Ambulatory Care Survey Updates

Health Information Technology (HIT)

Ron Hays (RAND)
• Project Background

• CAHPS HIT Item Set Domains

• Options for Field Testing
Purpose

- Patient perspectives on health information technology (HIT)
- HIT and health care experience: contribution or detraction?
- Develop approximately 20 items
- Pilot testing in 4 to 5 sites
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Literature Review

- EMRs are rare (17% EMR use)
- PHRs are rarer (6% with access)
- Consumer interest in on-line lab results, refills, email, after visit summaries
- Consumers value coordination of care, convenience, safety, understanding medical decisions
- Acceptance of doctor use of computer
- Need for standardized questions
Focus Groups

- 3 groups (2 in MA & 1 in NJ)
- Supported literature findings
- Want clear and easy to use web site
- Lab results: understanding them and emotional impact
- Efficiency and accuracy of e-prescribing
Cognitive Testing

- East and West Coasts
- First round, Jan-Feb 2008
- Second round, Nov-Dec 2008
Initial Item Domains

- Patient use of an internet portal
- Patient access to an online medical record
- E-mail communication/web messaging
- Electronic prescribing systems (E-prescribing)
Current Item Domains

- Patient access to online personal health information
  - Laboratory or other test results
  - Listing of their prescription medicines
  - Physician’s notes from prior office visits
- E-mail communication/web messaging
- Experience with e-prescribing
- Physician use of computer during visits
Sample Questions

Domain:
Patient access to online personal health information

Questions:
- Does this doctor’s office put your laboratory or other test results on a web site for you to see?
- In the last 12 months, did you look for your lab or other test results on the web site?
- In the last 12 months, how often were these lab or other test results presented in a way that the results were easy to understand?
Site Interviews

- In-depth interviews – personal health record architecture, functions, enrollment
- Chief information officers, system managers, etc.

Participants
- Kaiser (CA)
- Veterans Health Administration (DC)
- Group Health Cooperative (WA)
- HealthPlus (MI)
- Partners HealthCare (MA)
- CareGroup Healthcare System (MA)
Options for Field Testing

• Sample
  – 10 physicians for each of 3 sites
  – 100 patients sampled/physician
  – Estimated 40% response rate
  – 1200 completes (400 x 30)

• Mixed mode
  – Mail + Phone
  – Internet + mail

• Possible sites
  – Kaiser Permanente
  – Partners HealthCare
  – Group Health Cooperative
Next Steps

■ Field testing in 2009
■ Finalization of HIT survey
■ Adoption & dissemination