services to address concerns identified using [the technology].	1	2	3	4	5

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Section 4: Demographic Information

The following information is helpful to identify trends that may be present related to medication reconciliation beliefs. Please indicate your answer for each question.

1. Please complete the following sentence. The person(s) responsible for medication reconciliation is/are:
2. We want your honest opinions regarding medication reconciliation tools and processes at your facility. Please share in the space below any important facilitators or barriers.

3. Where do you practice?

4. Please indicate what age range you fall into:

< 20y 20-29y 30-39y 40-40y 50-59y > 60y prefer not to answer

5. How many years have you worked at your facility?

< 5y 6-10y 11-20y > 20y

6. Where is your main work area(s)?

inpatient outpatient primary care outpatient specialty care
 community living center domiciliary emergency department other

7. What is/are your current role(s) within your facility?

clerical associate health care technician LPN/LVN MD/DO PA
 NP/CNS pharmacist pharmacy technician RN social worker
 other clinical role other administrative role