Ambulatory Care Survey Updates

Health Information Technology (HIT)

Ron Hays (RAND)

AHRQ
Agency for Healthcare Research and Quality
Advancing Excellence in Health Care
U.S. Department of Health and Human Service

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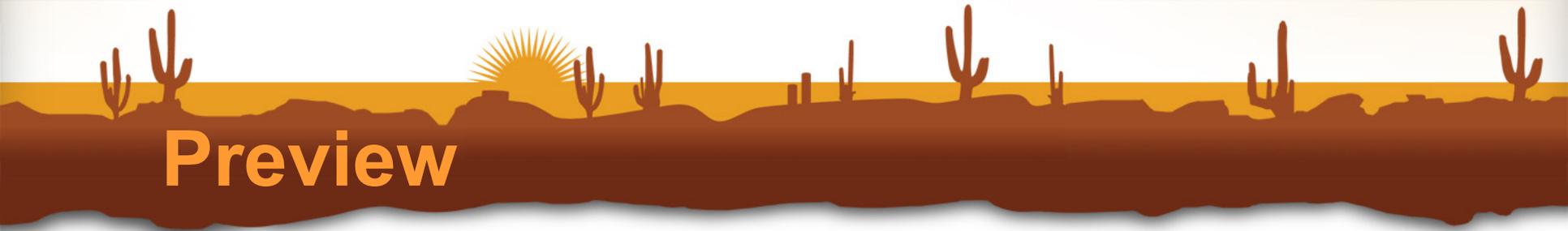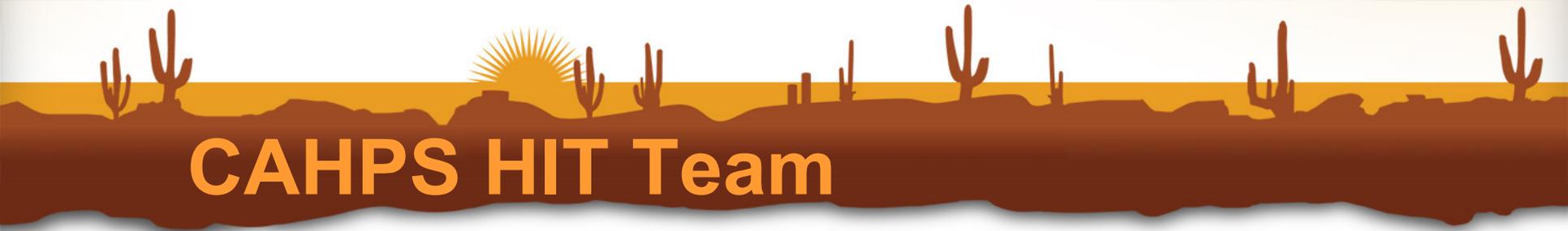
Preview

- Project Background

- CAHPS HIT Item Set Domains

- Options for Field Testing
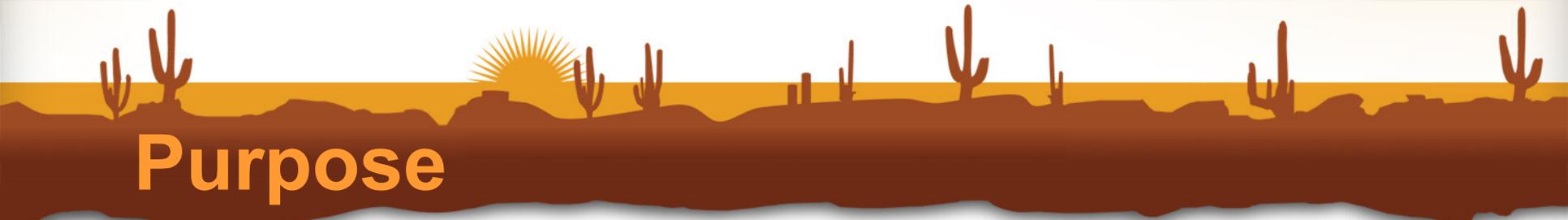
Purpose

- 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

CAHPS HIT Team

AHRQ

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RAND Team

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Westat Team

Debra Dean	Carla Zema	

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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

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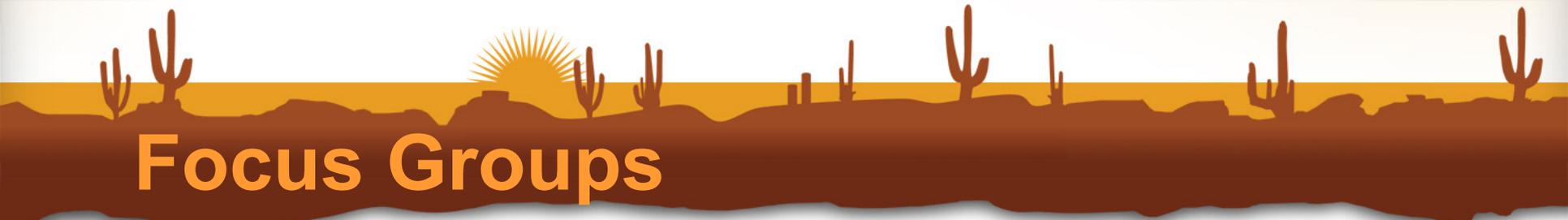
Focus Groups

- 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

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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)
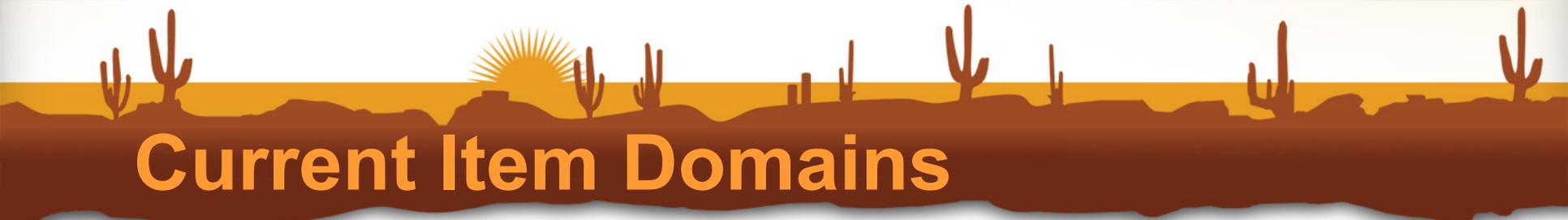
Current Item Domains

- 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
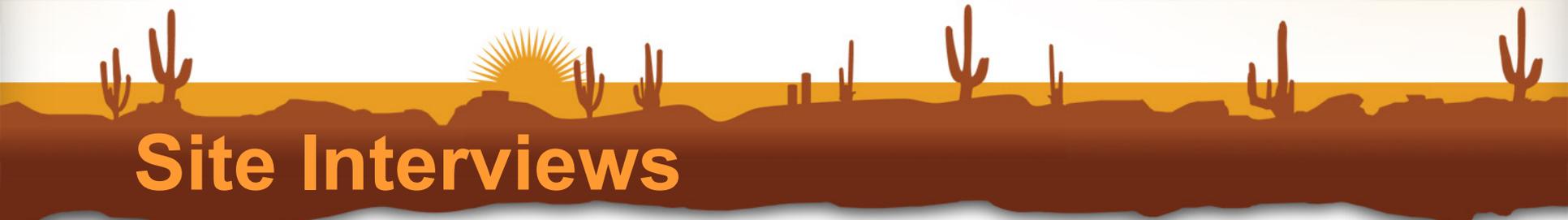- Physician use of computer during visits

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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?*

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Site Interviews

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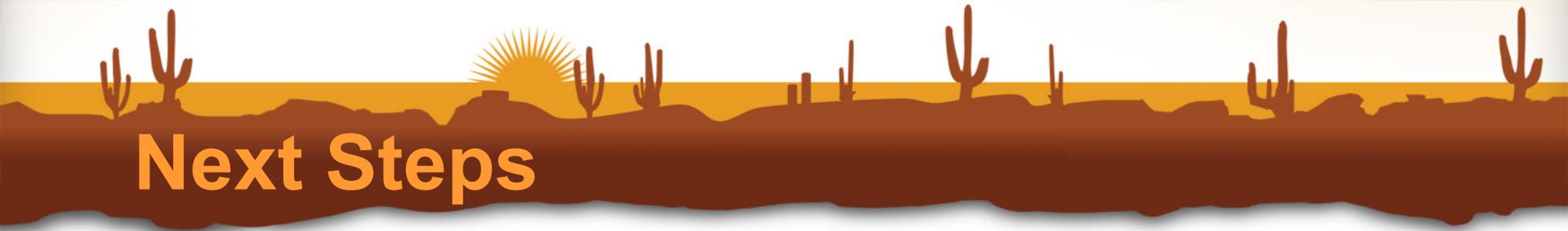- Chief information officers, system managers, etc.

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

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