

# Clinical and Patient Charts: Work Practice Issues Related to Charts in Ambulatory Care Settings

## Ghost Chart Interview Questions

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ACTION for Health

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## **Clinical and Patient Charts: Work Practice Issues Related to Charts in Ambulatory Care Settings**

### **Ghost Chart Interview Questions**

Following is a list of sample questions that will be asked during semi-structured interviews. Actual questions used will vary with the type of worker (e.g., nursing staff, doctors, administrative assistants, etc.) and will reflect the particulars of each group's work.

- What is your role within the hospital?
- Can you describe your work in general?
- Which kind of medical charts do you come across in your job? And in what situations?
- When you use a chart, where do you get it from, and what do you do with it after you are finished working with it?
- How do you use these specific charts in your job?
- How do you retrieve different charts?
- How do you archive the charts?
- In retrieving or archiving information in the charts, have you experienced any obstacles? When you encounter obstacles in getting charts, or if the information you require is not there, what do you do?
- Tell me about the contents of the different charts; do they differ in any way?
- Looking back on the handling of the charts, have there been any changes over time?
- Do you think the use and handling of the medical charts could be organized in another way or is it "perfect" as it is? What works and what doesn't work for you about the current situation with charts?
- Are you involved with research? If so, what kinds of data do you collect, and how are those data collected and maintained?
- Are any databases maintained in your unit? If so, what kinds of information are collected?
- Is chart abstraction currently occurring on your unit? If so, what kinds of data are being abstracted from the charts? Do you know who is abstracting it, and for what purposes?
- If you are a manager, what kinds of data are you called upon to produce, and for whom? How do you get those data? Do you have access to the kind of data that you need? If not, what demands have you been unable to meet recently?
- What kinds of requests do you get for information from other units, and what units do those requests come from?
- If you sometimes have to contact other units to obtain information, what kinds of information do you typically need, and from which units?

### Basic demographic information:

- How many years have you been in contact with patient charts?
- How would you describe your computer knowledge?
- From personal or professional life?
- Since when?
- Profession?
- Sex?
- Age?