Development of the HIT Items

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12th CAHPS & 2nd SOPS
USER GROUP MEETING
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CAHPS HIT Team

AHRQ

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- Literature Review
- Focus Groups
- Cognitive Testing
- Technical Expert Panel
- Field Testing

Literature Review – Patient Perceptions of HIT

- EMRs are rare (17% EHR use, 2008)
- PHRs are rarer (6% with access to records/results, 2008)
- Consumer interest in on-line lab results, refills, email, after visit summaries
- Value: coordination of care, convenience, safety, understanding medical decisions
- Acceptance of doctor use of computer
- Effects on doctor-patient relationship
- Need for standardized questions

- ## Focus Groups
  - 2 in Boston, MA (users of PHR)
  - 1 in Secaucus, NJ (impressions of E-prescribing)
  - 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 Findings

- ## Round 1 testing
  - Conducted in Boston, MA and Palo Alto, CA
  - Thought process in formulating response
  - Interpretation of questions, responses
  - Informed revision to item set
- ## Round 2 testing
  - Conducted in Boston, MA and Santa Monica, CA
  - Thought process in formulating response
  - Types of HIT experience included/excluded
  - Interpretation of key phrases
  - Informed content of field test survey

Domains Covered by HIT Item Set

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

Domain:
  E-mail communication/Web messaging
Questions:

  In the last 12 months, did you e-mail this doctor's office with a medical question?

  In the last 12 months, when you e-mailed this doctor's office, how often did you get an answer to your medical question as soon as you needed?

  In the last 12 months, when you e-mailed this doctor's office, how often were all of the questions in your e-mail answered?

Next Steps for Item Set

- Complete our field test activity
- Finalize the item set
- Public release the item set

Beth Israel Deaconess Medical

- PatientSite personal health record
- 20 providers; 125 patients each
- Total 2500 patients to be invited
- Web survey only
- Status: recruiting providers
- Site principal investigator: John Halamka

Group Health Cooperative Pilot

- MyGroupHealth personal health record
- 20 providers; 125 patients each
- Total 2500 patients invited
- Mail survey only
- N=1670 responded (67%)
- Status: data entry
- Site principal investigator: James Ralston

Kaiser Permanente

- My Health Manager
- 30 providers; 120 patients each
- Total 3600 patients invited
- Web survey supplemented by mail
- 6-point vs. 4-point response options
- N=1938 responded (53%)
- Status: analyzing data
- Site principal investigator: Michael Kanter

Kaiser Permanente Field Test Participants

- **Sex**
  - Male 41%
  - Female 56%

- **Health Condition**
  - Doctor visits 40%
  - Rx medication 76%

- **Race and Ethnicity**
  - Hispanic or Latino 8%
  - American Indian or Alaska Native 1%
  - Asian 6%
  - Black or African American 3%
  - White 84%

- **Age**
  - 18 to 34 7%
  - 35 to 54 26%
  - 55 to 74 50%
  - 75 or older 13%

- **Education**
  - Less than high school graduate 1%
  - High school diploma/GED 10%
  - Some college 35%
  - 4-year college graduate 21%
  - More than 4-year degree 29%