Overview

- The evaluation uses a mixed method approach to evaluate whether or not the goals of HITE-CT are met.
- The evaluation consists of 5 sub-studies:
  - Laboratory survey
  - Pharmacy Survey
  - Physician Survey
  - Consumer Survey
  - Stakeholder interviews
Laboratory Survey

- Web-based survey
  - 1st mailing on 4/25/11
  - 2nd mailing on 5/24/11
  - 3rd mailing on 6/10/11
- Responses received 15 out of 24:
  - Response rate 62.5%
- Limitation:
  - Hospital-based labs only

Pharmacy survey

- Pharmacy list was generated using the following sources:
  - List received from Dept. of Consumer Protection
  - List from SureScripts
  - List from LearnAboutEprescriptions.com
  - Final Unduplicated List = 697
- In Connecticut, the breakdown in 2011 was:
  - 535 chain (78%)
  - 7 franchise (1%)
  - 145 independent (21%)
Pharmacy survey contd.

- **Survey Administration**
  - Web-based mailing
    - 1st mailing on 7/29/11
    - 2nd mailing on 8/10/11
  - Telephone calling started on 8/3/2011
- **Responses received to date:**
  - 32 responses via telephone
  - 2 responses to web-based link
- **Limitation:**
  - Very few want to take it on the web.

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Physician Survey

- **Physician list was generated using the following sources:**
  - List received from Dept. of Public Health
  - List from Dept. of Social Services
  - Waiting from S K&A list from ONC
  - Request out to Connecticut Medical Society (7/22/11)
  - Final Unduplicated List = 18,642
- **List Cleaning**
  - Step 1: Mailing Postcard
    - Returned Postcards 3,492
    - Response Rate = 19%
Physician Survey

- Survey Administration
  - Web-based mailing started on 7/19/11
    - Follow-up attempt made 8/8/11-8/10/11
  - Telephone calling started on 8/4/11
  - Mail Survey – awaiting return envelopes
  - Responses received to date:
    - 181 complete
    - 24 partial

- Limitation:
  - Target population (licensed providers currently practicing in CT) unknown

Physician Survey Data: Demographics

- Age range: 31 to 83
- Gender:
  - Male: 74%
  - Female: 26%
- At least 28 areas of board certification represented
- 98.3% of surveys were completed by the physician to whom it was addressed
Physician Survey Data: EHR Adoption

- **Method of record storage:**
  - 42.9% paper medical records
  - 14.6% computer-based scanned records
  - 40.5% EHR system
  - 3.4% other (i.e. combination of above)
- **Duration of EHR usage in main practice:**
  - Range from less than one year (2.9%) to greater than five years (29.4%)

Physician Survey Data: Physicians & HIE

- **EHR influence on medication errors:**
  - 14.7% major positive impact
  - 51.5% positive impact
  - 23.5% no impact
  - 8.8% negative impact
  - 1.5% major negative impact
- **Satisfaction with EHR:**
  - 19.1% very satisfied
  - 44.1% satisfied
  - 11.8% neutral
  - 17.6% unsatisfied
  - 7.4% very unsatisfied
- **Familiarity with CT HIE Initiative:**
  - Very familiar: 1.1%
  - Somewhat familiar: 9.7%
  - A little familiar: 14.1%
  - Not familiar at all: 75.1%
Physician Survey Data: Physicians & HIE

- Examples of comments regarding CT HIE:
  - “It needs more promotion”
  - “I’m interested in learning more”
  - “Clearly, better efforts at propagating the ideas and plans of this endeavor are needed.”
  - “meaningless to me at present”
  - “Don’t know what CT Hie does have received no info or advice from Ct HIE”
  - “Only heard about it through the survey”
  - “Seems like publicity is in order”
  - “There is a huge need for HIE and fantastic potential if a usable one could be developed.”
  - “This initiative needs to get up and running. So far, it has been all talk.”

Consumer Survey

- A randomly generated list was purchased from Genesys for 2,845 landline telephone numbers in Connecticut.
- Telephone calling started on 8/10/11.
- Responses received:
  - 3 refusals
  - 2 ineligible (business no.)
  - 6 out of service
  - 26 unanswered (ringing, busy, voicemail, etc.)
  - 1 completed survey
Stakeholder Interviews

- Board member interviews:
  - Interviews completed = 9
  - No response = 6
  - Refusal = 0
  - Cancelled appointment = 1

- Other stakeholders
  - Submit a revision to IRB

HITE-CT Evaluation, 8/15/11, Tikoo