



# What **Patients and Families** Say About Electronic Health Records

**Mark Savage**  
Director of Health IT  
Policy and Programs

**Listening Session 2**  
**Meaningful Use Workgroup**  
May 27, 2014

national partnership  
for women & families

# About Us



The **National Partnership for Women & Families** is a nonprofit, nonpartisan advocacy group, founded in 1970, dedicated to promoting fairness in the workplace, access to quality health care, and policies that help women and men meet the dual demands of work and family.

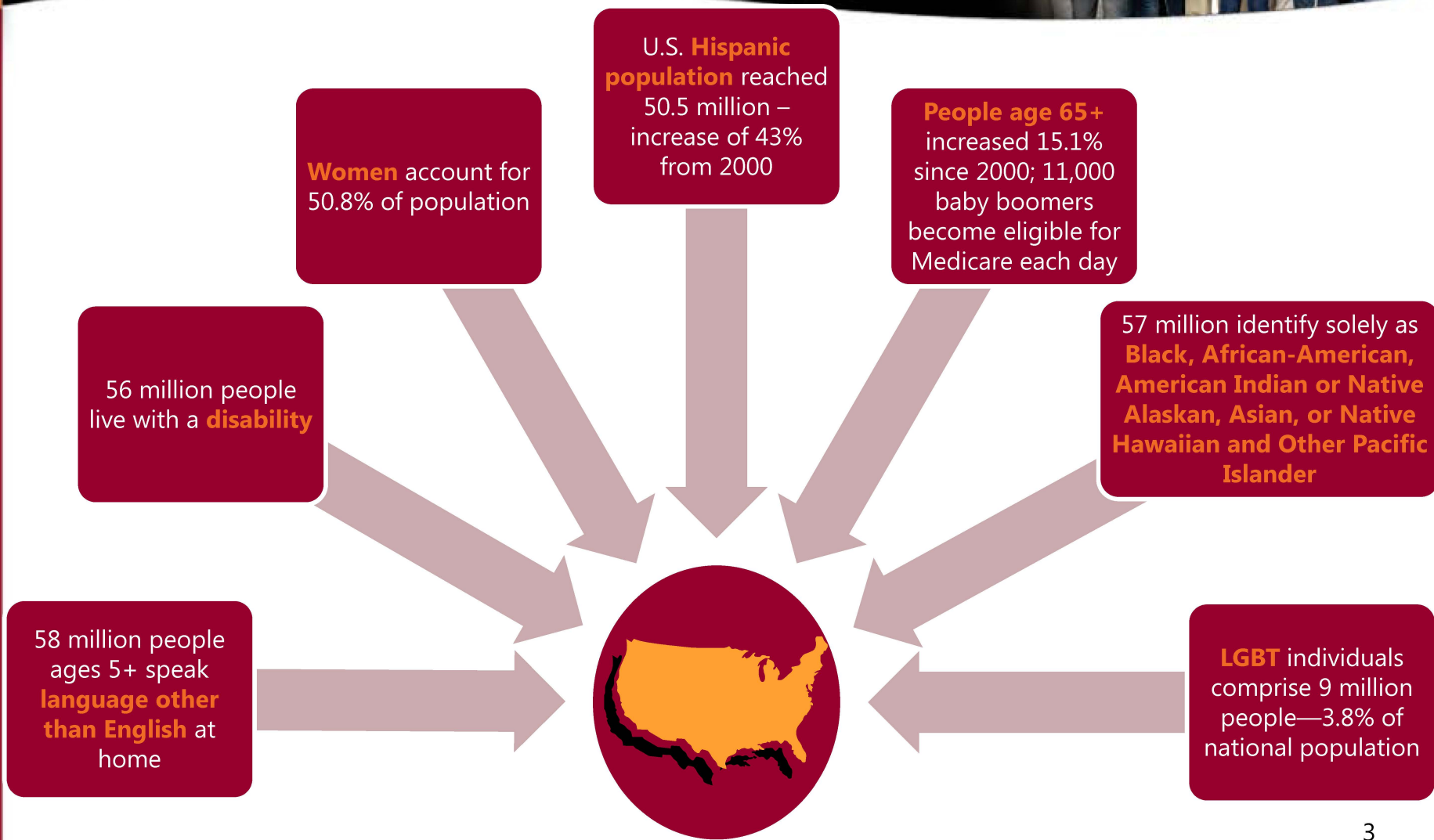


The **Consumer Partnership for eHealth** (CPeH) is a coalition, led by the National Partnership for Women & Families since 2005, of more than **50 consumer, patient, and labor organizations** working at the national, state, and local levels to advance private and secure health information technology (health IT) in ways that measurably improve the lives of individuals and their families.



More information is available at  
**[www.NationalPartnership.org](http://www.NationalPartnership.org)**

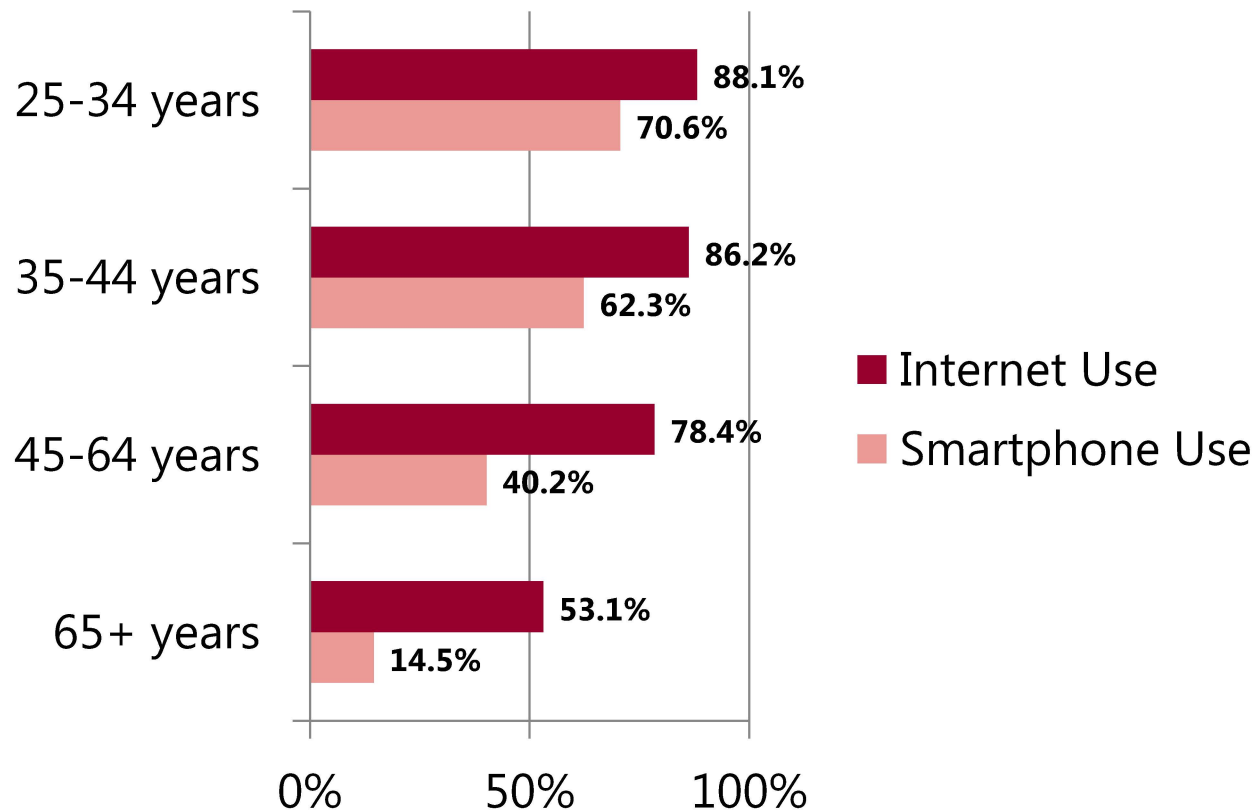
# America's Patients: Who EHRs Need To Know



# America's Patients: How EHRs Need To Connect



- ▶ **America's patients are online and engaged at all ages:**



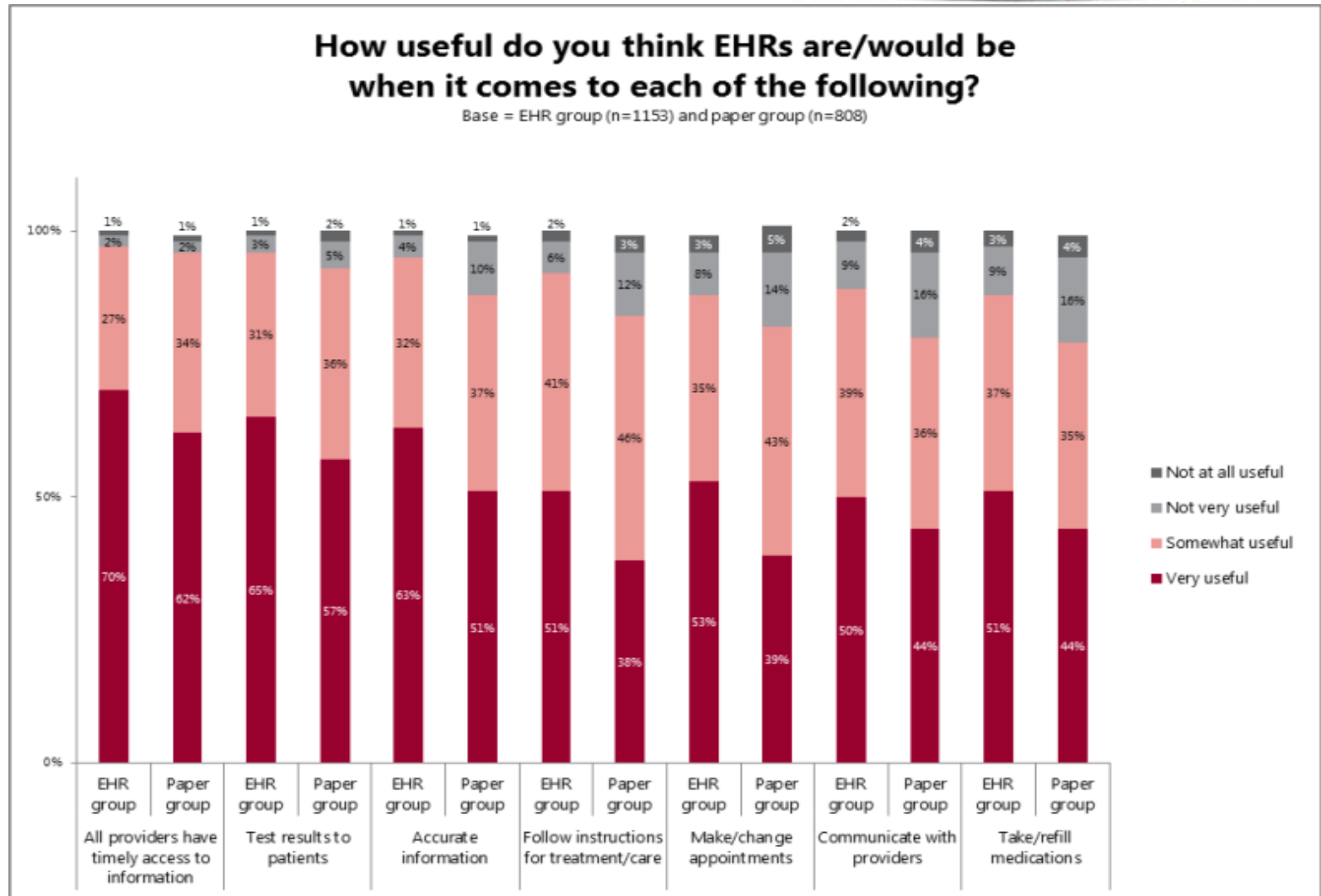
# Survey of **Patients** Representing Total U.S. Adult Population



- ▶ **National Partnership commissioned Harris Poll to conduct a **nationally representative** online survey in August 2011**
- ▶ **Total respondent pool comprised 1,961 adults who:**
  - ▶ Had ongoing relationship with a main doctor
  - ▶ Knew what kind of record system—electronic or paper—the doctor was using
  - ▶ Sample represented about 56% of U.S. adult population
- ▶ **Sample weighted to be demographically representative of total U.S. adult population and to account for bias inherent in online panel surveys**
- ▶ **58.8% (1,153) in **EHR systems**; 41.2% (808) in **paper systems****
- ▶ **Survey included an over-sampling of Hispanic respondents and was offered in Spanish**



# Patients See Value in EHRs

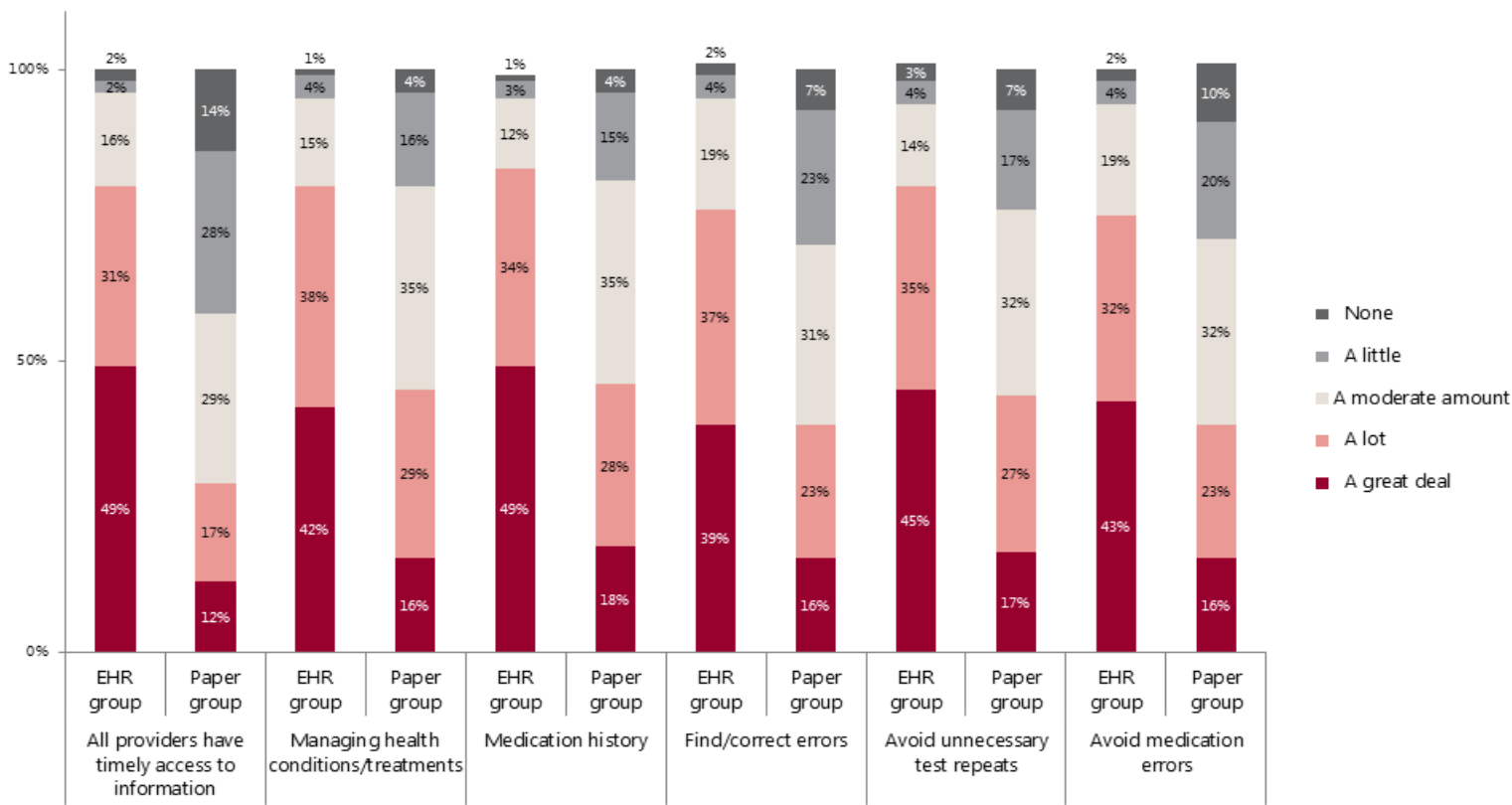


# EHRs Better at Helping Physicians Deliver Care



## How much do you believe the EHR / paper medical record system helps your doctor and his or her staff with the following?

Base = EHR group (n=1153) and paper group (n=808)

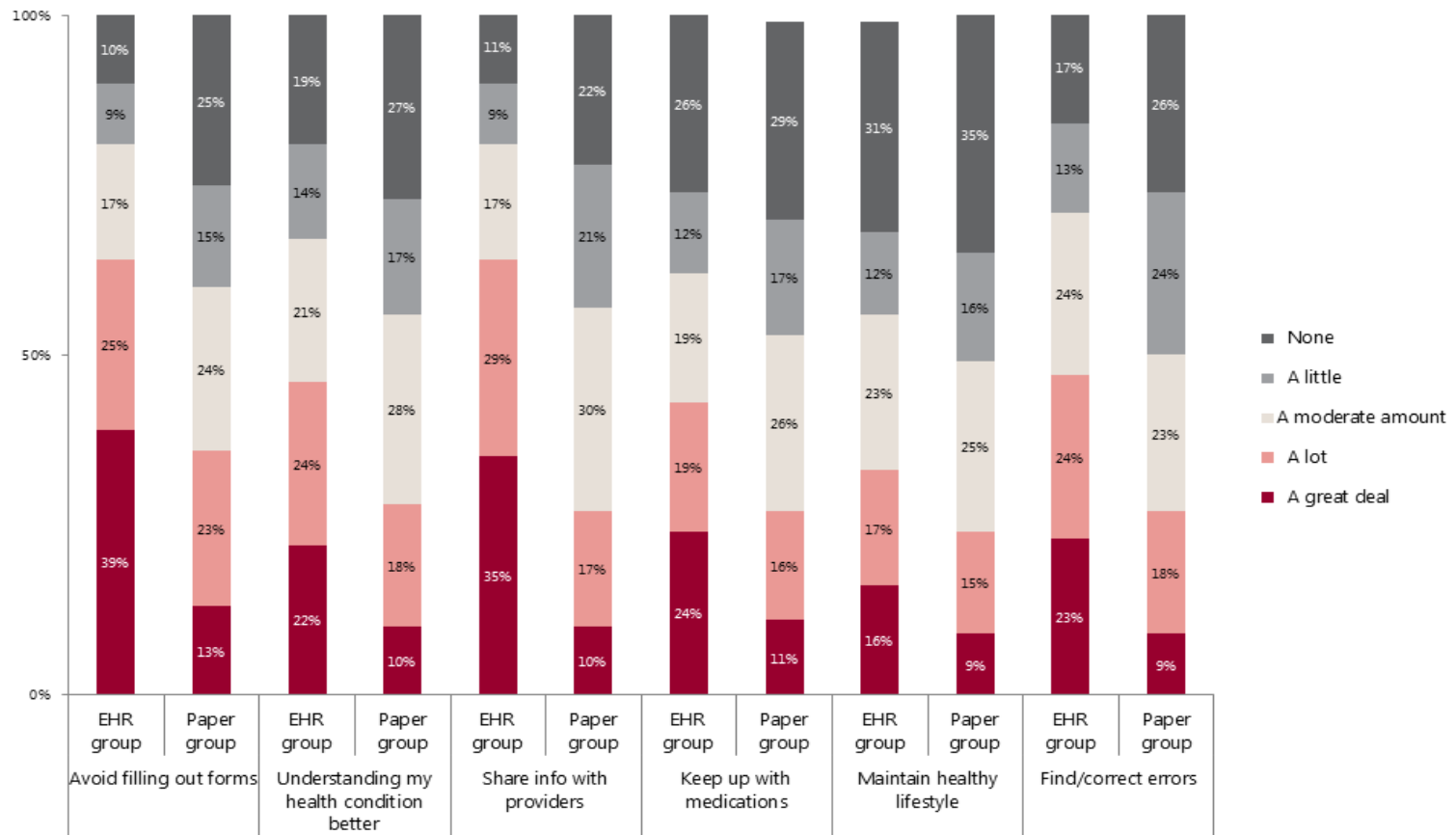


# EHRs Better at Helping People Personally



## How much does the EHR / paper medical record system your provider uses help you personally with the following?

Base = EHR group (n=1153) and paper group (n=808)





# Patient **Online Access** Increases Perceived Value and Trust



- ▶ **Among EHR respondents, 26% also had online access to their health information**
- ▶ **Of respondents/patients with online access to doctors with EHRs, 80 percent use it**
- ▶ **Patients with online access were also more likely to say:**
  - ▶ EHR is useful to them personally for key elements of care (understand condition, keep up with medications, maintain healthy lifestyle, etc.)
  - ▶ EHR has a positive impact on quality of care
  - ▶ EHRs are useful to their provider (correcting errors records, avoid medical errors, etc.)
  - ▶ They trust their provider to protect patient rights
- ▶ **Hispanic respondents with online access were more likely (+15%) to say it increases their desire to do something to improve their health**
- ▶ **Nearly two thirds (65%) of paper respondents want online access, and even more Hispanic adults in paper systems (71%) want it**

# Patients Find Stage 2 and 3 Clinical Functions Important



- ▶ The survey did not ask about Stage 2 (and Stage 3) criteria specifically, but did ask about similar functions and objectives—and **patients found them important**:

Criteria <i>Provider-facing</i>	NP Survey <i>EHRs useful? Help your doctor?</i>	NP Survey <i>Help you personally?</i>	S2	S3
Summary of Care Documents & Visit Summaries	<ul style="list-style-type: none"> <li>•All providers have access to timely info</li> <li>•Manage health conditions /treatments</li> </ul>	<ul style="list-style-type: none"> <li>•Understand health condition better</li> <li>•Manage health conditions/treatments</li> <li>•Maintain healthy lifestyle</li> </ul>	S2	S3
Clinical Lab Test Results	<ul style="list-style-type: none"> <li>•All providers have access to timely info</li> <li>•Manage health conditions/treatments</li> </ul>	<ul style="list-style-type: none"> <li>•Understand health condition better</li> </ul>	S2	
Medication Reconciliation	<ul style="list-style-type: none"> <li>•All providers have access to timely info</li> <li>•Manage health conditions/treatments</li> <li>•Avoid medication errors</li> </ul>	<ul style="list-style-type: none"> <li>•Maintain healthy lifestyle</li> <li>•Keep up with medications</li> <li>•Share info with providers</li> </ul>	S2	S3
Family Health History	<ul style="list-style-type: none"> <li>•Manage health conditions/treatments</li> </ul>	<ul style="list-style-type: none"> <li>•Share info with providers</li> </ul>	S2	Dropped
Patient Lists	<ul style="list-style-type: none"> <li>•Manage health conditions/treatments</li> </ul>		S2	
Reminders		<ul style="list-style-type: none"> <li>•Follow instructions for treatment/care</li> <li>•Manage health conditions/treatments</li> <li>•Understand health condition better</li> <li>•Keep up with medications</li> </ul>	S2	Dropped
Notifications	<ul style="list-style-type: none"> <li>•All providers have access to timely info</li> </ul>			S3

# Patients Find **Patient-Facing** Functions Important



Criteria <i>Patient-facing</i>	Survey <i>EHRs useful? Help your doctor?</i>	Survey <i>Help you personally?</i>	S2	S3
<b>Patient-Specific Education Resources</b>	<ul style="list-style-type: none"> <li>•Manage health conditions/treatments</li> <li>•Follow Instructions for treatment/care</li> </ul>	<ul style="list-style-type: none"> <li>•Understand health condition better</li> <li>•Keep up with medications</li> <li>•Maintain healthy lifestyle</li> </ul>	S2	S3
<b>Amendments</b>	<ul style="list-style-type: none"> <li>•Accurate information</li> <li>•Timely access to information</li> </ul>	<ul style="list-style-type: none"> <li>•Find/correct errors</li> </ul>		Dropped
<b>Patient Generated Health Data (PGHD)</b>	<ul style="list-style-type: none"> <li>•Accurate information</li> </ul>	<ul style="list-style-type: none"> <li>•Find/correct errors</li> <li>•Share info with providers</li> <li>•Avoid filling out forms</li> </ul>		S3
<b>View/Download/Transmit (VDT)</b>	<ul style="list-style-type: none"> <li>•Accurate information</li> <li>•Timely access to information</li> <li>•Test results to patients</li> <li>•Avoid unnecessary test repeats</li> <li>•Medication history</li> <li>•Avoid medication errors</li> </ul>	<ul style="list-style-type: none"> <li>•Find/correct errors</li> <li>•Share info with providers</li> <li>•Understand health condition better</li> <li>•Keep up with medications</li> <li>•Avoid filling out forms</li> </ul>	S2	S3
<b>Advance Directives</b>	<ul style="list-style-type: none"> <li>•Accurate information</li> <li>•Timely access to information</li> </ul>	<ul style="list-style-type: none"> <li>•Understand health condition better</li> </ul>	S2	S3
<b>Secure Messaging</b>	<ul style="list-style-type: none"> <li>•Timely access to information</li> <li>•Accurate information</li> <li>•Communicate with providers</li> <li>•Follow instructions for treatment/care</li> </ul>	<ul style="list-style-type: none"> <li>•Understand health condition better</li> <li>•Share info with providers</li> </ul>	S2	S3

# 2014 Follow-up Survey **Agrees**

- ▶ **Follow-up survey fielded April 21-May 8, 2014**
- ▶ **Harris Poll again, same methodology**
- ▶ **Results too preliminary to quote numbers, but the trends are clear:**
  - ▶ **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** a great deal or a lot**
  - ▶ **Patients continue to believe that EHRs help **patients** a great deal or a lot**
  - ▶ **Even greater numbers of people with online access to their health information in EHRs **use it****

# To answer the hearing questions:



- ▶ Do patients care? **YES WE DO!**
- ▶ Patients who had personal experience with doctors using EHRs, including those with online access to their health information in those EHRs, believed that many functions and objectives captured in the **Stage 2** criteria are important
- ▶ Similarly, they believed that many functions and objectives captured in the **Stage 3** criteria are important, including criteria **dropped** from the transmitted recommendations
- ▶ Nearly three fourths of patients whose doctors used paper record systems wanted their doctors to **adopt EHRs**, and saw more value and had more trust in EHRs than paper-based systems

# Where we need to go next

- ▶ **Patient-generated health data:** We must add U to V/D/T so patients can **Upload** relevant information
- ▶ **Usability:** Patient portals must accommodate wide ranges of literacy with health information and health information technology
  - ▶ Access does not necessarily mean understanding and full use
  - ▶ Portals should have the functions patients find important
- ▶ **No barriers:** Portals should provide access in language and interoperability with assistive devices—critical for over **58 million** people who speak languages other than English at home, and over **56 million** people with a disability



# For more information



## Contact us:

### Mark Savage

Director of Health IT Policy and Programs

[MSavage@nationalpartnership.org](mailto:MSavage@nationalpartnership.org)

### Erin Mackay

Associate Director, Health IT Programs

[EMackay@nationalpartnership.org](mailto:EMackay@nationalpartnership.org)

### Elina Alterman

Health IT Policy and Outreach Coordinator

[EAlterman@nationalpartnership.org](mailto:EAlterman@nationalpartnership.org)

National Partnership for Women & Families  
1875 Connecticut Avenue NW, Suite 650  
Washington, D.C. 20009  
(202) 986-2600

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