



ADAMSGABBERT

Right Solutions. Right People.

**Missouri HealthNet
Health Information Technology Survey
Survey Findings
November 3, 2010**



- Survey Background/Approach
- Survey Response/Survey Population
- Technology Readiness
- EHR Adoption
- EHR Planning
- Practice Management
- HIE Availability and Use
- HIE Planning
- EHR Stimulus Incentives
- Findings and Observations

What organizations sponsored the survey effort?

- Department of Social Services
 - MO HealthNet
 - Missouri Office of HITECH

What organizations assisted with reminder messages?

- Missouri Academy of Family Physicians
- Missouri Chapter of the American College of Physicians
- Missouri HIT Assistance Center
- Missouri Hospital Association
- Missouri Osteopathic Association of Physicians and Surgeons
- Missouri Primary Care Association
- Gateway EDI

Who did we team with to conduct the survey?

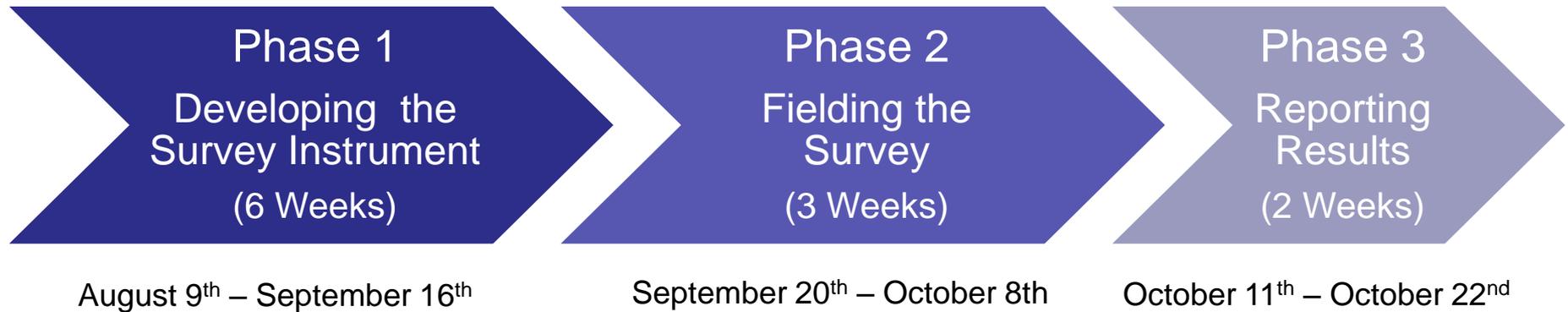
- Selected an experienced consulting team with:
 - Adams-Gabbert as the consulting partner
 - Cactus Software as the technology partner
 - Patriot Marketing as the marketing and communication partner

What was the overall project plan?

- Phase One – Developing the survey instrument(s)
 - Consolidate provider data –Cactus Software and MO HealthNet
 - Finalize survey instrument –Adams Gabbert , MO HealthNet, and Cactus Software
 - Develop and test on-line survey – Cactus Software, Adams Gabbert, MO HealthNet
 - Load provider survey data – Cactus Software
- Phase Two – Fielding the survey
 - Deliver survey communications
 - Communication campaign – MO HealthNet, Patriot Marketing and Adams Gabbert
 - Provider communications - letters and call center phone contacts - Patriot Marketing
 - Gather survey responses – Adams Gabbert and Cactus Software
- Phase Three – Reporting and summarizing survey results
 - Analyze survey responses – Adams Gabbert and Cactus Software
 - Report survey results – Adams Gabbert

What was the project timeline?

Missouri Health Information Technology (HIT) Survey



How was the survey population defined?

- Cactus Software consolidated existing provider data
 - Obtained data from the Missouri Medicaid and Licensure databases
 - Supplemented Licensure data with National NPI registry database
 - Completed provider address validation
 - Consolidated data, eliminated duplicates and consolidated provider groups
- Cactus Software preloaded the provider survey data
 - Loaded provider identifiers, contact, and demographic information
 - Loaded provider group information where available
 - Generated unique respondent keys for all providers

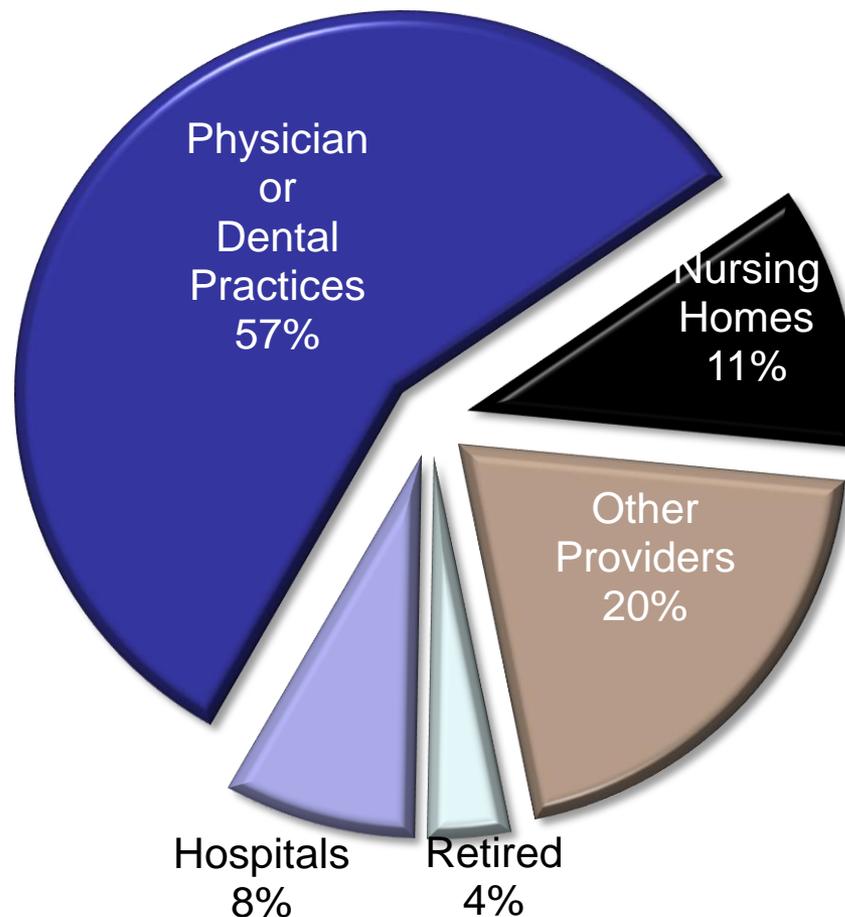
What data problems arose?

- There were no e-mail addresses
- At minimum 407 non-deliverable invitations
- Roughly 50% had phone numbers
 - Of those, 6% (577) were incorrect numbers
- There was no good way to identify groups.
- No hierarchical structure to the data. So, there was no reliable way to associate groups, clinics, or physicians to hospitals.
- Currency of data – several respondents reported physicians that were not in the source data. For example, One hospital reported 66 physicians not in the initial raw data
- Lack of consistent identifiers between data sources
- Inconsistent use of provider types

How many surveys were accessed?

Initial Raw Data Provider Count	41,808	
After removal of duplicates/certain provider types excluded	27,615	
After grouping (survey invitations generated)	18,616	
After removal of incorrect addresses/returned mail	18,209	
Surveys “Completed”	2,122	12%
Surveys “Linked” (Multiple keys linked to one survey)	497	+2%
Surveys “In Progress” (surveys started but not completed)	2040	
Physicians Represented by 2122 Surveys	9,320	33%

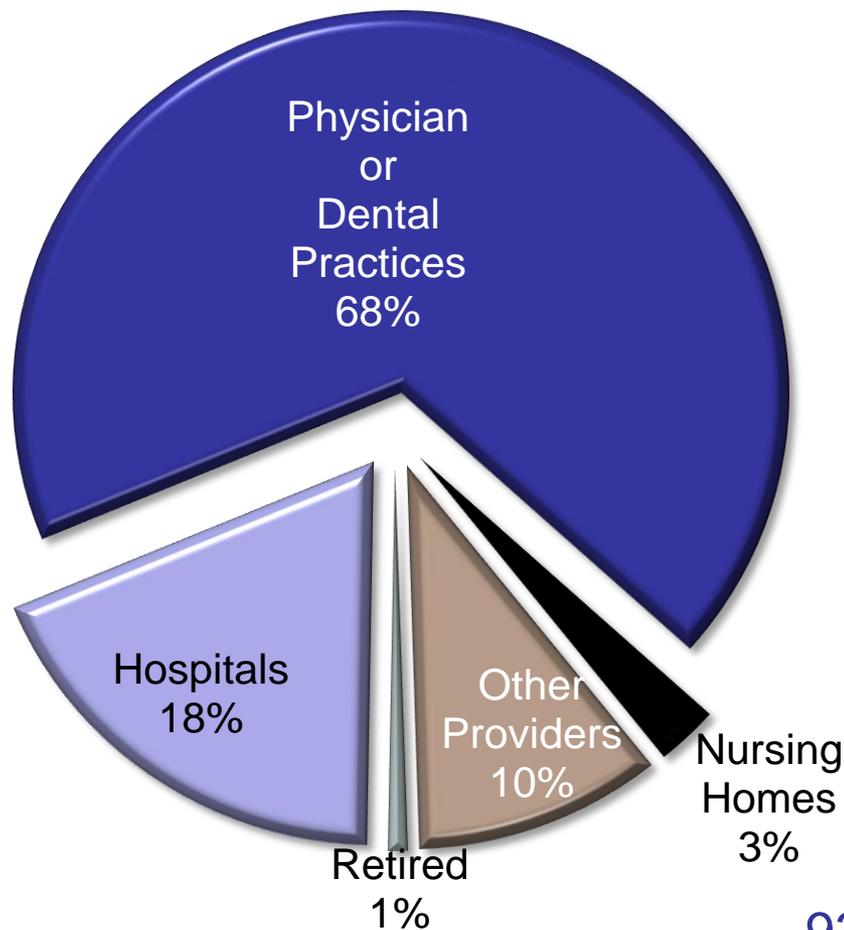
How many surveys were completed?



2122 Surveys

Based on Provider Type provided by respondent

How many physicians were represented by the surveys?



Based on Provider Type provided by respondent

Providers represented in the survey

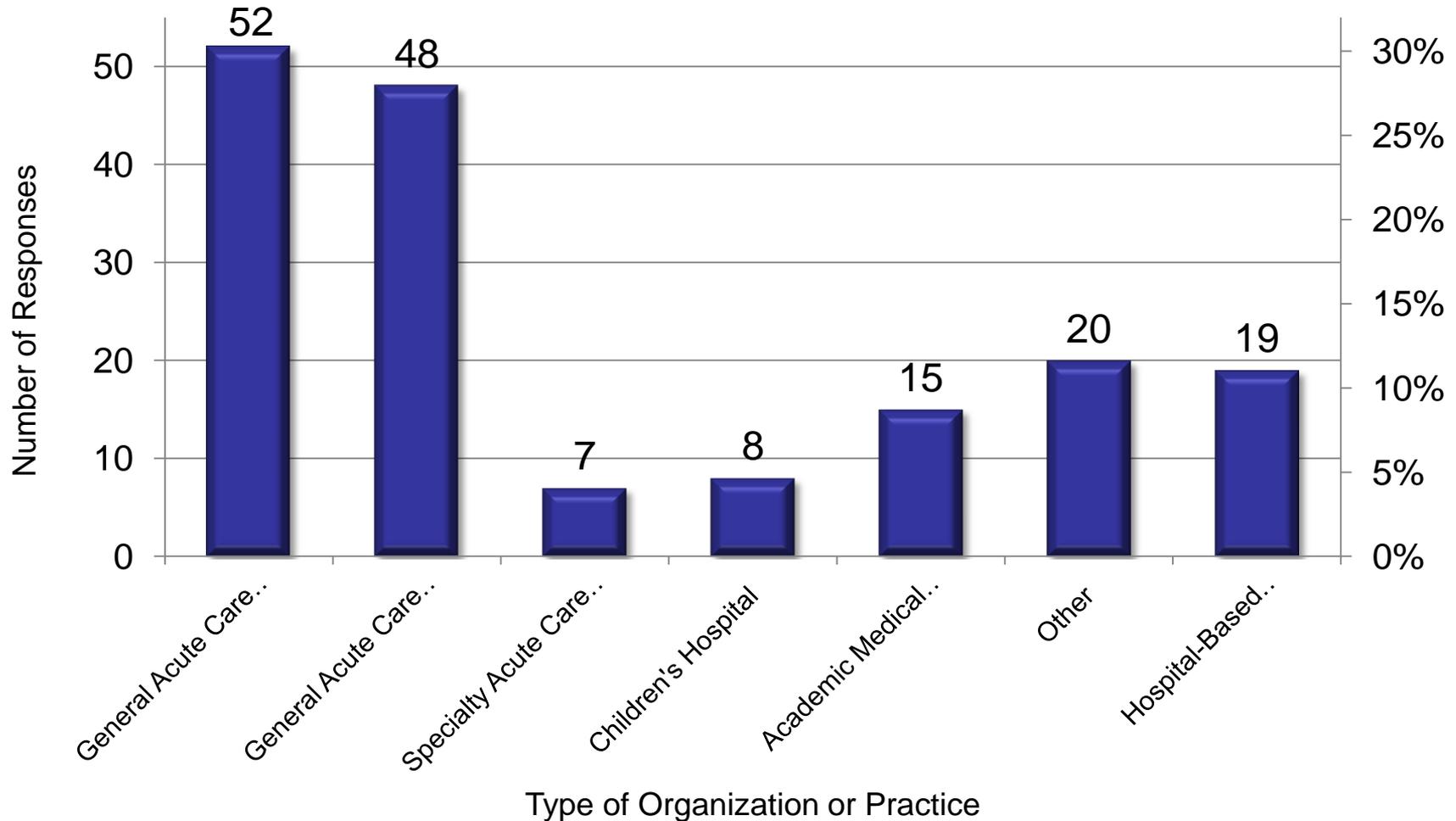


Survey Question # 1. What best describes your organization of practice type?



Providers represented in the survey

Survey Question # 2. Hospitals: What best describes your organization or practice?



Providers represented in the survey

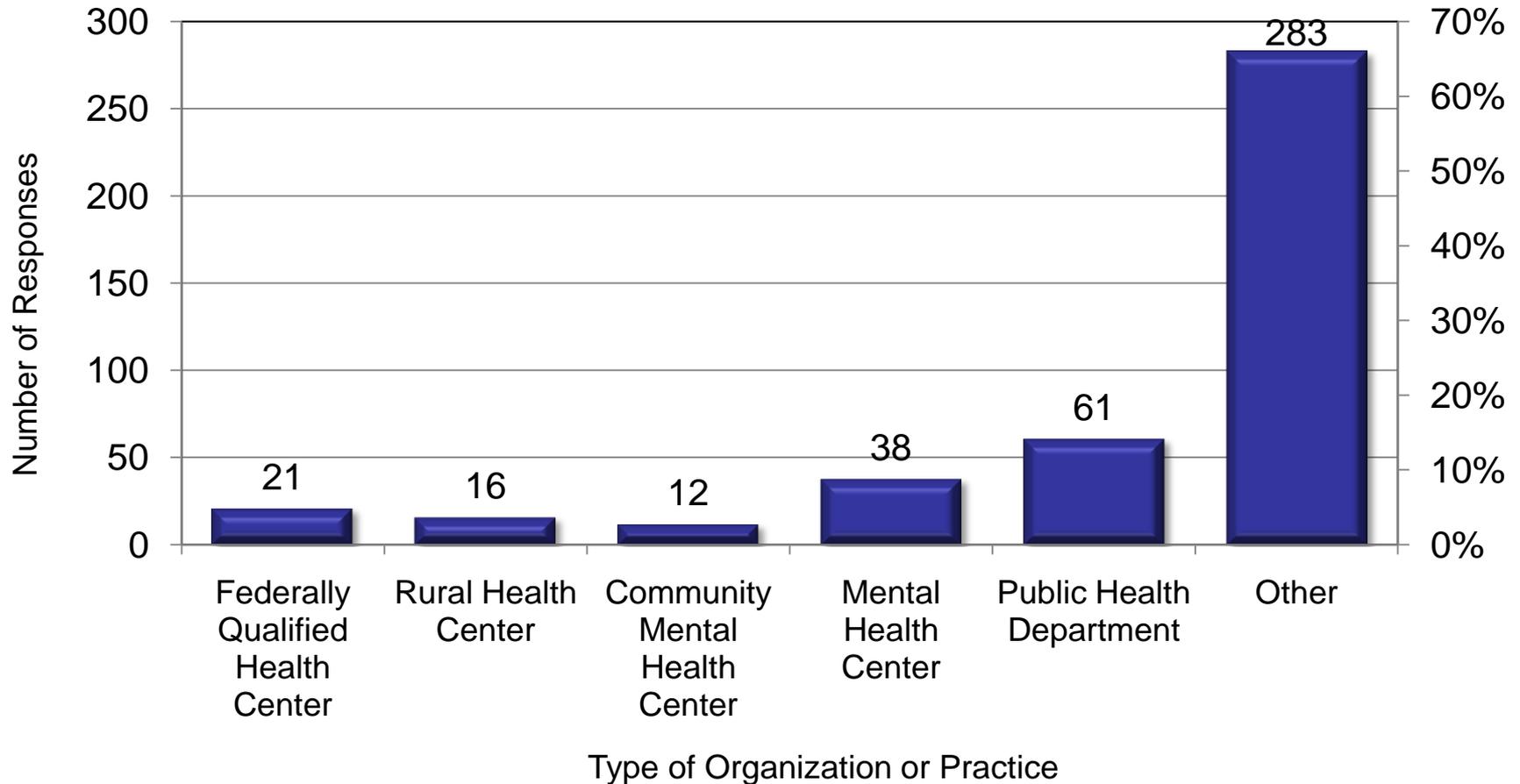
Survey Question # 2. Physician or Dental Practices: What best describes your organization or practice?



Providers represented in the survey



Survey Question # 2. Other Organizations: What best describes your organization or practice?



Survey Question # 2. Other Organizations: What best describes your organization or practice?

Ambulatory Surgery Center
Anesthesia Provider
Chiropractic
Dialysis Center
Mental Health Practice
Optometrist
Out Patient Physical Therapy
Private Practice Psychology
Schools

Considerations when evaluating survey responses

- Hospitals are well represented in survey responses though we believe the count to be high
- Multiple providers associated with hospitals submitted responses
- Hospitals also account for a large number of physicians
- Group practices account for a large number of physicians
- Group practice consolidation was limited by provider data
- Survey responses were received from individual providers

Providers represented in the survey



Survey Question # 7. What specialties or subspecialties do your clinicians practice?

Allergy & Immunology	34	1.27%
Anesthesiology	26	0.97%
Cardiology	33	1.23%
Dentistry	341	12.69%
Dermatology	38	1.41%
Emergency Medicine	10	0.37%
Endocrinology, Diabetes & Metabolism	23	0.86%
Endodontics	24	0.89%
Endovascular Surgical Neuroradiology	4	0.15%
Family Practice	298	11.09%
Gastroenterology	50	1.86%
Geriatrics	26	0.97%
Hematology	12	0.45%
Infections Disease	25	0.93%
Internal Medicine	148	5.51%
Medical Genetics	6	0.22%
Nephrology	28	1.04%

Providers represented in the survey



Survey Question # 7. What specialties or subspecialties do your clinicians practice?

Neurological Surgery	17	0.63%
Neurology	25	0.93%
Obstetrics-Gynecology (OB/GYN)	114	4.24%
Occupational Medicine	23	0.86%
Oncology – Medical	13	0.48%
Ophthalmology	70	2.61%
Oral Maxillofacial Surgery	10	0.37%
Oral Surgery	37	1.38%
Orthodontic	23	0.86%
Orthopedic Surgery	49	1.82%
Orthopedics	31	1.15%
Otolaryngology (ENT)	43	1.60%
Pain Management	51	1.90%
Pathology	20	0.74%
Pediatric Dentistry	45	1.67%
Pediatrics	127	4.73%

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48

Providers represented in the survey



Survey Question # 7. What specialties or subspecialties do your clinicians practice?

Periodontics	26	0.97%
Physical Medicine & Rehabilitation	36	1.34%
Plastic & Reconstructive Surgery	36	1.34%
Podiatric Medicine	43	1.60%
Preventive Medicine	43	1.60%
Prosthodontics	22	0.82%
Psychiatry	91	3.39%
Pulmonary Disease	26	0.97%
Radiology	26	0.97%
Rheumatology	15	0.56%
Surgery (General)	66	2.46%
Thoracic Surgery	15	0.56%
Urology	27	1.00%
Vascular Surgery	21	0.78%
Other	370	13.77%
Totals	2687	100.00%

Note: Question # 7 responses are based on total completed surveys and include multiple responses

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48

Providers represented in the survey



Survey Question # 9. Please identify all hospitals to which you have admitting privileges.

Advanced Healthcare Medical	6	0.23%
Audrain Medical Center	17	0.65%
Barnes-Jewish Hospital	86	3.28%
Barnes-Jewish West Co Hosp	35	1.33%
Barton County Mem Hosp	12	0.46%
Bates County Memorial Hosp	8	0.30%
Boone Hospital Center	45	1.71%
Bothwell Regional Hlth Ctr	14	0.53%
Callaway Community Hospital	12	0.46%
Cameron Regional Med Ctr	10	0.38%
Capital Region Med Ctr	20	0.76%
Carroll County Memorial Hosp	8	0.30%
Cass Regional Medical Center	8	0.30%
Cedar County Memorial Hosp	6	0.23%
Centerpoint Medical Center	30	1.14%
Centerpointe Hospital	11	0.42%
Childrens Mercy Hospital	10	0.38%

Christian Hospital Northeast	34	1.30%
Christian Hospital Northwest	19	0.72%
Citizens Memorial Hospital	15	0.57%
Columbia Regional Hospital	25	0.95%
Community Hospital Assoc	8	0.30%
Cooper County Mem Hospital	6	0.23%
Cox Medical Center	50	1.90%
Cox-Monett Hospital, Inc.	12	0.46%
Crittenton Childrens Center	3	0.11%
Des Peres Hospital	57	2.17%
Doctors Hospital Of Springfld	13	0.50%
Dubuis Hospital Of St Louis	6	0.23%
Ellett Memorial Hospital	6	0.23%
Excelsior Springs Med Ctr	9	0.34%
Forest Park Hospital	25	0.95%
Freeman Health System	33	1.26%
Freeman Neosho Hospital	3	0.11%

Providers represented in the survey



Survey Question # 9. Please identify all hospitals to which you have admitting privileges.

Fulton State Hospital	2	0.08%
General John J. Pershing	7	0.27%
General L Wood Army Com Hsp	4	0.15%
Golden Valley Memorial Hosp.	7	0.27%
Hannibal Regional Hospital	16	0.61%
Harrison County Community Ho	9	0.34%
Hawthorn Chldrn's Psych - STL	3	0.11%
Heartland Regional Med Ctr	27	1.03%
Hedrick Medical Center	12	0.46%
Hermann Area	5	0.19%
I-70 Community Hospital	3	0.11%
Iron County Hospital	5	0.19%
Jefferson Memorial Hospital	25	0.95%
John Fitzgibbon Hospital	8	0.30%
Kindred Hospital - KC	13	0.50%
Kindred Hospital - STL	16	0.61%
Lafayette Regional	4	0.15%

Lake Regional Hospital	17	0.65%
Lakeland Regional Hospital	11	0.42%
Landmark Hospital Of Cape Gir	10	0.38%
Landmark Hospital Of Columbia	4	0.15%
Landmark Hospital Of Joplin	3	0.11%
Lees Summit Medical Center	20	0.76%
Liberty Hospital	35	1.33%
Lincoln County Med Ctr	12	0.46%
Madison Medical Center	5	0.19%
McCune-Brooks Hospital	13	0.50%
Metro Stl Psychiatric Ctr	4	0.15%
Mineral Area Regional Med Ctr	20	0.76%
Missouri Baptist Hospital	61	2.32%
Missouri Baptist Med Ctr	67	2.55%
Missouri Delta Med Ctr	25	0.95%
Missouri Southern Healthcare	6	0.23%
Missouri Psych Ctr - Columbia	4	0.15%

Providers represented in the survey



Survey Question # 9. Please identify all hospitals to which you have admitting privileges.

Moberly Regional Med Ctr	20	0.76%
Nevada Regional Med Ctr	11	0.42%
North Kansas City Hospital	51	1.94%
Northeast Regional Med Ctr	22	0.84%
Northland Ltac Hospital	7	0.27%
Northwest Medical Center	9	0.34%
Ozarks Comm Hosp - Springfield	22	0.84%
Ozarks Medical Center	19	0.72%
Parkland Hlth Ctr - Bonne Terre	11	0.42%
Parkland Hlth Ctr - Farmington	20	0.76%
Pemiscot Memorial Hospital	7	0.27%
Perry County Memorial Hosp	8	0.30%
Phelps County Regional	10	0.38%
Pike County Memorial Hosp	7	0.27%
Poplar Bluff Regional Med Ctr	25	0.95%
Progress West Healthcare Ctr	22	0.84%
Putnam County Memorial Hosp	6	0.23%

Ranken Jordan	3	0.11%
Ray County Memorial Hospital	8	0.30%
Research Belton Hospital	10	0.38%
Research Medical Center	31	1.18%
Ripley County Memorial Hosp	4	0.15%
Royal Oaks Hospital	6	0.23%
Sac-Osage Hospital	5	0.19%
Saint Joseph Health Center	28	1.07%
Saint Luke's Northland Hosp	20	0.76%
Salem Memorial	4	0.15%
Samaritan Hospital - Macon	9	0.34%
Scotland County Memorial Hos	6	0.23%
SE MO Mental Hlth Ctr - Farmington	6	0.23%
Select Specialty Hosp - KC	9	0.34%
Select Specialty Hosp - Springfield	7	0.27%
Select Specialty Hosp - St Charles	6	0.23%
Shriners Childrens Hosp-Stl	6	0.23%

Providers represented in the survey



Survey Question # 9. Please identify all hospitals to which you have admitting privileges.

Skaggs Community Health Cent	20	0.76%
Southeast Missouri Hospital	32	1.22%
SSM Cardinal Glennon	30	1.14%
SSM Depaul Health Center	61	2.32%
SSM St Clare Health Center	65	2.48%
SSM St Joseph Hlth Ctr - St Chas	32	1.22%
SSM St Joseph Hlth Ctr - Wentzville	16	0.61%
SSM St Joseph Hospital West - Lk Stl	31	1.18%
SSM St Marys Health Center	68	2.59%
St Alexius Hospital	36	1.37%
St Anthony's Medical Center	67	2.55%
St Francis Med Ctr - Cape Gir	35	1.33%
St Francis Hospital - Maryville	10	0.38%
St Francis Hospital - Mtn Vw	8	0.30%
St Johns Hospital - Aurora	6	0.23%
St Johns Hospital - Cassvill	2	0.08%
St Johns Hospital - Lebanon	12	0.46%

St Johns Mercy - STL	78	2.97%
St John's Mercy Hosp - Washgtn	11	0.42%
St Johns Regional - Springfld	31	1.18%
St Johns Regional Med Ctr - Joplin	45	1.71%
St Louis Childrens Hospital	34	1.30%
St Louis Connectcare	5	0.19%
St Louis University Hospital	29	1.10%
St Lukes East - Lees Summit	17	0.65%
St Luke's Hospital Of KC	29	1.10%
St Luke's Hospital West	74	2.82%
St Marys Health Center - Jeff City	11	0.42%
St Mary's Hospital - Blue Spr	14	0.53%
Ste. Genevieve County Mem Hosp	8	0.30%
Sullivan County Mem Hosp	6	0.23%
SW Mo Psych Rhb Ctr - Ed Sprgs	4	0.15%
Texas County Memorial Hosp	9	0.34%
Truman Med Ctr - KC	20	0.76%

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142

Providers represented in the survey



Survey Question # 9. Please identify all hospitals to which you have admitting privileges.

Truman Med Ctr - Lakewood	14	0.53%
Twin Rivers Regional Med Ctr	16	0.61%
University Of Mo - Columbia	23	0.88%

Washington County Mem Hosp	6	0.23%
Western Missouri	11	0.42%
Wright Memorial Hospital	9	0.34%

Note: Question # 9 responses are based on total completed surveys and include multiple responses

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142

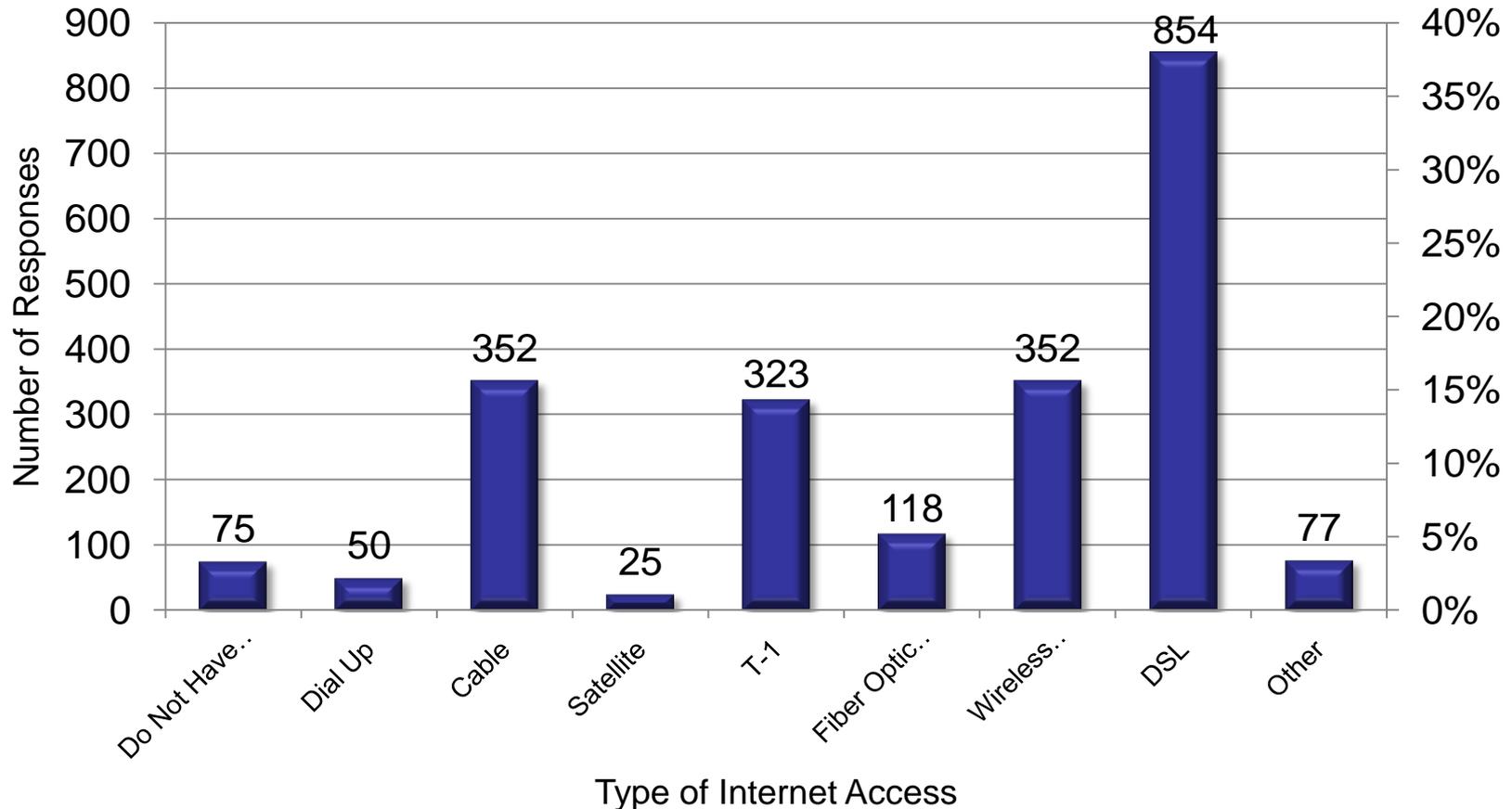
Providers represented in the survey



Survey Question # 9. Please identify all hospitals to which you have admitting privileges. All 142 hospitals in the original list provided by the MoHealthNet data are represented in the survey responses. In addition, the following hospitals had more than one response.

Blessing Hospital – Quincy, IL	4
Fairfax Community Hospital	2
Menorah Medical Center	7
Mercy Medical Center	2
Overland Park Regional	3
Shawnee Mission Medical Center	3
Saint Joseph's	2
Saint Luke's (various)	11
Via Christi	2

Survey Question # 41. What type of internet access do you have at the point of care, in your location or locations? Check more than one if multiple locations and differences apply.

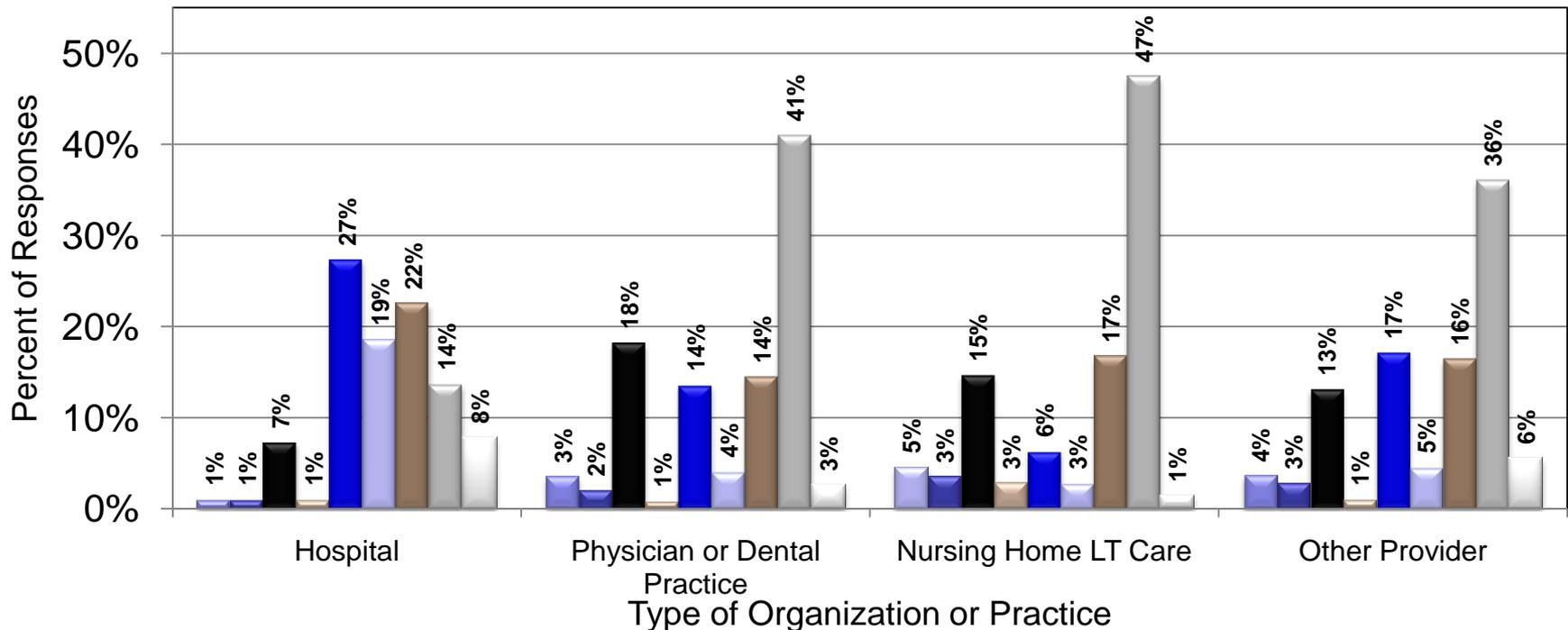


Note: Question # 41 responses are based on total completed surveys and include multiple responses.

Technology Readiness

Survey Question # 41. What type of internet access do you have at the point of care, in your location or locations? Check more than one if multiple locations and differences apply. By Type of Organization or Practice

- Do Not Have Internet Access
- Dial Up
- Cable
- Satellite
- T-1
- Fiber Optic Cable/ FIOS
- Wireless (WiMax/ WiFi/ 3G/4G/ ...)
- DSL
- Other



Note: Question # 41 responses are based on total completed surveys and include multiple responses

Survey Question # 42. What is the name of your internet provider?

AT&T	458	
AOL	4	
Big River	16	
Birch Telecom	8	
CableOne	29	
CableVision	6	
Century Link	123	
CenturyTel	37	
Charter	155	
Comcast	16	

Grand River	8	
North East Missouri Telephone	5	
SBC	32	
Semo	9	
Time Warner	37	
Windstream	64	
Unknown	99	
Other	461	
Total	1567	

Note: Question # 42 responses are based on total completed surveys and include multiple responses

Survey Question # 45. What is your preferred method of contact?



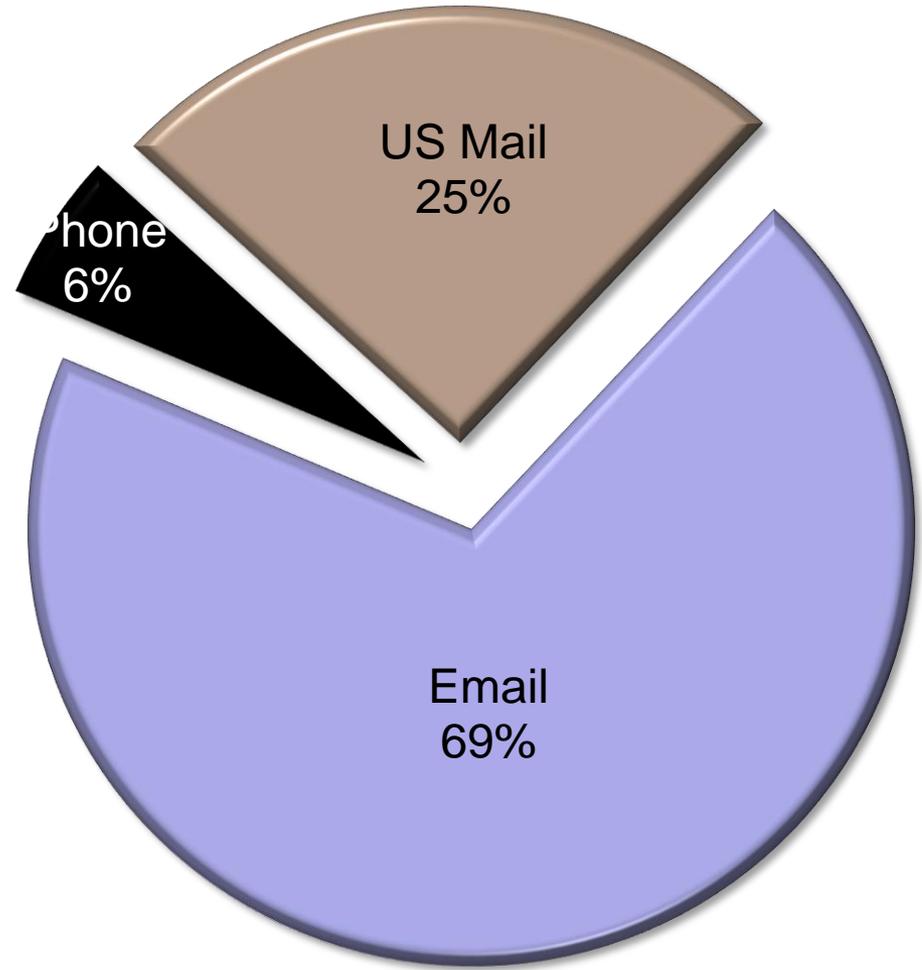
→ 6%



→ 25%



→ 69%

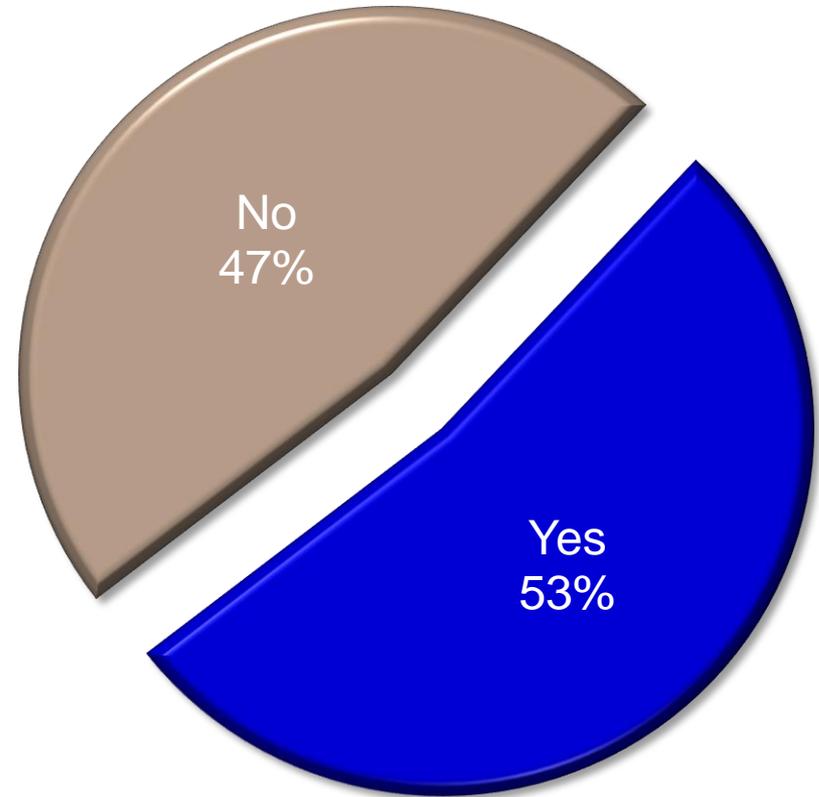


Note: Question # 45 responses are based on total respondents and was not a required question

Technology Readiness

Survey Question # 36. Does your organization utilize Electronic Data Interface (EDI) capabilities? (excludes hospitals)

Yes	913
No	823
Total	1,736



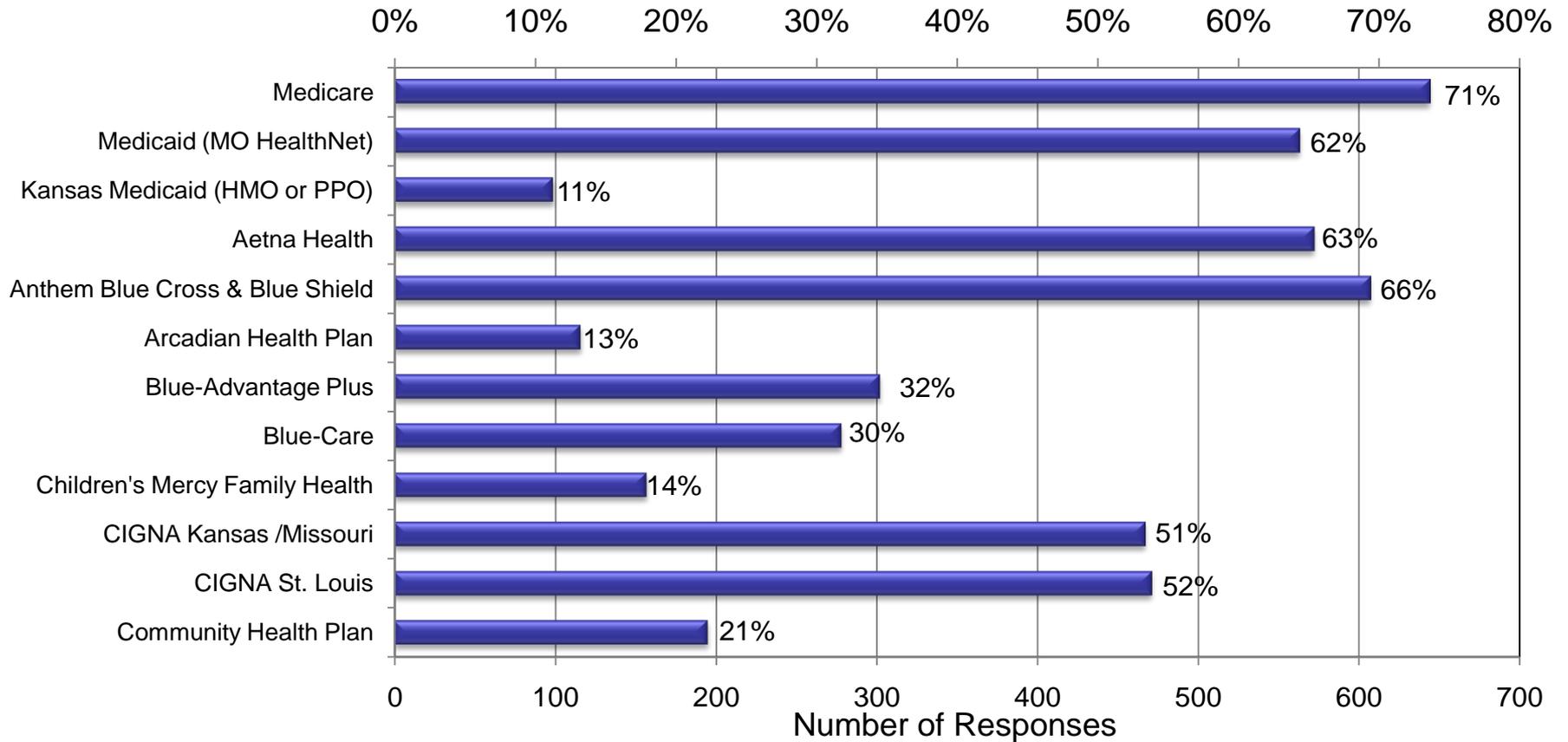
Note on Physician Counts

Yes	5109
No	1364

Note: Question # 36 responses are based on total completed surveys excluding hospitals

Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)

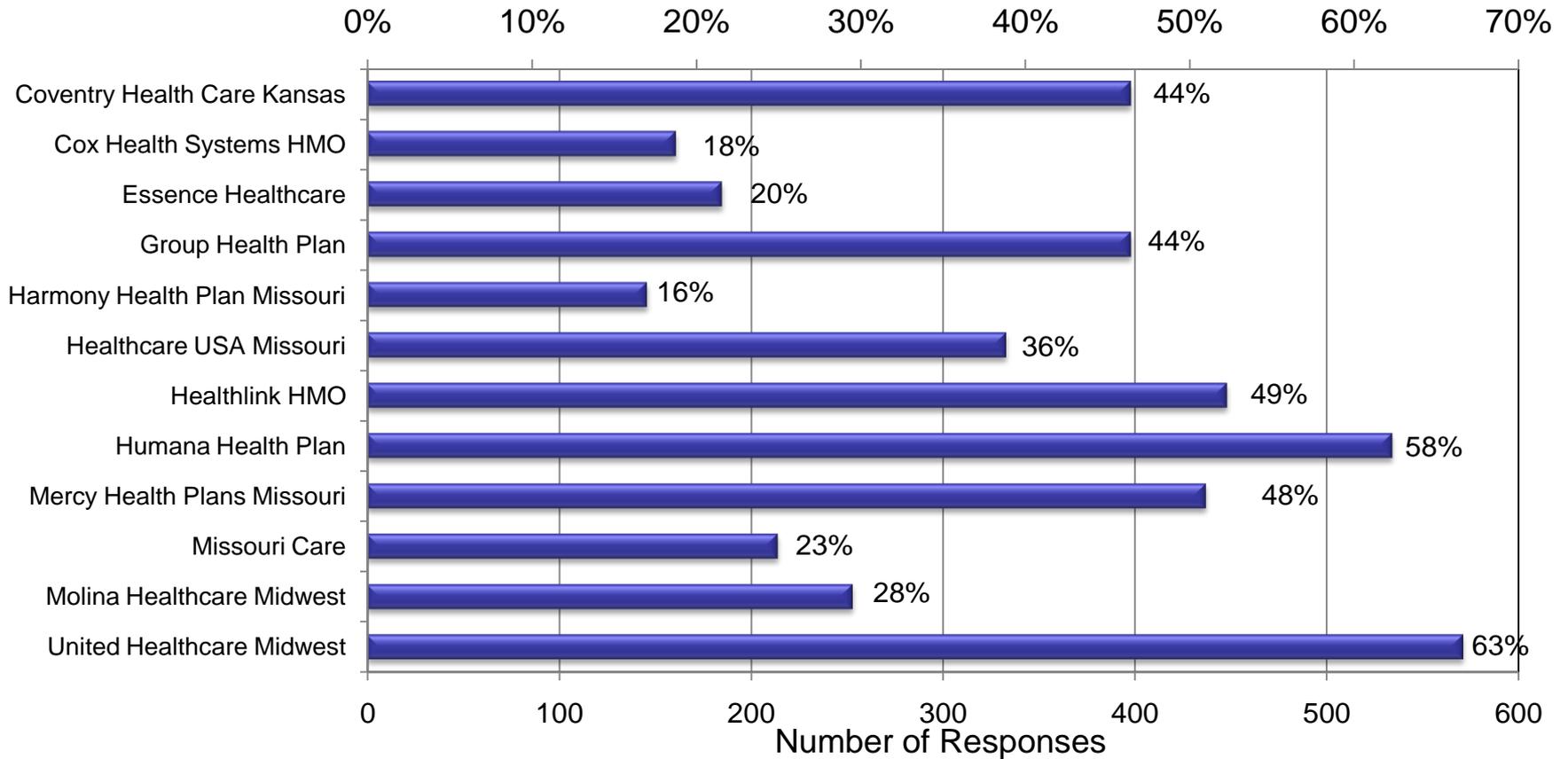
Do you submit primary insurance claims electronically through either a practice management system vendor or a clearinghouse application?



Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

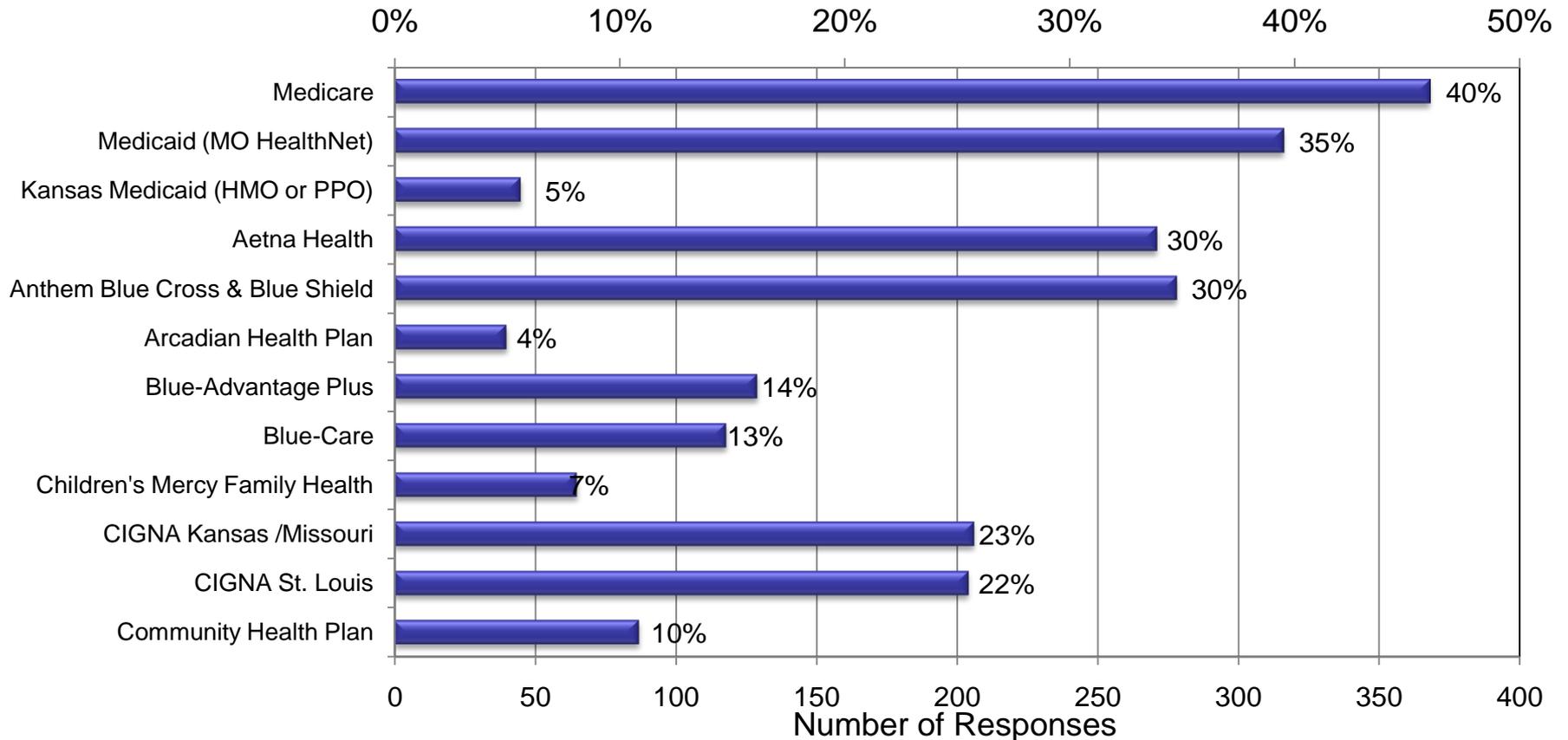
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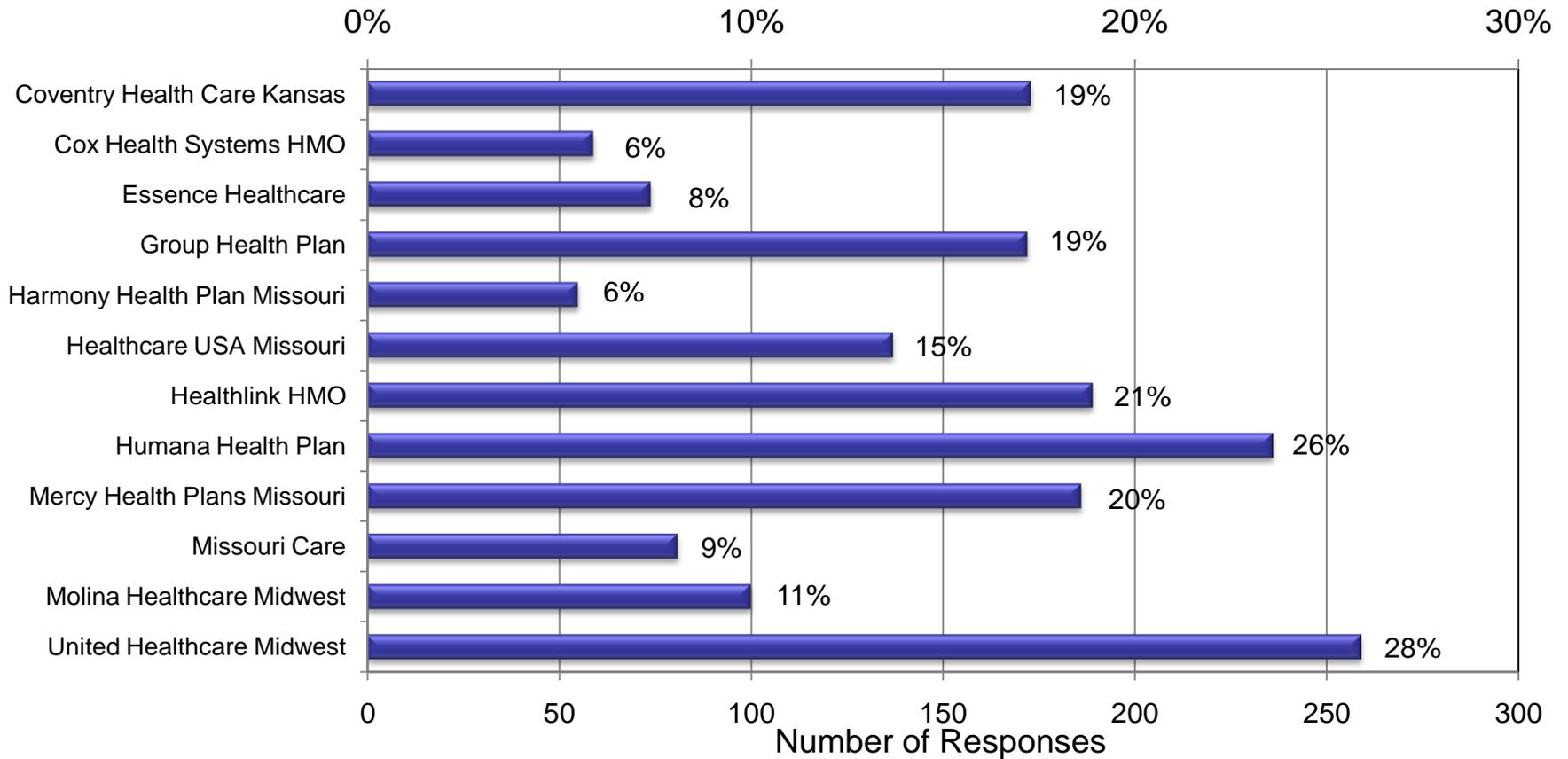
Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)
Do you submit secondary insurance claims electronically through either a practice management system vendor or a clearinghouse application?



Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)
 Do you submit secondary insurance claims electronically through either a practice management system vendor or a clearinghouse application?

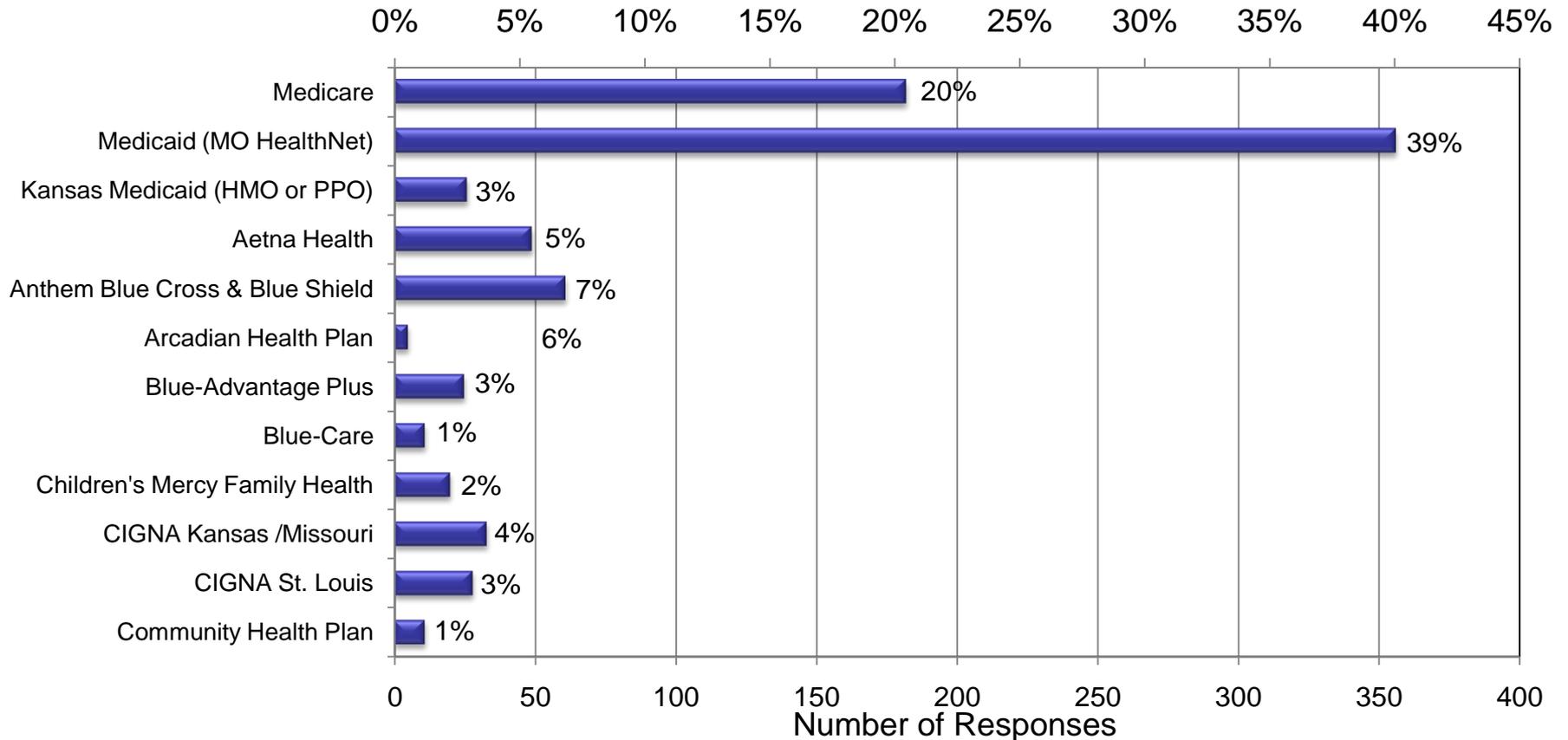


Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Technology Readiness

Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)

Do you submit claims through a website provided by the payer?

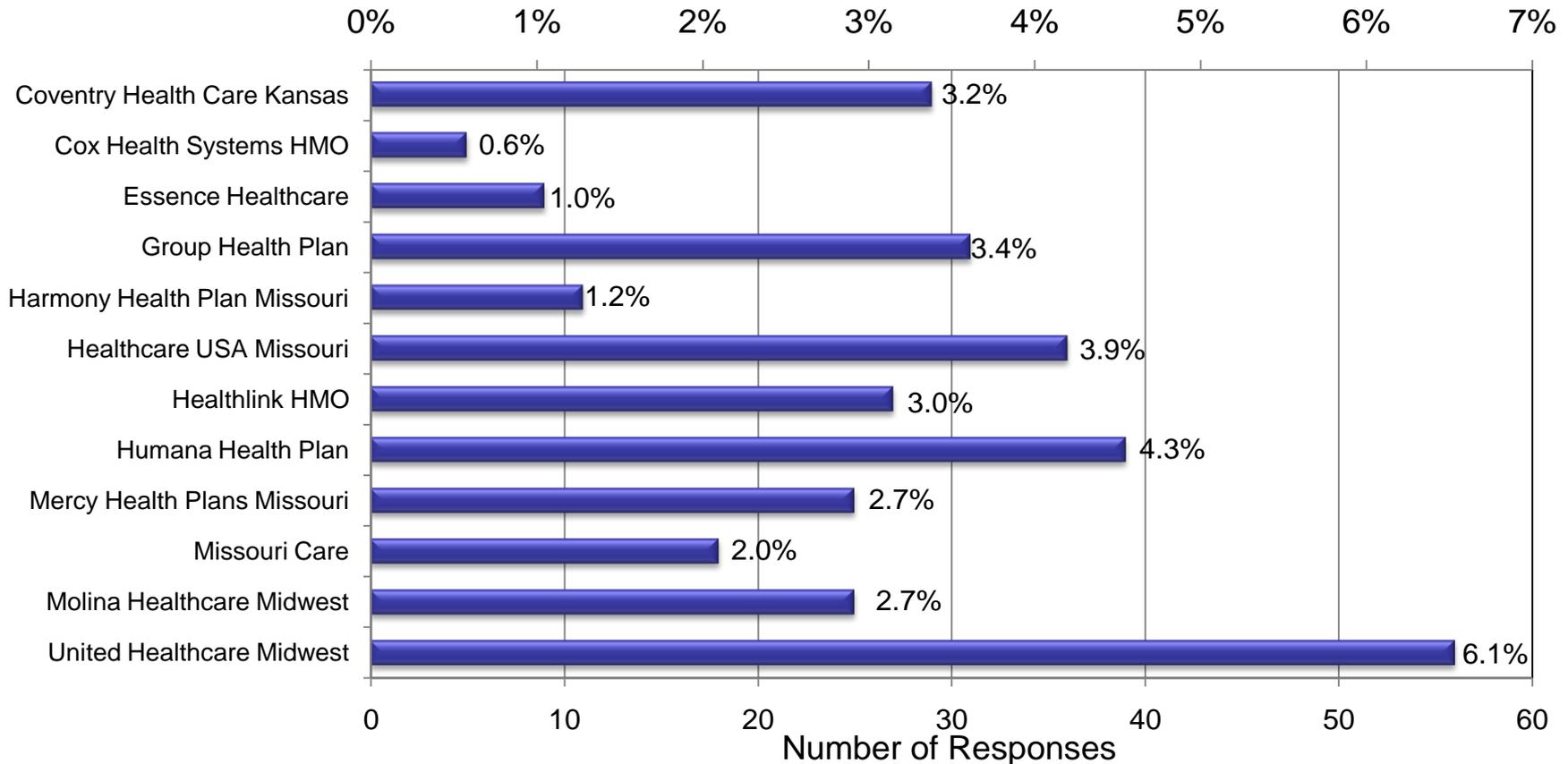


Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Technology Readiness

Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)

Do you submit claims through a website provided by the payer?

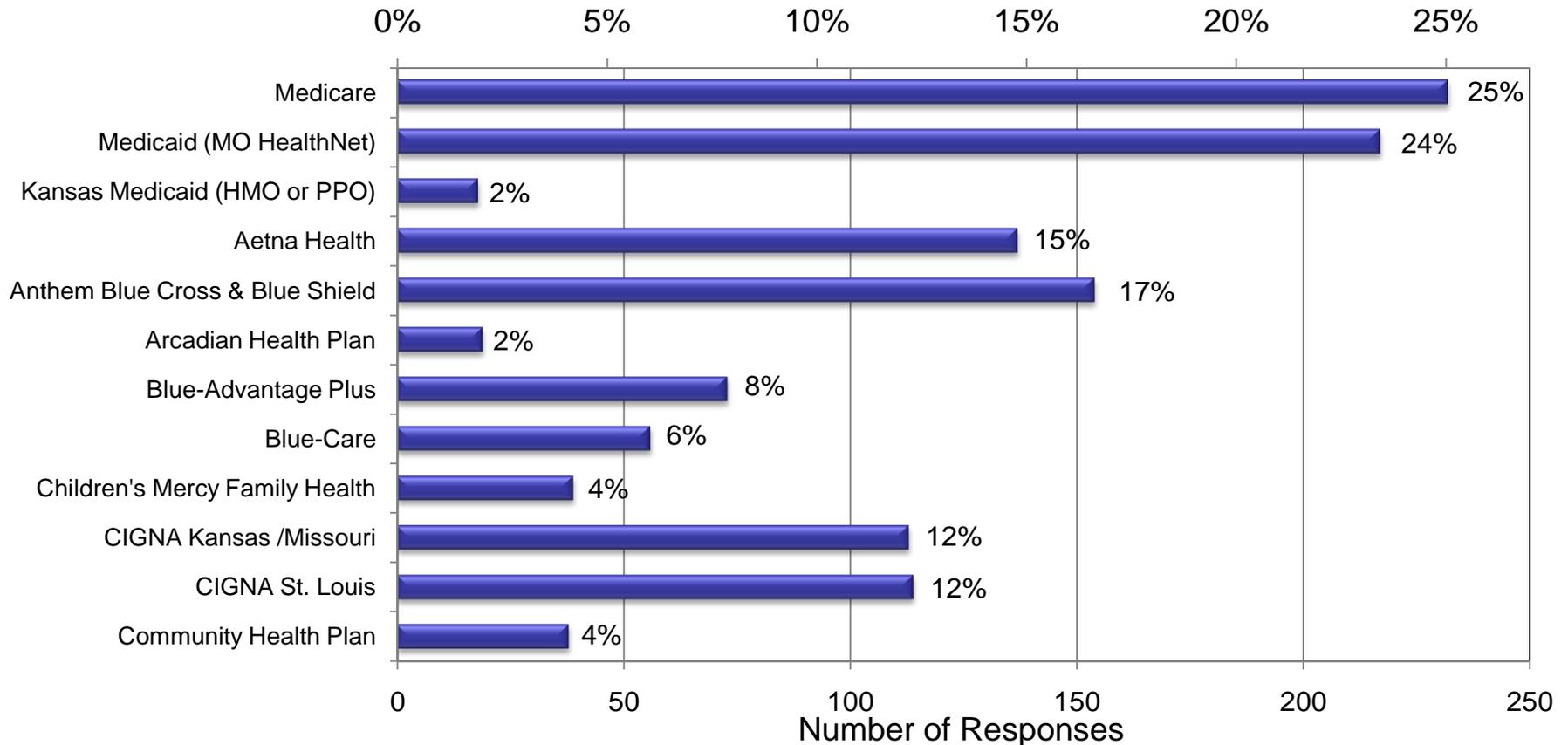


Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Technology Readiness

Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)

Do you verify insurance eligibility through either a practice management system vendor or clearinghouse application?

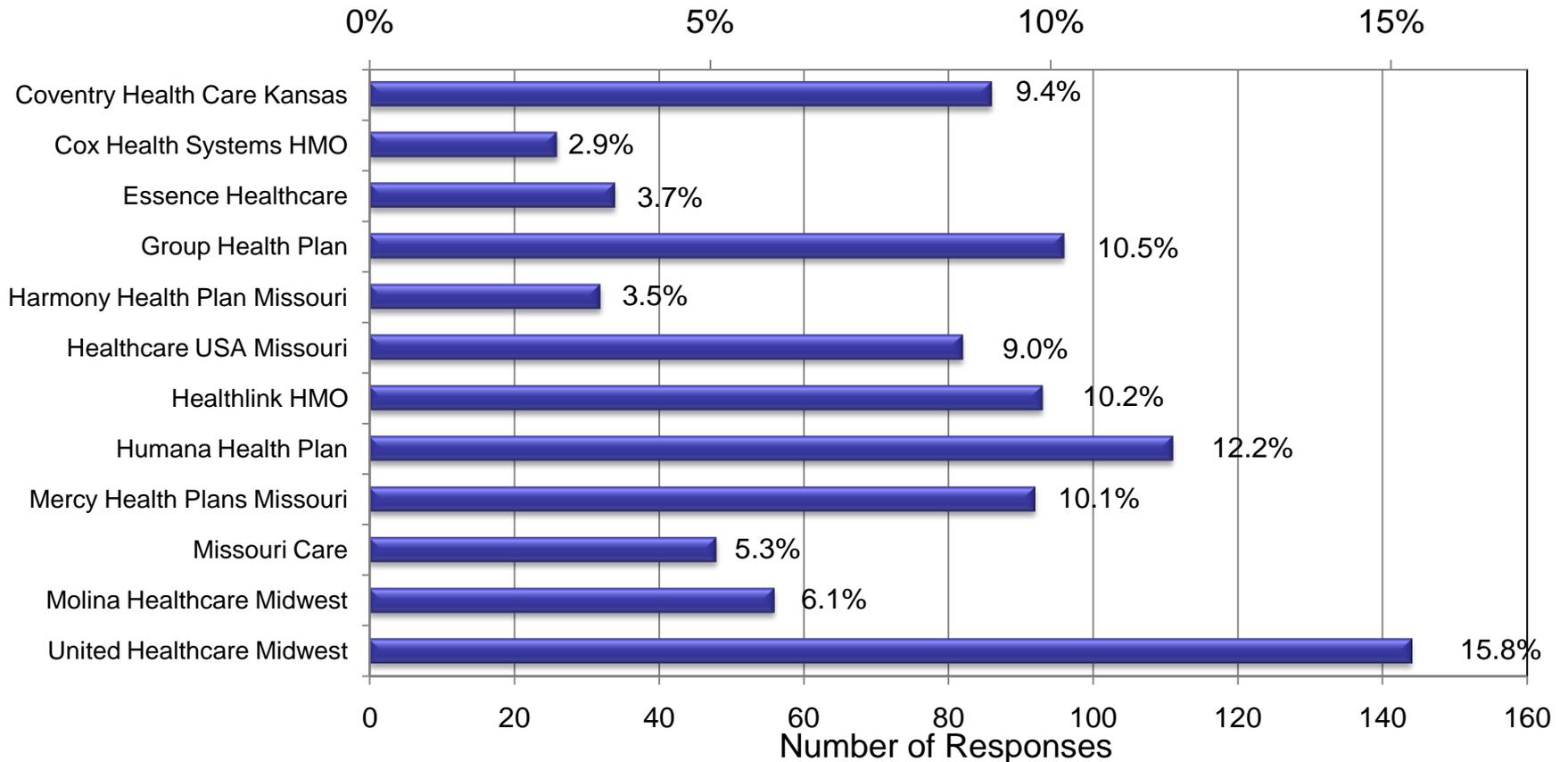


Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Technology Readiness

Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)

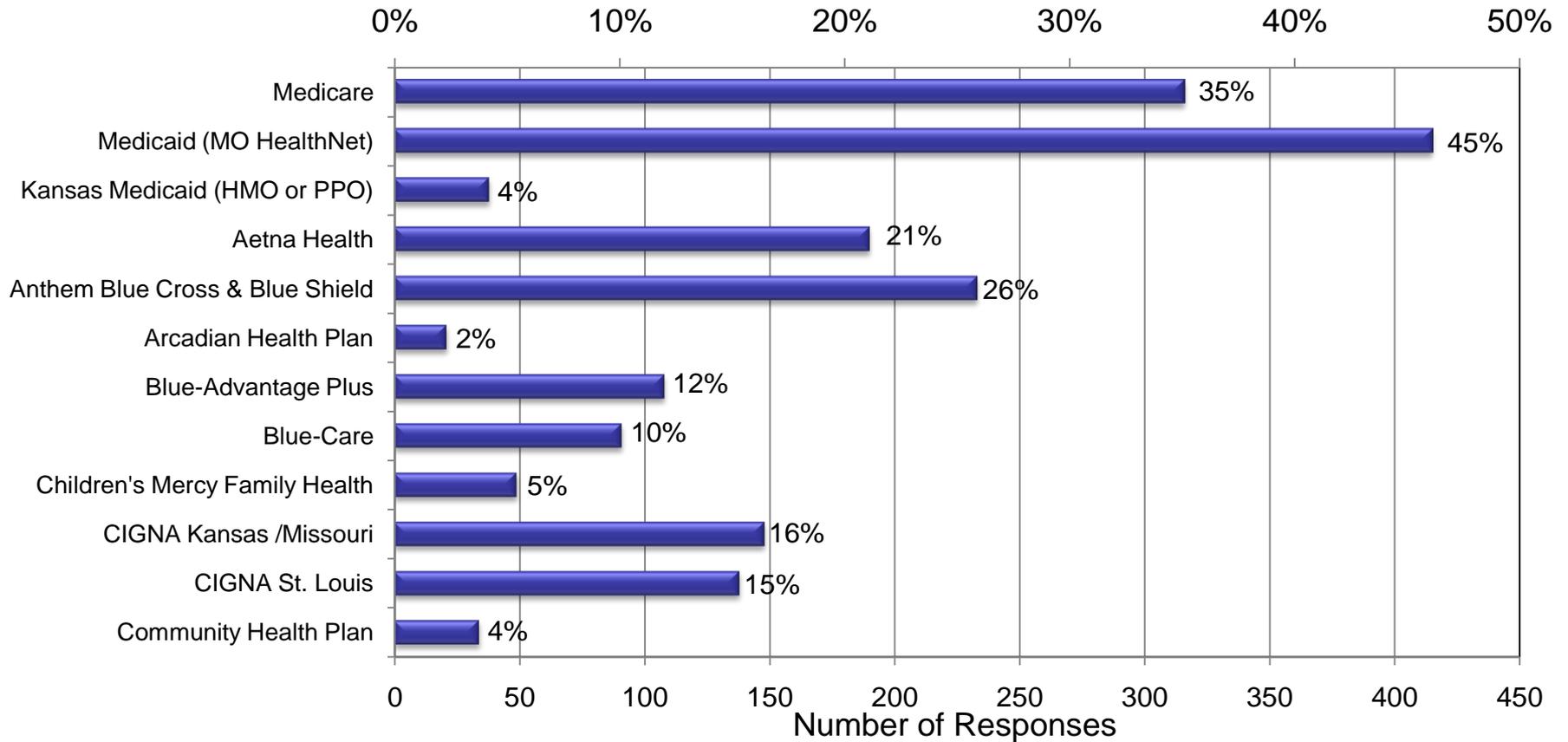
Do you verify insurance eligibility through either a practice management system vendor or clearinghouse application?



Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Technology Readiness

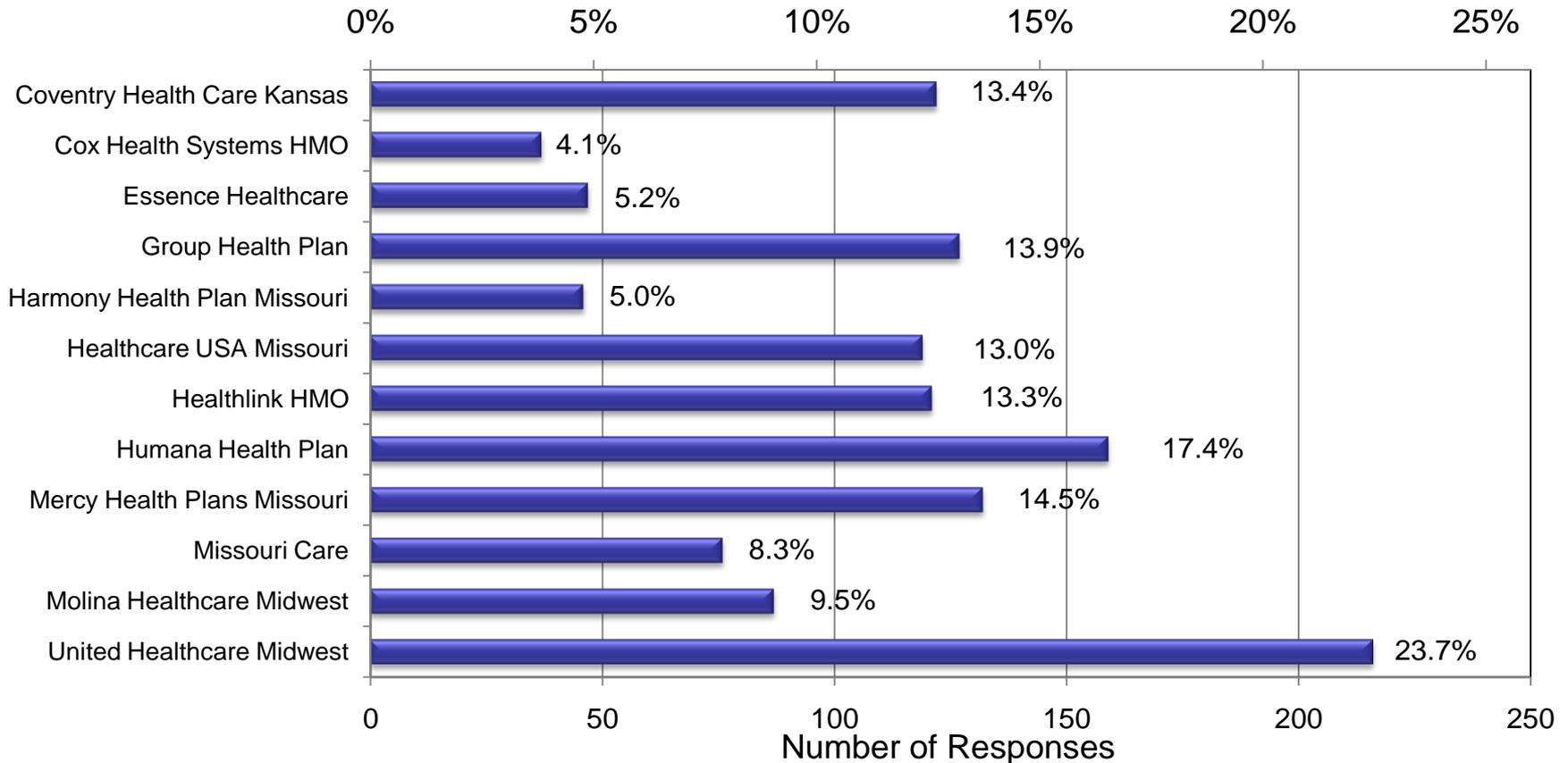
Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)
Do you verify insurance eligibility through a website provided by the payer?



Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Technology Readiness

Survey Question # 36. Electronic Data Interface (EDI) capabilities: (excludes hospitals)
Do you verify insurance eligibility through a website provided by the payer?

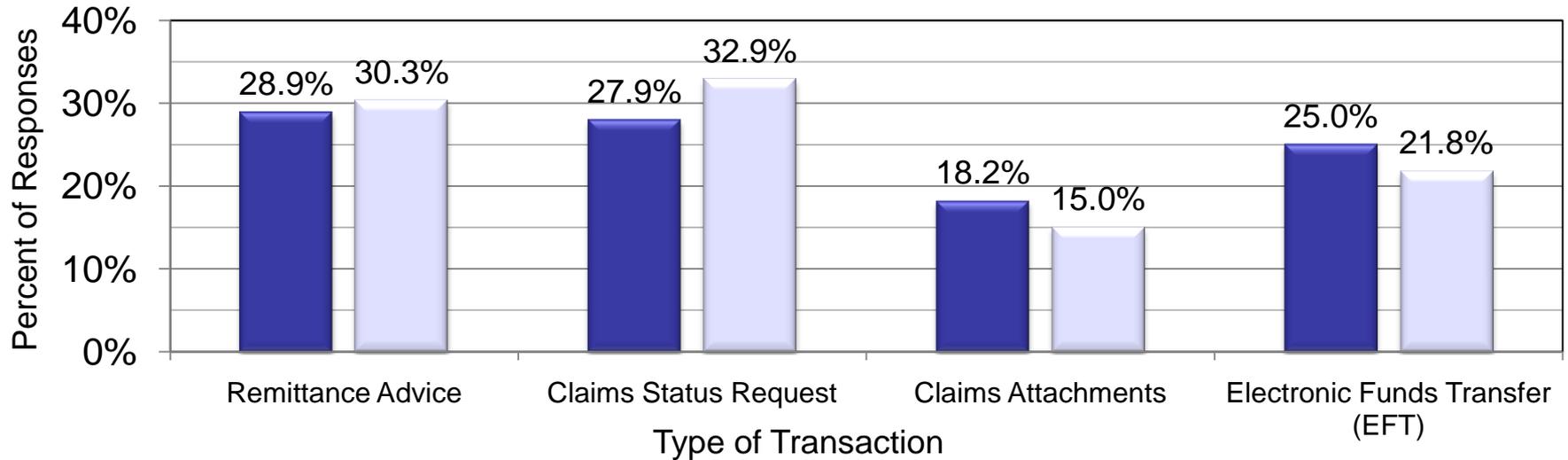


Note: Question # 36 responses are based on total respondents who utilize EDI and excludes hospitals

Technology Readiness

Survey Question # 37. Does your organization conduct the following types of transactions electronically: (excludes hospitals)

- Through a practice management system vendor or a clearinghouse application?
- ▣ Through a website provided by the payer?

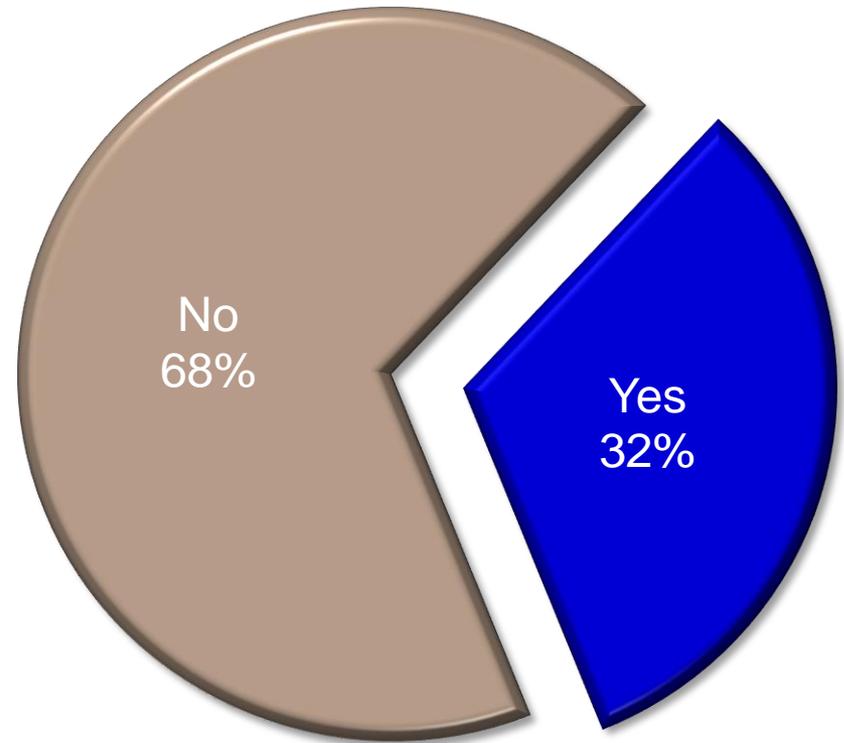


Remittance Advice	889	731
Claims Status Request	838	783
Claims Attachments	572	378
Electronic Funds Transfer (ETF)	790	516
Totals	3,089	2,408

Note: Question # 37 responses are based on total completed surveys excluding hospitals and include multiple responses

Survey Question # 12. Does your organization currently use an EHR system?

Yes	604
No	1285
Total	1889

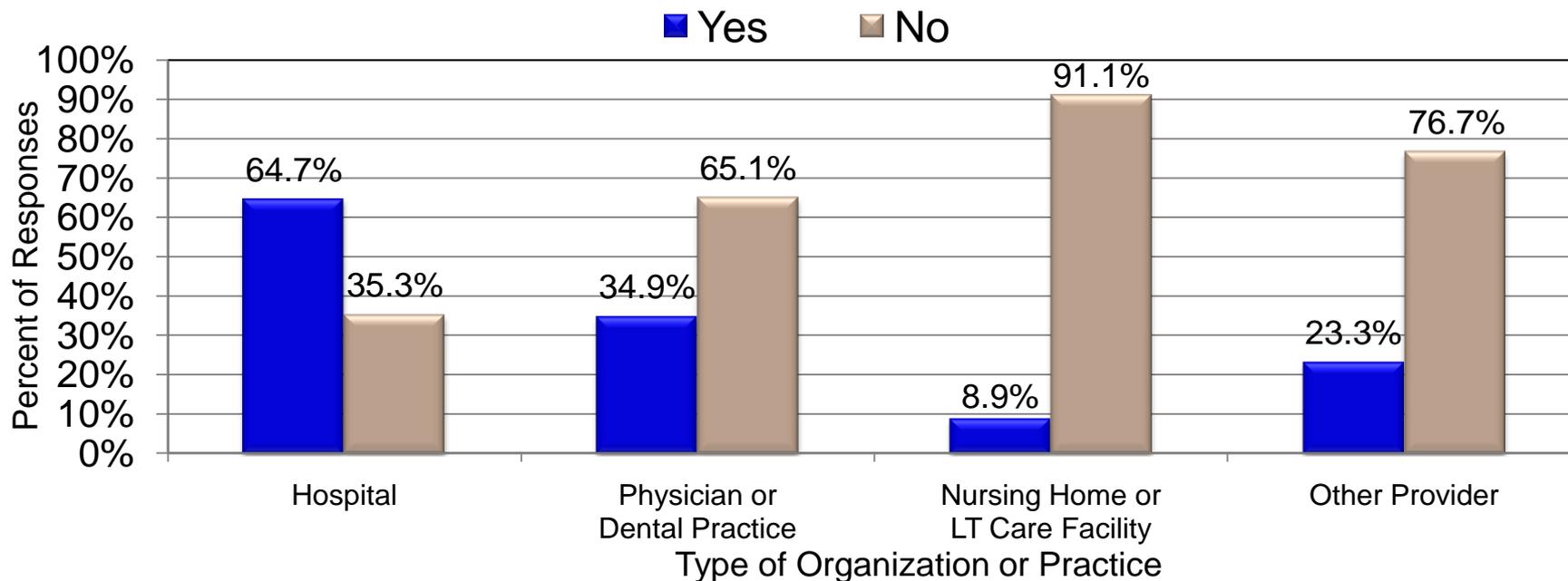


Note on Physician Counts

Yes	5197
No	2932

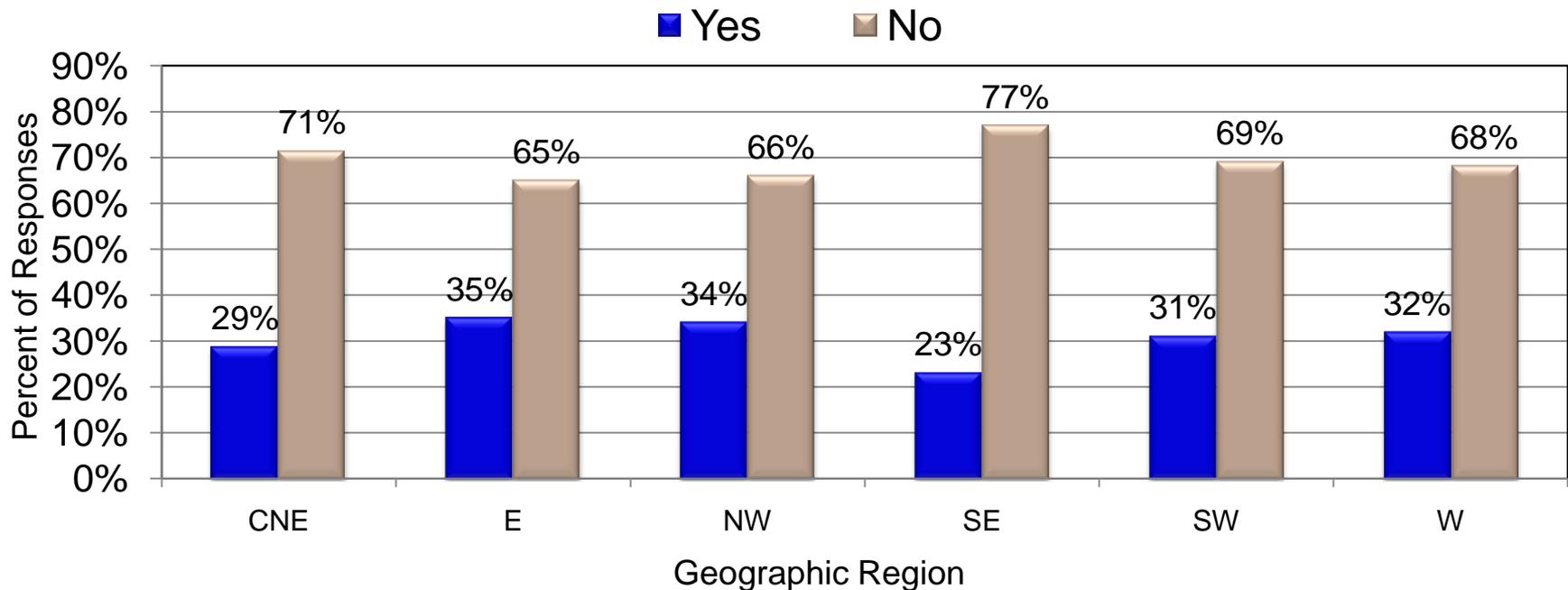
Note: Question # 12 responses are based on total completed surveys

Survey Question # 12. Does your organization currently use an EHR system? By Type of Organization or Practice



Note: Question # 12 responses are based on total completed surveys

Survey Question # 12. Does your organization currently use an EHR system?
By Geographic Region



Note: Question # 12 responses are based on total completed surveys

Survey Question # 13. What is the name of your current EHR vendor company?

Allscripts	30	5%
Other	287	49%
NextGen Healthcare Information Systems	36	6%
eClinicalWorks	30	5%
Meditech	28	5%
McKesson Provider Technologies	27	5%
Cerner	25	4%
EPIC Systems	24	4%
GE Healthcare/Centricity	21	4%
eMDs	17	3%
EHSMed	11	2%
CPSI	10	2%
Sage Software	10	2%
Eclipsys	5	1%
Greenway Medical Technologies	5	1%
Athena	4	1%
Pulse System	4	1%
Aprima	3	1%
Healthland	2	0%
Siemens	2	0%
Totals	581	100.00%

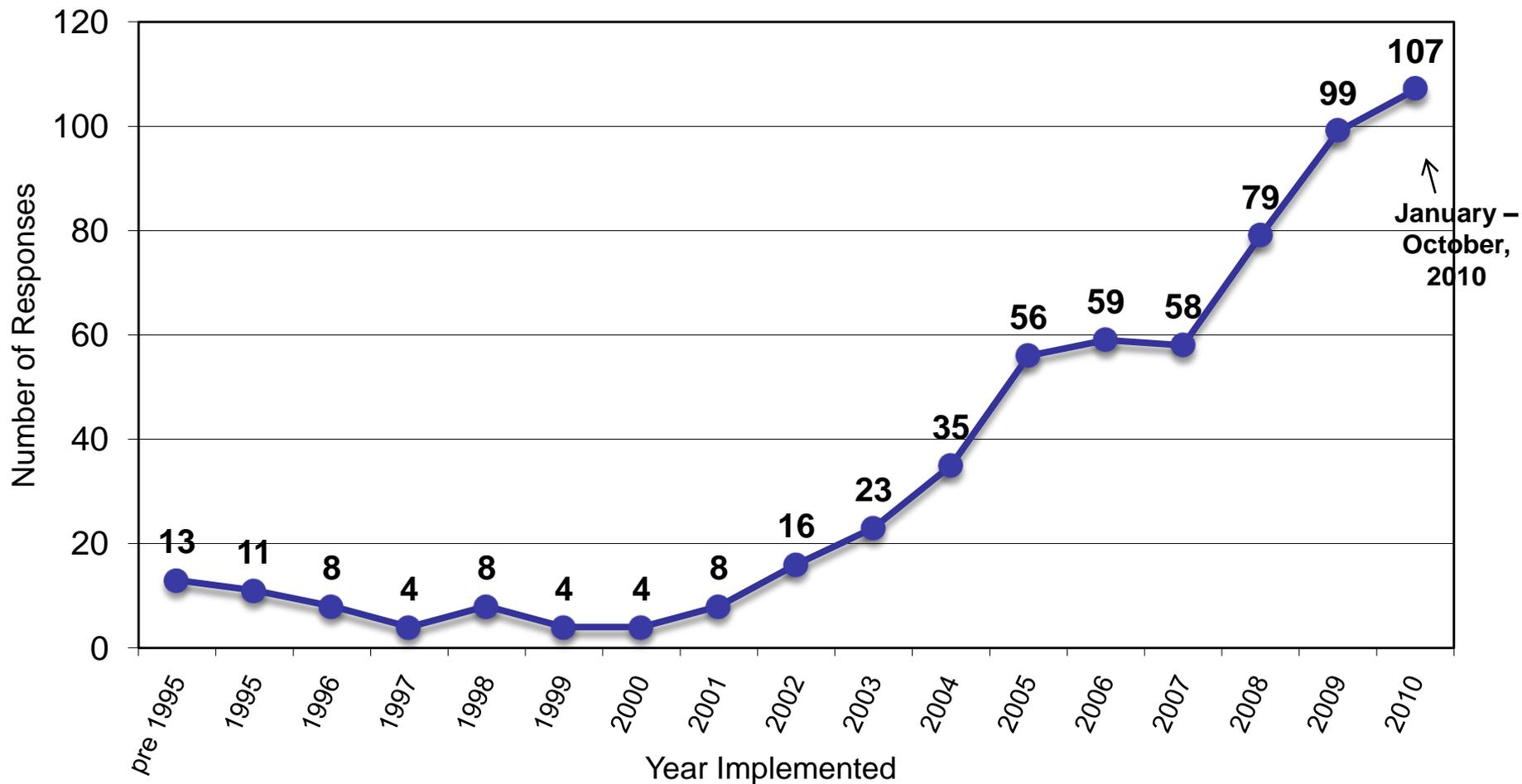
Other responses included:

- Amazing Charts EMR(6)
- American Health Tech (4)
- Dentrix (12)
- Eaglesoft (16)
- OfficeMate (7)
- Point Click Care (4)
- Practice Fusion (4)
- Soapware (6)

Note: Question # 13 responses are based on total respondents who have EHR systems

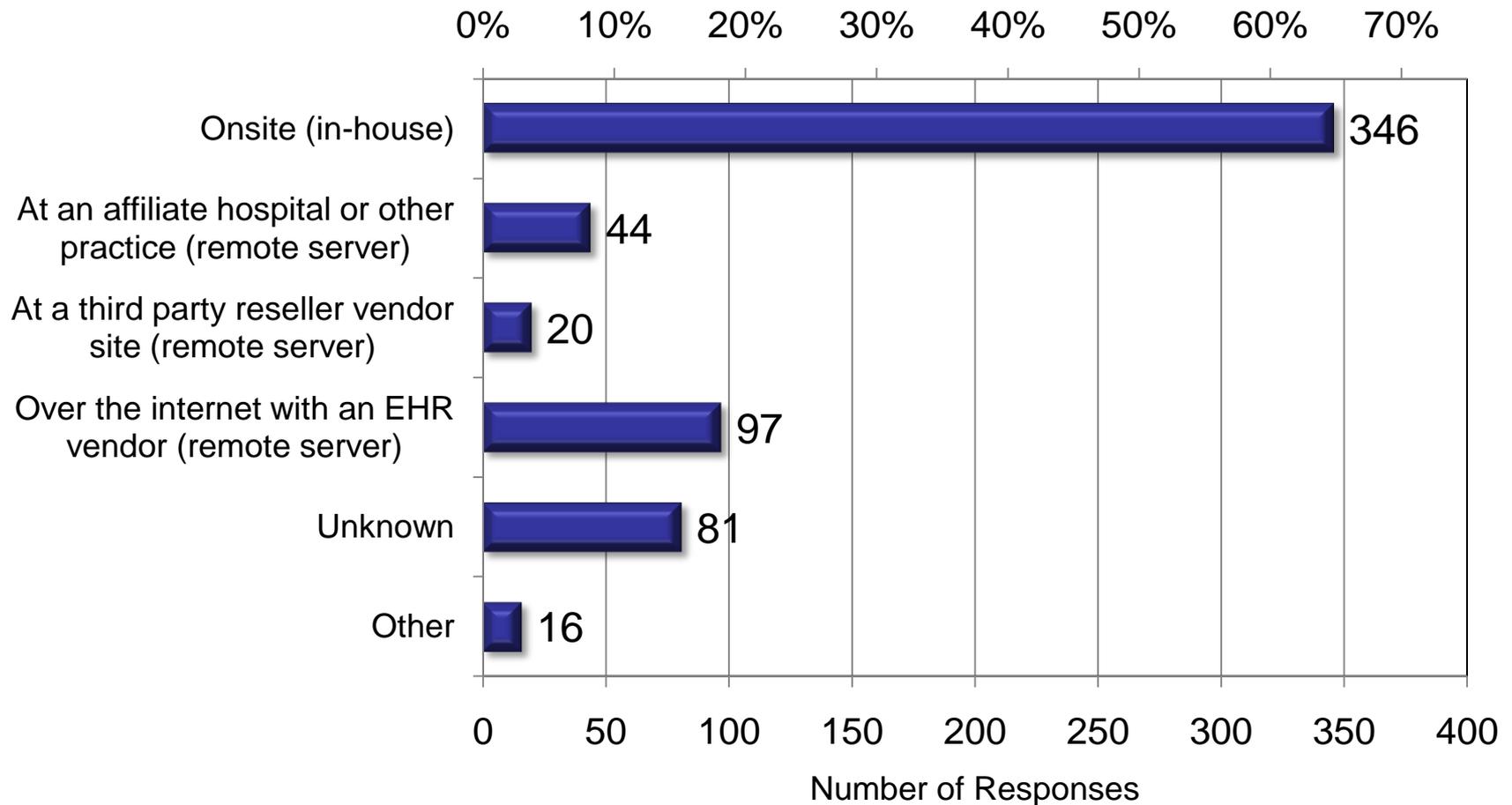
EHR Adoption

Survey Question # 15. What year did you implement your EHR system?



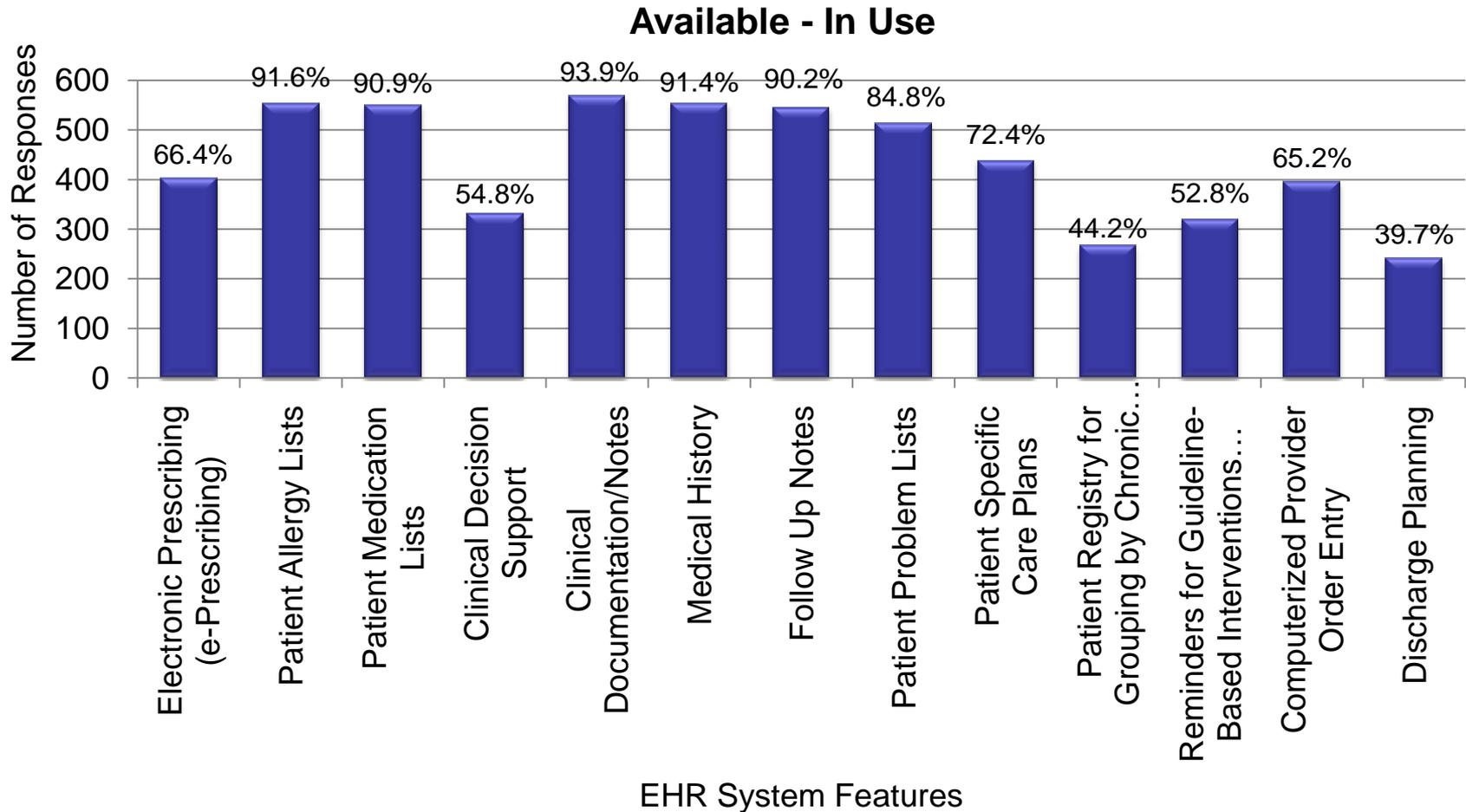
Note: Question # 15 responses are based on total respondents who have EHR systems

Survey Question # 16. Describe how your organization's EHR system is hosted.



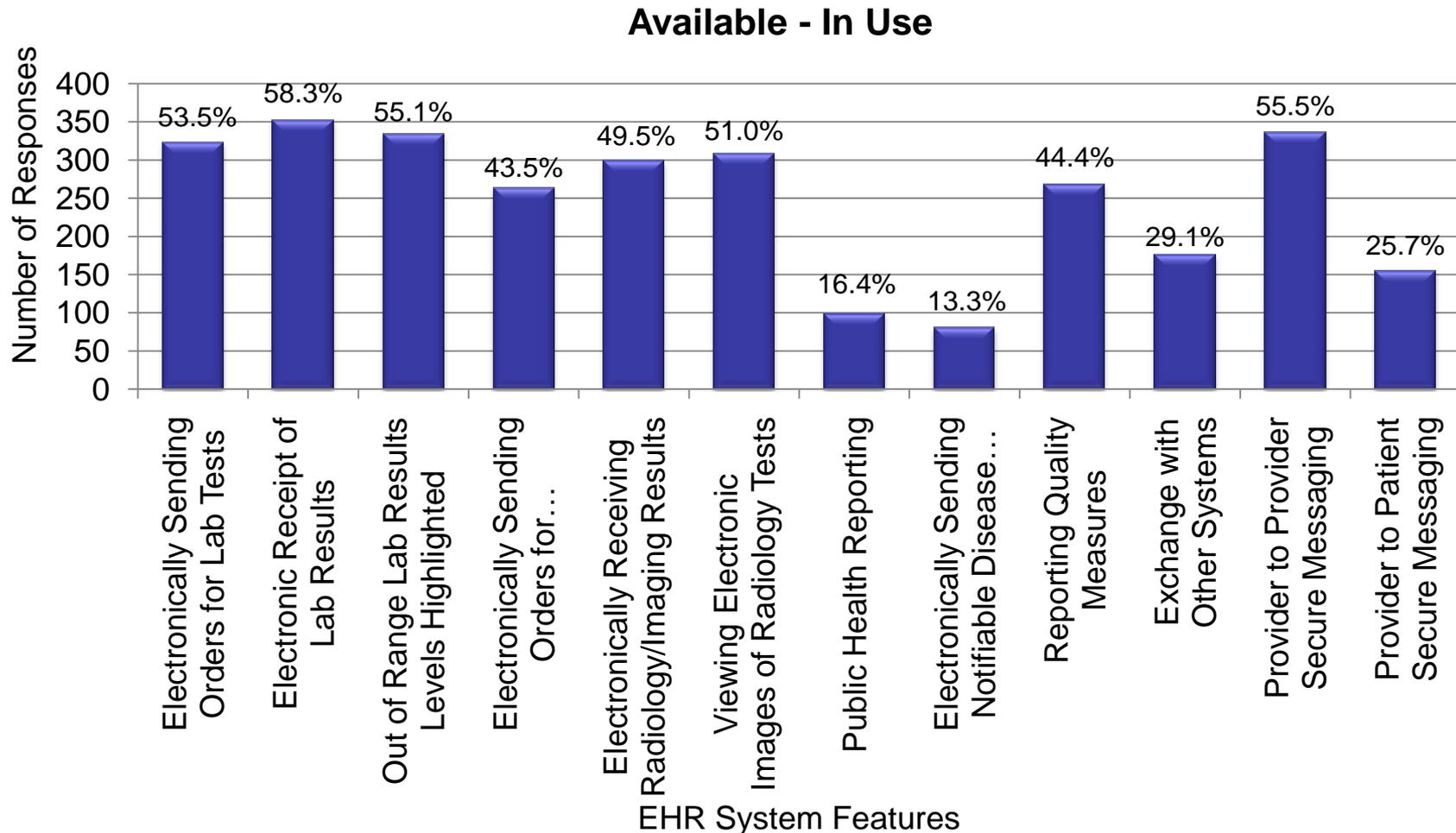
Note: Question # 16 responses are based on total respondents who have EHR systems

Survey Question # 17. Indicate if your organization has a computerized system for each of the following features.



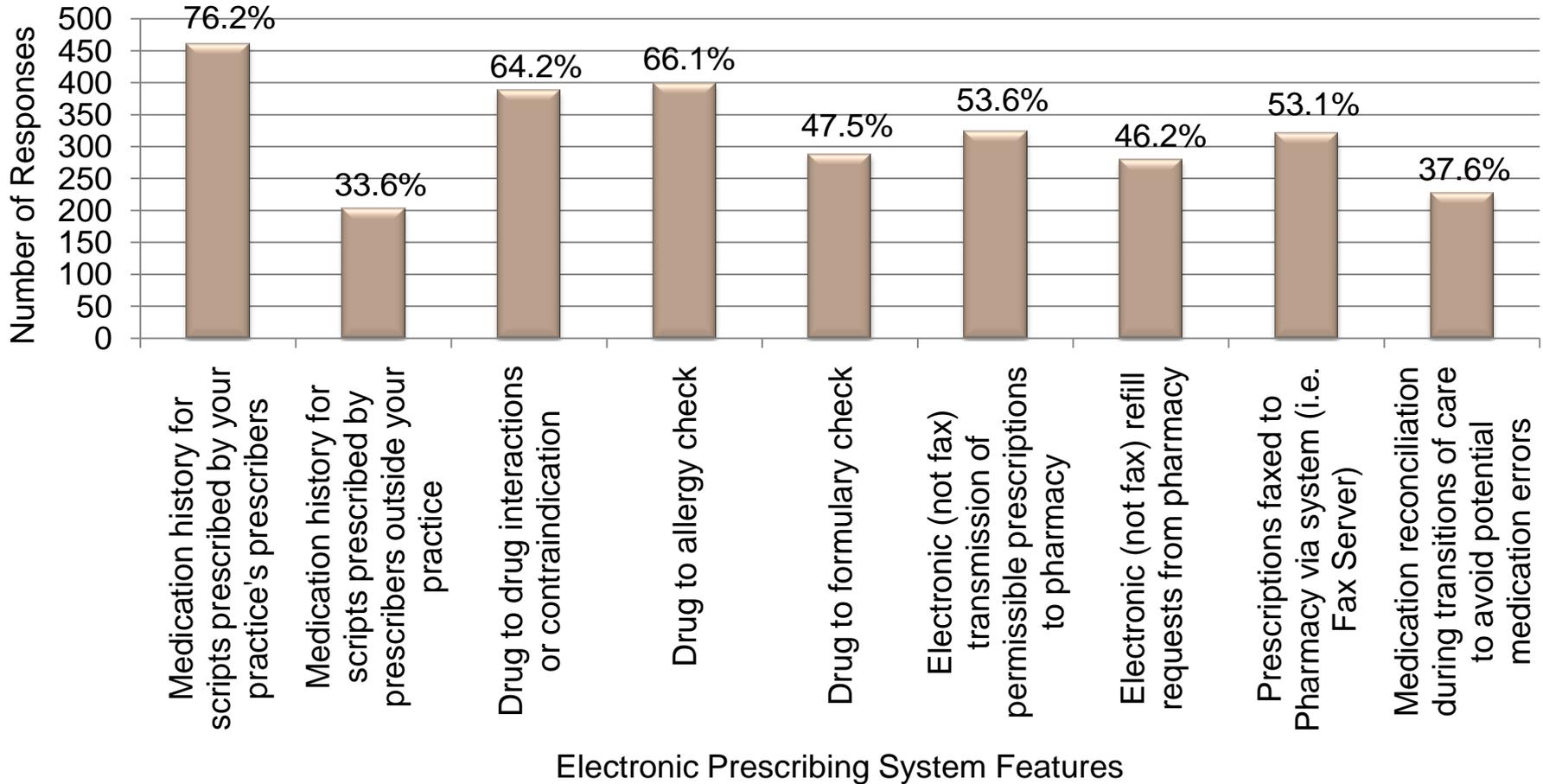
Note: Question # 17 responses are based on total respondents who have EHR systems

Survey Question # 17. Indicate if your organization has a computerized system for each of the following features.



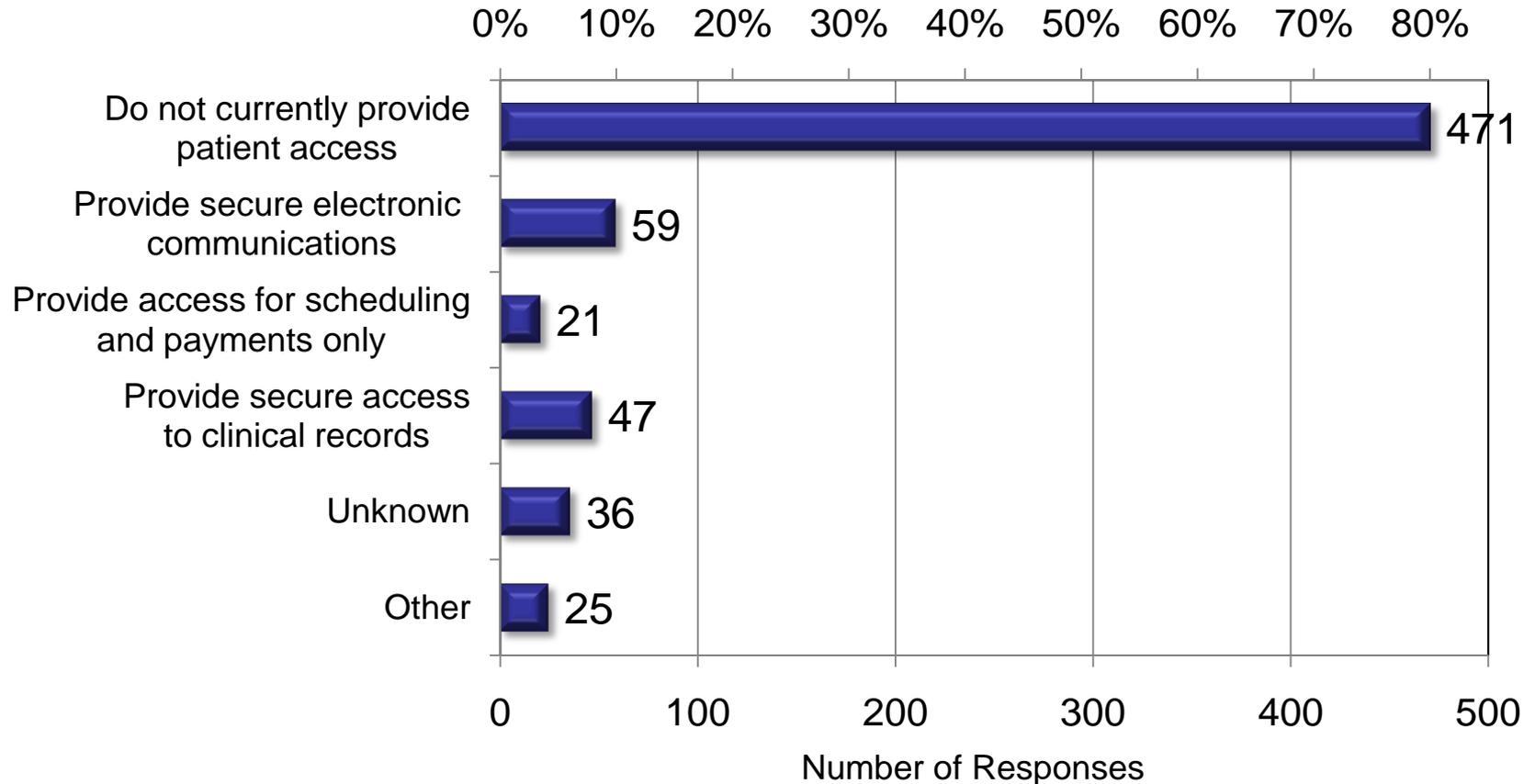
Note: Question # 17 responses are based on total respondents who have EHR systems

Survey Question # 18. Indicate if your organization has a computerized system for each of the following electronic prescribing features.



Note: Question # 18 responses are based on total respondents who have EHR systems

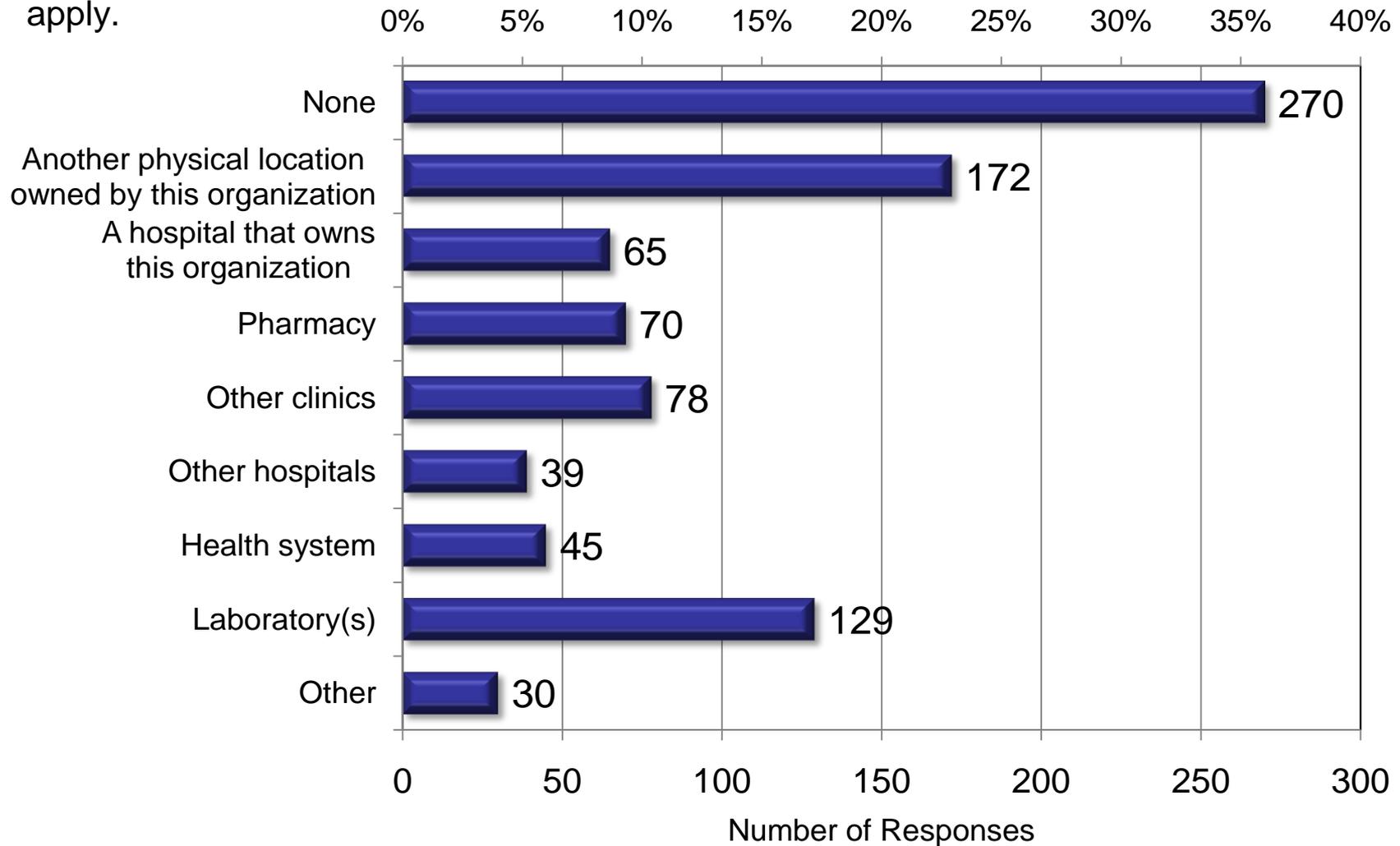
Survey Question # 19. Does your organization currently provide a means for patients to electronically access their personal health information? Please check all that apply.



Note: Question # 19 responses are based on total respondents who have EHR systems

EHR Adoption

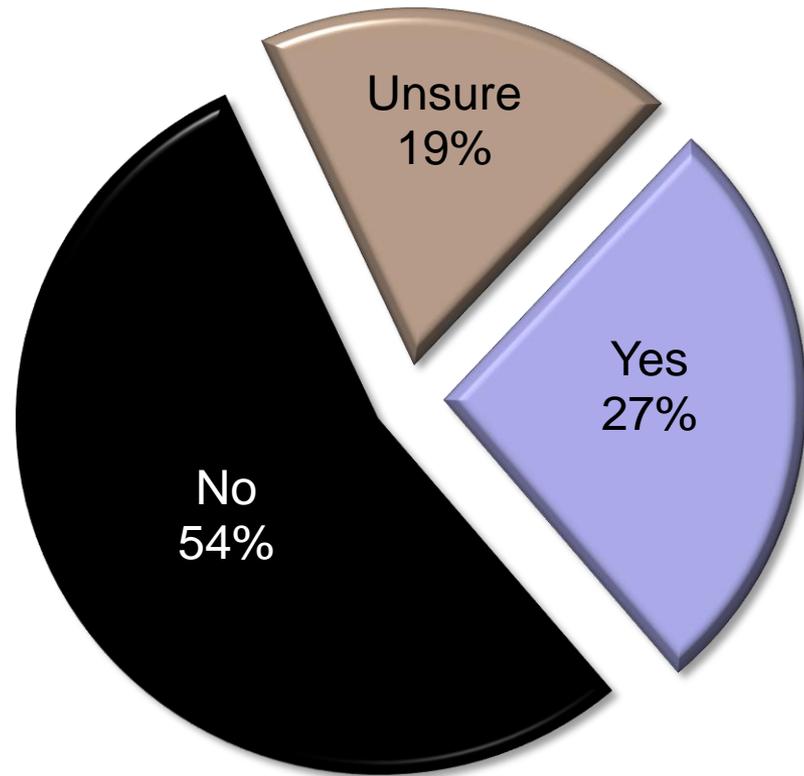
Survey Question # 20. Is your EHR connected to any of the following? Please check all that apply.



Note: Question # 20 responses are based on total respondents who have EHR systems

Survey Question # 21. Is your EHR hardware provided by your EHR software vendor?

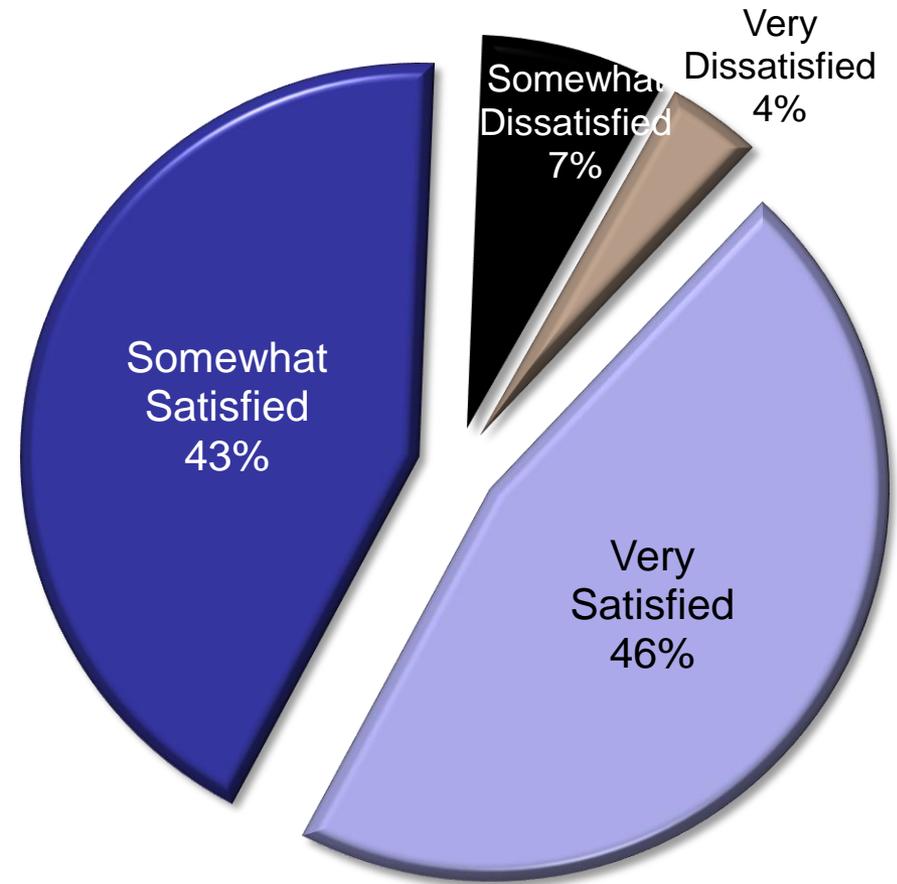
Yes	161
No	325
Unsure	113
Total	599



Note: Question # 21 responses are based on total respondents who have EHR systems

Survey Question # 22. How satisfied are you with your current EHR system?

Very Satisfied	275
Somewhat Satisfied	257
Somewhat Dissatisfied	45
Very Dissatisfied	23
Total	600



Note: Question # 22 responses are based on total respondents who have EHR systems

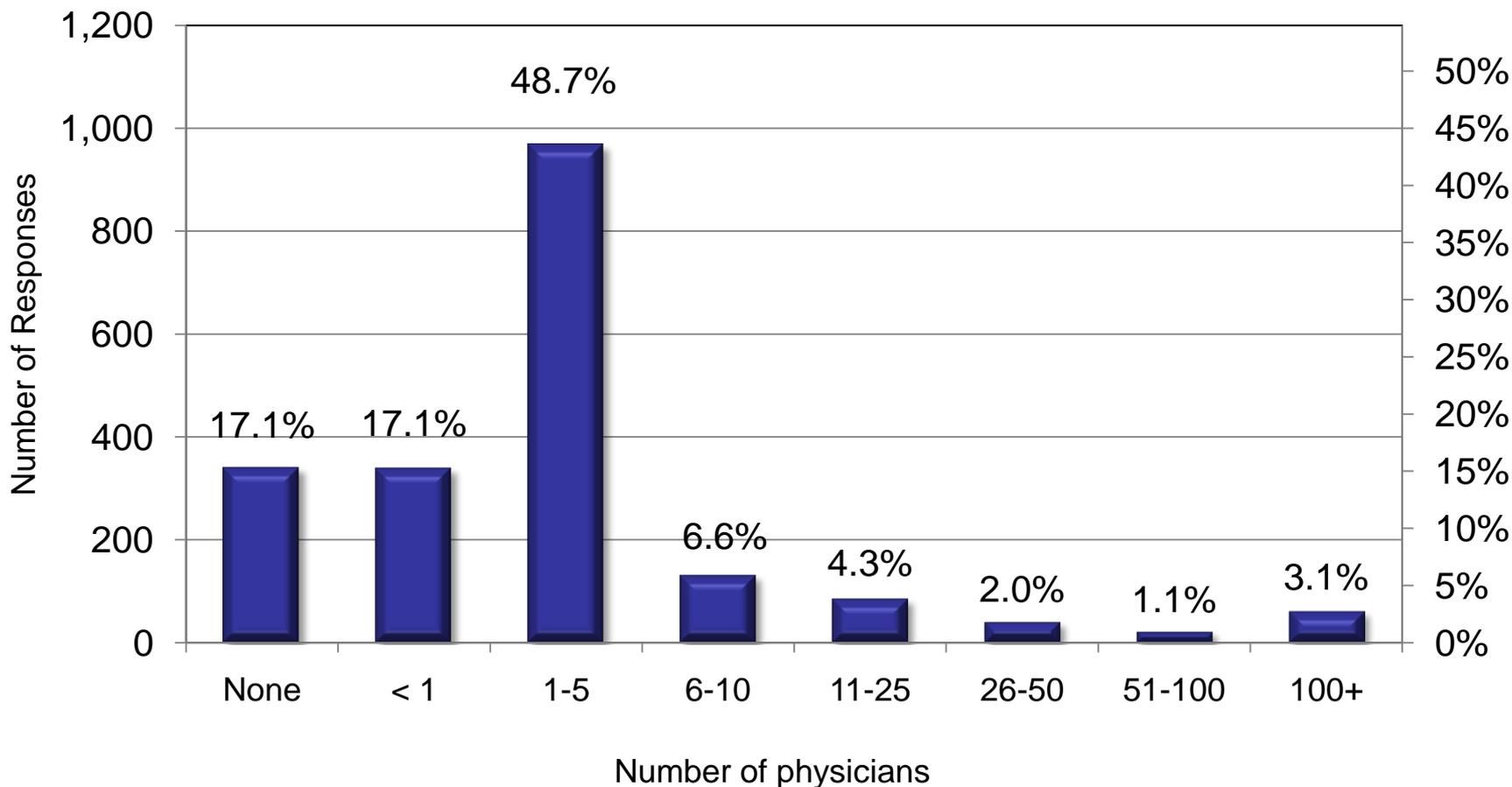
Survey Question # 22a. Reason for dissatisfaction with your current EHR system.

Key Summarized Complaints	Count	Percent
Not enough features or functionality	13	33%
Cumbersome and difficult to use	9	23%
Too time consuming	9	23%
Quality of system (bugs, downtime, etc.)	6	15%
Too costly	3	8%
Total Summarized Entries	40	

Note: Question # 22a responses are based on total respondents who are “Somewhat Dissatisfied” or “Very Dissatisfied” with their current EHR system

Survey Question # 10. provide the following information about your organization or practice.

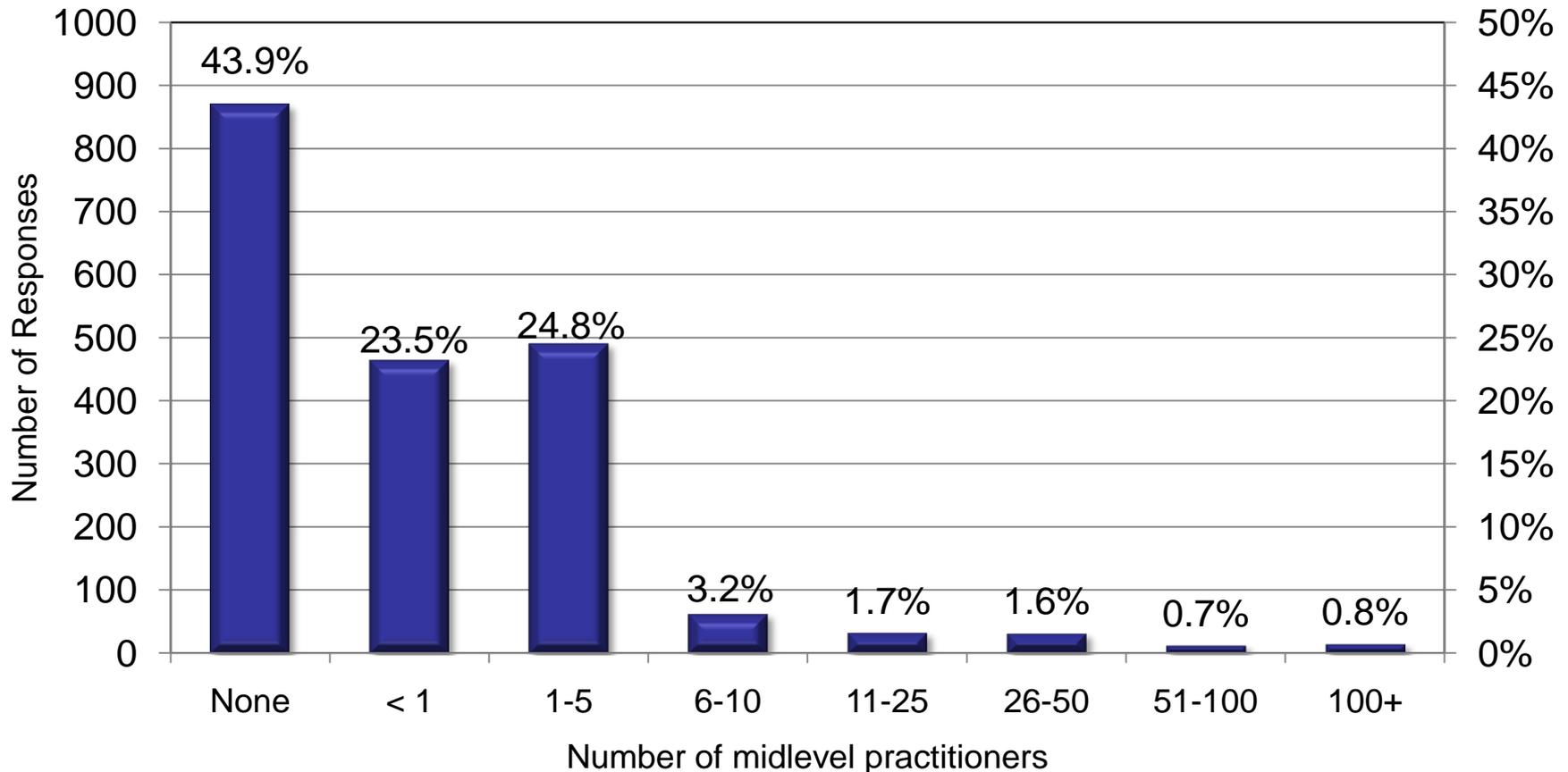
How many physicians are there in your organization or practice?



Note: Question # 10 responses are based on total completed surveys

Survey Question # 10. provide the following information about your organization or practice.

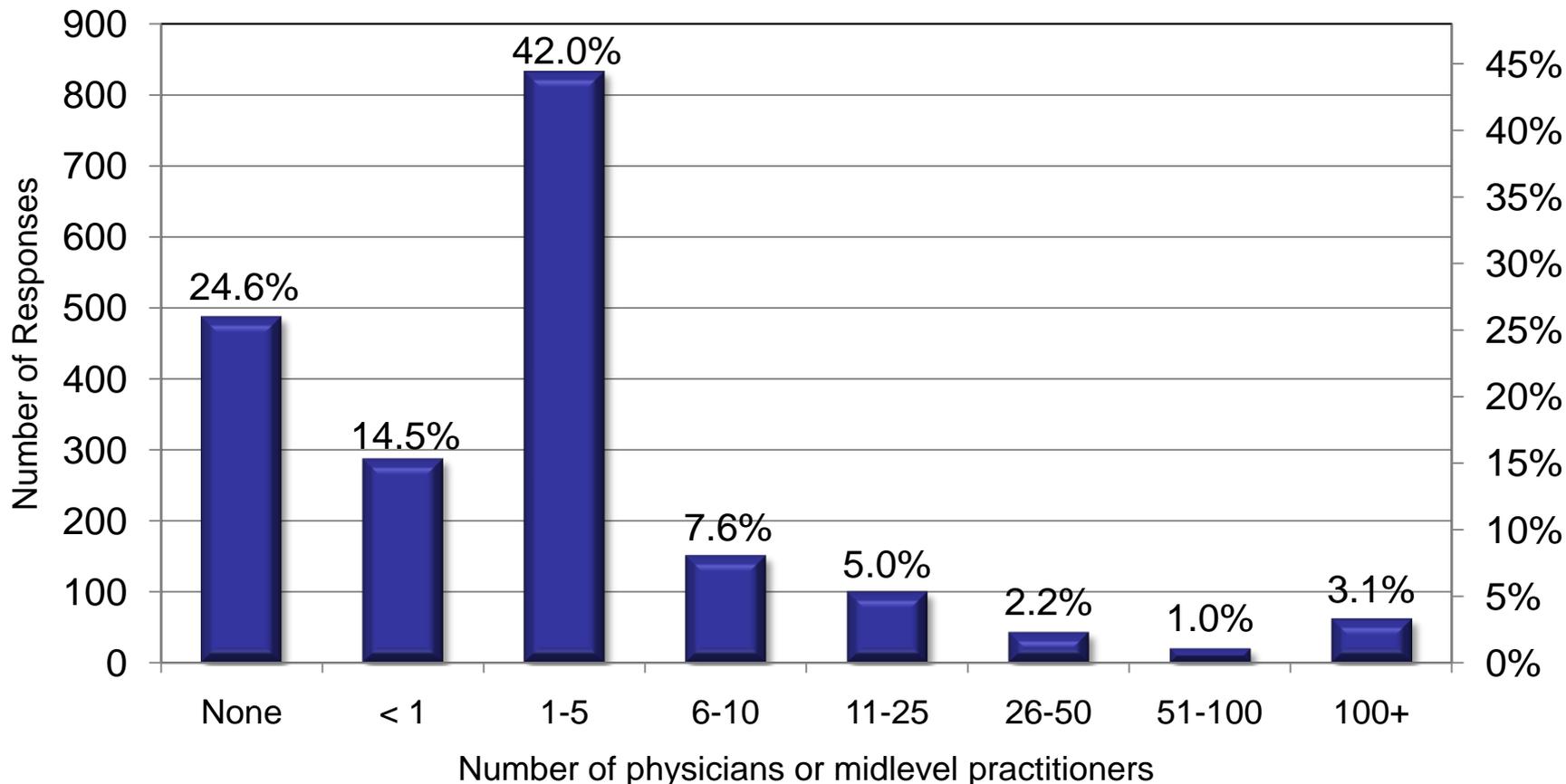
How many midlevel practitioners such as ARNPs, PAs, and nurse midwives are there in your organization or practice?



Note: Question # 10 responses are based on total completed surveys

Survey Question # 10. provide the following information about your organization or practice.

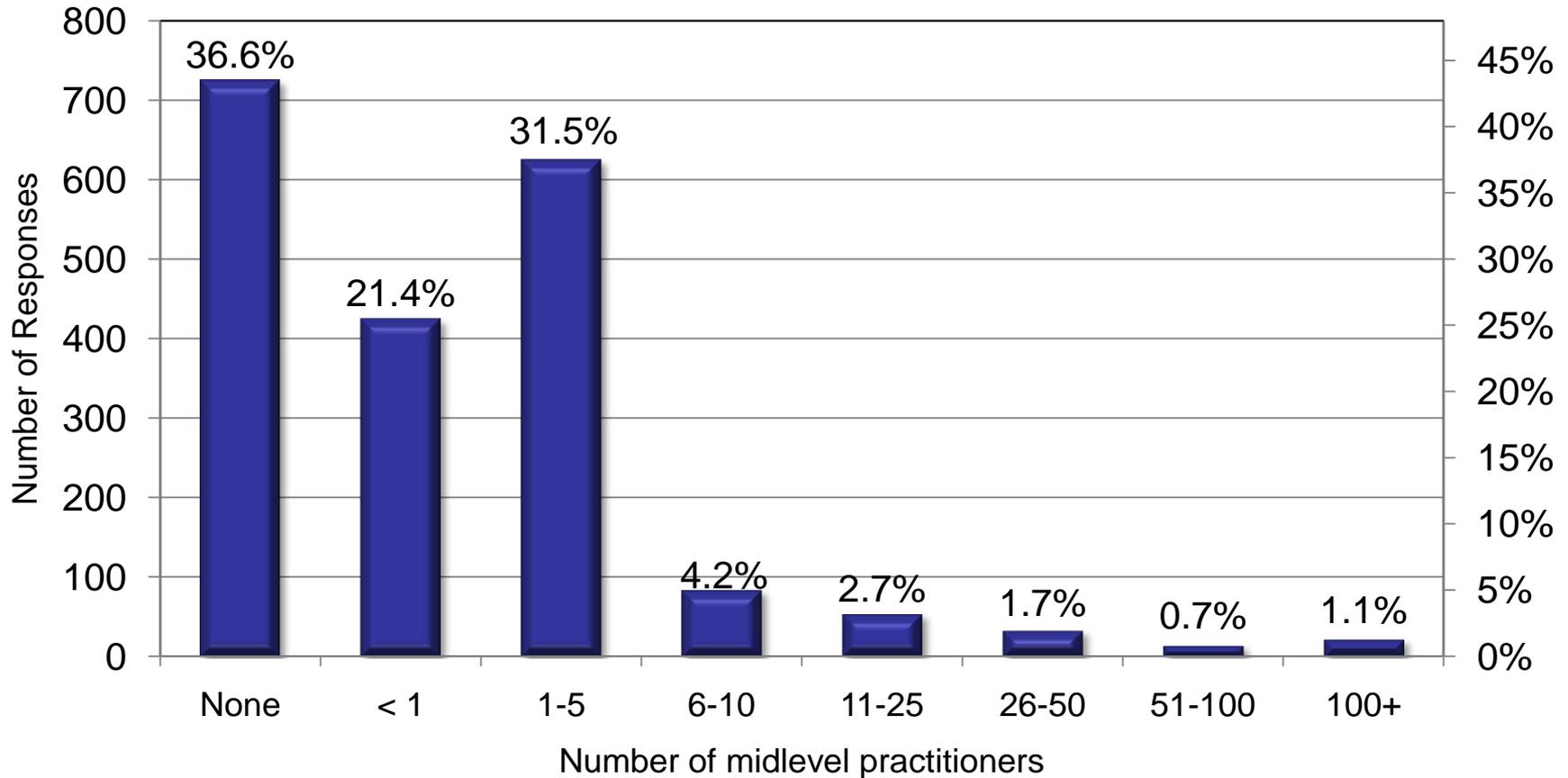
How many physicians or midlevel practitioners in your organization or practice will access clinical information at the individual patient level?



Note: Question # 10 responses are based on total completed surveys

Survey Question # 10. provide the following information about your organization or practice.

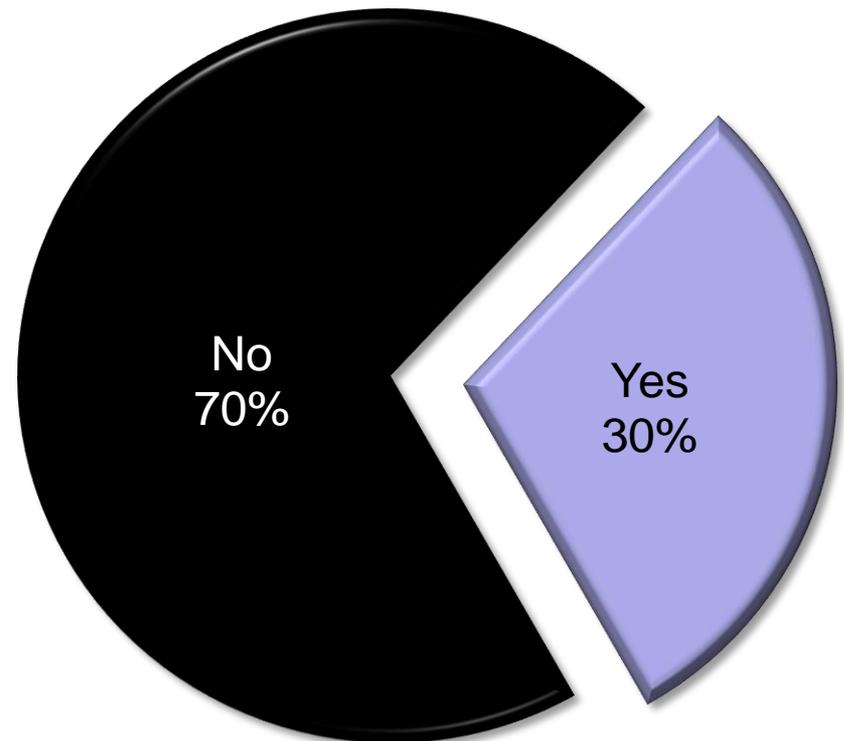
How many midlevel practitioners in your organization or practice have prescriptive privileges?



Note: Question # 10 responses are based on total completed surveys

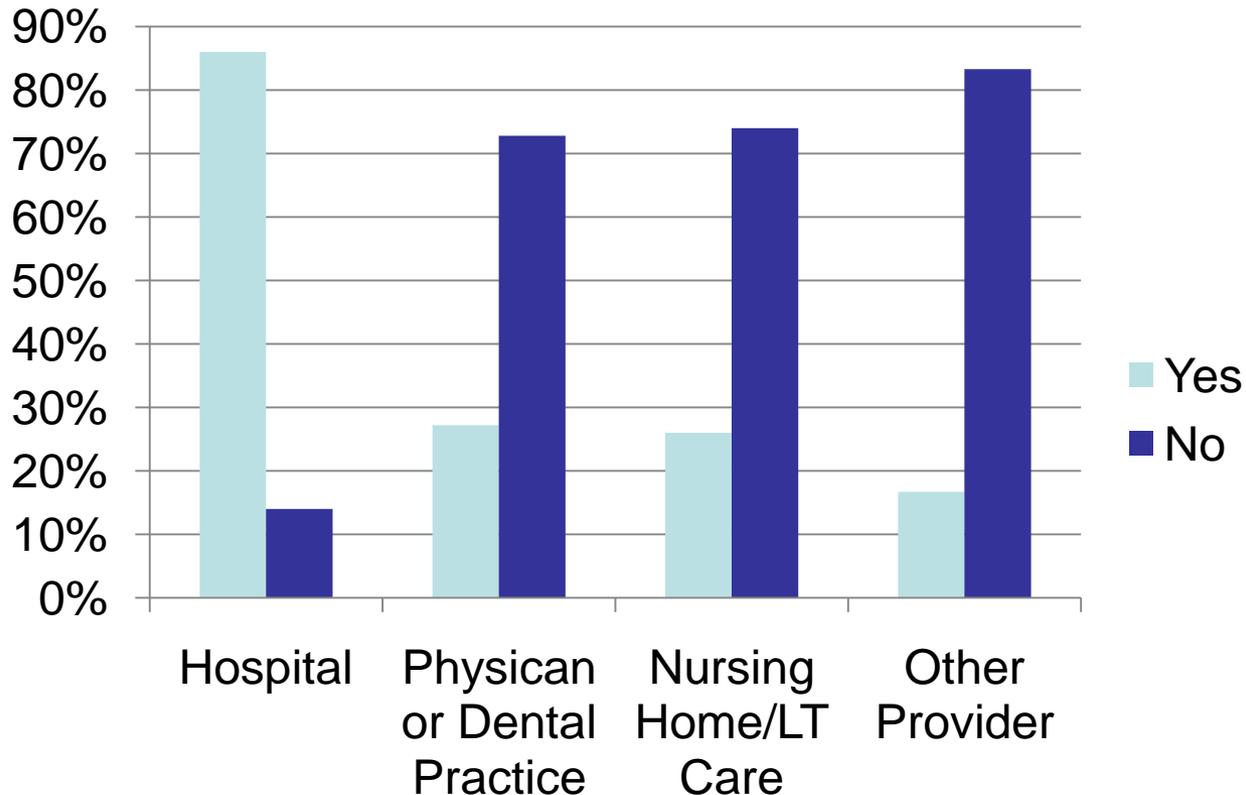
Survey Question # 38. Does your organization have an onsite lab?

Yes	563
No	1323
Total	1886



Note: Question # 38 responses are based on total completed surveys

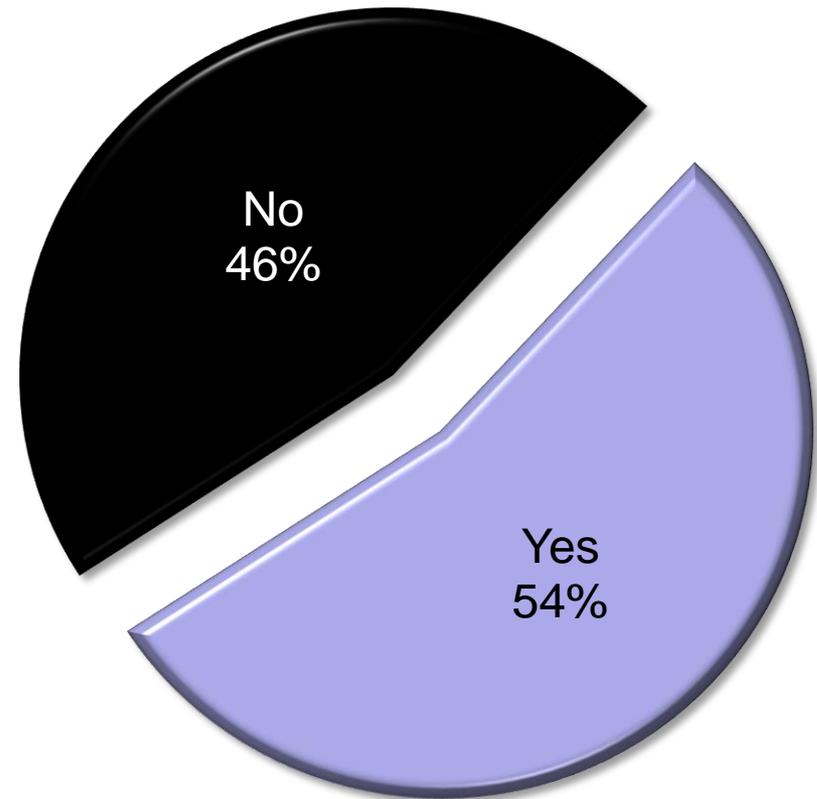
Survey Question # 38. Does your organization have an onsite lab? By Type of Organization or Practice



Note: Question # 38 responses are based on total completed surveys

Survey Question # 39. Does your onsite lab provide results to external entities?

Yes	304
No	260
Total	564

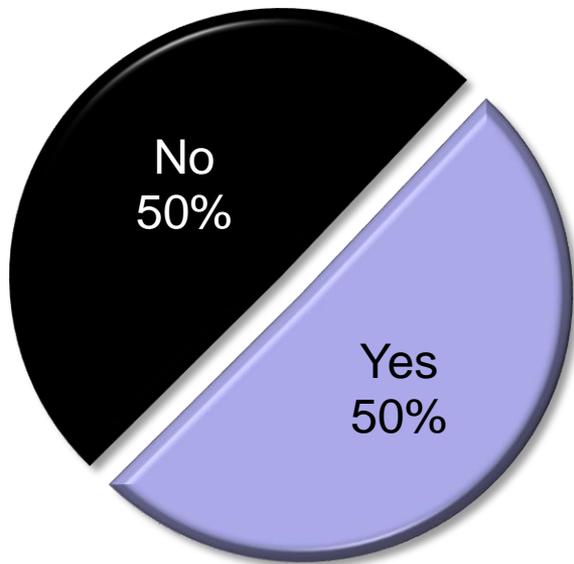


Note: Question # 39 responses are based on total respondents who have an onsite lab

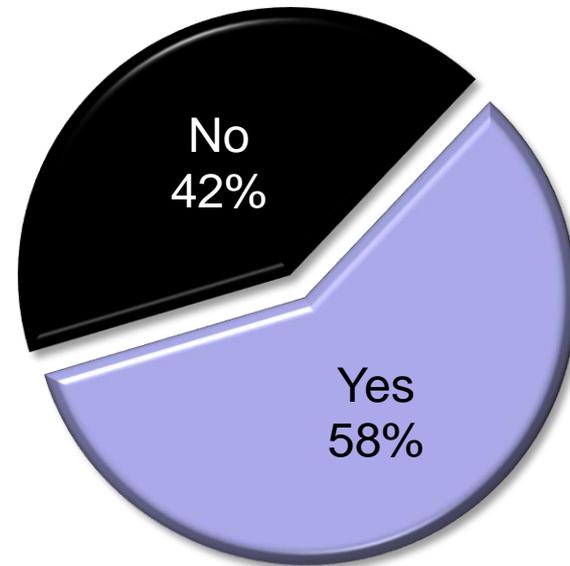
Survey Question # 40. Does your lab have the capability to:

Receive orders electronically?

Send results electronically?



Yes	153
No	150
Total	303

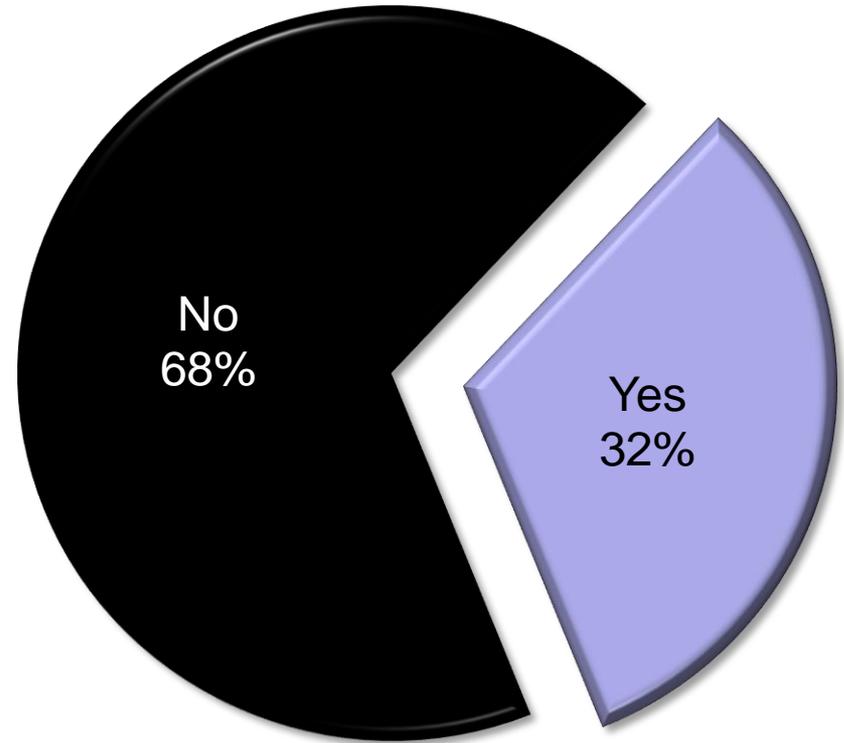


Yes	177
No	126
Total	303

Note: Question # 40 responses are based on total respondents who provide results to external entities

Survey Question # 12. Does your organization currently use an EHR system?

Yes	604
No	1285
Total	1889

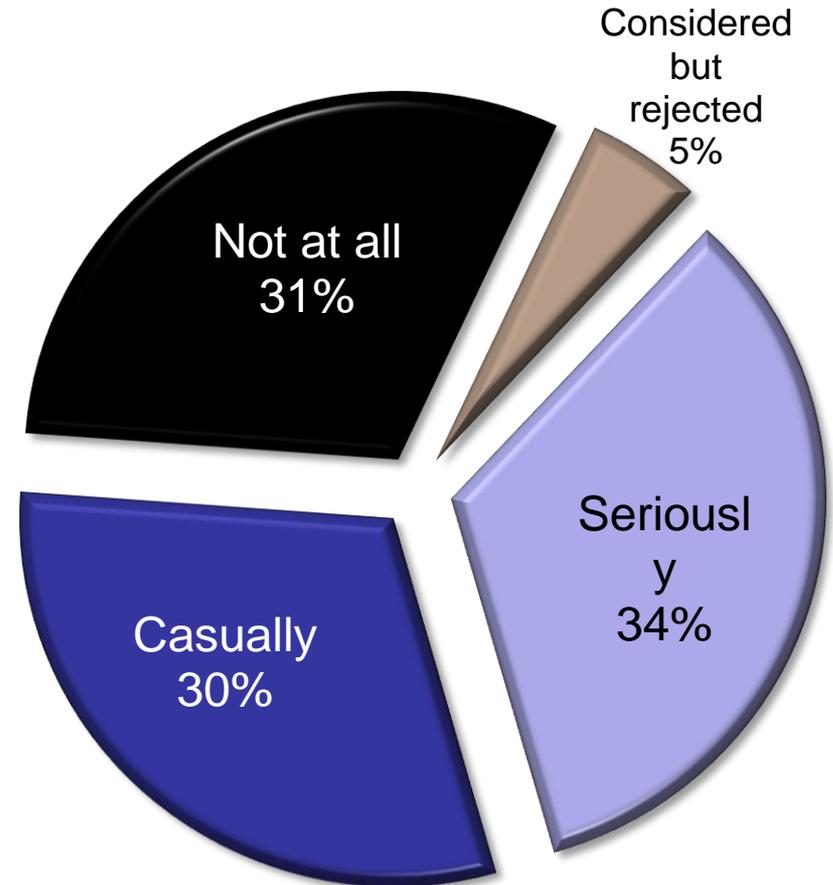


Survey Questions # 27-30 that follow are for those who answered “No” to this question.

Note: Question # 12 responses are based on total completed surveys

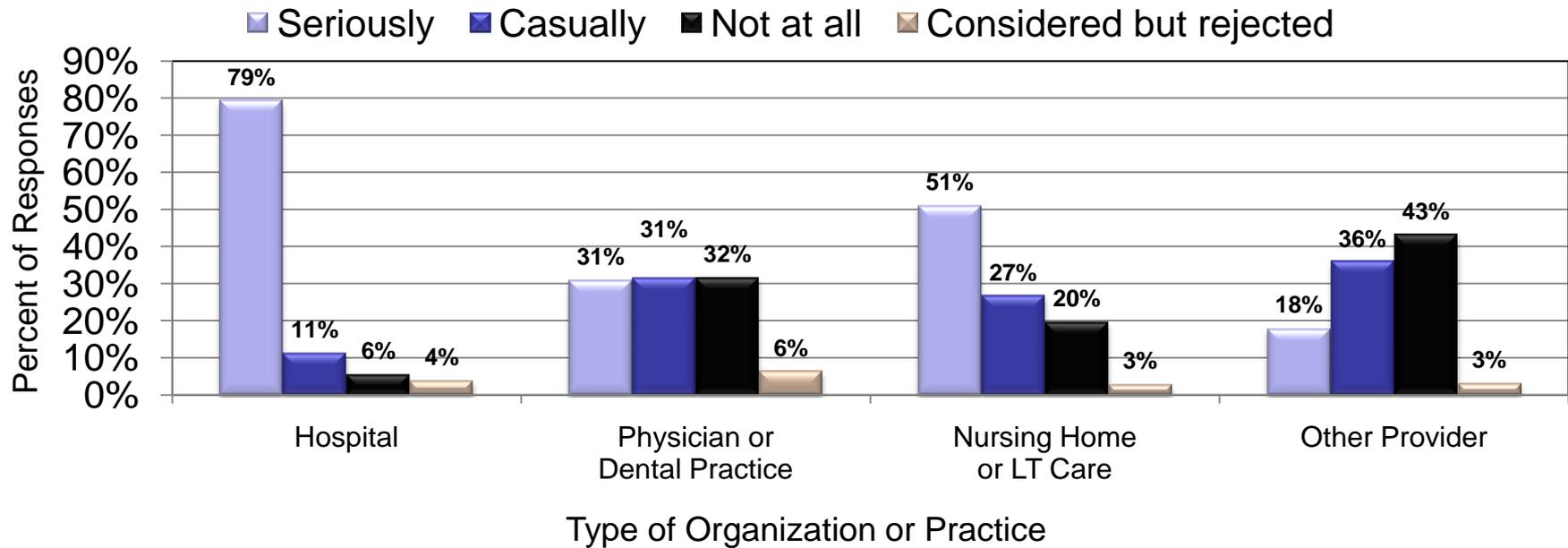
Survey Question # 27. How seriously have you considered an EHR for your organization?

Seriously	432
Casually	393
Not at all	396
Considered but rejected	64
Total	1285



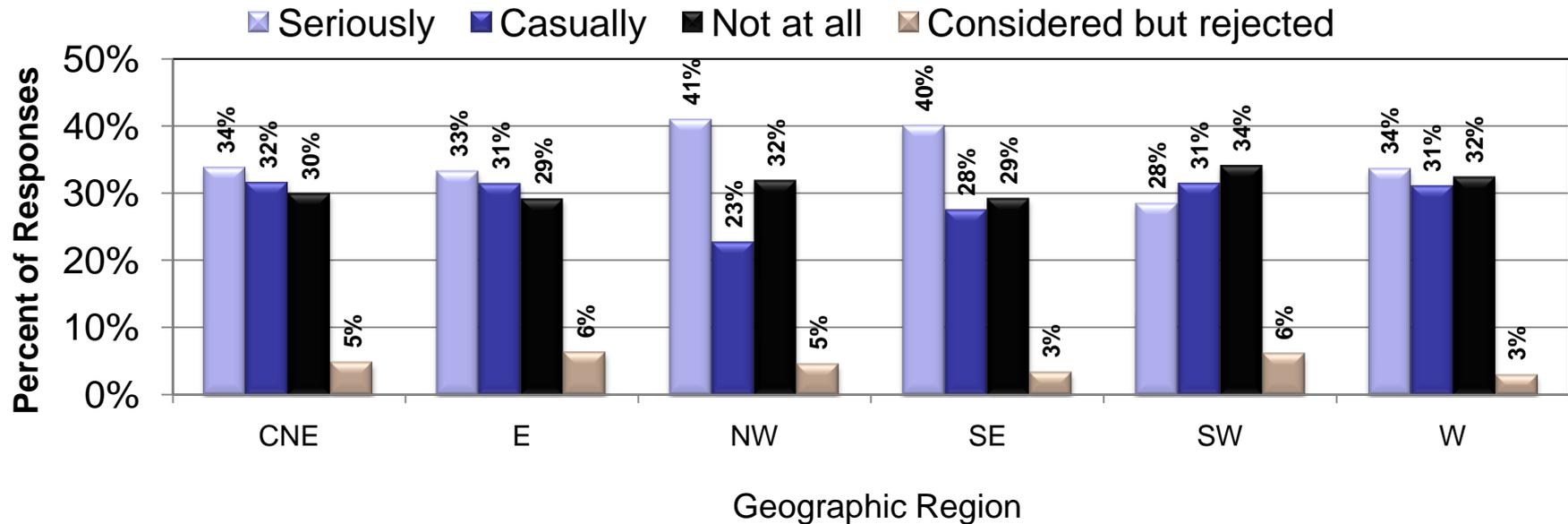
Note: Question # 27 responses are based on total respondents who do not have EHR systems

Survey Question # 27. How seriously have you considered an EHR for your organization?
By Type of Organization or Practice



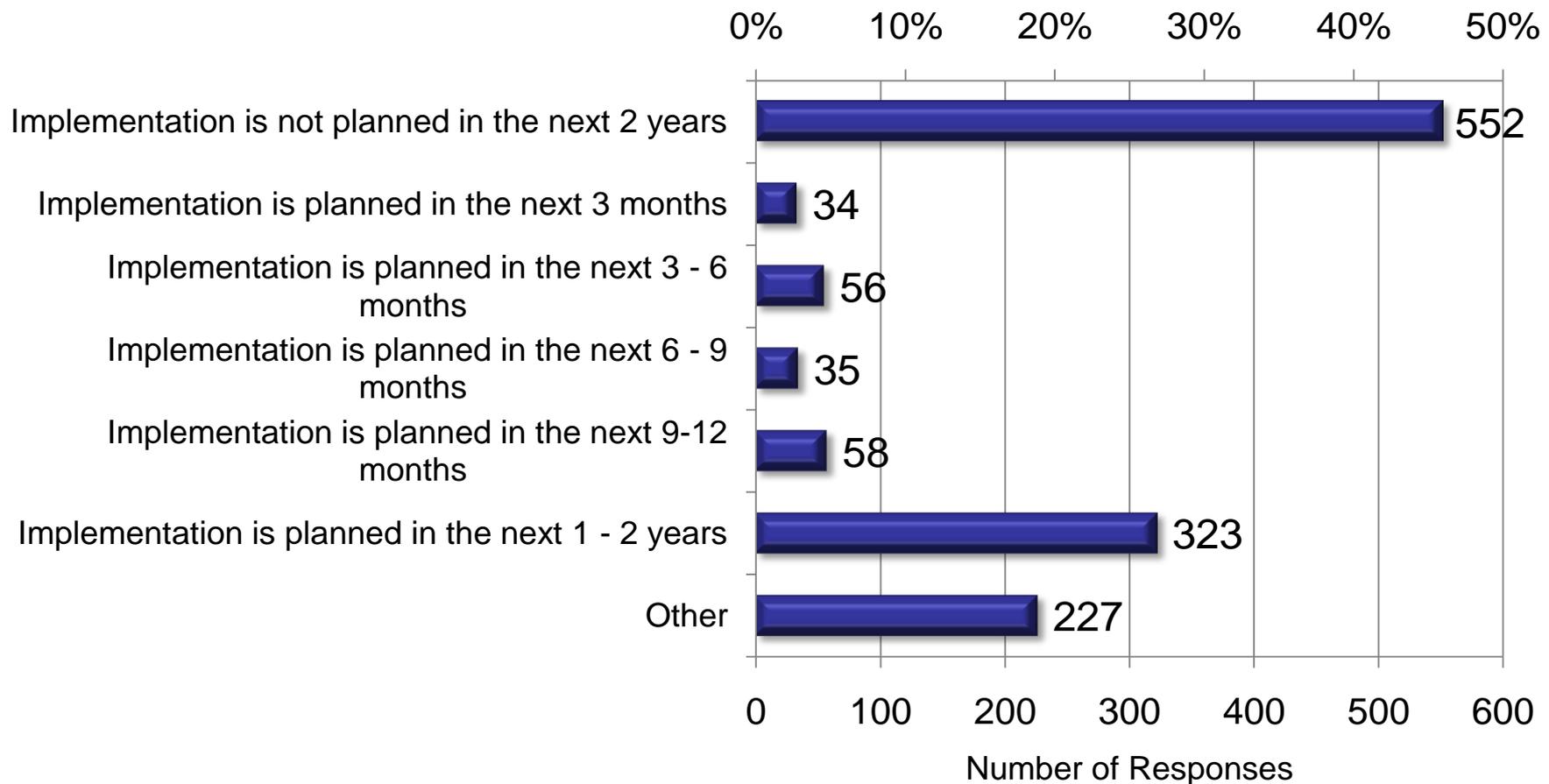
Note: Question # 27 responses are based on total respondents who do not have EHR systems

Survey Question # 27. How seriously have you considered an EHR for your organization?
By Geographic Region



Note: Question # 27 responses are based on total respondents who do not have EHR systems

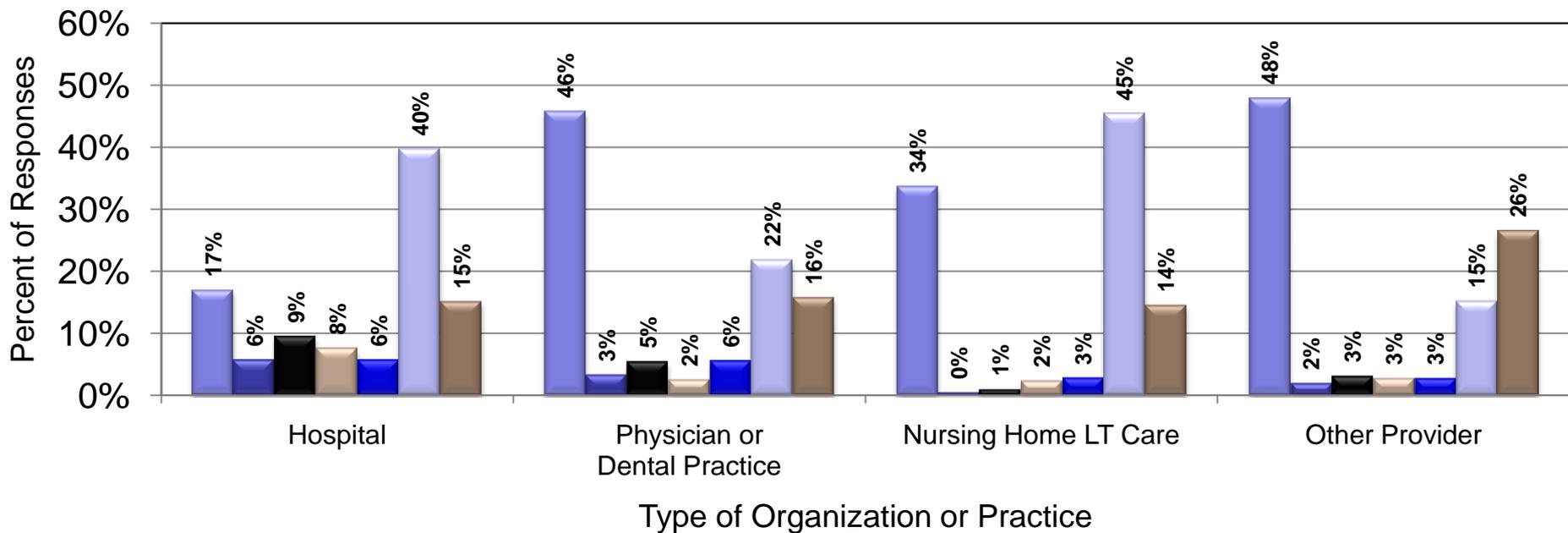
Survey Question # 28. What is the degree of Electronic Health Record implementation readiness in your organization?



Note: Question # 28 responses are based on total respondents who do not have EHR systems

Survey Question # 28. What is the degree of Electronic Health Record implementation readiness in your organization? By Type of Organization or Practice

- Not planned in next 2 years
- Planned in next 3 months
- Planned in next 3-6 months
- Planned in next 6-9 months
- Planned in next 9-12 months
- Planned in next 1-2 years
- Other



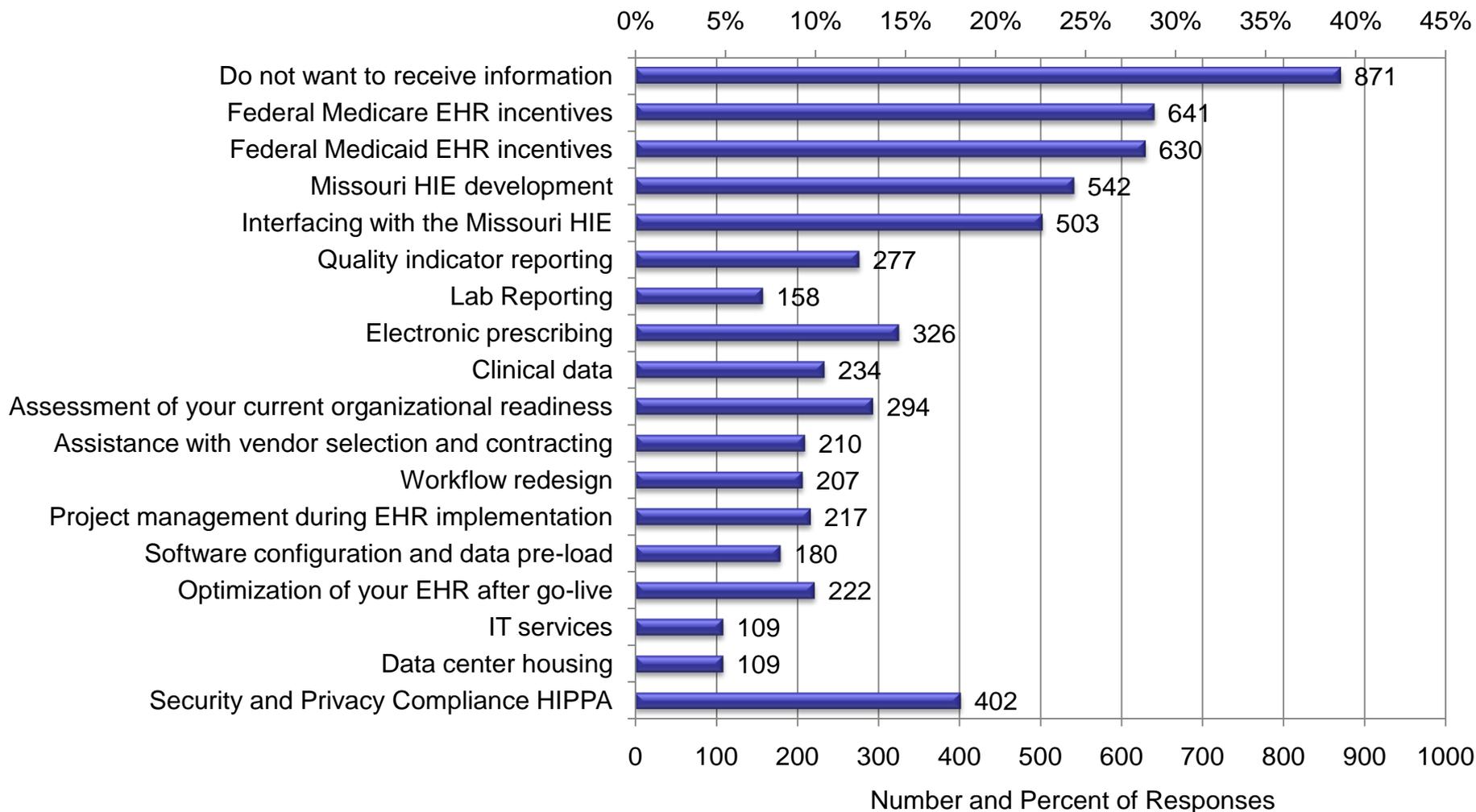
Note: Question # 28 responses are based on total respondents who do not have EHR systems

Survey Question # 30. Please check the main reasons your organization does not expect to invest in Electronic Health Records (EHR) in the foreseeable future. Check all that apply.

	Count	Percent of Respondents
Too expensive	311	56%
Decreased productivity during implementation resulting in decreased revenue	228	41%
Confusing number of EHR choices	222	40%
Staff does not have the expertise or technical capacity to use an EHR	129	23%
Fear of Transition	102	18%
Other	101	18%
Concern that EHR choice will quickly become obsolete	88	16%
EHRs lack interoperability with other systems resulting in high interface costs	82	15%
Privacy and security concerns, including HIPAA	81	15%
Limited resources	79	14%
Limited broadband access	71	13%
Staff is satisfied with paper-based records system	49	9%
No currently available EHR product satisfies our needs	41	7%

Note: Question # 30 responses are based on total respondents who do not have EHR systems and Include multiple responses

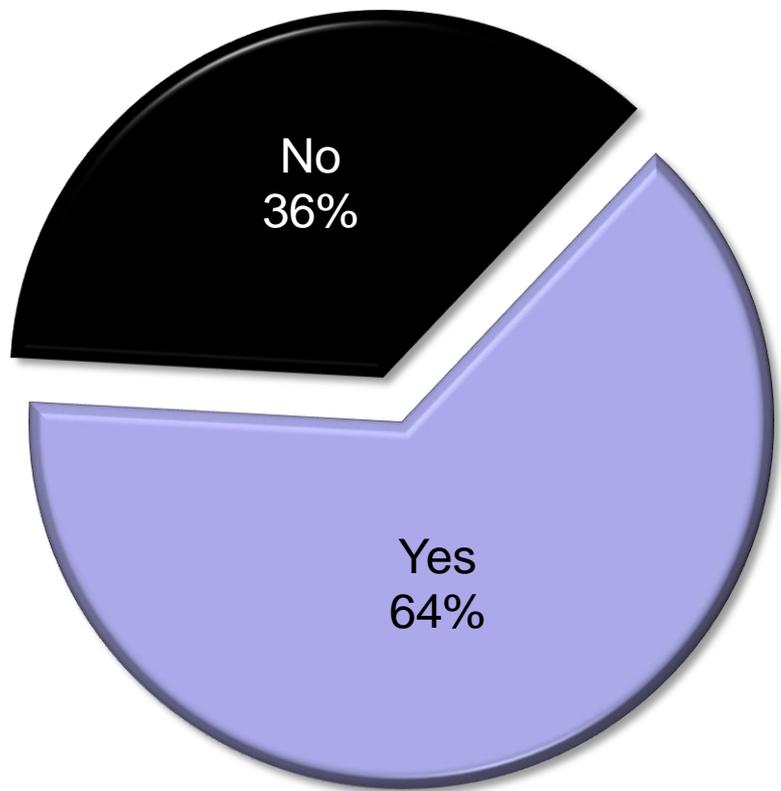
Survey Question # 43. Are you interested in receiving information or assistance in any of the following areas? Please check all that apply.



Note: Question # 44 responses are based on total completed surveys and include multiple responses

Survey Question # 23. Does your company currently use a practice management system? (excludes hospitals)

Yes	950
No	536
Total	1486



Note: Question # 23 responses are based on total completed surveys excluding hospitals

Survey Question # 24. What is the name of your current Practice Management System vendor?

EagleSoft	85	9%
Dentrix	55	6%
Medisoft	52	6%
NextGen	46	5%
Sage Software	39	4%
PDS	36	4%
Allscripts	29	3%
GE Healthcare	25	3%
eClinicalWorks	22	2%
McKesson	22	2%
Meditech	21	2%
e-MDs	15	2%
EPIC Systems	13	1%
Cerner	7	1%
CPSI	7	1%
Pulse	6	1%
Athenahealth	4	0%
Prism	1	0%
Other	438	47.40%
Totals	923	100.0%

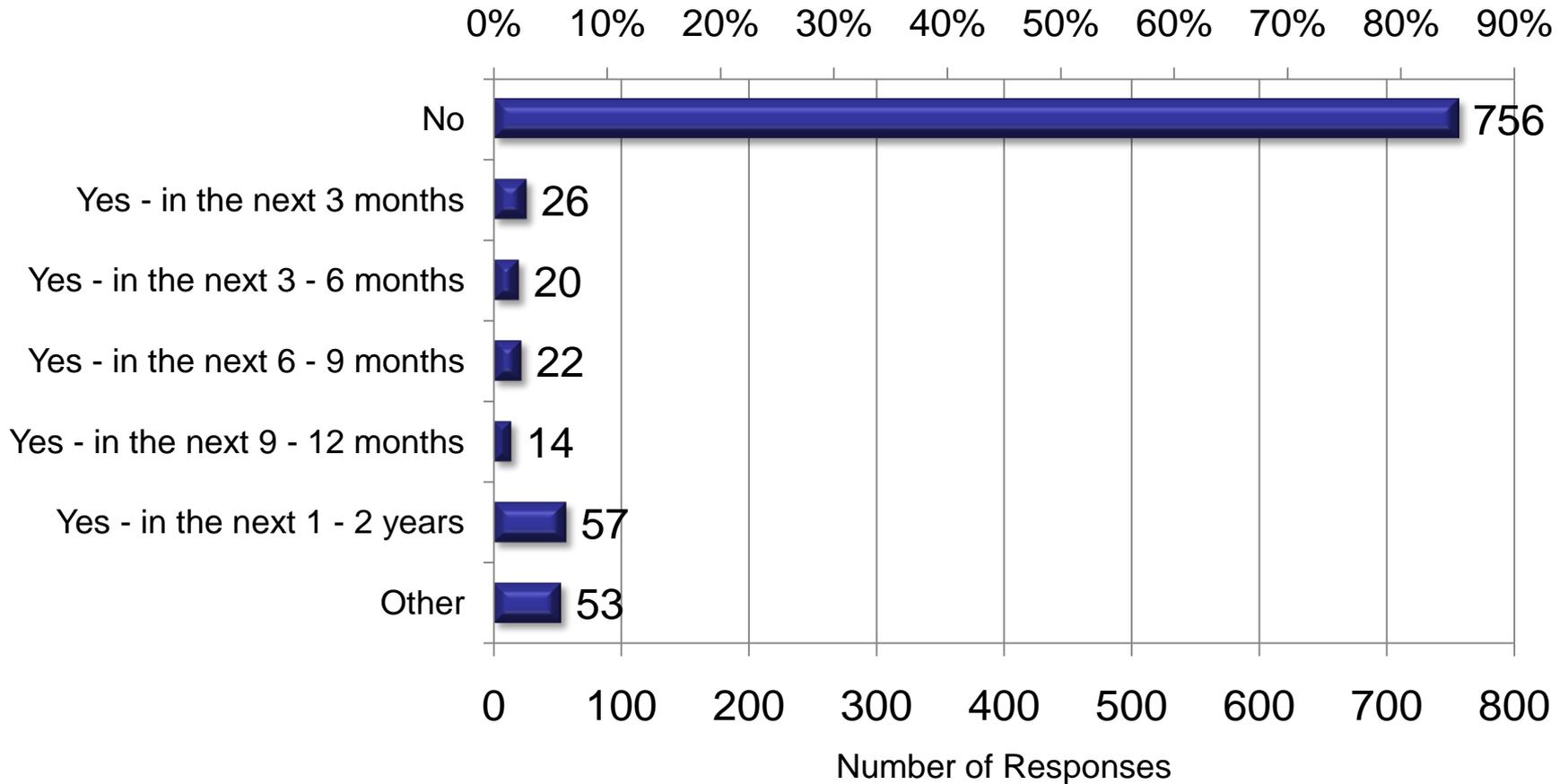
“Other” responses included:

- AdvancedMD (10)
- Advantx (8)
- Easy Dental (20)
- Lytec (21)
- Medical Manger (14)
- Meditech (9)
- Practice Works (9)
- SoftDent (10)

Note: Question # 24 responses are based on total respondents who have Practice Management systems

Practice Management

Survey Question # 26. Are you considering replacing your Practice Management System?



Note: Question # 26 responses are based on total respondents who have Practice Management systems

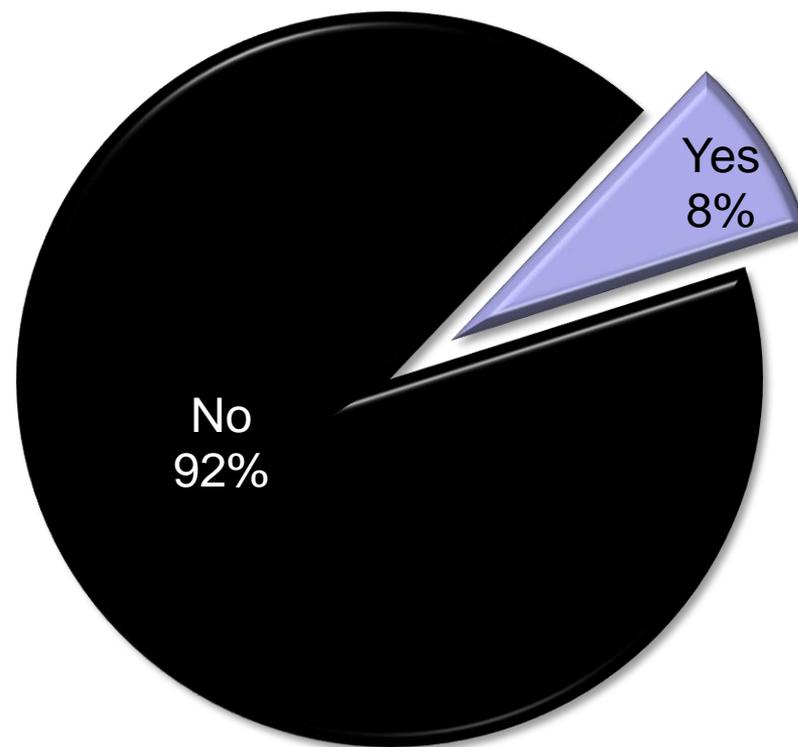
HIE Availability and Use

Survey Question # 31. Does your company currently participate in a Health Information Exchange (HIE)?

Yes	153
No	1733
Total	1886

Note on Physician Counts

Yes	1705
No	6420



Note: Question # 31 responses are based on total completed surveys

Survey Question # 32. Please provide the name of the Health Information Exchange (HIE)

Gateway EDI	10
St. Louis HIN	7
Epic	5
Lewis & Clark Information Exchange (LACIE)	4
Relay Health	4
MD Datacorp	3
NextGen	3
Dentrix	2
GoogleHealth	2
Zirned	2

Note: Question # 32 responses are based on total respondents who participate in HIE

Survey Question # 33. What barriers do you face in participating in Health Information Exchange (HIE)? Check all that apply.

	Count	Percent of Respondents
Limited funds	685	40%
Limited resources	539	31%
Limited broadband access	387	22%
Vendor does not support HIE	363	21%
Other	351	20%
No barriers	237	14%
Legal, privacy and security concerns, including HIPAA	124	7%
Product does not support HIE	107	6%

Note: Question # 33 responses are based on total respondents who do not participate in HIE and include multiple responses

Survey Question 33a (“Other” Responses). What barriers do you face in participating in Health Information Exchange (HIE)?

Don't know what HIE is
Corporate decision
Don't know what barriers are present

Note: Question # 33a “Other Responses” are based on total respondents who do not participate in HIE and include multiple responses

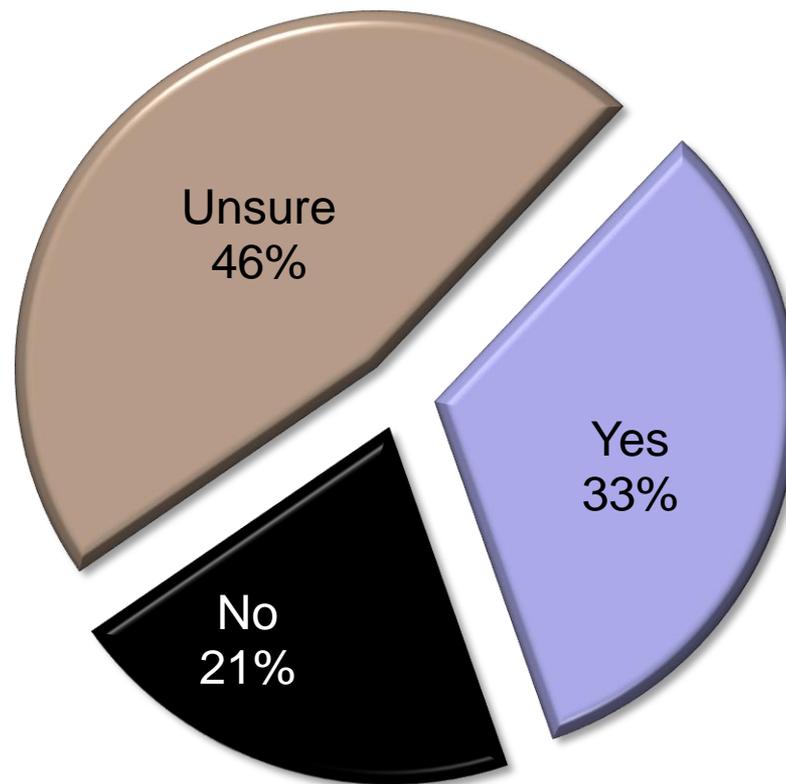
Survey Question # 34. Of the following external health organizations, please indicate the where you have experienced problems sending or receiving clinical information? Check all that apply.

	Count	Percent of Respondents
Do not have problems sending or receiving data	115	84%
Pharmacies	15	11%
Other	14	10%
Laboratories	12	9%
Other state operated registries (e.g. cancer, organ donation, etc.)	11	8%
Immunization registries	10	7%
Public health agencies (for required reporting)	10	7%

Note: Question # 34 responses are based on respondents who participate in HIE and include multiple responses

Survey Question # 4. Do you plan to apply for provider incentives for implementing Electronic Health Record (EHR) technology? (excludes nursing homes)

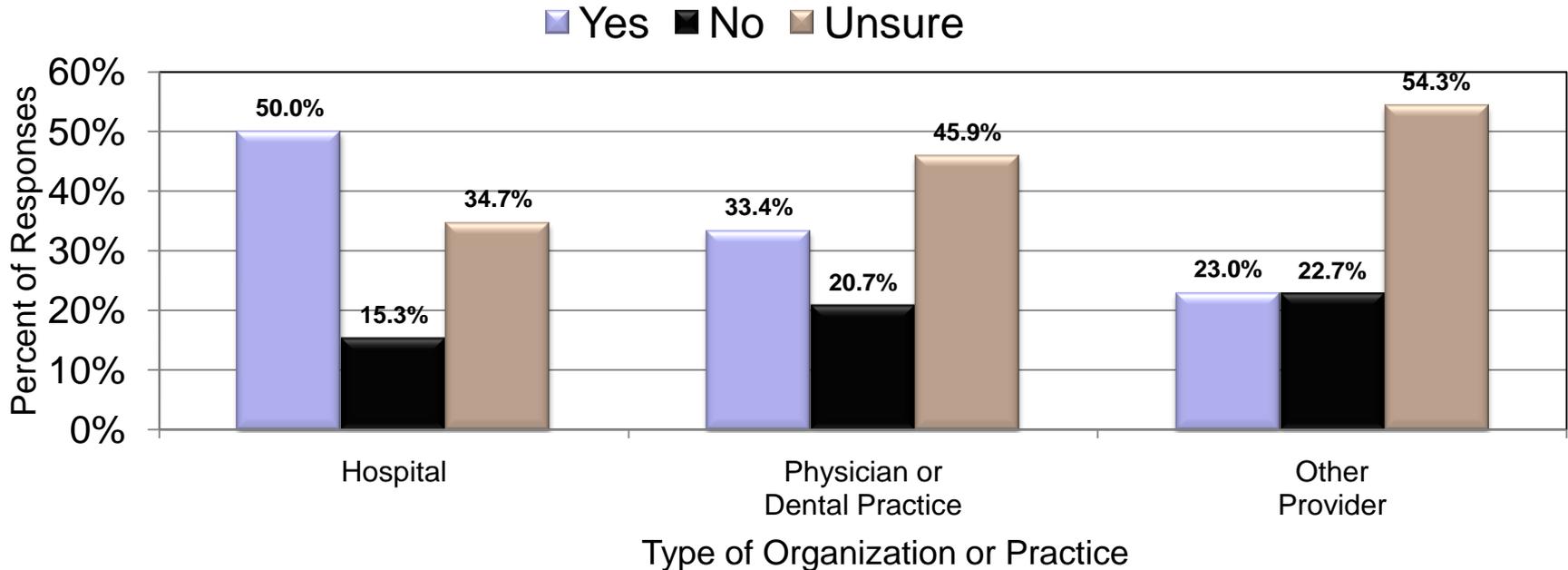
Yes	542
No	341
Unsure	771
Total	1654



Note: Question # 4 responses are based on total completed surveys excluding nursing homes

EHR Stimulus Incentives

Survey Question # 4. Do you plan to apply for provider incentives for implementing Electronic Health Record (EHR) technology? (excludes nursing homes) By Type of Organization or Practice

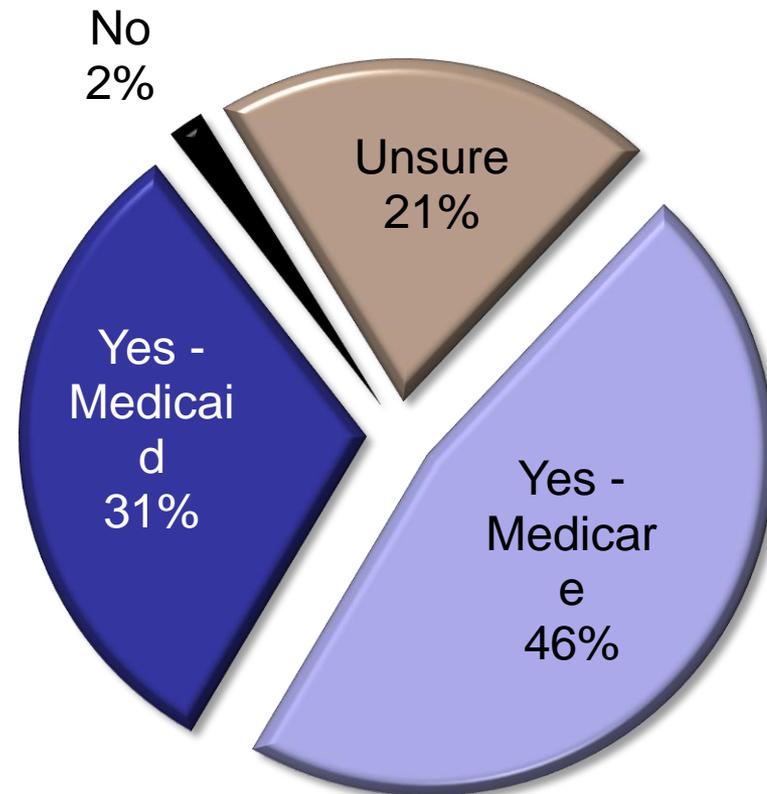


Note: Question # 4 responses are based on total completed surveys excluding nursing homes

EHR Stimulus Incentives

Survey Question # 5. Will you seek incentives for EHR implementation from Medicare or Medicaid? Check all that apply. (excludes nursing homes) (hospitals are eligible to apply for both Medicare and Medicaid incentives)

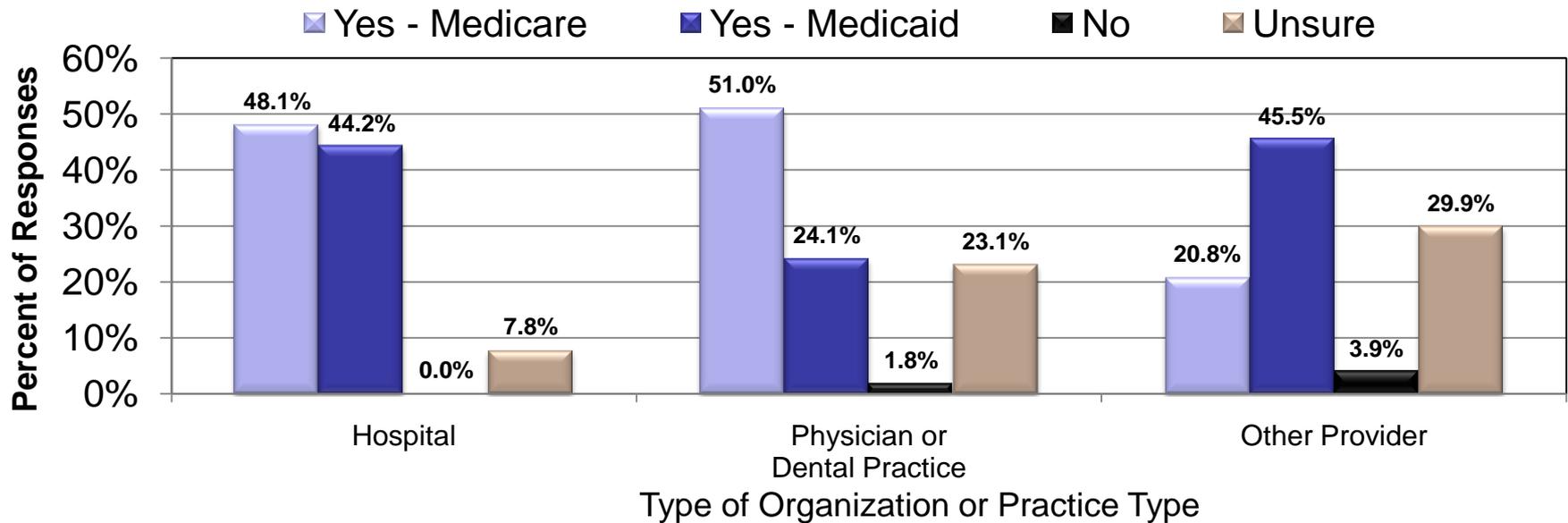
Yes – Medicare	277
Yes - Medicaid	186
No	10
Unsure	123
Total	596



Note: Question # 5 responses are based on total respondents who plan to apply for provider stimulus incentives excluding nursing homes and includes multiple responses for hospitals

EHR Stimulus Incentives

Survey Question #5. Will you seek incentives for EHR implementation from Medicare or Medicaid? Check all that apply. (excludes nursing homes) By Type of Organization or Practice



Note: Question # 5 responses are based on total respondents who plan to apply for provider stimulus incentives excluding nursing homes and include multiple responses for hospitals

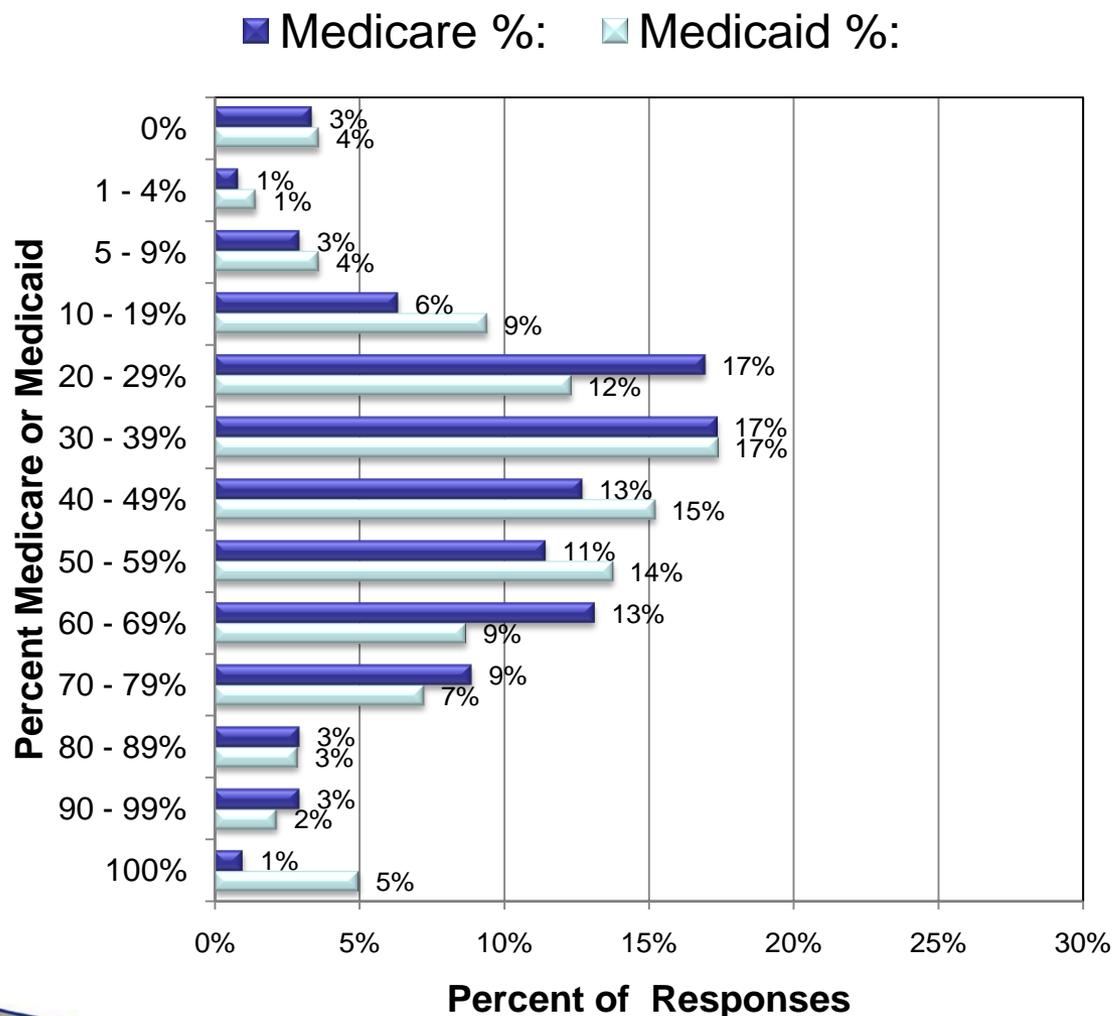
Survey Question # 6. What are the reasons for not seeking stimulus funding or incentives through Medicare or Medicaid? Check all that apply.

	Count	Percent of Respondents
Need further information about these opportunities	618	55.58%
Do not serve Medicare or Medicaid patients	258	23.20%
Unsure of what EHR system to purchase	228	20.50%
Inadequate training/lack of preparedness to implement	158	14.21%
Limited access to capital funding	131	11.78%
Implementation Guidelines/Requirements	130	11.69%
Clinical relevance	117	10.52%
Stimulus funding available is less than the cost of a new system	115	10.34%
Plan to retire in next few years	115	10.34%
Workflow management	80	7.19%
Security and Privacy requirements	56	5.04%
Connectivity (slow or no internet connection)	30	2.70%

Note: Question # 6 responses are based on total respondents who do not plan to apply for provider stimulus incentives excluding nursing homes and include multiple responses for hospitals

EHR Planning for Incentives

Survey Question # 5a and 5b. For the most recent calendar year (2009 Please provide an estimate of: The percentage of the total number of patients or encounters that were Medicare patients. The percentage of the total number of patients or encounters that were Medicaid patients.



Percent of:	Medicare #	Medicaid #
0%	8	5
1 - 4%	2	2
5 - 9%	7	5
10 - 19%	15	13
20 - 29%	40	17
30 - 39%	41	24
40 - 49%	30	21
50 - 59%	27	19
60 - 69%	31	12
70 - 79%	21	10
80 - 89%	7	4
90 - 99%	7	3
100%	0	3
Totals	236	138

What did we learn?

- Technology Readiness
 - Technology infrastructure for internet access is available
 - EDI and web based systems are in use statewide
 - Email has become the preferred method of contact (we don't have addresses)
 - Technology support and direction is needed
 - Very limited use of technology for patient access
- EHR Adoption
 - EHR solutions today involve a wide variety of software products and tools
 - Majority of systems installed in the last 10 years
 - Those with systems are mostly happy with them
 - More detailed information and education is needed
 - What does EHR deliver for my patients and my practice?
 - Technology support with EHR selection and implementation is needed
 - Costs, resource requirements to transition from paper are key concerns

What did we learn? (continued)

- HIE Availability and Use

- HIE is an evolving concept with a significant amount of interest
- Physicians generally don't know what HIE is
- More detailed information and education is needed
 - Will HIE be relevant to my practice?
 - What does HIE deliver for my patients and practice?
 - When will HIE be available?
 - How will we interface with HIE?
- Technology support and direction for HIE is needed

- EHR Incentives

- More detailed information about EHR technology incentives is needed
 - What level of incentives are available?
 - How will EHR incentives impact my organization or practice?
 - When will incentives be available?
 - How will we apply for incentives?
 - What vendors and products will be certified?

What did we learn? (continued)

- Challenges Reaching Providers (especially physicians)
 - No e-mail addresses
 - 409 letters in returned mail for wrong address
 - Only 50% of records had phone numbers (of those 5% wrong numbers)
 - No hierarchical structure to the data. So, there was no reliable way to associate groups, clinics, or physicians to hospitals.
 - Inconsistent use of provider types
- Other
 - More effective communication with providers is needed
 - Current provider data needs to be updated
 - Survey findings reinforce the need for a statewide provider repository
 - Future provider surveys need to be more focused

Questions?

