Engaging Patients and Families: How Consumers Value and Use Health IT

Mark Savage
Director of Health IT Policy and Programs

National Partnership’s 2014 Health IT Survey
Audio Press Briefing
December 10, 2014
Today’s speakers

- **Mark Savage**, Director of Health IT Policy and Programs, National Partnership for Women & Families
- **Sandra Hernández**, President and CEO, California HealthCare Foundation
- **Lana Moriarty**, Director of Office of Consumer eHealth, Office of the National Coordinator for Health Information Technology
- **David Krane**, Director, Harris Poll
- **Q&A**
Background:
Much has happened!

- **2009:** The Health Information Technology for Economic and Clinical Health (HITECH) Act
- **2010-2011:** Stage 1 of Meaningful Use program begins
- **2011:** National Partnership’s landmark national survey
- **2013-2014:** Stage 2 of Meaningful Use program begins
- **2014:** National Partnership’s second national survey
- **2015:** Interoperability Roadmap for 2014-2024, including interoperability with patients and families beginning 2014-2017
- **2016-2017:** Stage 3 of Meaningful Use program begins
Survey of patients representing total U.S. adult population

- National Partnership commissioned Harris Poll to conduct a second nationally representative online survey in April-May 2014
- Total respondent pool comprised 2,045 adults who
  - Had an ongoing relationship with a main doctor
  - Knew what kind of record system—electronic or paper—the doctor used
  - 1,192 respondents in EHR systems, 853 in paper-record systems
- Sample was weighted to be demographically representative of total U.S. population and to account for bias inherent in online panel surveys
  - Sample represents 68 percent of the national adult population, or approximately 160 million Americans
- Oversamples of Latino, Black & Asian communities, and survey offered in Spanish
- New survey questions on
  - Care planning and goal setting
  - Patient-generated health data
  - Mobile access
Seven key findings

1) Patients believe EHRs have far greater impact and usefulness for themselves and their providers than paper record systems.

2) Patients find “convenience features” to be very beneficial, just as they find with access to their clinical information.

3) Patients who use online access more frequently report a substantial increase in positive impact on knowledge of their health and their desire to do something to improve their health.

4) Patients want to communicate with and share information electronically with providers and other members of their care team.

5) Patients want more robust functionality to help manage care and plan for their health (or the care of a loved one).

6) The more patients experience the benefits of EHRs and online access, the more they trust their providers to protect privacy.

7) The value of and current barriers to EHRs and HIE are not the same for everyone.
Patients find EHRs much more useful than paper records.

EHR and Paper Patients Alike Find EHRs Significantly More Useful for Health and Health Care, Across Key Domains

All Respondents, EHR and Paper--Very or Somewhat Useful

[Base = All qualified respondents (n=2045): EHR (n=1192), paper (n=853)]

- Track progress toward individual health goals
- Help patients make or change appointments
- Help patients take and refill medications as prescribed
- Help patients communicate directly with their providers
- Help patients follow doctors’ instructions for treatment or care of themselves or family member
- Help patients make sure that information in their medical record is accurate
- Make sure that patients’ different health care providers all have timely access to all relevant information for care
- Get test or laboratory results to patients on time

<table>
<thead>
<tr>
<th>Activity</th>
<th>EHR Usefulness</th>
<th>Paper Usefulness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Track progress toward individual health goals</td>
<td>61%</td>
<td>85%</td>
</tr>
<tr>
<td>Help patients make or change appointments</td>
<td>57%</td>
<td>88%</td>
</tr>
<tr>
<td>Help patients take and refill medications as prescribed</td>
<td>62%</td>
<td>89%</td>
</tr>
<tr>
<td>Help patients communicate directly with their providers</td>
<td>58%</td>
<td>90%</td>
</tr>
<tr>
<td>Help patients follow doctors’ instructions for treatment or care of themselves or family member</td>
<td>68%</td>
<td>92%</td>
</tr>
<tr>
<td>Help patients make sure that information in their medical record is accurate</td>
<td>66%</td>
<td>94%</td>
</tr>
<tr>
<td>Make sure that patients’ different health care providers all have timely access to all relevant information for care</td>
<td>60%</td>
<td>95%</td>
</tr>
<tr>
<td>Get test or laboratory results to patients on time</td>
<td>65%</td>
<td>96%</td>
</tr>
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EHRs are much better at helping patients personally

How much do you believe your EHR / paper-record system helps you personally when it comes to each of the following?

[Base = EHR respondents (n=1192) and paper-record respondents (n=853)]

<table>
<thead>
<tr>
<th>Feature</th>
<th>EHRs</th>
<th>Paper</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find/correct errors</td>
<td>28%</td>
<td>17%</td>
</tr>
<tr>
<td>Understand my health condition better</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Share information with providers</td>
<td>22%</td>
<td>14%</td>
</tr>
<tr>
<td>Keep up with medications</td>
<td>25%</td>
<td>23%</td>
</tr>
<tr>
<td>Avoid repeatedly filling out forms</td>
<td>32%</td>
<td>30%</td>
</tr>
<tr>
<td>Track progress toward health goals</td>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Maintain a healthy lifestyle</td>
<td>19%</td>
<td>19%</td>
</tr>
</tbody>
</table>
Among the 50 percent of EHR patients with online access to their health information:

- They overwhelmingly use the capability: 86 percent use it at least once per year, and 55 percent use it three or more times per year.
- They rate highly administrative or “convenience” features such as online scheduling and medication refill requests.
- Those who use online access more frequently (3+ times per year) have significantly greater trust that their providers will protect their privacy and other patient rights (84 percent trusting “completely” or “a lot,” compared with 69 percent.

Even among paper-record patients, two out of three (64 percent) believe electronic access is “very” or “somewhat important.”
More online access leads to better care

Patients' Online Access to Health Information Has a Very or Somewhat Positive Impact Across Key Domains, by Frequency of Access

[Base = Accessed EHRs online (n=492): 1-2 times/year (n=187); 3+ times/year (n=305)]

Knowledge of my health: 88% (Accessed 1-2 times/year); 63% (Accessed 3+ times/year)
Ability to communicate with my main doctor/other health care professionals: 85% (Accessed 1-2 times/year); 65% (Accessed 3+ times/year)
Quality of care: 75% (Accessed 1-2 times/year); 40% (Accessed 3+ times/year)
Ability to correct any errors in my medical record: 71% (Accessed 1-2 times/year); 48% (Accessed 3+ times/year)
Desire to do something to improve my health: 71% (Accessed 1-2 times/year); 39% (Accessed 3+ times/year)
Decision to stay with my physician: 68% (Accessed 1-2 times/year); 41% (Accessed 3+ times/year)
Ability to share my medical and health information with family or other caregivers: 59% (Accessed 1-2 times/year); 32% (Accessed 3+ times/year)

More online access leads to better care.
Patients’ priorities for online access

Which of the following activities would you do with online access to your health information?

[Base = All qualified respondents (n=2045)]

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Review test results</td>
<td>75%</td>
</tr>
<tr>
<td>View medical records/history</td>
<td>66%</td>
</tr>
<tr>
<td>Schedule appointments</td>
<td>64%</td>
</tr>
<tr>
<td>Submit medication refill requests</td>
<td>59%</td>
</tr>
<tr>
<td>Review doctors’ notes from previous visit</td>
<td>58%</td>
</tr>
<tr>
<td>Review doctors' treatment recommendations/care plans</td>
<td>56%</td>
</tr>
<tr>
<td>Email doctor or office staff</td>
<td>56%</td>
</tr>
<tr>
<td>Access immunization records</td>
<td>49%</td>
</tr>
<tr>
<td>Download medical records/history</td>
<td>38%</td>
</tr>
<tr>
<td>Set or track goals for my health</td>
<td>31%</td>
</tr>
<tr>
<td>Share my health information with family members</td>
<td>23%</td>
</tr>
<tr>
<td>Do nothing</td>
<td>10%</td>
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Patients find online access useful for caregiving

How useful would online access to a family member's health information be to help you with your caregiving responsibilities?

[Base = All qualified respondents (n=2045): EHR (n=1192), paper (n=853)]
Patients find EHRs more useful for protecting privacy

EHR and Paper Patients Alike Find EHRs Significantly More Useful and Protective of Privacy Across Key Domains

[Base = All qualified respondents: EHR (n=1192), paper (n=853)]

- Letting patients see a record of who has accessed their medical information
- Giving patients more control over how their medical information is used beyond direct care
- Complying with privacy and confidentiality laws and rules
- Earning patients' trust about how their providers' medical record system handles their medical information
- Giving patients confidence that their medical information is safe so that unauthorized people do not see it

Usefulness of EHRs 2014 EHR respondents
Usefulness of EHRs 2014 Paper-record respondents
Usefulness of paper records 2014 EHR respondents
Usefulness of paper records 2014 Paper-record respondents
Access and care for whom?

- **Women** account for 50.8% of population
- **56 million people** live with a **disability**
- **58 million people** ages 5+ speak **language other than English** at home
- **U.S. Hispanic population** reached 50.5 million – increase of 43% from 2000
- **People age 65+** increased 15.1% since 2000; 11,000 baby boomers become eligible for Medicare each day
- 57 million identify solely as Black, African-American, American Indian or Native Alaskan, Asian, or Native Hawaiian and Other Pacific Islander
- **LGBT** individuals comprise 9 million people—3.8% of national population
Different populations need and use different health IT functionalities

- Hispanic adults were significantly more likely (78 percent) than non-Hispanic Whites (55 percent) to say that having online access increases their desire to do something about their health.
- Asian American adults were among the most likely to report that EHRs are helpful to them in sharing information with all health providers.
- African American adults were among the most likely to report that EHRs are helpful to them in finding and correcting errors and keeping up with their medications.

For successful access and use, we must design and build for the diversity of patient populations:

- Access in languages other than English
- Access for people with different literacy levels
- Access for people with different functional or cognitive disabilities
- Mobile access, especially for those who have smartphones but not computers
If available, would you access your health information from a smartphone or tablet?

[Base = All qualified respondents: non-Hispanic White (n=1323); Hispanic (n=242); Black/African American (n=221); Asian (n=218); LGBT (n=167); non-LGBT (n=1878)]
Trends are clear:

- Significant shift to EHRs. Currently, 80% of adults with a main doctor say their doctor uses an EHR system, up from 64% in 2011.

- EHR patients are more likely to report that doctors’ use of an EHR has a very or somewhat positive impact on the quality of their health care services (70%, compared with 34% for paper-record patients).

- Patients overwhelmingly believe that EHRs are useful across the range of clinical and patient-facing functions.

- Patients continue to believe that EHRs help their doctors AND help them personally “a great deal” or “a lot.”

- Patients with online access have doubled from 26% to 50%.

- Even greater numbers of patients with online access are using it, increasing from 80% to 86%.
Key takeaways: Seven strategies for patient engagement

1) Adopt and use EHRs

2) Integrate more “convenience” features

3) Strengthen and expand online access to clinical health information

4) Enhance functionalities for patients to communicate with and share information with health care providers, and others

5) Build robust functionality to support health & care planning

6) Foster trust with patients by showing how their health information is stored, exchanged, and used

7) Build tools and systems that recognize and reflect demographic diversity, with particular attention to language and cultural competency issues
RECOMMENDATION: Health IT policies and programs, such as the Meaningful Use program, should continue to invest in and advance EHR functionalities that patients and families value, including online access, health and care planning, information sharing, and patient-generated health data.

RECOMMENDATION: Maintain strong online access requirements in future stages of Meaningful Use and other federal programs. This creates value and buttresses trust.

RECOMMENDATION: Make online access even more useful by promoting the availability of access using mobile devices, especially for racial and ethnic minorities and other traditionally underserved populations.

RECOMMENDATION: Health IT policies and programs should consider the different preferences, needs, experiences and barriers of diverse people and communities, and should design and build health IT to engage patients in diverse ways.

And many more . . .
For more information

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