



The following questions serve as an opportunity to help Digital Bridge and its sustainability efforts by learning from the experiences of our initial implementation sites. The questions are designed to get your organization thinking of larger implementation components such as costs, resources, and onboarding needed to support eCR implementation. Throughout your implementation the sustainability workgroup asks that you take note of some of the topics below to share with the workgroup. The information you share will be kept confidential and will be used to help inform Digital Bridge’s long term sustainability needs.

Initial Implementation Site Questions		I am a...			
		Provider	HIE/ RCKMS/ AIMS	Vendor	Public Health Agency
Sustainability	<b>Costs</b>				
	1. What has been your overall cost of ownership to participate in Digital Bridge as an initial implementation site? Break these costs down by thinking of implementation costs vs. operational costs. For example what were your one-time costs to stand up your initial implementation site vs. operational costs to keep your site going during initial implementation?	✓	✓	✓	✓
	2. What were your implementation and operational costs associated with consultant or staff hours or FTEs needed to support initial implementation sites?	✓	✓	✓	✓
	3. What were your implementation and operational costs associated with system hardware (i.e. maintenance, etc.)?		✓	✓	
	4. What were your implementation and operational costs associated with system software (i.e. licensing, etc.)?		✓	✓	
	5. Have your costs decreased, remained the same, or increased since joining Digital Bridge as an initial implementation site?	✓	✓	✓	✓
	6. Are there different costs that you are experiencing now being part of Digital Bridge that you did not experience before? If so explain.	✓	✓	✓	✓
	<b>Case Reporting</b>				
	1. How much consultant or staff time (total hours and hours/person) has your site spent on case reporting and follow-up before vs since joining the Digital Bridge initiative?	✓			✓
	2. Have you seen any time savings since joining Digital Bridge? Please explain.	✓			✓
	3. Have you seen an increase in the number of cases reported? Has your site been able to handle this new case load? Please stratify by disease.	✓			✓
	<b>Messaging &amp; Data Reporting</b>				
	1. Since joining Digital Bridge has the quality (as measured by timeliness, completeness and sensitivity and specificity by condition) of the data you’ve received improved?	✓*	✓		✓
	2. Since joining Digital Bridge have you seen a reduction or increase in duplicate cases? Please stratify by disease.	✓*	✓		✓
	3. Based on past experiences, does the eICR contain the right information you need to complete your job functions?	✓*	✓		✓
	4. How much consultant or staff time (in hours) was needed to embed RCKMS into your existing platform?		✓	✓	

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<b>Onboarding &amp; Training</b>					
	1. How long did it take (total hours and hours/person) to get things up and running after onboarding and initial training efforts?	✓	✓	✓	✓
	2. What were your training needs during implementation? Do you anticipate additional training needs for future implementations (i.e. additional diseases/conditions)?	✓	✓	✓	✓
<b>Resources</b>					
	1. Describe the different consultant or staff resources you needed for major implementation activities. Please include information on the exact number of hours or FTEs and the skillsets required for these resources.	✓	✓	✓	✓
	2. How did your site manage to assign resources to these activities? What sort of funding mechanisms were used?	✓	✓	✓	✓
	3. Before joining the Digital Bridge initiative, what resources was your site using for case reporting?	✓	✓	✓	✓
	4. What resources were being used during and after implementation? Was there an increase in resources?	✓	✓	✓	✓
<b>Legal</b>					
	1. What type of legal agreements/legal models did your organization need to put in place to participate in Digital Bridge?	✓	✓	✓	✓
	2. How long did it take to get these legal agreements into place?	✓	✓	✓	✓
	3. What aspects of your agreement/model worked well? What aspects needed to be changed? Please explain.	✓	✓	✓	✓
	4. Were there any additional efforts or challenges with regards to your legal agreements? Please explain.	✓	✓	✓	✓
<b>Overall</b>					
Program Evaluation	1. Based on your overall experience with the pilot, in your opinion what do you feel could have been done better?	✓	✓	✓	✓
	2. Name one future thing that could be used to better support the Digital Bridge effort.	✓	✓	✓	✓
	3. What was the biggest value you received in participating in the Digital Bridge initiative?	✓	✓	✓	✓
	4. Does your site have any additional recommendations for scalability?	✓	✓	✓	✓
	5. Did you share information, best practices, or lessons learned with other initial implementation sites? If so, how did you go about communicating with them and what content did you share?	✓	✓	✓	✓
	6. What advice would you give another organization that is considering participating in eCR and/or Digital Bridge? What items would you include in a checklist for other organizations looking to implement eCR?	✓	✓	✓	✓

\* Please note, this will vary based on initial sites' participation in the reportability response.