WISHIN Health Care Professionals Questionnaire – FINAL (AS PROGRAMMED)

Draft of e-mail request to C-Suite executives, sent from WISHIN

Dear Health Care Colleague,

The Wisconsin Statewide Health Information Network (WISHIN) is gathering input from key stakeholders regarding the statewide exchange of health information. Your input is needed to ensure WISHIN's new Health Information Exchange (HIE) services, launching in late October, meet the needs of senior health care executives such as yourself.

Please take a few minutes to complete the survey and share your expectations regarding HIE in Wisconsin. Survey link: **http://WISHINexec.questionpro.com**

As the state-designated entity for HIE, WISHIN is responsible for developing HIE capacity throughout the state. WISHIN's approach, as outlined in its Strategic and Operational Plan, is to build this capacity by leveraging existing health information technology already present in Wisconsin and to add products or services that do not currently exist or that stakeholders view as valuable.

Once launched, health care providers across the state can participate in the HIE by making their patient medical information available to other HIE participants and by accessing the HIE to obtain a patient's medical information that may have originated with another provider. Perhaps one of the biggest advantages of the HIE is that it will give providers a longitudinal view of their patients' medical information across disparate health care settings. This "community view" of a patient's information will enable effective care coordination and can increase the quality of care and reduce costs.

For health care providers and organizations participating in Medicare and/or Medicaid incentive programs, WISHIN's services will meet the exchange requirements needed for meaningful use.

Your participation in this survey (**http://WISHINexec.questionpro.com**) will ensure your voice is heard as we work to develop and roll out WISHIN services across Wisconsin. Your individual responses will be kept confidential. They will be analyzed by an independent research firm and combined with the responses of other senior executives.

Thank you in advance for your input.

(ELECTRONIC SIGNATURE)

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Draft of letter to physicians, sent from WISHIN

Dear Physician,

The Wisconsin Statewide Health Information Network (WISHIN) is gathering input from key stakeholders regarding the statewide exchange of health information. Your input is needed to ensure WISHIN's new Health Information Exchange (HIE) services, launching in late October, meets the needs of physicians such as yourself.

Please take a few minutes to complete a needs assessment survey, so we can better understand your expectations for HIE in Wisconsin.

      Go to: WISHIN.questionpro.com

      Or send an email to research@hiebing.com, and we will reply with the link

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For health care providers and organizations participating in Medicare and/or Medicaid incentive programs, WISHIN's services will meet the exchange requirements needed for meaningful use.

Whether you are part of a large health system, a hospital, part of a small clinic, or an independent physician, you can participate in the statewide health information network. Your participation in this survey (at WISHIN.questionpro.com) will ensure your voice is heard as we work to develop and roll out WISHIN services across Wisconsin. Your individual responses will be kept confidential. They will be analyzed by an independent research firm and combined with the responses of other physicians.

Thank you in advance for your input.

(SIGNATURE)

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Online Survey:

Thank you for agreeing to participate in this survey. Your thoughts and opinions are important to WISHIN and will help to ensure WISHIN's new Health Information Exchange (HIE) services, launching in late October, meet your needs. Please answer the questions that follow as openly and honestly as you can. Your individual responses will be kept confidential. They will be analyzed by an independent research firm and combined with the responses of other health care professionals.

1) Which of the following best describes the type of facility (or facilities) at which you work? Please select all that apply in a typical week.
    a. An independent physician's office
    b. A small group practice or clinic (2 to 10 physicians)
    c. A mid-sized group practice or clinic (11-50 physicians)
    d. A large group practice or clinic (over 50 physicians)
    e. A small hospital (25 beds or less)
    f. A mid-sized hospital (26 to 125 beds)
    g. A large hospital (over 125 beds)
    h. An ambulatory surgery center
    i. A long term care facility
    j. Other, please specify: _____

2) What percent of your time would you estimate you spend working in each type of facility in a typical week? *(If you only work in one type of facility, please enter 100% below.)*
        FILL IN RESPONSES SELECTED IN Q1
        MUST SUM TO 100%

3) Which of the following best describes your primary facility's Electronic Health Records (EHR) system?
    a. We do not have an EHR – SKIP TO Q5
    b. We have purchased/begun installation of an EHR but are not yet using the system – SKIP TO Q5
    c. We have an EHR installed and in use in some areas of our facility
    d. We have an EHR installed and in use in all or most areas of our facility

4) How long has your facility been using EHR?
    a. Less than one year
    b. One to five years
    c. Six years or more

5) Are you a physician who regularly sees patients at this facility (or these facilities)?
    a. Yes
    b. No

6) Are you an executive or in a senior level leadership position at this facility?
    a. Yes
    b. No

7) IF A PHYSICIAN IN Q5, ASK Q7-Q7c:
   How often would you say you are sharing patient health care information with – or

receiving health care information from - other facilities outside of your clinic or hospital network?
    a.   Frequently (10 or more times a day)
    b.   Occasionally (from 4 times a week up to 9 times a day)
    c.   Rarely (3 times a week or less often)
    d.   Never – SKIP TO Q7c

7a) Which of the following methods are used regularly by you or your staff to send patient health care information to a facility outside of your clinic or hospital network? Please select all that apply.
    a.   Fax
    b.   Mail or expedited mail
    c.   Verbally over the phone
    d.   Email
    e.   Electronically (other than email) – ASK Q7b, OTHERWISE SKIP TO Q7c

7b) In general, how secure is your current method of electronically transferring information to facilities outside your clinic or hospital network?
    a)   Very secure – SKIP TO Q9
    b)   Somewhat secure
    c)   Not very secure
    d)   Not sure

7c) To what extent, if at all, would it be beneficial to you to have a secure way to electronically exchange information with facilities outside your clinic or hospital network?
    a)   Very beneficial
    b)   Somewhat beneficial
    c)   Not very beneficial
    d)   Not at all beneficial

8)   IF NOT A PHYSICIAN IN Q5, ASK Q8-Q8c:
On average, how often would you say an individual health care provider at your facility is sharing patient health care information with – or receiving health care information from – other facilities outside of your clinic or hospital network?
    a.   Frequently (10 or more times a day)
    b.   Occasionally (from 4 times a week up to 9 times a day)
    c.   Rarely (3 times a week or less often)
    d.   Never – SKIP TO Q8c
    e.   Don't Know

8a) Which of the following methods are used regularly by providers at your facility to send patient health care information to a facility outside of your clinic or hospital network? Please select all that apply
    a)   Fax
    b)   Mail or expedited mail
    c)   Verbally over the phone
    d)   Email
    e)   Electronically (other than email)   – ASK Q8b, OTHERWISE SKIP TO Q8c

> f)   Not sure   – SKIP TO Q9

8b) In general, how secure is your current method of <u>electronically</u> transferring information to facilities outside your clinic or hospital network?
>   a)   Very secure – SKIP TO Q9
>   b)   Somewhat secure
>   c)   Not very secure
>   d)   Not sure

8c) To what extent, if at all, would it be beneficial to you to have a secure way to electronically exchange information with facilities outside your clinic or hospital network?
>   a)   Very beneficial
>   b)   Somewhat beneficial
>   c)   Not very beneficial
>   d)   Not at all beneficial

9)   Below is a brief description of the Health Information Exchange (HIE) that is being established by WISHIN. Please read the description then answer the questions that follow.

Health information exchange (HIE) is technology that supports the flow of health information among physician practices, hospitals, labs, and other health care providers, regardless of the type of electronic medical record (EMR) systems they may use.

HIE will give a provider a longitudinal view of their patients' medical information across disparate health care settings. This "community view" of a patient's information will enable effective care coordination and can increase the quality of care and reduce costs.

Eventually, the HIE will also accommodate image-sharing and provide connectivity to government health systems (such as the Social Security Administration) and public health.

10) Based on the description you just read, what do you like about HIE? What benefits do you foresee with HIE?
    _____
    _____

11) What do you dislike about HIE? What concerns do you have with HIE?
    _____
    _____

12) Based on the description you just read, to what extent would you support or not support the adoption of HIE at your primary facility?
>   a.   Strongly supportive of HIE
>   b.   Somewhat supportive of HIE
>   c.   Slightly supportive of HIE
>   d.   Not at all supportive of HIE

13) Why do you say that?

    _____

    _____

14) For HIE to be of value to you and others at your facility, how important would it be to provide each of the following types of information in HIE? (RANDOMIZE ORDER)

Scale: Very Important, Somewhat important, Not at all important
- a. Hospital admission, discharge, and/or transfer data
- b. Continuity of care documents
- c. Laboratory orders and results
- d. Radiology orders and results
- e. Pathology orders and results
- f. Medication lists
- g. Medication fill information
- h. Problem reports
- i. Allergies
- j. Family history
- k. Diagnosis
- l. Transcription-type reports
- m. Images (such as x-rays, etc.)

15) If your facility began using HIE and had access to a patient's "community record" (i.e, a longitudinal patient record regardless of where the care was received), how likely do you think it is that each of the following would happen? (RANDOMIZE LIST)

Scale: Very likely, Somewhat likely, Not too likely, Not at all likely
- a. Doctors would do a better job of coordinating a patient's care
- b. The overall quality of medical care at my facility would be improved
- c. The quality of care that an individual patient receives would be improved
- d. Fewer people would get unnecessary medical care
- e. Transitions of care between my facility and others would be improved
- f. Hospital re-admissions would decrease
- g. An unauthorized person would get access to a patient's medical records
- h. Fewer people would get sick or die as a result of medical errors
- i. Insurance companies would misuse the information
- j. Government agencies would misuse the information
- k. Doctors or health systems would use HIE to "mine" for new patients
- l. Patient litigation would increase
- m. Patients would be more concerned about the privacy of their medical records

16) To what extent do you personally agree or disagree with each of the following statements regarding HIE?

Scale: Strongly Agree, Somewhat Agree, Somewhat Disagree, Strongly Disagree, Not Sure
- a. HIE can only be successful if patients are asking their doctors to take part in it
- b. HIE would be a positive complement to the systems we already have in place
- c. HIE will require changes in processes that will significantly slow down work flow at my facility
- d. The benefits of HIE would be great enough that it would be worth making changes to my work flow.

17) What are the titles or responsibility areas of the people working at your facility who would be the strongest advocates of HIE? And why would they be advocates?

_____
_____
_____

18) What are the titles or responsibility areas of the people working at your facility who would be most concerned about or most resistant to HIE? And why would they be concerned or resistant?

_____
_____
_____

The last few questions are for classification purposes. Your responses will be grouped with those of other health care professionals.

19) IF SELECTED A HOSPITAL (RESPONSE e, f or g IN Q1), ASK:
Which of the following best describes the core services offered at your hospital?
   a.   Children's
   b.   General Medical and Surgical
   c.   Psychiatric
   d.   Rehabilitation
   e.   Other, please specify: _____

20) IF A PHYSICIAN IN Q5, ASK:
Approximately how many patients do you examine or treat in a typical day? _____

21) IF A PHYSICIAN IN Q5, ASK:
How long have you been in your current field of medicine?
   a.   Less than 1 year
   b.   1-5 years
   c.   6-10 years
   d.   Over 10 years
   e.   Prefer not to answer

22) IF A PHYSICIAN IN Q5 AND SELECTED HOSPITAL (RESPONSE e, f OR g) IN Q1,
ASK: Do you regularly work in your hospital's emergency department? If yes, is it your primary responsibility area or are you scheduled on rotation or on-call?
   a.   Yes, primary responsibility
   b.   Yes, on rotation/on-call
   c.   No

23) IF AN EXECUTIVE IN Q6, ASK:
Which of the following best describes your current position?
   a.   Chief Executive Officer/President
   b.   Chief Operations Officer/VP-Operations
   c.   Chief Technology Officer/Chief Information Officer/VP-Information Technology
   d.   Chief Medical Officer
   e.   Chief Financial Officer/VP-Finance
   f.   Chief Human Resources Officer/VP-Human Resources

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        g.   None of the above

24) What is your title? _____

25) Are you…
    a.   Male
    b.   Female
    c.   Prefer not to answer

26) What is your age?
    a.   Under age 35
    b.   Age 35-54
    c.   Age 55 or older
    d.   Prefer not to answer

Thank you for your thoughts and input. Please click "submit" to complete the survey. If you have questions or would like additional information on WISHIN, please visit www.WISHIN.org.