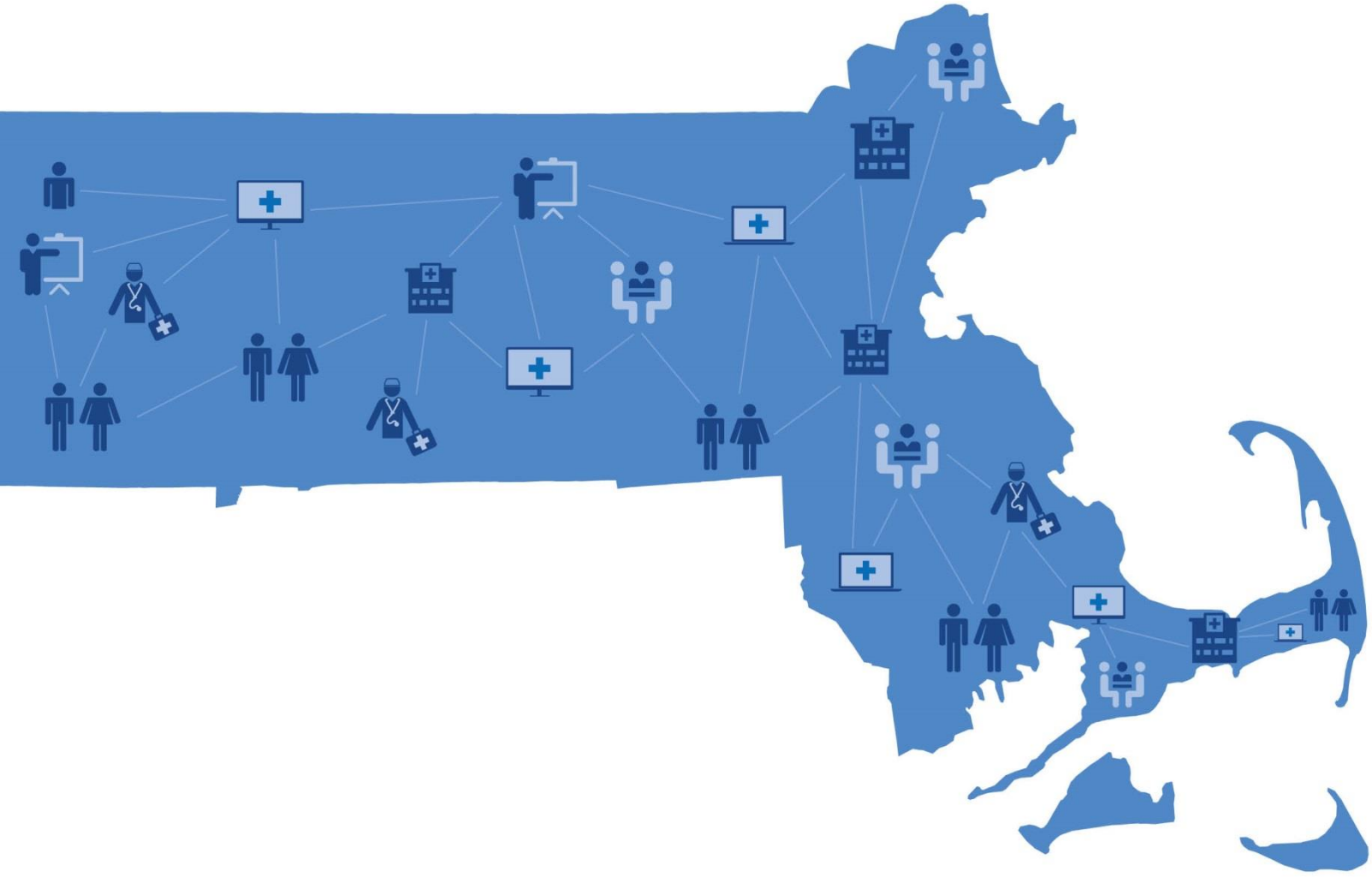
2014

MeHI Provider and Consumer Health IT Research Study

CHART BOOK



MeHI
MASSACHUSETTS eHEALTH INSTITUTE

at the MassTech Collaborative

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Reading and Interpreting Results

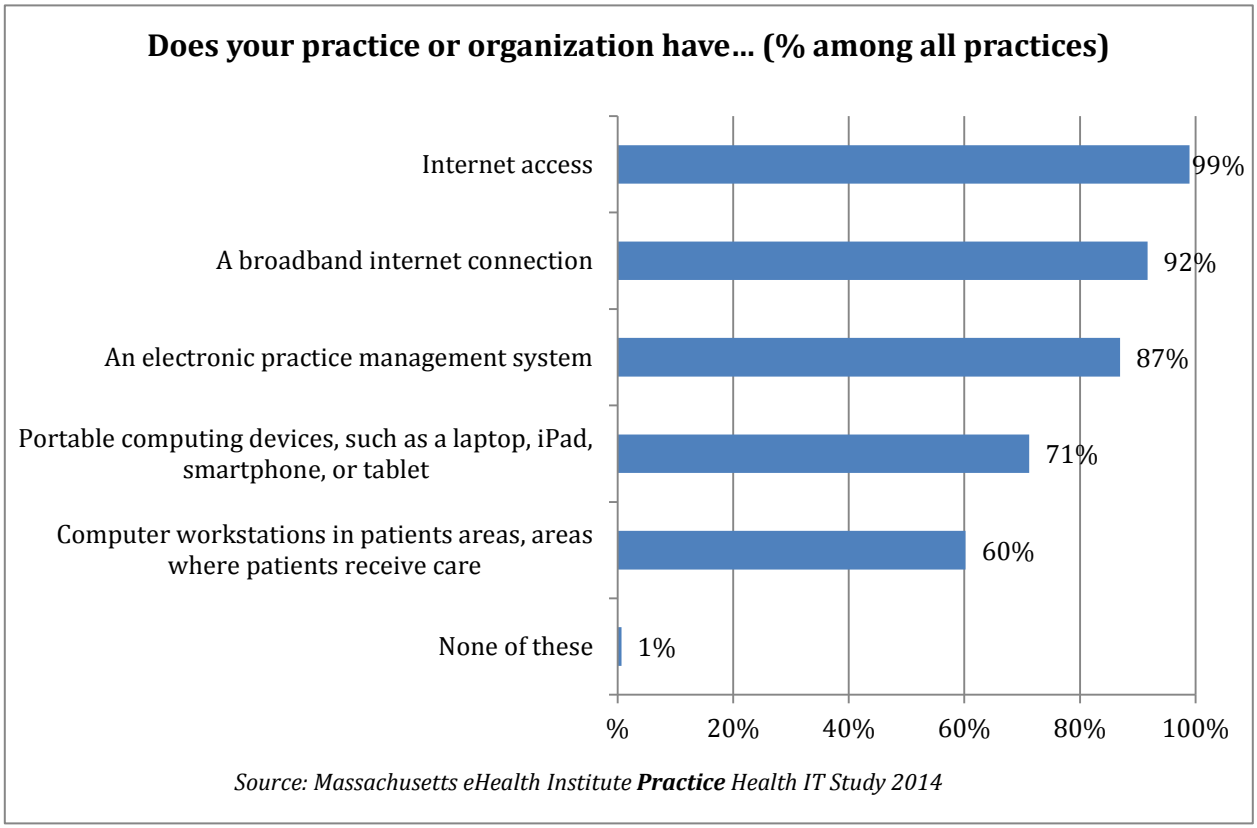
In reading the text, charts and tables included in this report please note the following:

- All values are rounded to the nearest whole percentage, so single response questions may total to more than 100% due to rounding.
- Due to the complex sampling design of each of the surveys in this project, confidence intervals vary for each question. Confidence intervals for all questions are provided in the data compendium.
- If a cell in a table is blank, it means that no respondents (0%) reported that category. In cases where the table reports "%" it indicates that less than 0.5% of respondents reported that category.
- The term "DK-REF" will be found in many charts and tables. This category summarizes the percentage of respondents that indicated they "Did Not Know" the answer to the question or they chose not to answer the question.
- There are a number of questions where respondents could provide more than one answer or multiple responses. For example, when practices are asked which EHR functions their practice has implemented. In such cases, adding the separate categories together will sum to more than 100%.
- There may be slight differences in reported percentages in cases where two or more categories are added together. For example, there are instances when a summary of the percent that are "very familiar" and the percent that are "somewhat familiar" is reported simply as the percent that are "familiar", this may differ slightly than if one were to add the categories. This is simply due to rounding of the percentages.
- The report provides results about those providing health care services based on two separate surveys: 1) a survey of health care practices and 2) a survey of health care providers. For the survey of health care practices, the practice manager or other member of the management team was asked to answer the survey about the practice as a whole. Individual health care providers responded to the provider survey and were asked to respond about themselves only. In the report when results reference the practice manager survey they will use the term practice while results referencing the provider survey will use the term provider.

Practice and Provider Surveys

Current Technology Infrastructure

Information technology, such as internet access and electronic practice management systems has become nearly universal. Computer workstations in patient areas and the use of portable computing devices are less common but still used by the majority of practices.

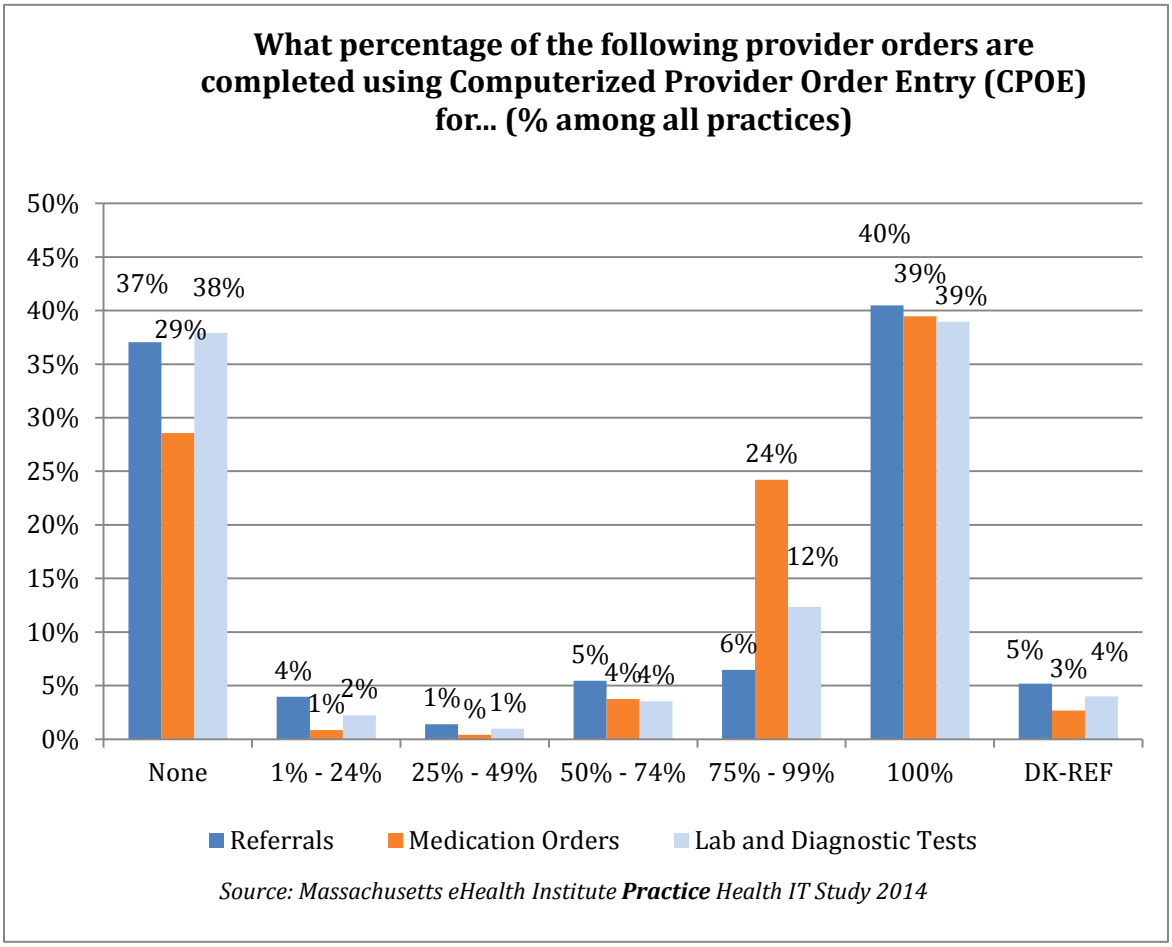


*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

These first few question are about your information technology infrastructure. Does your practice or organization have...
(% among all practices)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Internet access	99%	100%	100%	97%	97%	97%	99%	100%	100%
A broadband internet connection	92%	95%	89%	91%	89%	96%	88%	72%	100%
An electronic practice management system	87%	92%	86%	93%	64%	61%	73%	84%	64%
Portable computing devices, such as a laptop, iPad, smartphone, or tablet	71%	81%	61%	42%	62%	67%	77%	73%	64%
Computer workstations in patients areas, areas where patients receive care	60%	63%	57%	77%	60%	68%	16%	69%	91%
None of these	1%			2%	3%	1%	1%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Practices are largely either using CPOE all of the time or not at all.



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

What percentage of the following provider orders are completed using Computerized Provider Order Entry (CPOE) for referrals? (% among all practices)									
Breakdown by Practice Type									
	Overall	**PCP**	**Specialist**	**Dental**	**Behavioral health**	**SNF**	**Home health**	**Rehab/ Therapy**	**Behavioral Health Hospitals**
None	37%	13%	32%	58%	63%	66%	72%	95%	55%
1% - 24%	4%	4%		8%	2%	5%	8%		18%
25% - 49%	1%	4%	1%	2%	1%	1%			
50% - 74%	5%	5%	4%	6%	1%	6%	1%	1%	9%
75% - 99%	6%	7%	9%	6%	1%	4%	1%	1%	
100%	40%	63%	45%	20%	27%	14%	13%	1%	
DK-REF	5%	4%	7%	1%	5%	4%	4%	2%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

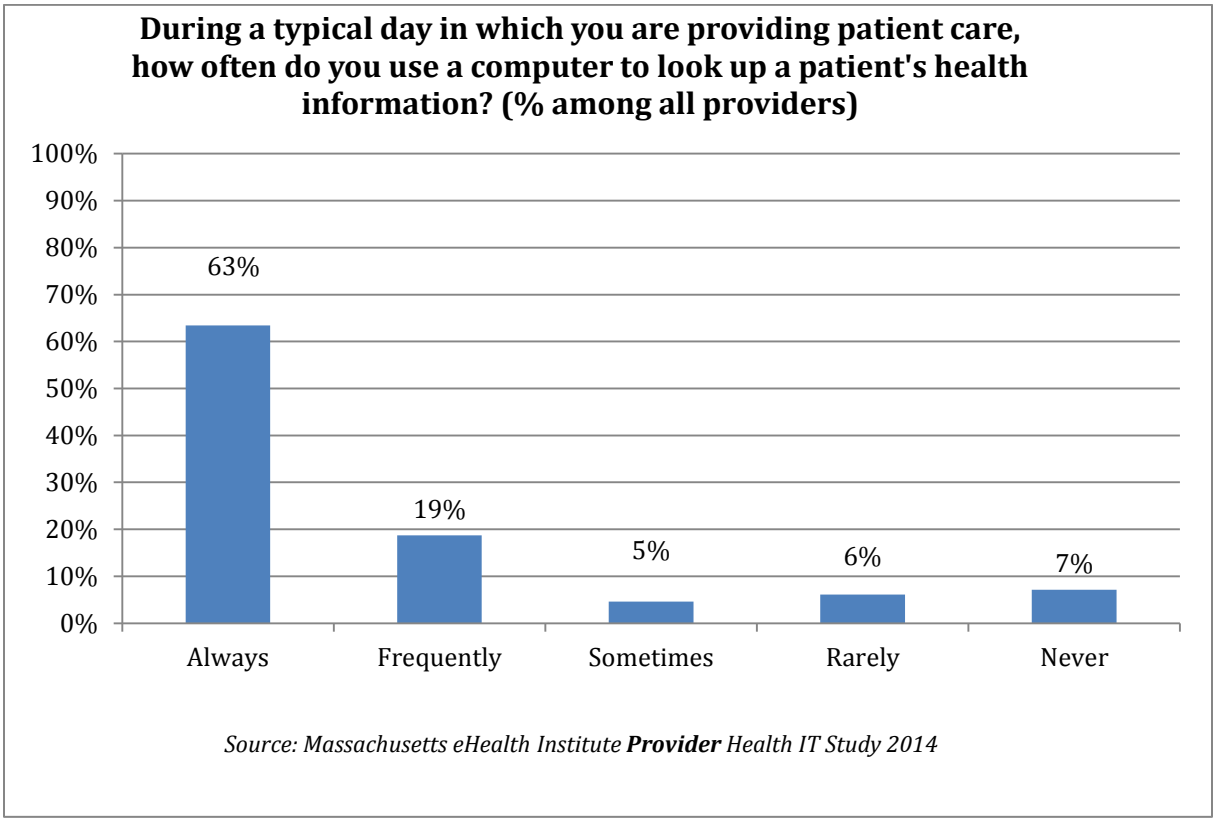
What percentage of the following provider orders are completed using Computerized Provider Order Entry (CPOE) for Medication Orders? (% among all practices)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
None	29%	1%	15%	61%	52%	54%	72%	86%	36%
1% - 24%	1%	%	2%		1%	5%	1%	3%	9%
25% - 49%	%			1%	1%				
50% - 74%	4%	4%	3%	4%	4%	6%	1%	1%	
75% - 99%	24%	31%	19%	12%	12%	6%	1%	1%	27%
100%	39%	60%	55%	22%	27%	22%	16%	8%	9%
DK-REF	3%	2%	5%		4%	8%	8%		18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

What percentage of the following provider orders are completed using Computerized Provider Order Entry (CPOE) for Lab and Diagnostic Tests? (% among all practices)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
None	38%	18%	28%	68%	59%	66%	79%	97%	73%
1% - 24%	2%	2%	2%	1%	4%	5%	1%		9%
25% - 49%	1%		2%		2%	3%			
50% - 74%	4%	6%	5%	5%	1%	3%			
75% - 99%	12%	20%	13%	2%	6%	4%			
100%	39%	49%	43%	24%	24%	10%	12%	3%	
DK-REF	4%	5%	7%		4%	10%	8%		18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

82% of providers use a computer either always or frequently to look up a patients' health information.

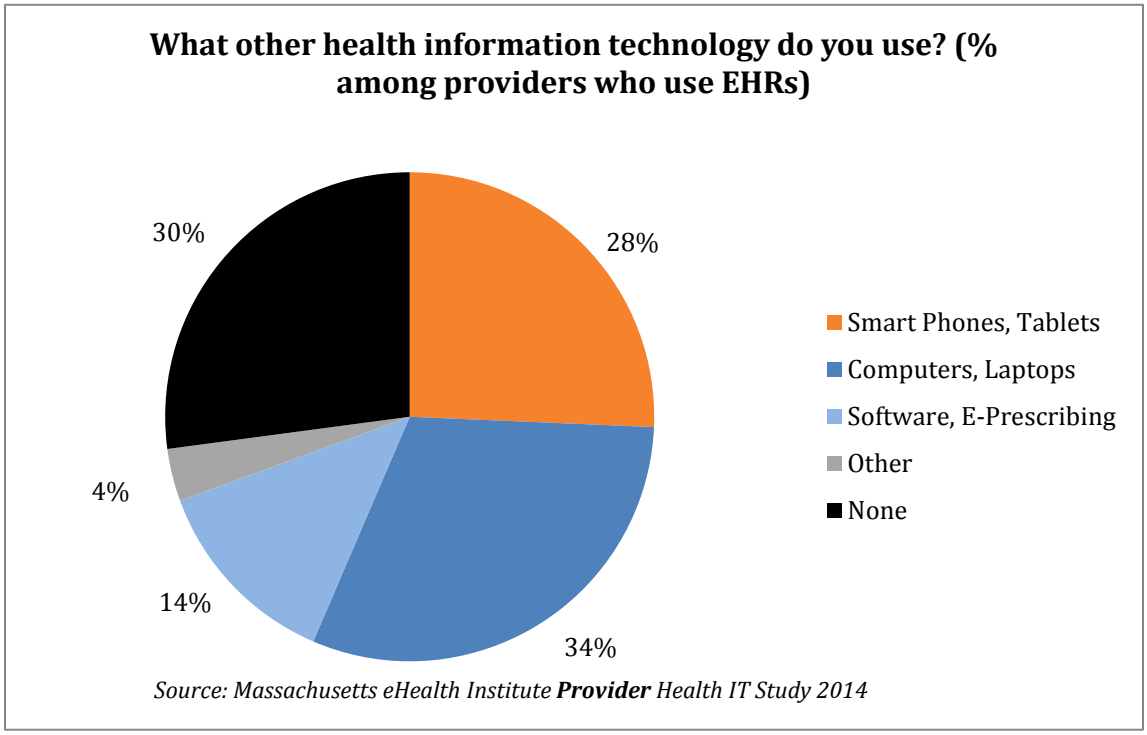


*Source: Massachusetts eHealth Institute **Provider** Health IT Study 2014*

During a typical day in which you are providing patient care, how often do you use a computer to look up a patient's health information? (% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Always	63%	77%	64%	63%	38%	30%	63%	35%	
Frequently	19%	16%	22%	19%	15%	43%	17%	35%	
Sometimes	5%	3%	4%		11%	9%	13%	16%	17%
Rarely	6%		3%	15%	14%	4%		3%	50%
Never	7%	4%	6%	4%	22%	13%	8%	10%	33%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Computers and laptops are the most commonly used technology followed by smart phones or tablets.

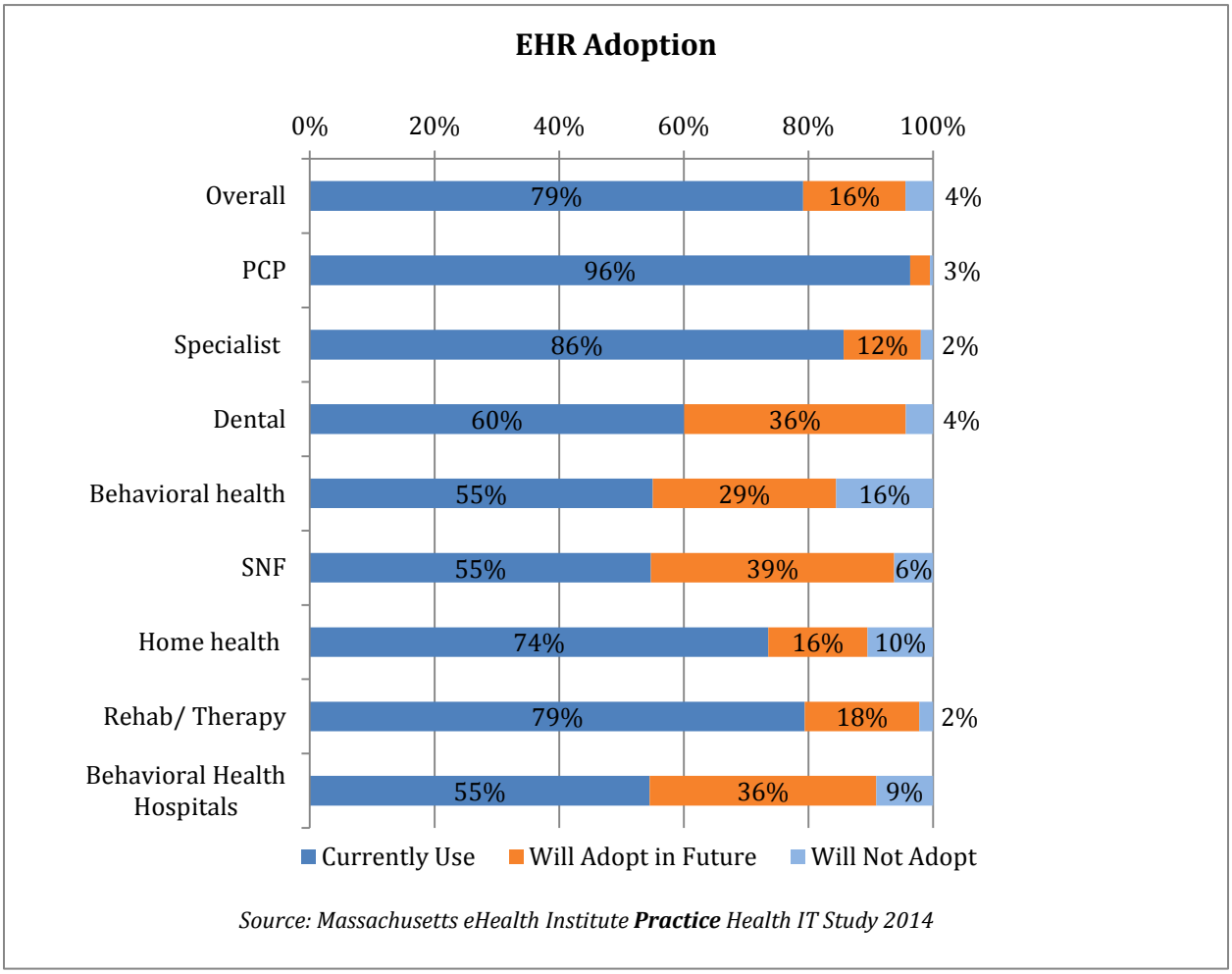


*Source: Massachusetts eHealth Institute **Provider** Health IT Study 2014*

What other health information technology do you use? (% among providers who use EHRs)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Smart Phones, Tablets	28%	21%	28%	35%	29%	24%	55%	10%	20%
Computers, Laptops	34%	36%	28%	40%	21%	49%	40%	40%	20%
Software, E-Prescribing	14%	13%	22%	10%	19%	7%		5%	
Other	4%	3%	6%		9%			5%	20%
None	30%	38%	24%	20%	29%	39%	30%	45%	40%
DK-REF	%				2%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Current Use of Electronic Health Records



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

EHR adoption varies depending on the type of practice with PCPs and Specialist practices having the highest adoption rates with behavioral health and skilled nursing facilities having lower adoption rates.

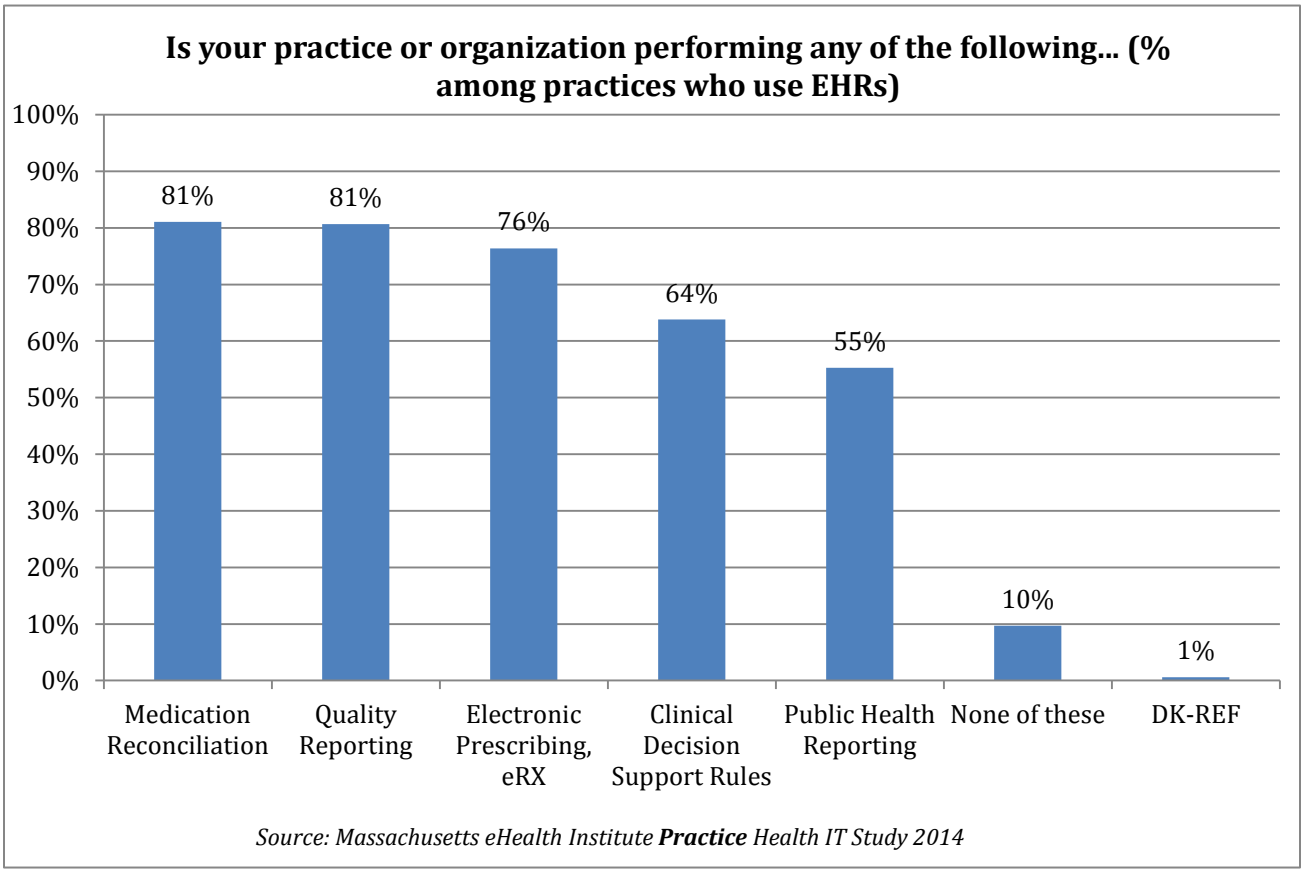
EHR Adoption

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Currently Use	79%	96%	86%	60%	55%	55%	74%	79%	55%
Will Adopt in Future	16%	3%	12%	36%	29%	39%	16%	18%	36%
Will Not Adopt	4%	%	2%	4%	16%	6%	10%	2%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Does your practice or organization currently use an electronic health records system? (% among all practices)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
YES	79%	96%	86%	60%	55%	55%	74%	79%	55%
NO	21%	4%	14%	40%	45%	45%	26%	21%	45%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

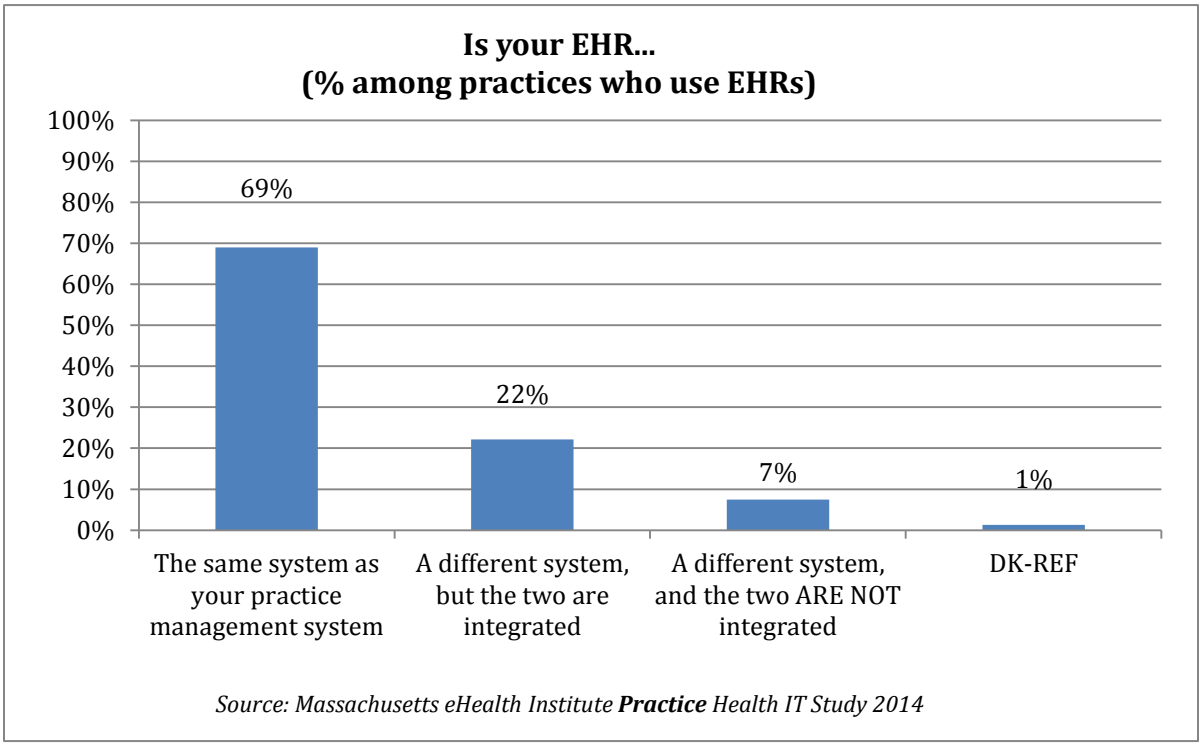
Medication reconciliation and quality reporting are the most common uses of EHR systems.



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Is your practice or organization performing any of the following... (% among practices who use EHRs)									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Medication Reconciliation	81%	91%	81%	59%	75%	60%	74%	20%	83%
Quality Reporting	81%	92%	78%	53%	71%	70%	80%	46%	100%
Electronic Prescribing, eRX	76%	92%	89%	56%	71%	32%	5%	7%	100%
Clinical Decision Support Rules	64%	70%	65%	43%	64%	21%	48%	24%	100%
Public Health Reporting	55%	66%	54%	31%	56%	79%	73%	36%	100%
None of these	10%		8%	39%	13%	7%	7%	38%	
DK-REF	1%		1%		2%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Most EHR systems are either the same as practice management systems or are integrated with them.



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Is your EHR... (% among practices who use EHRs)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
The same system as your practice management system	69%	69%	64%	67%	63%	29%	72%	52%	
A different system, but the two are integrated	22%	26%	25%	20%	14%	51%	14%	25%	80%
A different system, and the two ARE NOT integrated	7%	5%	8%	5%	21%	17%	12%	23%	20%
DK-REF	1%		2%	8%	2%	3%	2%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Ease of access to patient information and ease of electronically ordering prescriptions, labs, and tests were the most commonly mentioned benefits of EHR use.

What are the top three ways that your use of EHR has improved or helped facilitate the quality of care provided to patients or the operation of this practice/organization? (% among providers who use EHRs)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Ease of access to & use of patient health data	85%	84%	85%	83%	81%	85%	100%	90%	100%
Ease of use in e-prescribing, labs and tests, other functionality	59%	59%	75%	56%	55%	46%	19%	38%	
Standardization procedures through use of EHR, HIE	16%	14%	15%	17%	23%		19%	10%	100%
EHR has not hindered the delivery of quality health care to our patients	6%	4%	2%	11%	6%	15%		10%	
EHR has hindered the delivery of quality health care to our patients	2%	1%	2%	6%					
Other	1%				6%				
Importance of confidentiality, security	%						6%		
Accessibility of EHR data	%						6%		
Non-favorable acceptance, experience with EHR	%							5%	
DK-REF	%					4%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Complaints of system incompatibility or lack of interoperability and the lowering of care quality are the most commonly mentioned ways EHR use has hindered providing care.

What are the three most significant ways that your use of EHR has hindered the care provided to patients or the operation of this practice/organization? (% among providers who use EHRs)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Technology, system incompatibility, interoperability	37%	37%	21%	50%	41%	25%	40%	43%	
EHR has hindered the delivery of quality health care to our patients	35%	43%	54%	17%	16%	17%	13%	19%	
EHR has not hindered the delivery of quality health care to our patients	17%	12%	10%	22%	34%	25%	27%	19%	100%
Time required to convert, train, maintain	11%	13%	13%	6%	9%	13%		24%	
Other	8%	7%	10%	6%	6%	17%	20%	5%	
Cost required to convert, train, maintain	5%	4%	4%	6%	9%	4%	7%	5%	
Other providers do not make available patient data in a timely manner	2%	3%	4%				7%		
Importance of confidentiality, security	2%	3%			3%		7%	5%	
EHR system difficulty in operation, applicability to certain types of practices, specialties	2%	1%	4%			8%			
Accessibility of EHR data	2%		2%	6%				5%	
None	%				3%				
DK-REF	%						7%	5%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Facilitating communication between members of the health care team is the benefit with the overall strongest agreement from providers.

	% Somewhat or Strongly Agree (% among providers who use EHRs)
The use of EHR facilitates communication of patient information among members of our health care team	92%
The use of EHR improves the quality of patient care	82%
The use of EHR reduces errors	80%
Information from EHR enables better decision-making in patient care	75%
The EHR system takes into account the specific needs of my scope of practice	70%
Since adopting EHR, our practice has seen improvement in operational efficiency	70%

The use of EHR facilitates communication of patient information among members of our health care team. (% among providers who use EHRs)									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Strongly Agree	63%	66%	57%	53%	69%	77%	93%	77%	100%
Somewhat Agree	29%	24%	29%	47%	28%	15%	7%	18%	
Somewhat Disagree	3%	3%	6%			4%		5%	
Strongly Disagree	5%	7%	8%		3%	4%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

The EHR system takes into account the specific needs of my scope of practice. (% among providers who use EHRs)									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Strongly Agree	27%	24%	20%	26%	34%	38%	67%	59%	100%
Somewhat Agree	42%	46%	33%	42%	50%	50%	33%	41%	
Somewhat Disagree	20%	20%	24%	26%	9%	12%			
Strongly Disagree	10%	10%	22%	5%	6%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

The use of EHR reduces errors. (% among providers who use EHRs)									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Strongly Agree	23%	30%	16%		32%	27%	80%	36%	100%
Somewhat Agree	57%	51%	61%	74%	55%	58%	20%	45%	
Somewhat Disagree	15%	14%	16%	21%	10%	12%		14%	
Strongly Disagree	5%	6%	6%	5%	3%	4%		5%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

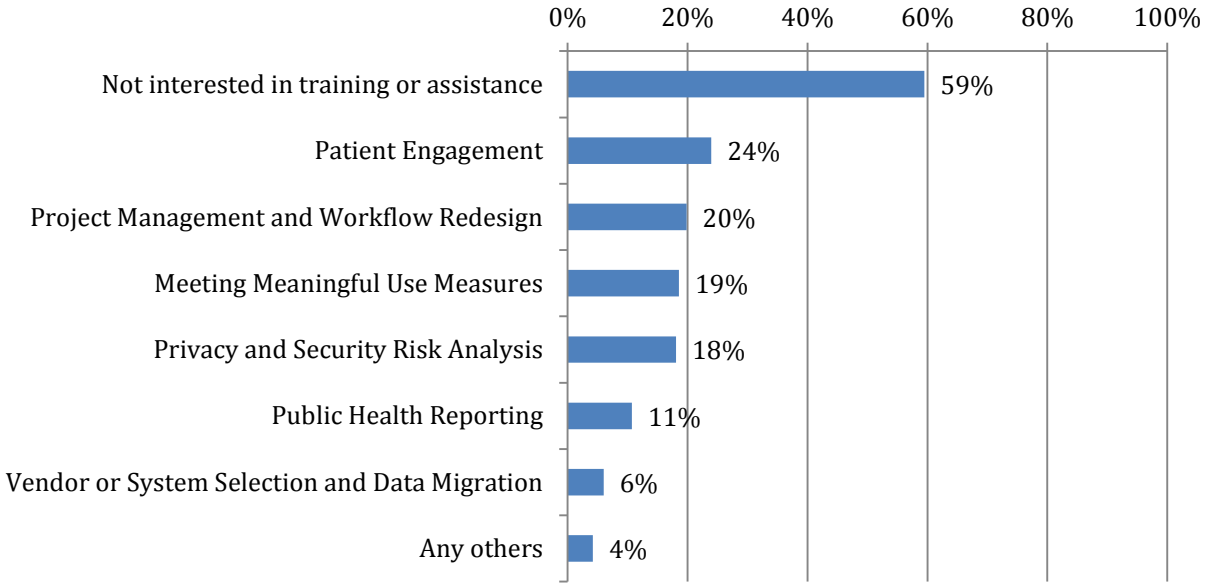
The use of EHR improves the quality of patient care. (% among providers who use EHRs)									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Strongly Agree	44%	43%	37%	47%	52%	42%	73%	36%	
Somewhat Agree	38%	40%	39%	32%	39%	46%	27%	50%	100%
Somewhat Disagree	8%	7%	10%	11%	6%	4%		5%	
Strongly Disagree	10%	10%	14%	11%	3%	8%		9%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Information from EHR enables better decision-making in patient care. (% among providers who use EHRs)									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Strongly Agree	39%	36%	29%	42%	55%	36%	71%	38%	100%
Somewhat Agree	36%	36%	45%	26%	39%	48%	29%	48%	
Somewhat Disagree	18%	20%	14%	26%	3%	12%		10%	
Strongly Disagree	7%	7%	12%	5%	3%	4%		5%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Since adopting EHR, Our practice has seen improvement in operational efficiency. (% among providers who use EHRs)									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Strongly Agree	35%	33%	25%	37%	47%	27%	53%	50%	
Somewhat Agree	35%	33%	35%	37%	33%	54%	47%	32%	100%
Somewhat Disagree	16%	14%	19%	21%	13%	15%		14%	
Strongly Disagree	14%	19%	21%	5%	7%	4%		5%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among current users, patient engagement and project management or workflow design are the most common areas of need for training.

In what areas is your practice or organization interested in receiving any training or assistance for the optimization of your EHR? (% among practices who use EHRs)



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

In what areas is your practice or organization interested in receiving any training or assistance for the optimization of your EHR?

(% among practices who use EHRs)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Vendor or System Selection and Data Migration	6%	11%	3%		5%	8%	4%	3%	
Project Management and Workflow Redesign	20%	17%	13%	17%	17%	10%	14%	2%	33%
Patient Engagement	24%	20%	8%	24%	18%	8%	9%	2%	33%
Meeting Meaningful Use Measures	19%	24%	14%	13%	22%	15%	4%	1%	33%
Public Health Reporting	11%	15%	7%	7%	18%	6%	11%	1%	33%
Privacy and Security Risk Analysis	18%	18%	13%	23%	18%	18%	3%	2%	33%
Any others	4%	5%	1%		4%	2%			
Not interested in training or assistance	59%	59%	74%	64%	69%	74%	76%	91%	67%
DK-REF	1%	%		5%		1%		1%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

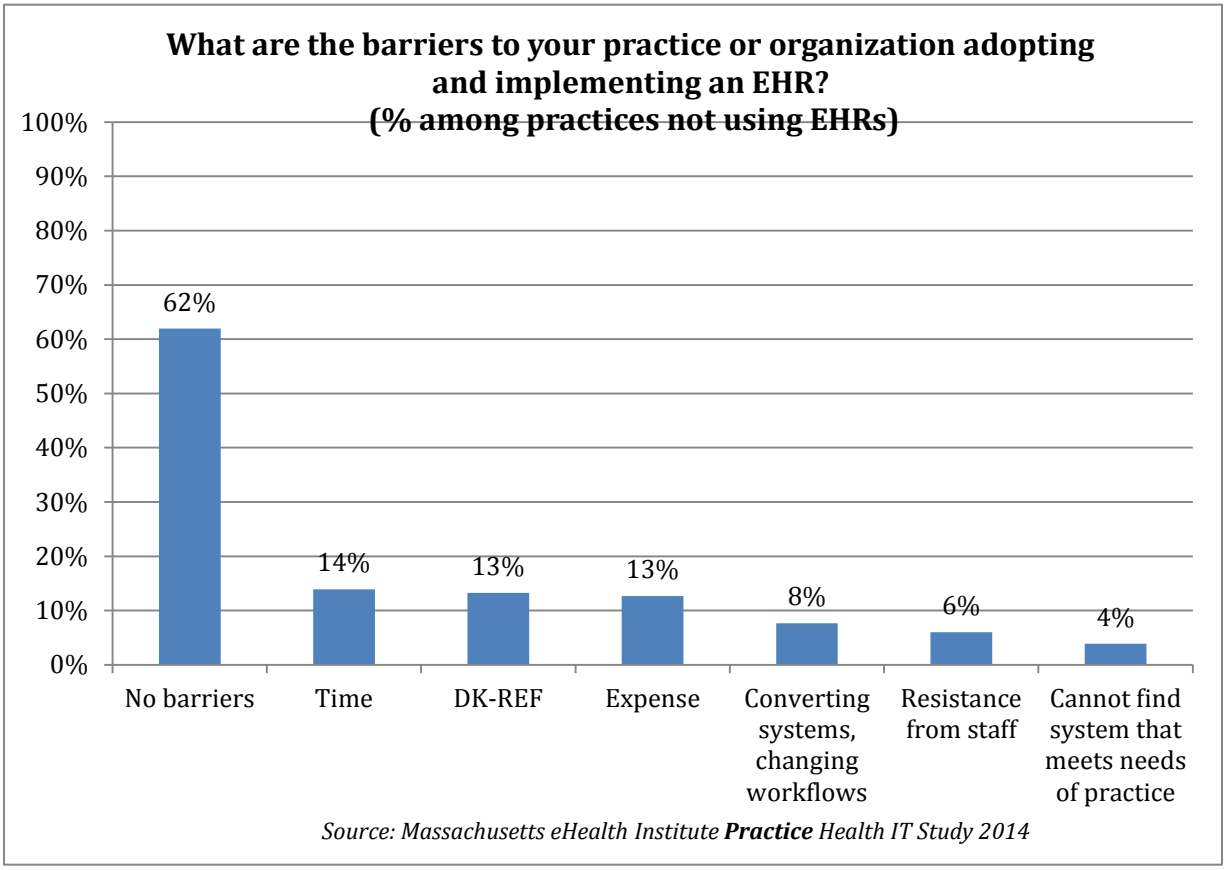
Future Use of Electronic Health Records

Of those planning to purchase an EHR system, most plan to do so within two years.

When does your practice or organization plan to purchase and implement an EHR system? (% among practices not using EHRs)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Never	21%	13%	14%	11%	35%	14%	40%	11%	20%
Less than 6 months	16%	57%	27%	4%	18%	31%	28%	4%	20%
6 - 12 months	16%	9%	27%	21%	9%	24%	4%	4%	20%
1 - 2 years	12%		9%	21%	5%	16%			
3 - 4 years	1%				2%	2%		11%	
5+ years	1%				2%			13%	
DK-REF	33%	21%	24%	43%	30%	13%	29%	59%	40%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

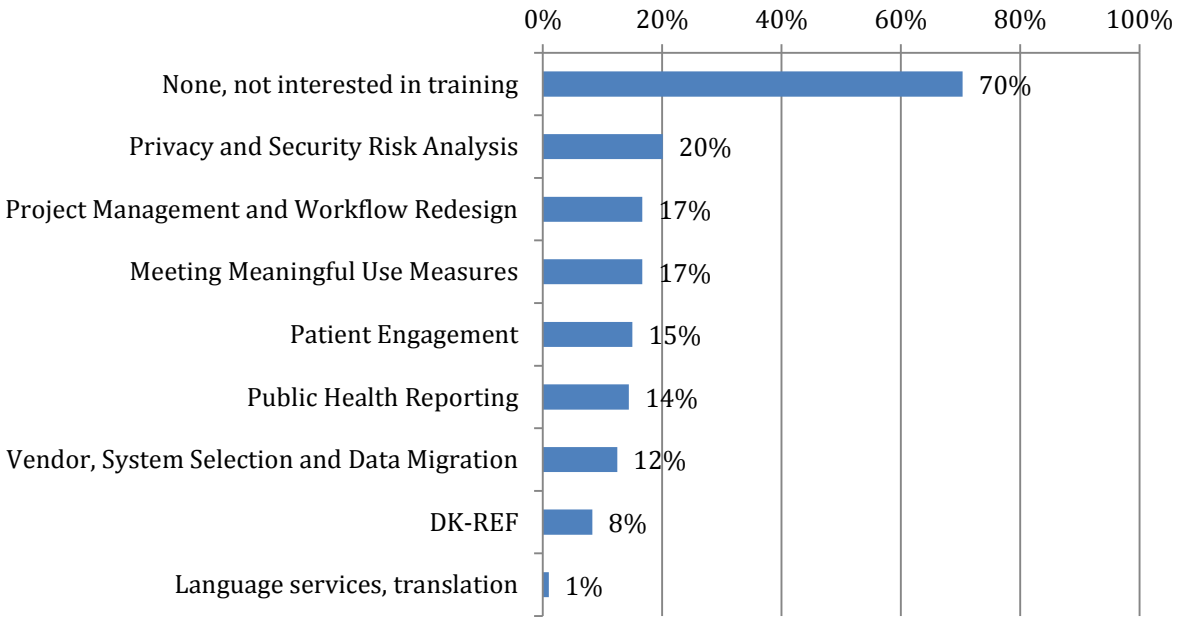
Most cannot point to specific barriers to implementing an EHR system.



What are the barriers to your practice or organization adopting and implementing an EHR? (% among practices not using EHRs)									
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
No barriers	62%	34%	68%	72%	51%	60%	48%	65%	50%
Time	14%	10%	5%	16%	10%	16%	6%	22%	
Expense	13%	10%	16%	10%	12%	21%	6%	22%	
DK-REF	13%		11%	12%	20%	9%	12%	13%	
Converting systems, changing workflows	8%	56%		4%	13%	10%	34%		25%
Resistance from staff	6%			4%	14%	3%			
Cannot find system that meets needs of practice	4%		5%		3%	12%		22%	50%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among potential users, patient engagement and project management or workflow design are the most common areas of need for training.

In which areas is your practice or organization interested in receiving technical assistance or training for the adoption or implementation of EHR? (% among practices not using EHRs)



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

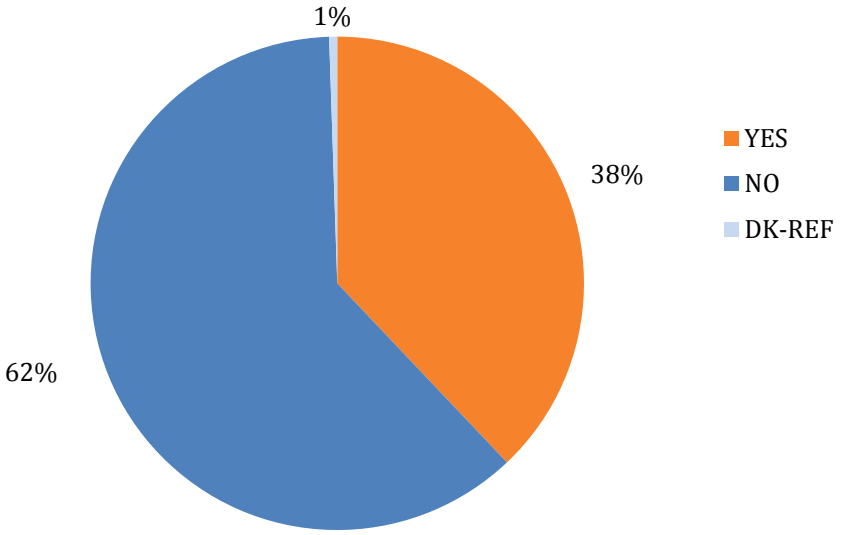
In which areas is your practice or organization interested in receiving technical assistance or training for the adoption or implementation of EHR? (% among practices not using EHRs)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Vendor, System Selection and Data Migration	12%	66%	15%	8%	6%	9%	40%	5%	50%
Project Management and Workflow Redesign	17%	56%	15%	13%	21%	27%	34%		25%
Patient Engagement	15%	56%	5%	9%	30%	34%	34%		75%
Meeting Meaningful Use Measures	17%	10%	15%	9%	35%	28%	6%		
Public Health Reporting	14%	56%	5%	9%	26%	23%	34%	5%	
Privacy and Security Risk Analysis	20%	56%	15%	13%	33%	23%	34%	5%	50%
Language services, translation	1%		5%						
None, not interested in training	70%	34%	79%	79%	55%	50%	48%	100%	
DK-REF	8%		6%	8%	9%	11%	12%		25%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Electronic Communication with Patients

Overall 38% of practices offer a means for patients to electronically access their health information through a patient portal or PHR. PCPs are the most likely to offer this service while skilled nursing facilities and home health agencies are the least likely.

Does your practice or organization currently provide a means for patients to electronically access their personal health information such as through a patient portal or PHR? (% among all practices)

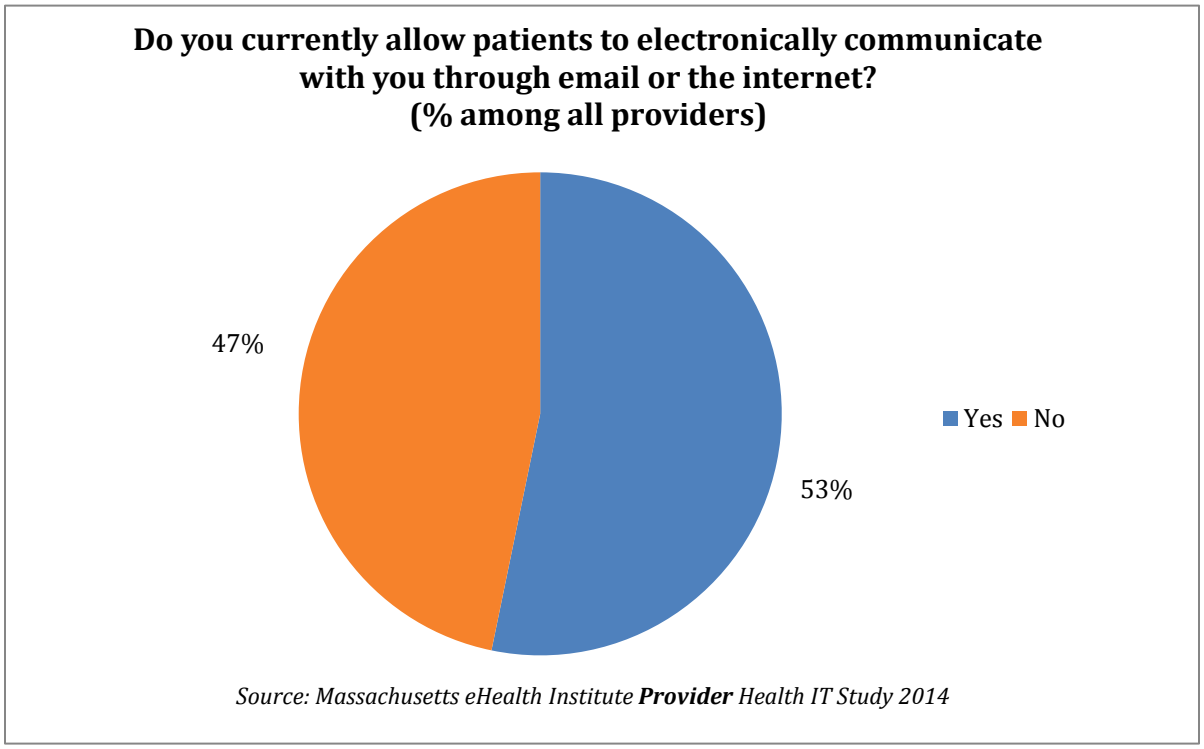


*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Does your practice or organization currently provide a means for patients to electronically access their personal health information such as through a patient portal or PHR? (% among all practices)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
YES	38%	56%	41%	13%	16%	3%	3%	10%	
NO	62%	44%	57%	87%	82%	97%	97%	89%	100%
DK-REF	1%		1%		2%	1%		1%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

53% of providers currently allow patients to communicate with them electronically, with dental providers (70%) being the most likely to communicate electronically.

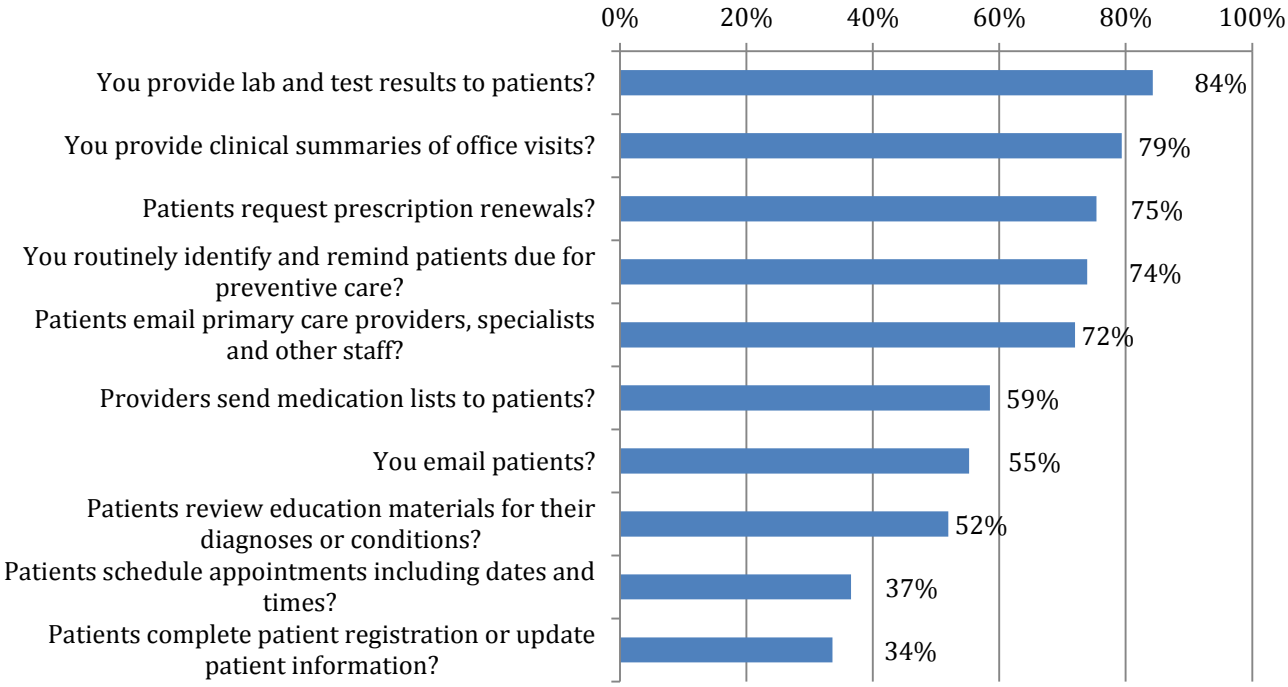


Do you currently allow patients to electronically communicate with you through email or the internet? (% among all providers)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Yes	53%	45%	48%	70%	51%	49%	57%	66%	50%
No	47%	55%	52%	30%	49%	51%	43%	34%	50%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among practices offering a PHR or patient portal, providing lab and test results and clinical summaries were the most common features.

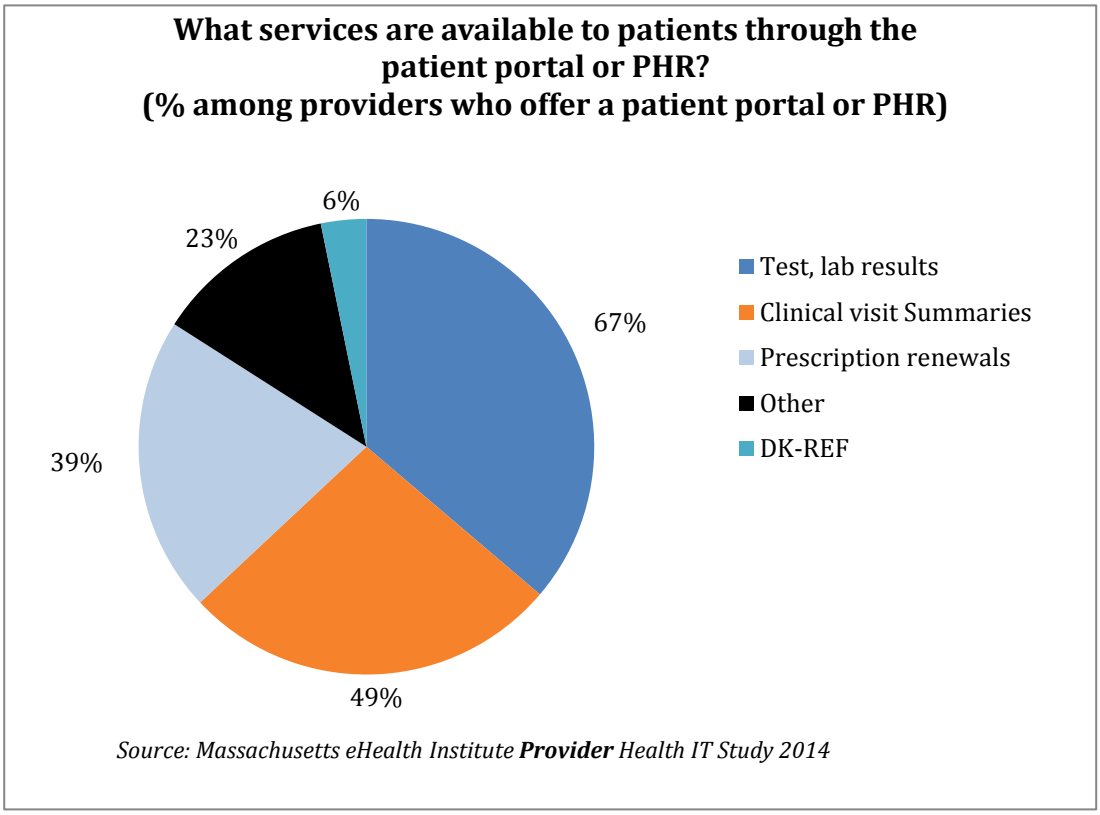
Through your practice or organization's e-communication system, patient portal, or PHR do...
(% answering yes among practices offering a PHR or patient portal)



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Through your practice or organization's e-communication system, patient portal or PHR do... (% answering yes among practices offering a PHR or patient portal)								
	Breakdown by Practice Type							
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy
You provide lab and test results to patients?	84%	80%	78%	70%	69%	50%	51%	
You provide clinical summaries of office visits?	79%	73%	78%	80%	73%		51%	
Patients request prescription renewals?	75%	77%	92%	72%	69%			
You routinely identify and remind patients due for preventive care?	74%	74%	74%	63%	76%			
Patients email primary care providers, specialists and other staff?	72%	75%	79%	72%	69%	50%		100%
Providers send medication lists to patients?	59%	67%	65%	11%	59%	50%		
You email patients?	55%	64%	69%	41%	73%			100%
Patients review education materials for their diagnoses or conditions?	52%	38%	52%	52%	54%			
Patients schedule appointments including dates and times?	37%	31%	41%	21%	47%			
Patients complete patient registration or update patient information?	34%	23%	42%	73%	4%			
None of these	%					50%	49%	
Total	100%	100%	100%	100%	100%	100%	100%	100%

Providers indicated that lab and test results were the most common use of their PHR or patient portal.

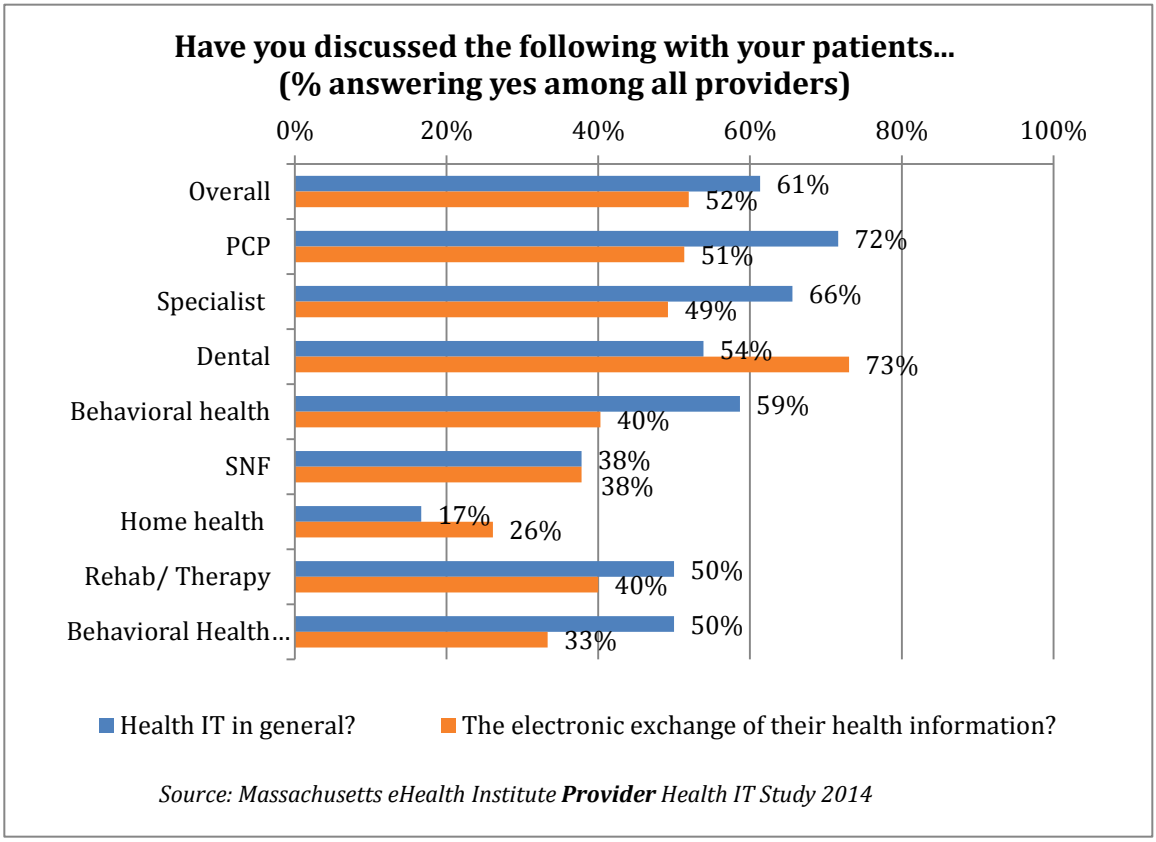


What services are available to patients through the patient portal or PHR? (% among providers who offer a patient portal or PHR)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Test, lab results	67%	70%	74%	50%	60%	25%			
Clinical visit Summaries	49%	51%	65%	33%	27%				
Prescription renewals	39%	49%	42%		27%	25%			
Other	23%	26%	10%	33%	20%	75%	100%	100%	
DK-REF	6%	5%	3%	17%	7%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Talking with Patients about Health IT

Overall, more than half of providers have discussed both health IT in general and the exchange of their health information with patients.



*Source: Massachusetts eHealth Institute **Provider** Health IT Study 2014*

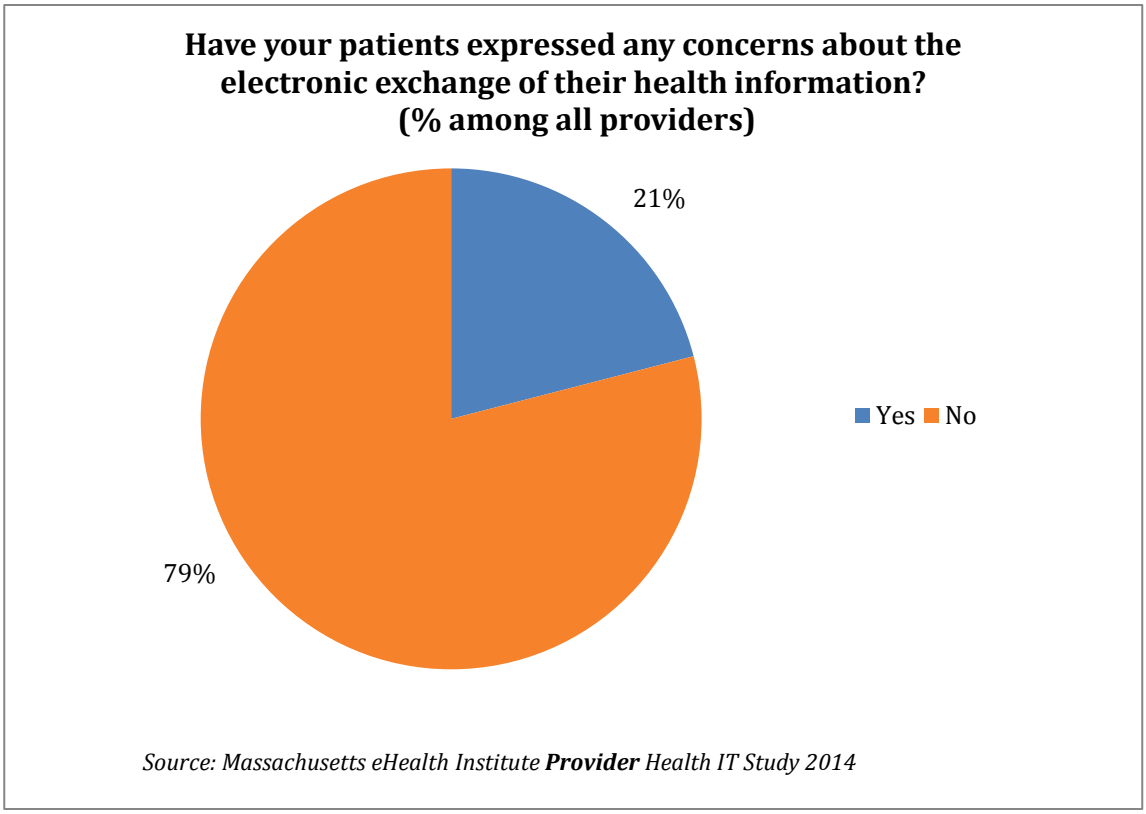
Have you discussed the following with your patients - health information technology in general? (% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Yes	61%	72%	66%	54%	59%	38%	17%	50%	50%
No	39%	28%	34%	46%	41%	62%	83%	50%	50%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Have you discussed the following with your patients - the electronic exchange of their health information? (% among all providers)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Yes	52%	51%	49%	73%	40%	38%	26%	40%	33%
No	48%	49%	51%	27%	60%	62%	74%	60%	67%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

21% of providers said that their patients expressed concerns about HIE. Confidentiality and security were the most common concern.



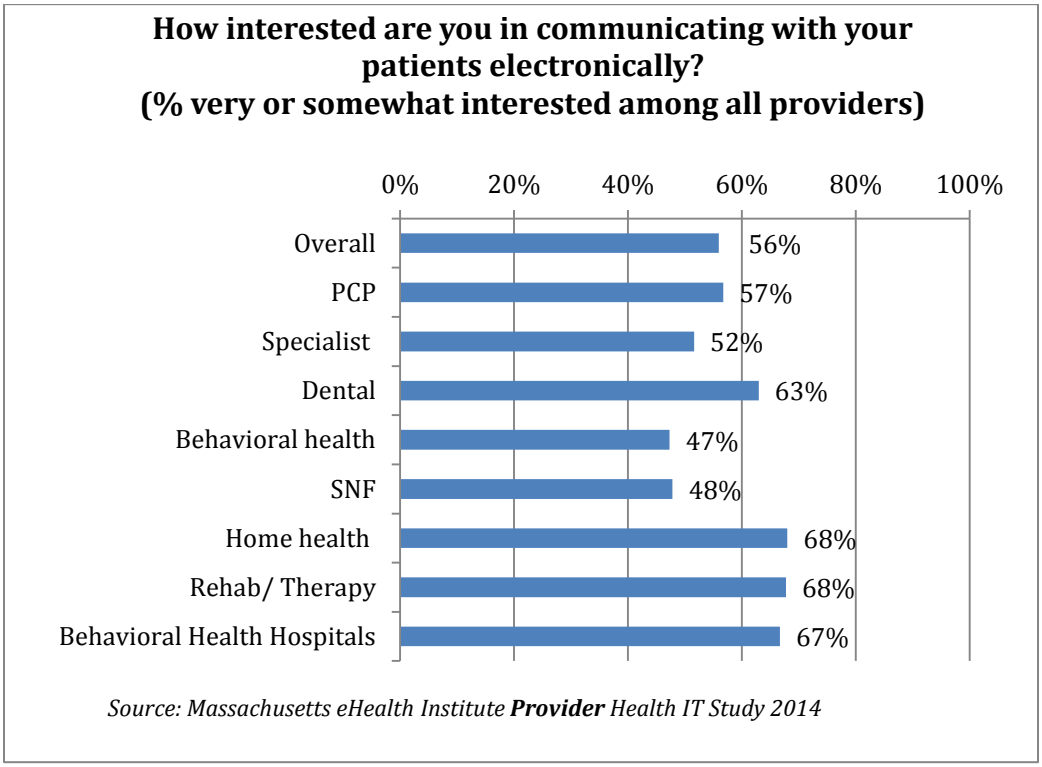
Have your patients expressed any concerns about the electronic exchange of their health information? (% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Yes	21%	21%	27%	23%	18%	2%	8%	3%	17%
No	79%	79%	73%	77%	82%	98%	92%	97%	83%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

What are your patient's concerns about the electronic exchange of their health information? (% among providers whose patients expressed a concern)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Importance of confidentiality, security	81%	81%	76%	83%	83%	100%	100%	100%	
Accuracy, completeness of information	27%	38%	47%		8%	100%			100%
Accessibility of EHR data	74%	81%	65%	67%	83%	100%	100%	100%	100%
Other providers do not make available patient data in a timely manner	4%	6%	6%						
Other	10%	6%	12%	17%	8%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall, 56% of providers are interested in communicating with their patients electronically. Behavioral health providers and providers working at skilled nursing facilities are least likely to be interested in electronic communication.



How interested are you in communicating with your patients electronically? (% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Very Interested	26%	32%	21%	30%	18%	15%	20%	23%	
Somewhat Interested	30%	24%	31%	33%	30%	33%	48%	45%	67%
Not Very Interested	28%	30%	27%	26%	32%	11%	20%	16%	17%
Not at All Interested	16%	14%	21%	11%	20%	41%	12%	16%	17%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Many providers already encourage electronic communication, and 36% suggested encouraging the use of patient portals with explanation on what types of communication are appropriate is a good way to encourage patient communication.

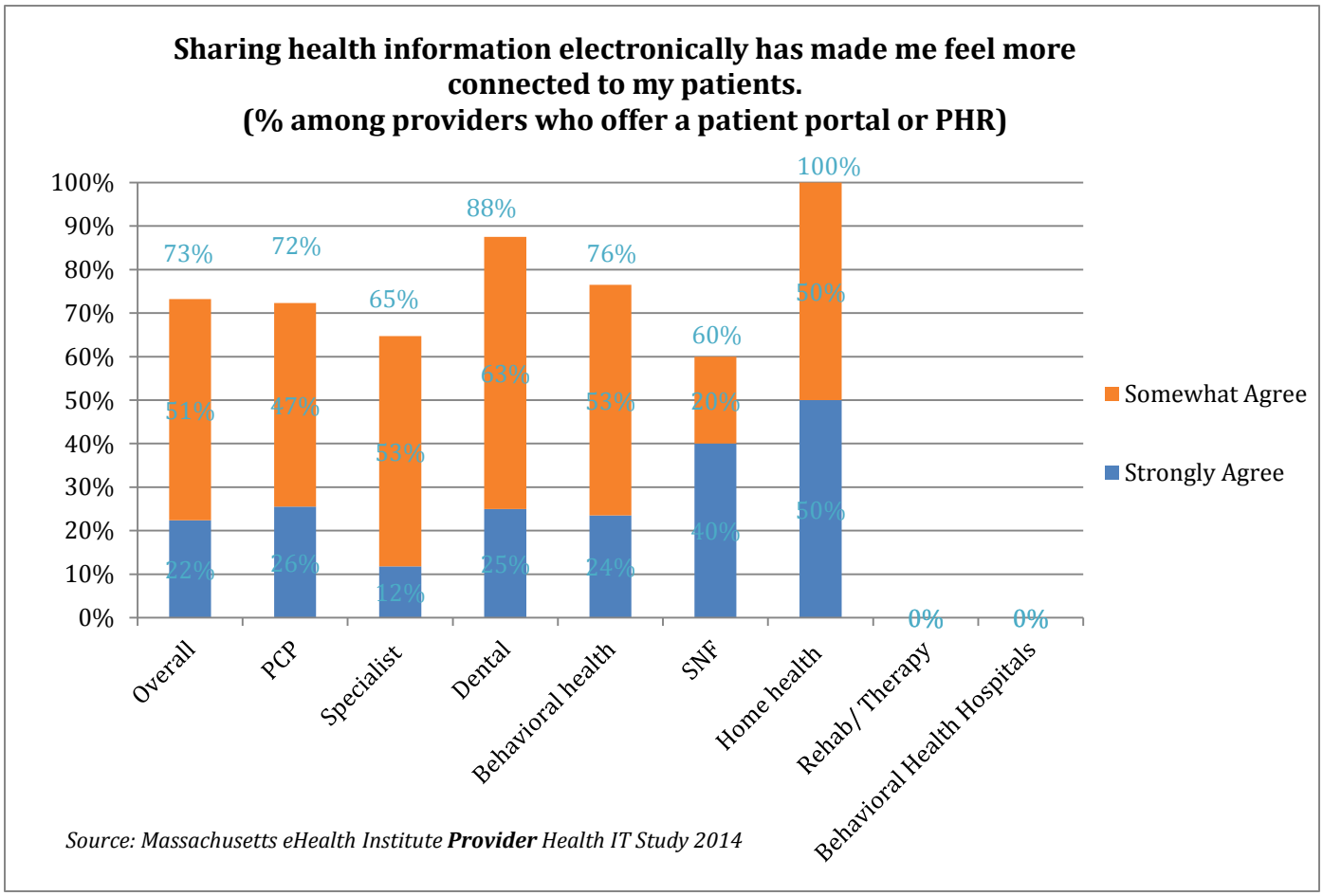
What do you think providers can do to encourage patients to communicate electronically with their health care provider(s)? (% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Electronic communications with our patients Is encouraged, allowed	40%	33%	36%	68%	28%	27%	35%	45%	17%
Encourage patients to use patient portal with realistic expectations	36%	38%	36%	42%	25%	30%	24%	45%	33%
Patient portal allows for the accessing of data	27%	31%	31%	32%	9%	19%	18%	32%	17%
Electronic communications with our patients Is not encouraged, allowed	24%	18%	33%	11%	35%	38%	47%	9%	17%
Importance of confidentiality, security	7%	5%	9%	5%	11%	3%	6%	5%	
Provide easy accessibility and availability of information to patients	6%	7%	7%	5%	2%	3%	6%	5%	17%
Accessibility of EHR data	5%	4%	7%	5%	9%	3%		5%	

What do you think providers can do to encourage patients to communicate electronically with their health care provider(s)? (% among all providers)

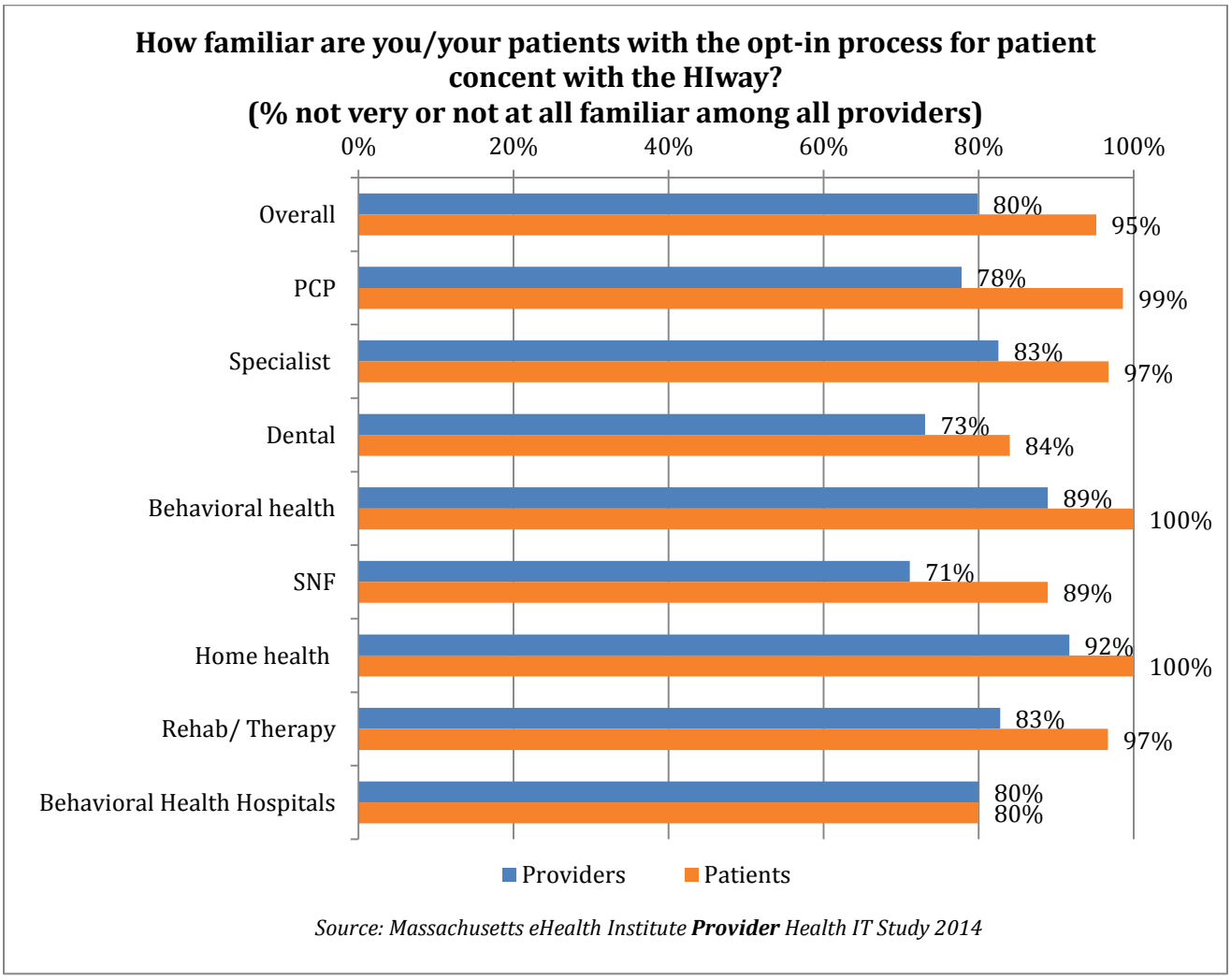
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Patient, person lacks requisite technological skills	2%	2%			2%	5%	24%	5%	
Certain electronic communications violates reimbursement rules, legal authority in providing medical advice	2%	4%			2%				
Accuracy, completeness of information	1%			5%					
Technology, system incompatibility, inoperability	1%		2%		2%				
Time required to convert, train, maintain	%					3%			
Other	10%	18%	7%	5%	7%	8%	12%	14%	17%
None	2%	2%	2%		5%	5%			17%
DK-REF	7%	7%	2%	11%	9%	8%	6%	9%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall, 73%of providers agree that sharing health information electronically has made them feel more connected to their patients.



Sharing health information electronically has made me feel more connected to my patients. (% among providers who offer a patient portal or PHR)									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Strongly Agree	22%	26%	12%	25%	24%	40%	50%		
Somewhat Agree	51%	47%	53%	63%	53%	20%	50%		
Somewhat Disagree	9%	11%	9%		18%	20%		100%	
Strongly Disagree	17%	17%	26%	13%	6%	20%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Awareness of the opt-in process for patient consent and authorization on the HIway is low among providers and they perceive it to be even lower among their patients.



*Source: Massachusetts eHealth Institute **Provider** Health IT Study 2014*

How familiar **are you with the opt-in process for patient consent and authorization aspects of the Massachusetts Health Information Highway (HIway)? (% among all providers)**

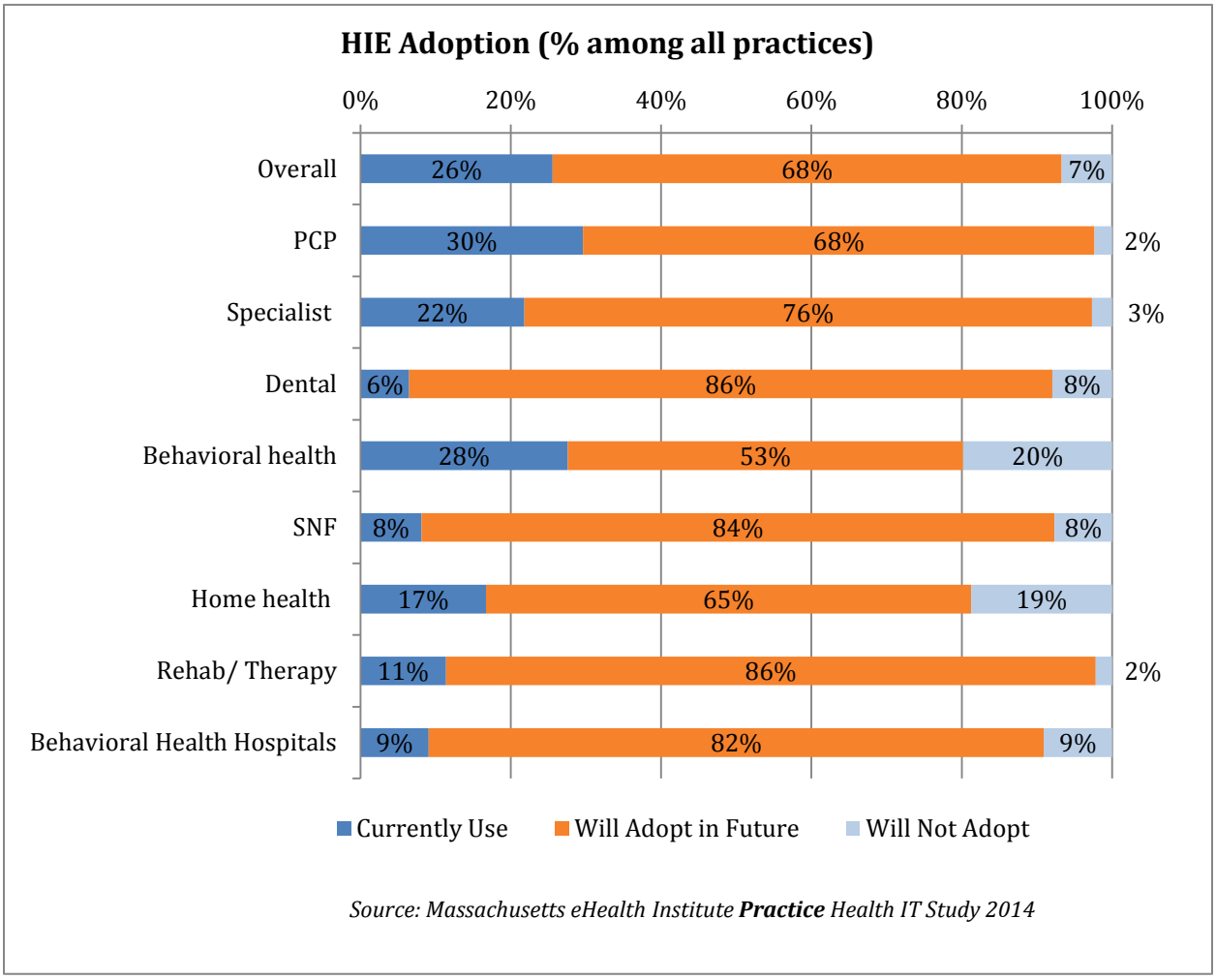
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Very Familiar	1%			4%	1%	9%			
Somewhat Familiar	19%	22%	17%	23%	10%	20%	8%	17%	20%
Not Very Familiar	28%	32%	33%	15%	26%	29%	46%	28%	20%
Not at All Familiar	52%	46%	49%	58%	63%	42%	46%	55%	60%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Based on your perceptions, how familiar are your patients with the opt-in process for patient consent and authorization for the sharing of their health information through the Massachusetts Health Information Highway (HIway)?
(% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Very Familiar	1%			4%					
Somewhat Familiar	4%	1%	3%	12%		11%		3%	20%
Not Very Familiar	28%	35%	31%	16%	28%	18%	33%	27%	
Not at All Familiar	67%	64%	66%	68%	72%	71%	67%	70%	80%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Current Participation in Health Information Exchange

Overall HIE participation is low, with high potential for future use across all practice types.

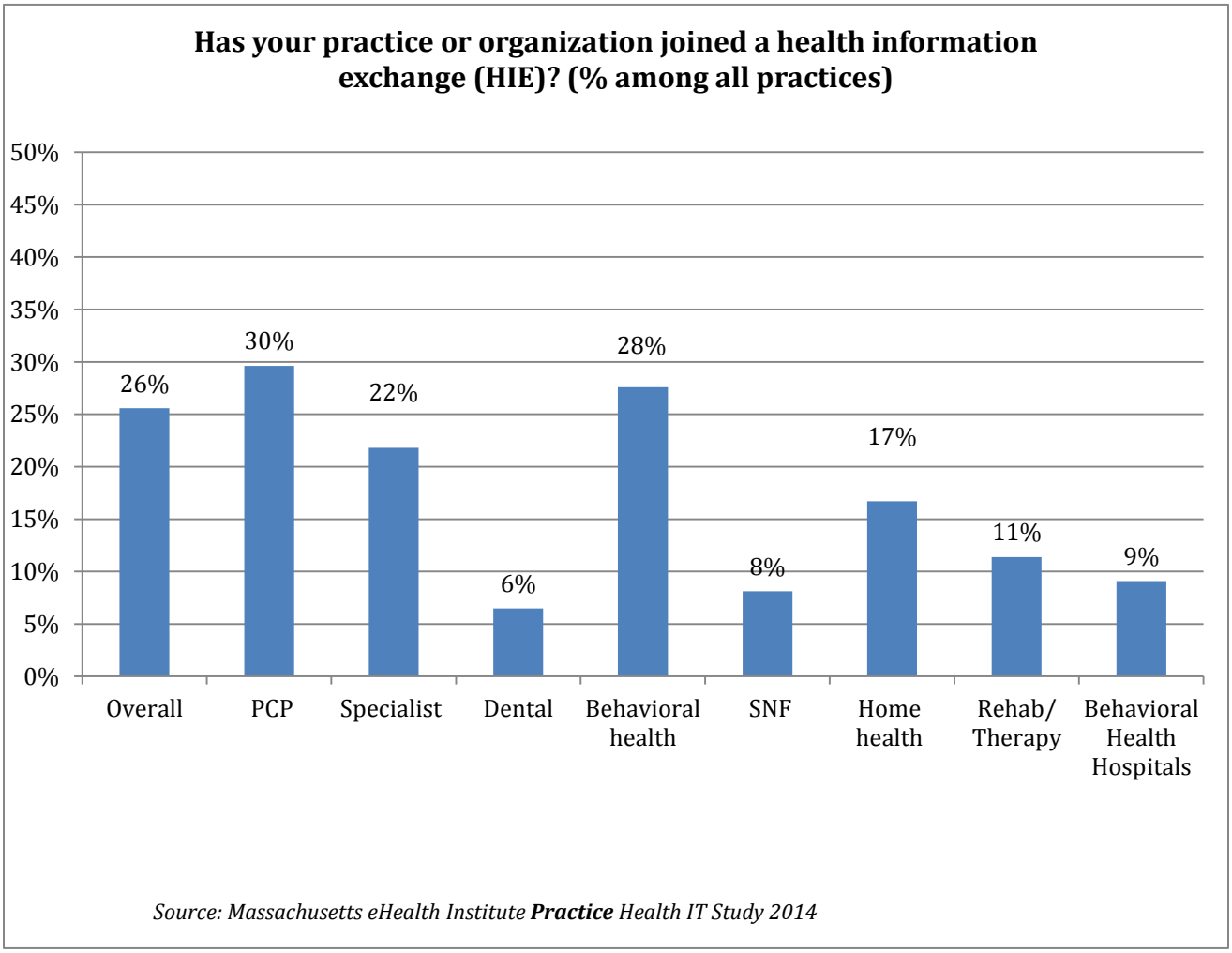


*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

HIE Adoption (% among all practices)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Currently Use	26%	30%	22%	6%	28%	8%	17%	11%	9%
Will Adopt in Future	68%	68%	76%	86%	53%	84%	65%	86%	82%
Will Not Adopt	7%	2%	3%	8%	20%	8%	19%	2%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall participation in HIE is 26% with PCPs and behavioral health practices having the highest participation rates.



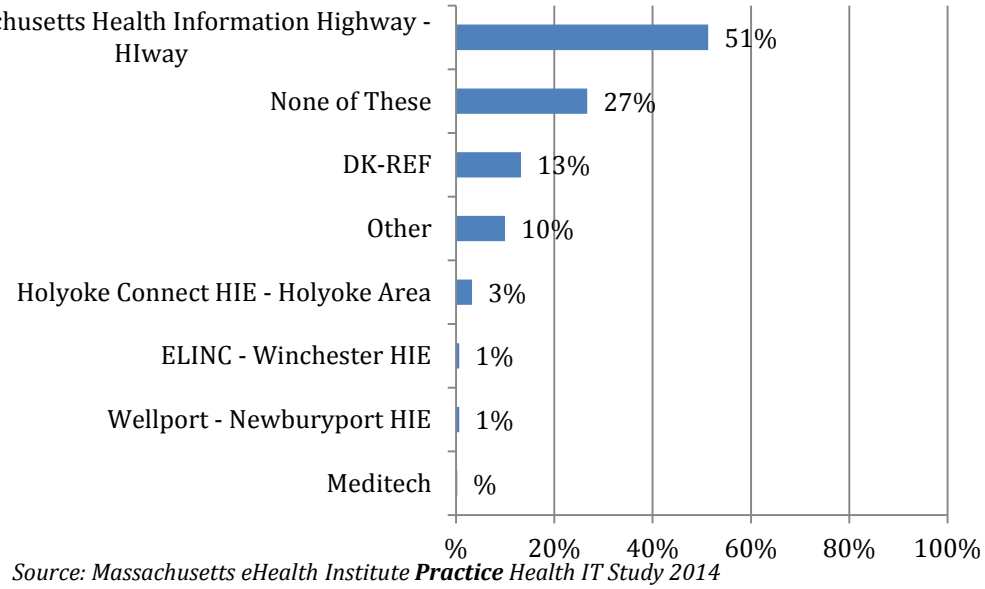
*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Has your practice or organization joined a health information exchange (HIE)? (% among all practices)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
YES	26%	30%	22%	6%	28%	8%	17%	11%	9%
NO	70%	67%	69%	90%	70%	83%	82%	82%	82%
DK-REF	4%	3%	9%	3%	3%	9%	1%	7%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among those that participate in an HIE, the Massachusetts Health Information Highway is the most common.

In which of the following HIEs are you currently participating? (% among practices participating in HIE)

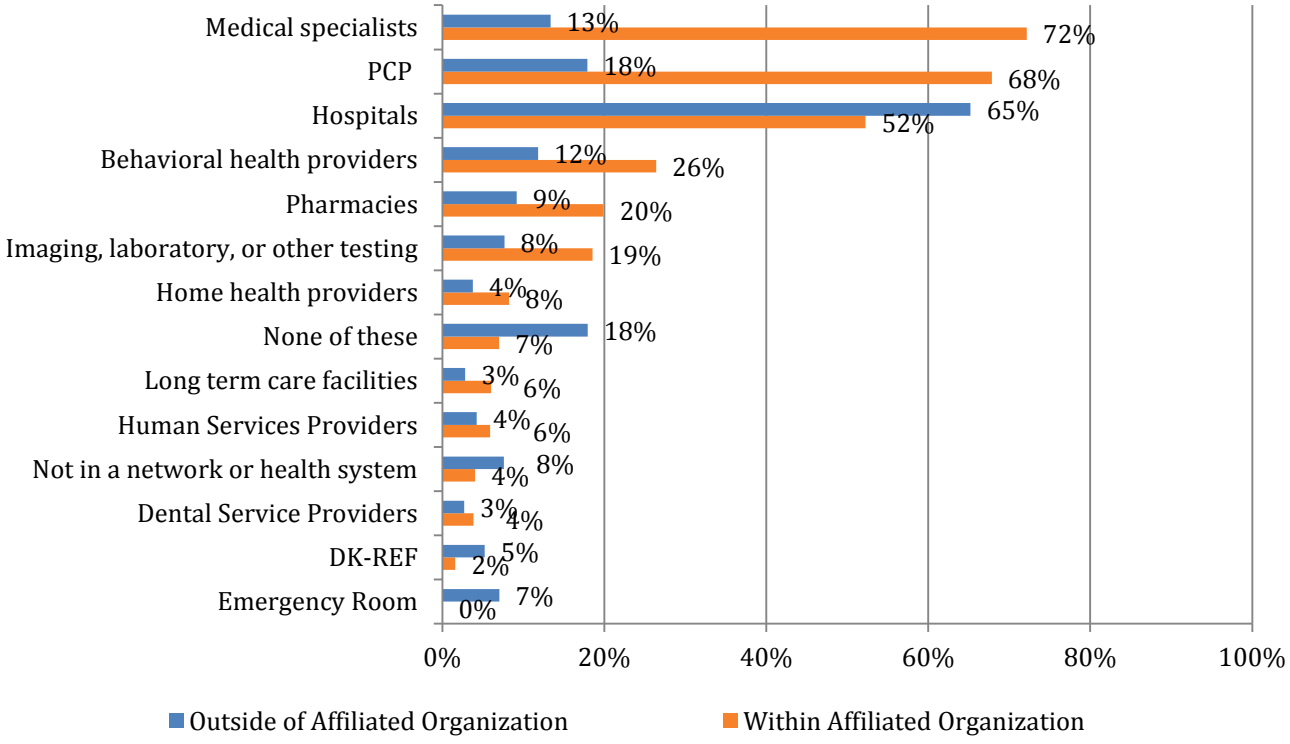


*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

In which of the following HIE are you currently participating? (% among practices participating in HIE)									
Breakdown by Practice Type									
	Overall	**PCP**	**Specialist**	**Dental**	**Behavioral health**	**SNF**	**Home health**	**Rehab/ Therapy**	**Behavioral Health Hospitals**
The Massachusetts Health Information Highway - HIway	51%	46%	47%	42%	61%	51%	51%	23%	100%
Wellport - Newburyport HIE	1%		3%						
Holyoke Connect HIE - Holyoke AREA	3%	1%	2%		6%				
ELINC - Winchester HIE	1%		3%						
Meditech	%					8%		8%	
Other	10%	22%	8%	42%	13%				
NONE OF THESE	27%	34%	19%	20%	12%	17%	20%	60%	
DK-REF	13%	8%	28%	38%	15%	25%	29%	9%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Practices are more likely to exchange information with affiliated facilities overall, with hospitals being the most likely group to exchange information with among non-affiliated organizations.

Next, I would like to know with which groups you are currently exchanging Health Information.
(% among practices participating in HIE)



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Next, I would like to know with which groups you are currently exchanging Health Information (Affiliated Organizations)

(% among practices participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Hospitals	52%	68%	45%		61%	75%	52%	38%	
PCP or family practice physicians	68%	61%	78%	58%	56%	67%	52%	82%	
Medical specialists	72%	70%	77%	38%	63%	33%	35%	82%	
Behavioral health providers	26%	37%	13%		56%	17%		23%	
Long term care facilities	6%	11%	11%			17%	8%	7%	
Home health providers	8%	14%	14%			17%	32%		
Imaging, laboratory, or other testing organization, facility	19%	30%	23%		7%	17%	8%		
Pharmacies	20%	37%	14%		7%	42%	16%	8%	
Dental Service Providers	4%	10%	9%			17%			
Human Services Providers such as substance abuse	6%	7%	4%		4%				
Not in a network of health system	4%	5%	8%	42%	6%		16%		
None of these	7%	2%	17%	18%	6%	9%	9%	9%	100%
DK-REF	2%			20%		16%	9%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Next, I would like to know with which groups you are currently exchanging Health Information (non-Affiliated Organizations)

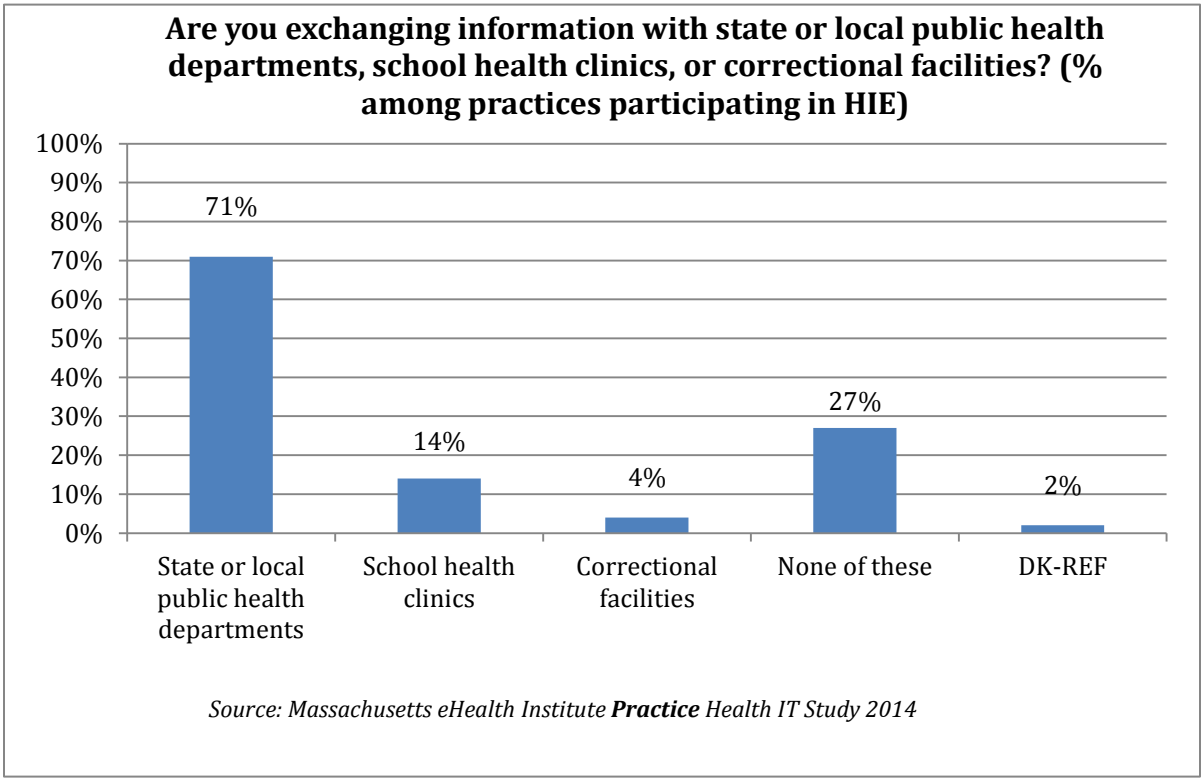
(% among practices participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Hospitals	65%	58%	63%	42%	76%	60%	9%	39%	
PCP or family practice physicians	18%	16%	28%	58%	23%	51%	9%	82%	
Medical specialists	13%	9%	21%	38%	23%	17%	9%	82%	
Behavioral health providers	12%	5%	7%		49%			23%	
Long term care facilities	3%	4%	5%					7%	
Home health providers	4%	4%	5%				32%		
Imaging, laboratory, or other testing organization, facility	8%	10%	14%	42%	6%				
Pharmacies	9%	16%	14%	42%	6%	34%	9%		
Dental Service Providers	3%	4%	5%						
Human Services Providers such as substance abuse	4%	5%	2%		4%				
ER or Emergency Room	7%	10%	10%	42%	6%				
Not in a network of health system	8%	7%			8%		35%		
None of these	18%	28%	12%	20%	19%	8%	24%	8%	100%
DK-REF	5%	7%	21%			32%	9%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Are you exchanging information with State or local public health departments, School health clinics, or Correctional facilities?
(% among practices participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
State or local public health departments	71%	74%	66%	42%	81%	92%	40%	9%	
School health clinics	14%	22%	11%		47%				
Correctional facilities	4%	9%	9%		6%				
None of these	27%	25%	32%	58%	19%	8%	60%	68%	100%
DK-REF	2%	1%	2%					23%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

71% of those participating in an HIE exchange information with state or local public health departments.



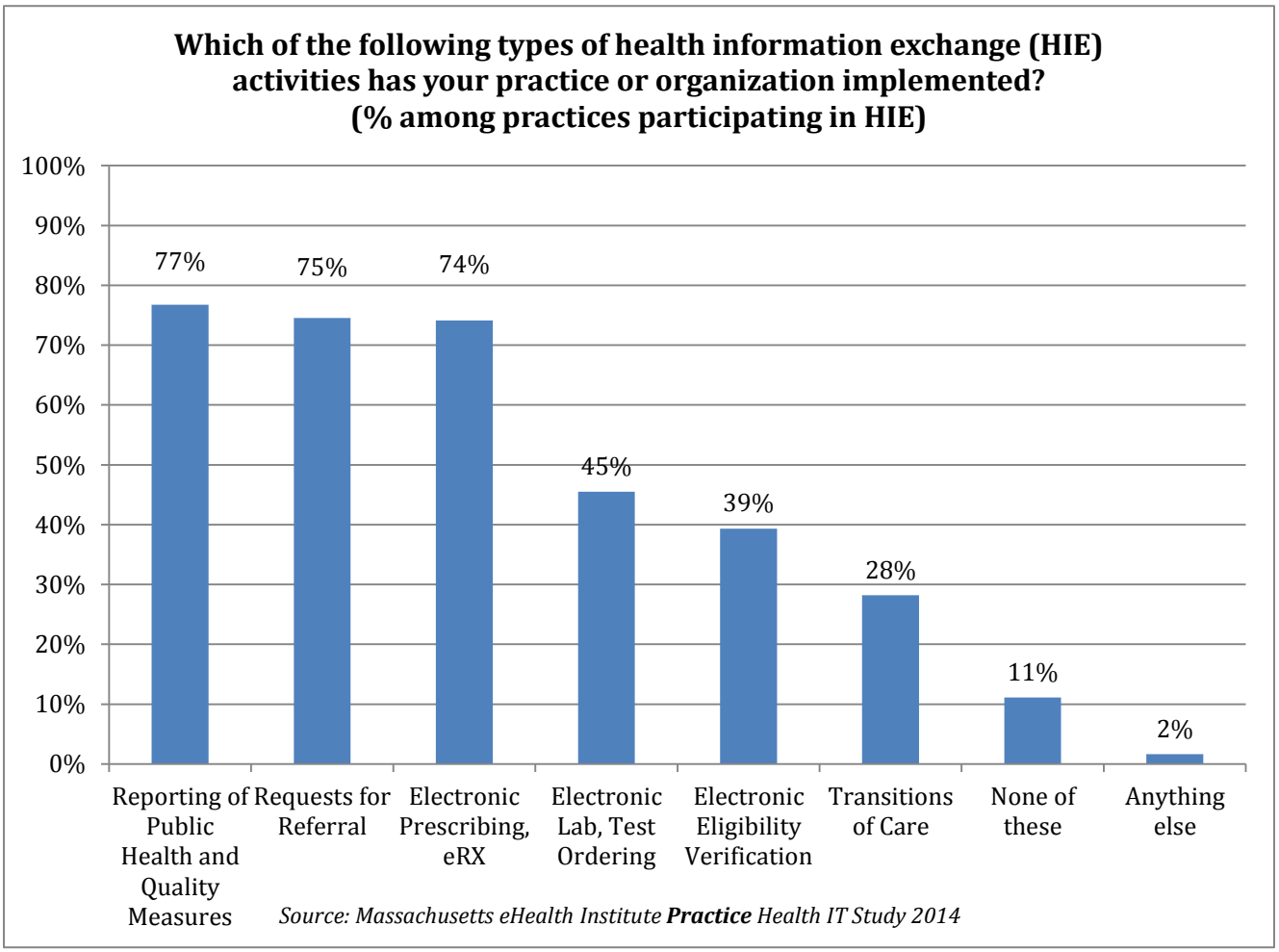
*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Are you exchanging information with State or local public health departments, School health clinics, or Correctional facilities?

(% among practices participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
State or local public health departments	71%	74%	66%	42%	81%	92%	40%	9%	
School health clinics	14%	22%	11%		47%				
Correctional facilities	4%	9%	9%		6%				
None of these	27%	25%	32%	58%	19%	8%	60%	68%	100%
DK-REF	2%	1%	2%					23%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Public health and quality reporting, referral requests, and electronic prescribing are the most common HIE activities.



Which of the following types of health information exchange (HIE) activities has your practice or organization implemented? (% among practices participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Electronic Prescribing, eRX	74%	78%	84%	61%	62%	16%			
Reporting of Public Health and Quality Measures	77%	90%	76%	42%	65%	83%	20%	18%	
Electronic Lab, Radiology or Pathology Ordering	45%	64%	47%	42%	23%	16%	43%		
Requests for Referral	75%	87%	63%	61%	46%	60%	44%	9%	
Transitions of Care	28%	42%	22%	62%	28%	76%	19%	9%	
Electronic Eligibility Verification	39%	56%	27%	42%	43%	43%	52%	9%	
Anything else	2%	1%	2%						
None of these	11%	3%	14%	20%	27%	17%	37%	82%	100%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

General HIE education and training on privacy and security issues are the most commonly requested types of training.

What types of training or assistance does your practice or organization need in order to adopt and implement or optimize your participation in health information exchange?
(HIE)? (% among all current or potential HIE users)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
None, do not need training	59%	49%	75%	68%	59%	64%	51%	83%	60%
General HIE or Mass Hlway Education	29%	36%	18%	21%	27%	23%	22%	7%	40%
Privacy and Security Policies & Controls	18%	18%	16%	16%	16%	14%	10%	4%	40%
Clinical or Practice Workflows	17%	14%	9%	15%	13%	15%	8%	5%	30%
Sending and Receiving Discharge Summaries	14%	20%	9%	11%	25%	23%	17%	6%	30%
Sending and Receiving Care Summaries	14%	16%	10%	11%	26%	16%	10%	6%	30%
Patient Consent & Opt-In	13%	18%	10%	9%	13%	18%	13%	2%	40%
Public Health Reporting	13%	20%	7%	6%	20%	15%	12%	1%	10%
Sending and Receiving Referrals	11%	13%	10%	11%	22%	16%	10%	4%	30%
DK-REF	10%	13%	6%	8%	10%	8%	20%	8%	
HIE Use Cases Development	9%	12%	8%	10%	13%	12%	8%	5%	10%
Sending Lab Orders and Receiving Lab Results	9%	15%	9%	9%	11%	20%	18%	7%	20%
Return on Investment	8%	12%	4%	5%	4%	12%	15%	3%	30%
Change Management	6%	8%	2%	3%	8%	11%	15%	2%	30%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

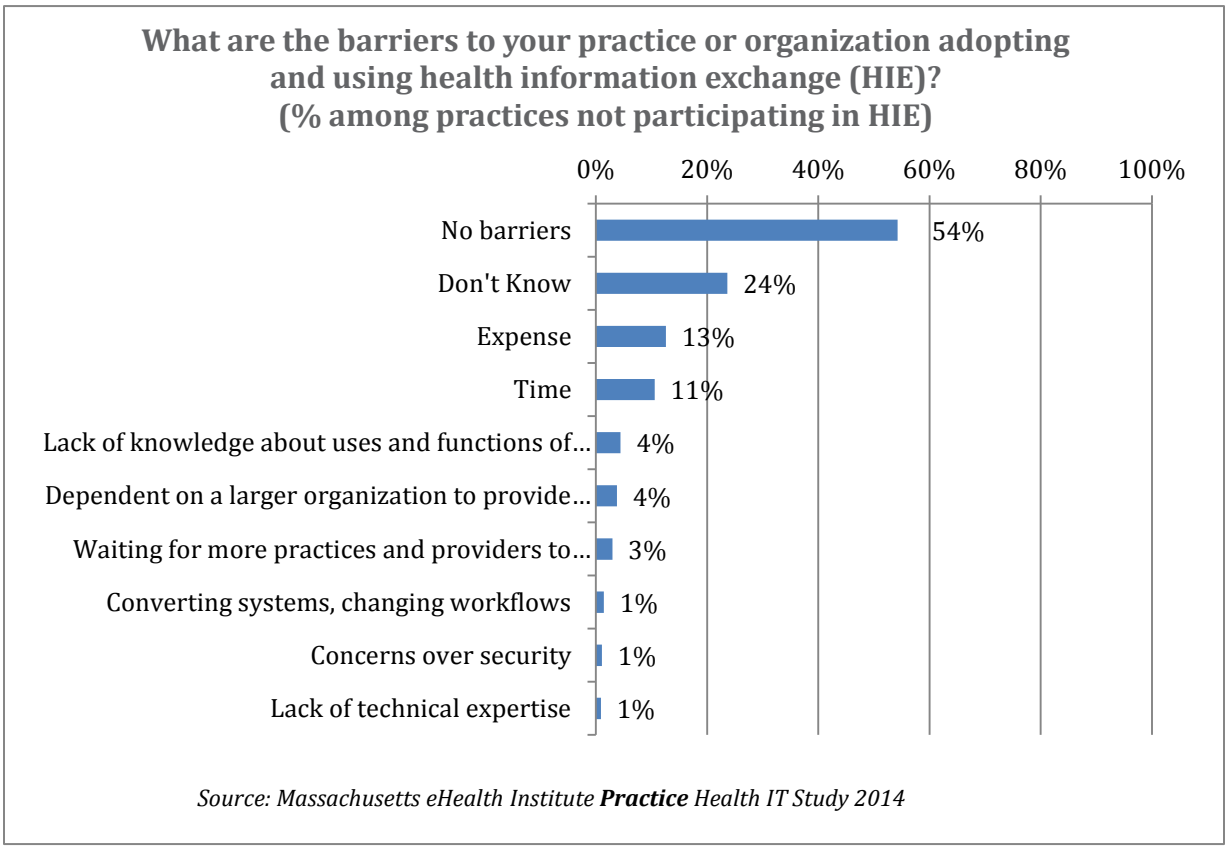
Future Participation in Health Information Exchange

Among those that will participate in HIE, most will do so within two years.

When does your practice or organization plan to adopt and implement health information exchange (HIE)?
(% among practices not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Never	9%	3%	3%	9%	27%	8%	22%	2%	10%
Less than 6 months	10%	22%	8%		4%	11%	8%		50%
6 - 12 months	11%	18%	21%	18%	11%	5%		2%	
1 - 2 years	24%	18%	12%	19%	9%	10%	10%	6%	10%
3 - 4 years	3%	4%	2%		6%	3%	2%	1%	
5+ years	1%			1%	1%				
DK-REF	43%	35%	52%	53%	42%	64%	57%	88%	30%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Most non-user practices cannot point to specific barriers to adopting HIE.



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

What are the barriers to your practice or organization adopting and using health information exchange (HIE)?
(% among practices not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
No barriers	54%	45%	63%	76%	48%	70%	69%	76%	67%
Don't Know	24%	24%	26%	17%	21%	12%		10%	
Expense	13%	14%	2%	3%	20%	6%	15%	6%	11%
Time	11%	16%	4%	5%	16%	4%	6%	5%	11%
Lack of knowledge about uses and functions of HIE	4%	7%	2%		5%	4%	2%	1%	
Dependent on a larger organization to provide financing or training	4%	6%	5%	1%	2%	2%	2%	3%	11%
Waiting for more practices and providers to adopt	3%	6%	4%	3%	3%	6%	15%	1%	
Converting systems, changing workflows	1%	3%	1%						11%
Concerns over security	1%	3%			2%	5%		3%	
Lack of technical expertise	1%	1%			6%	5%			11%
Cannot find system that meets needs of practice	%				3%	1%			11%
Resistance from staff	%				2%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

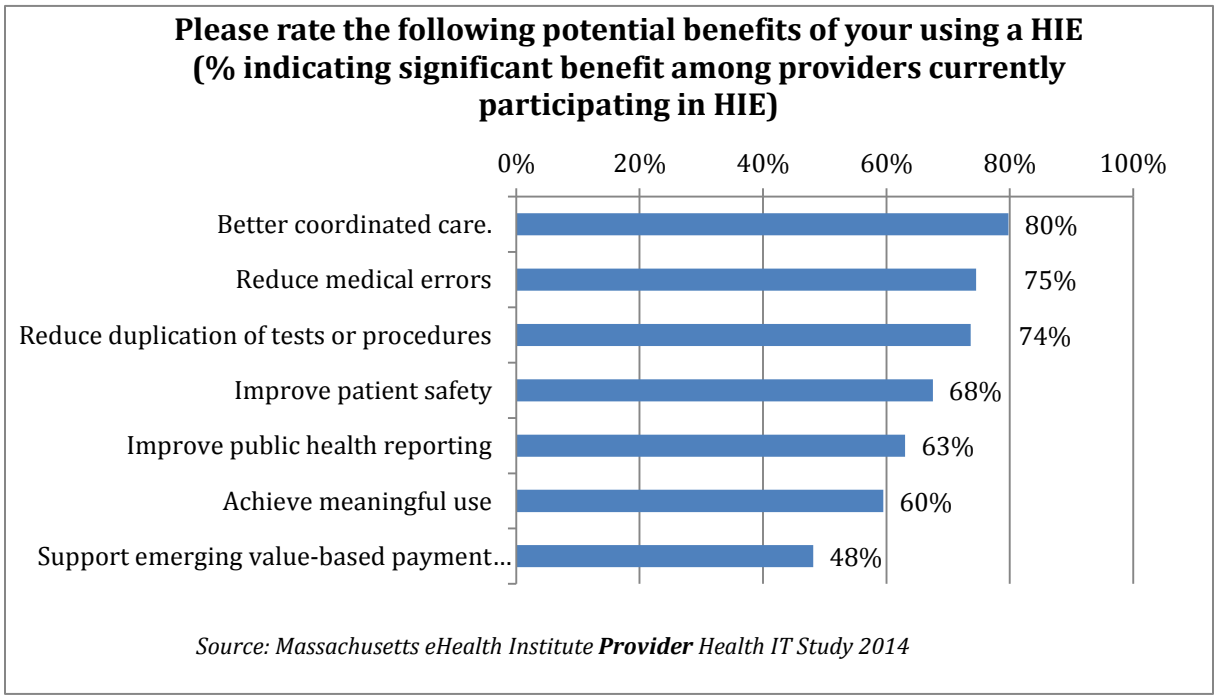
Cost, time, and system incompatibility issues were the three most common barriers to HIE adoption mentioned by providers.

What are the barriers to you adopting and using health information exchange (HIE)?
(% among providers not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Cost required to convert, train, maintain	25%	13%	21%	35%	28%	22%	38%	33%	25%
Time required to convert, train, maintain	20%	25%	11%	29%	9%	16%	23%	14%	
Technology, system incompatibility, interoperability	16%	19%	24%	18%	6%	6%		14%	
Importance of confidentiality, security	12%	13%	21%		23%	9%	8%		
Accessibility of EHR data	8%	9%	16%		15%	9%	8%		
Non-favorable acceptance, experience with EHR	7%	9%	3%	6%	15%				
Patient, person lacks requisite technological skills	1%				4%	3%		5%	
Favorable acceptance, experience with EHR	1%					3%	8%	10%	
Other providers do not make available patient data in a timely manner	%				2%				
Other	21%	28%	24%	12%	21%	9%	23%	14%	50%
None	13%	6%	11%	24%	4%	44%	23%	24%	
DK-REF	2%	3%	5%		2%	3%			25%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Benefits of Health Information Exchange

Better coordination of care was the most significant potential benefit of HIE among providers currently participating in HIE.



Please rate the following potential benefits of your using a HIE - Better coordinated care.
(% among providers currently participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	80%	83%	70%	67%	85%	100%	100%	67%	
Minor Benefit	15%	13%	20%	33%	8%				
Not a Benefit	5%	3%	10%		8%			33%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Please rate the following potential benefits of your using a HIE - Reduce medical errors
(% among providers currently participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	75%	70%	65%	100%	85%	100%	100%	67%	
Minor Benefit	19%	27%	20%		8%				
Not a Benefit	6%	3%	15%		8%			33%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Please rate the following potential benefits of your using a HIE - Improve patient safety
(% among providers currently participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	68%	70%	50%	67%	77%	100%	100%	67%	
Minor Benefit	29%	30%	40%	33%	15%				
Not a Benefit	3%		10%		8%			33%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Please rate the following potential benefits of your using a HIE - Reduce duplication of tests or procedures
(% among providers currently participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	74%	80%	60%	67%	85%	63%	60%	33%	
Minor Benefit	20%	17%	25%	33%	8%	38%	20%	33%	
Not a Benefit	7%	3%	15%		8%		20%	33%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Please rate the following potential benefits of your using a HIE - Achieve meaningful use
(% among providers currently participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
	%	%	%	%	%	%	%	%	%
Significant Benefit	60%	63%	50%	33%	77%	63%	80%	33%	
Minor Benefit	34%	33%	35%	67%	15%	38%	20%	33%	
Not a Benefit	6%	3%	15%		8%			33%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

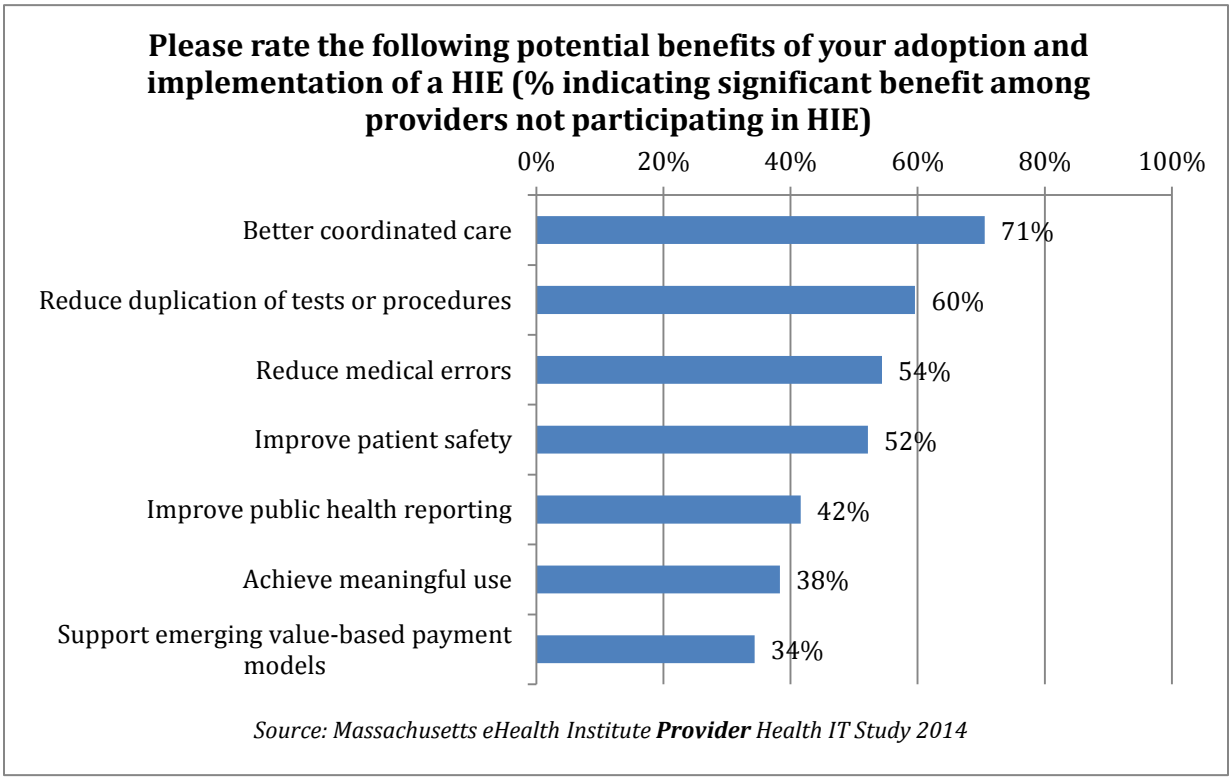
Please rate the following potential benefits of your using a HIE - Improve public health reporting
(% among providers currently participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	63%	57%	50%	100%	85%	88%	80%	33%	
Minor Benefit	28%	37%	30%		8%	13%	20%	33%	
Not a Benefit	9%	7%	20%		8%			33%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Please rate the following potential benefits of your using a HIE - Support emerging value-based payment models
(% among providers currently participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	48%	43%	32%	67%	77%	75%	80%	33%	
Minor Benefit	34%	37%	42%	33%	8%	25%	20%	33%	
Not a Benefit	18%	20%	26%		15%			33%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Better coordination of care was also the most significant potential benefit of HIE among providers not currently participating in HIE.



Please rate the following potential benefits of your adoption and implementation of a HIE - Better coordinated care.
(% among providers not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	71%	76%	72%	67%	61%	76%	67%	85%	40%
Minor Benefit	22%	17%	26%	29%	22%	16%	28%	7%	60%
Not a Benefit	7%	7%	2%	4%	17%	8%	6%	7%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of your adoption and implementation of a HIE - Reduce medical errors
(% among providers not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	54%	54%	53%	58%	41%	73%	59%	73%	60%
Minor Benefit	35%	34%	44%	38%	30%	19%	29%	19%	20%
Not a Benefit	11%	12%	2%	4%	30%	8%	12%	8%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of your adoption and implementation of a HIE - Improve patient safety
(% among providers not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	52%	50%	49%	58%	38%	73%	59%	73%	40%
Minor Benefit	35%	38%	42%	33%	35%	16%	29%	19%	40%
Not a Benefit	13%	13%	9%	8%	27%	11%	12%	8%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of your adoption and implementation of a HIE - Reduce duplication of tests or procedures
(% among providers not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	60%	68%	60%	58%	46%	70%	35%	69%	60%
Minor Benefit	26%	20%	28%	33%	27%	19%	35%	23%	20%
Not a Benefit	14%	12%	12%	8%	27%	11%	29%	8%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of your adoption and implementation of a HIE - Achieve meaningful use
(% among providers not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	38%	34%	43%	35%	35%	68%	43%	64%	40%
Minor Benefit	44%	49%	45%	48%	37%	19%	29%	24%	60%
Not a Benefit	18%	17%	12%	17%	28%	14%	29%	12%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of your adoption and implementation of a HIE - Improve public health reporting
(% among providers not participating in HIE)

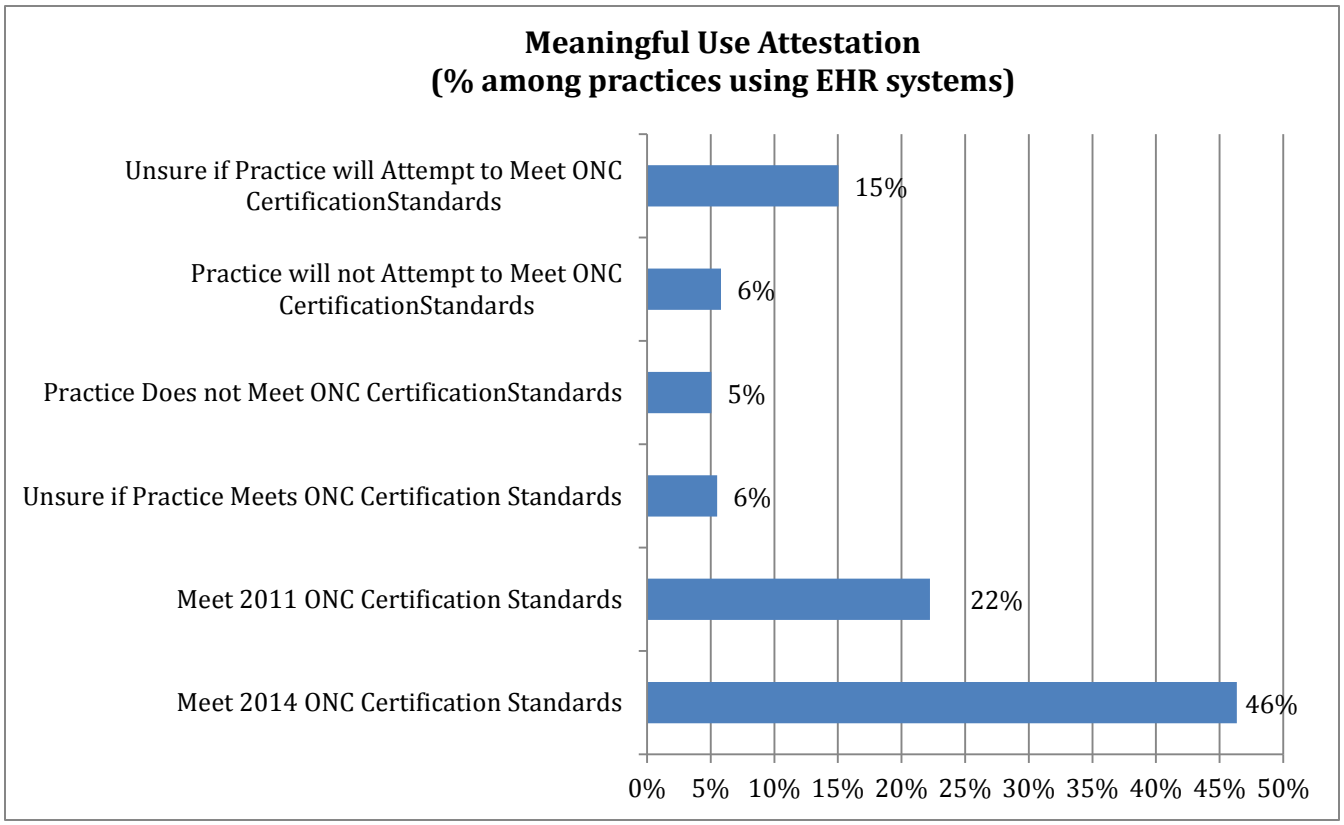
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	42%	34%	40%	43%	44%	70%	43%	56%	40%
Minor Benefit	40%	49%	43%	35%	34%	19%	50%	32%	60%
Not a Benefit	18%	17%	17%	22%	22%	11%	7%	12%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of your adoption and implementation of a HIE - Support emerging value-based payment models
(% among providers not participating in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	34%	29%	31%	35%	36%	61%	41%	52%	20%
Minor Benefit	37%	37%	43%	39%	34%	26%	41%	32%	20%
Not a Benefit	28%	34%	26%	26%	30%	13%	18%	16%	60%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Meaningful Use Participation and Certification

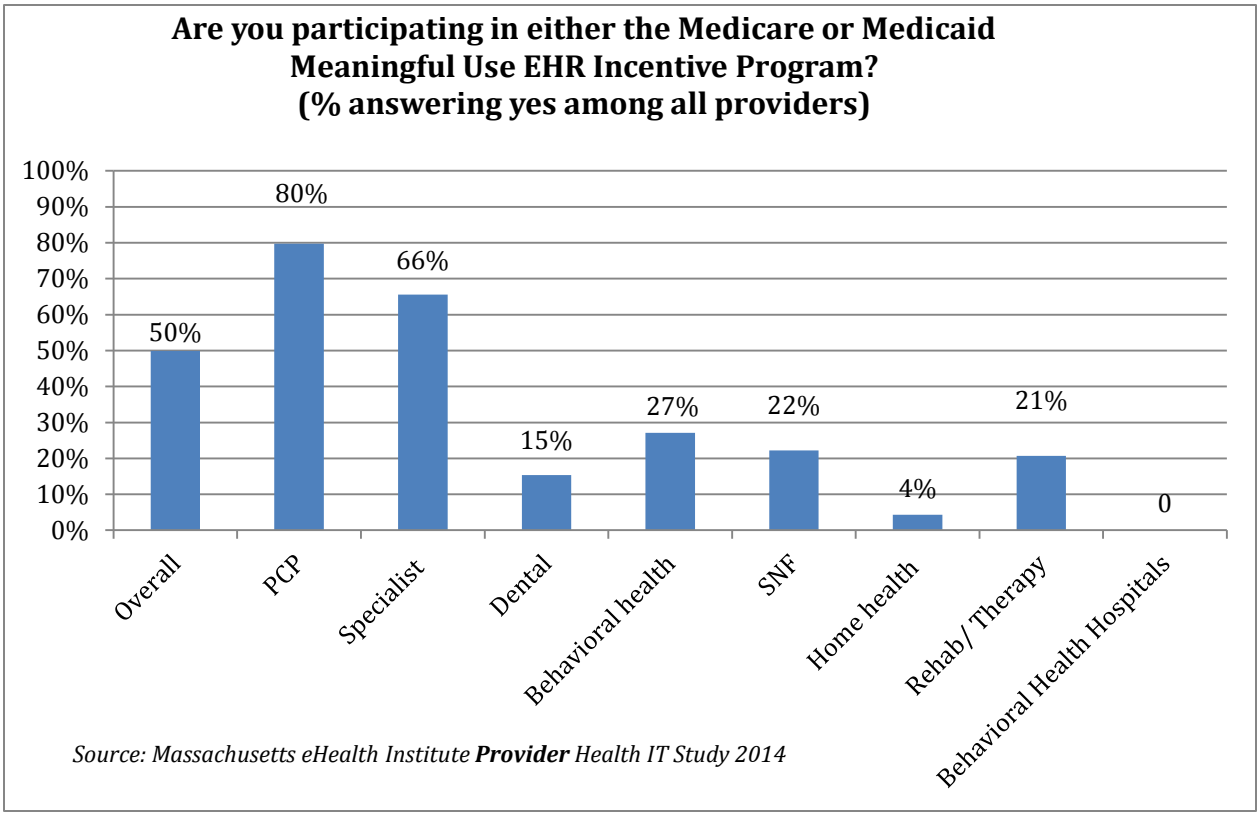
Among practices using EHR systems, 46% say they have attested to 2014 ONC standards.



Meaningful Use Attestation
(% among practices using EHR systems)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Meet 2014 ONC Certification Standards	46%	61%	41%	28%	29%	10%	27%	31%	45%
Meet 2011 ONC Certification Standards	22%	30%	38%	18%	14%	31%	21%	15%	9%
Unsure if Practice Meets ONC Certification Standards	6%	2%	2%	3%	9%	10%	16%	33%	
Practice Does not Meet ONC Certification Standards	5%	4%	4%	11%	3%	3%	10%		
Practice will not Attempt to Meet ONC Certification Standards	6%	1%	2%	6%	20%	7%	13%	5%	18%
Unsure if Practice will Attempt to Meet ONC Certification Standards	15%	3%	12%	34%	25%	38%	13%	15%	27%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

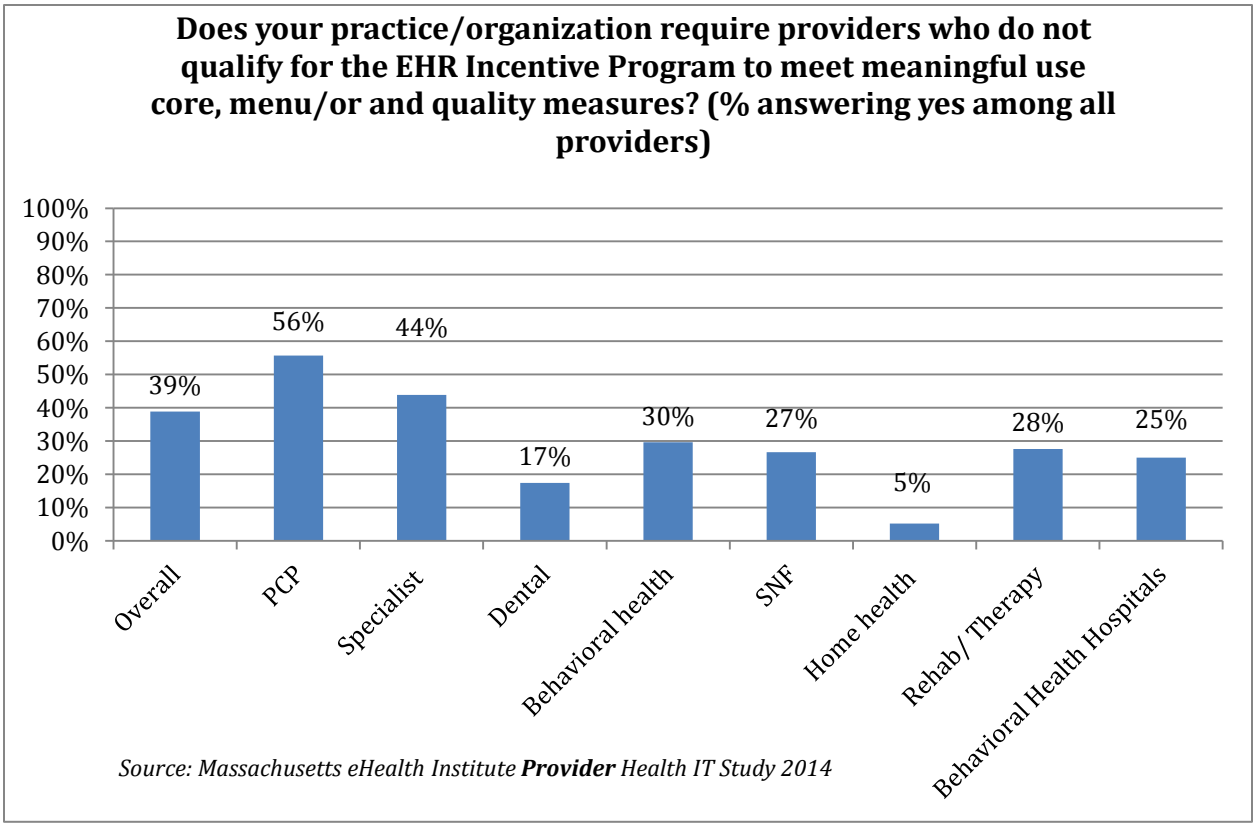
50% of providers indicated that they were participating in either the Medicare or Medicaid Meaningful Use Incentive Program.



Are you participating in either the Medicare or Medicaid Meaningful Use EHR Incentive Program?
(% among all providers)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Yes	50%	80%	66%	15%	27%	22%	4%	21%	
No	50%	20%	34%	85%	73%	78%	96%	79%	100%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

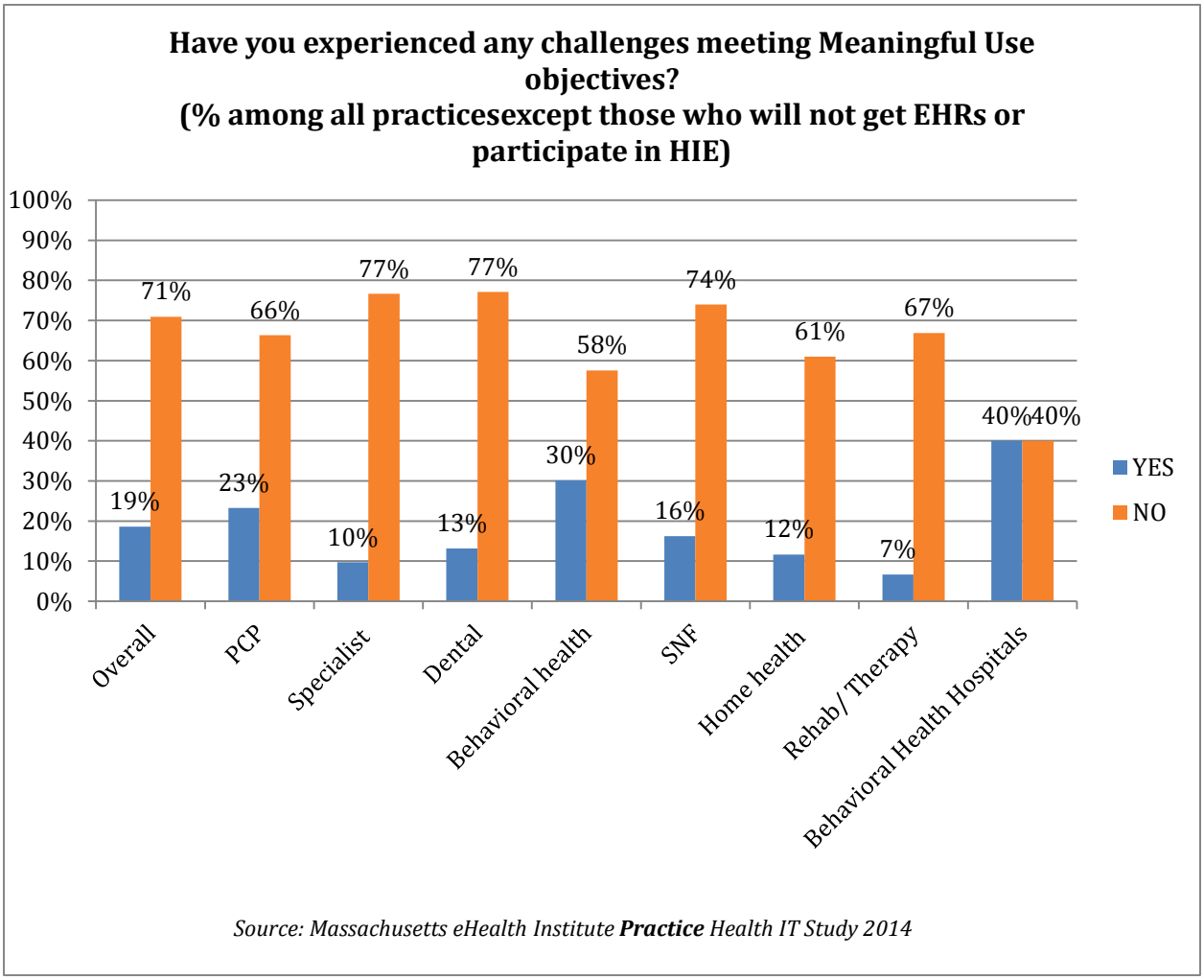
39% of providers indicated that their organization required providers to meet meaningful use measures even if they do not qualify for the EHR Incentive Program.



Does your practice/organization require providers who do not qualify for the EHR Incentive Program to meet Meaningful Use core, menu/or and quality measures? (% among all providers)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Yes	39%	56%	44%	17%	30%	27%	5%	28%	25%
No	61%	44%	56%	83%	70%	73%	95%	72%	75%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Most practices did not report any challenges to meeting Meaningful Use objectives.



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Have you experienced any challenges meeting Meaningful Use objectives?

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
YES	19%	23%	10%	13%	30%	16%	12%	7%	40%
NO	71%	66%	77%	77%	58%	74%	61%	67%	40%
Will not attempt to meet meaningful use criteria	1%	2%	2%		2%		8%	3%	10%
DK-REF	9%	9%	12%	10%	10%	10%	19%	23%	10%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Of those that did experience challenges, complaints about the objectives being cumbersome and not meshing with practice operating procedures were most common.

Have you experienced any challenges meeting Meaningful Use objectives? Or what challenges will you face moving forward with Meaningful Use? (% among practices participating in either the Medicare or Medicaid EHR Incentive Program)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Meaningful Use objectives don't mesh with the operating procedures of our practice, cumbersome	34%	34%	11%	23%	21%		16%	14%	25%
Unwillingness of staff to meet objectives	21%	22%	36%	31%	14%		16%		25%
Lack of time	16%	11%	30%	26%	6%		14%	14%	75%
Providers lack technical skills to use Health IT effectively	15%	17%	6%			5%		16%	
Technical problems	13%	24%	14%	10%	3%	53%	57%	16%	
Problems related to cost or reimbursement	11%	8%	11%	16%	6%	28%	28%	47%	
Lack of training tools	11%	11%	24%	23%	11%	23%	14%	16%	25%
Resources provided by state aren't useful	11%	20%	18%	23%	15%	18%			
DK-REF	10%	9%	10%	5%	2%				
Problems with Stage II, Patient Portal Access	10%	6%	18%	23%	32%				25%
Privacy concerns	6%	2%	6%	8%	9%	9%	16%		
No challenges	6%	3%			12%				25%

Have you experienced any challenges meeting Meaningful Use objectives? Or what challenges will you face moving forward with Meaningful Use?
(% among practices participating in either the Medicare or Medicaid EHR Incentive Program)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Do not understand Meaningful Use objectives	3%	3%		10%					
Patients are resisting moves to Health IT	2%	3%			3%			36%	
We are prioritizing other Health IT objectives above Meaningful Use	1%		6%						
Other	1%				8%	19%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among those interested in training or assistance, a wide variety of topics were of interest with patient engagement strategies and meeting meaningful use quality measure being most common.

Is there any training or assistance that would be useful to your practice or organization in moving forward with meeting Meaningful Use criteria?
(% among practices that have or will get EHRs or participate in HIE)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
None of these	70%	59%	78%	82%	64%	74%	80%	81%	56%
Patient Engagement Strategies	18%	22%	11%	10%	20%	20%	16%	10%	33%
Meeting MU Clinical Quality Measures (CQMs)	17%	22%	8%	6%	19%	21%	16%	10%	22%
Understanding EHR Incentive Program Requirements	16%	25%	12%	9%	20%	22%	14%	11%	44%
Understanding MU Core and Menu Measures	13%	19%	7%	6%	17%	18%	14%	9%	22%
Meeting Public Health Measures	13%	17%	8%	3%	18%	19%	14%	10%	44%
DK-REF	9%	13%	8%	5%	11%	7%	4%	10%	11%
Achieving Interoperability	1%				2%		2%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Participation in Health Care Quality Initiatives

The Blue Cross Blue Shield Alternative Quality Contract and the CMS E-Prescribing Incentive program are the two most common health care quality initiatives practices were participating in.

Is your practice or organization participating in any federal, state or insurance company health care quality initiatives? (% among all practices)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
None, not participating	43%	27%	38%	56%	55%	39%	81%	59%	64%
BCBS Alternative Quality Contract	16%	28%	18%	22%	11%	13%		21%	
DK-REF	14%	17%	25%	8%	14%	11%	7%	9%	27%
E-Prescribing Incentive Program	9%	18%	11%		10%	4%	1%		9%
NCQA	9%	6%	5%	8%	2%		1%		9%
Medicare PQRS	8%	6%	8%		7%				
Pioneer	8%	6%	7%		7%				
MassHealth Primary Care Payment Reform	7%	13%	4%	4%	13%	16%	1%	2%	
Medicaid Managed Care	6%	6%	5%	3%	7%	12%	5%	5%	9%
Patient Centered Medical Home (PCMH)	5%	6%	3%	3%	3%		1%		
Tufts Medical	3%	7%	8%	7%	4%	1%			
Harvard Pilgrim	3%	8%	10%	7%	4%				
Beth Israel	2%	5%	6%	7%	4%				
Delta Dental Program	2%			8%					

Is your practice or organization participating in any federal, state or insurance company health care quality initiatives? (% among all practices)

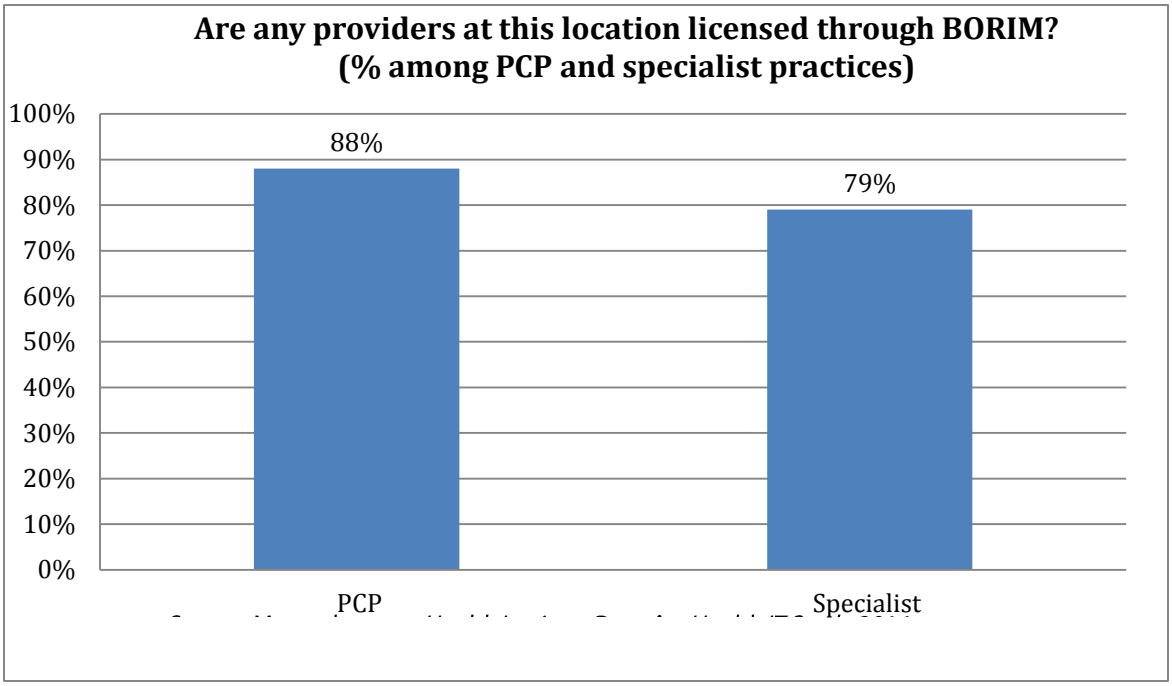
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Accountable Care Organization (ACO)	2%	3%	1%			19%	1%	5%	
Behavioral Health Care Management Initiatives	2%				10%				9%
Quality Payer Contracts	1%	1%	1%		2%	10%		10%	9%
OTHER	1%	2%	%			10%	6%	1%	
BMC Patient Reporting	1%	2%	%						
United Healthcare	1%	2%			3%	2%			
Pay for Performance programs	%					4%		4%	
Hospice Quality Reporting	%					1%	1%		
Masspro	%					1%		1%	
ACHA	%					1%		1%	
Atrius	%					1%			
Stewart	%					1%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

The CMS E-prescribing incentive program was the quality initiative most often mentioned by providers.

Are you or your practice/organization participating in any federal, state, or insurance company quality initiatives? (% among all providers)									
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
E-Prescribing Incentive Program	41%	55%	50%	23%	21%				33%
Patient Centered Medical Home (PCMH)	32%	48%	15%	31%	21%	7%			
Accountable Care Organization (ACO)	32%	41%	35%	8%	18%	53%	18%	24%	
Medicaid Managed Care	28%	30%	23%	23%	21%	56%	27%	47%	
BCBS Alternative Quality Contract	22%	28%	15%	23%	6%	40%		18%	
Quality Payer Contracts	14%	25%	8%		6%	14%			
MassHealth Primary Care Payment Reform	13%	14%	6%	23%		35%		12%	33%
Behavioral Health Care Management Initiatives	7%	13%	2%		6%	5%		6%	
Healthy Home , Home Health Initiatives	3%	3%	2%		3%	5%	27%	6%	
Hospice Quality Reporting	1%	2%				2%			
Ambulatory Surgical Center Quality Reporting	0%		2%						
Other	25%	13%	25%	38%	53%	21%	45%	41%	33%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

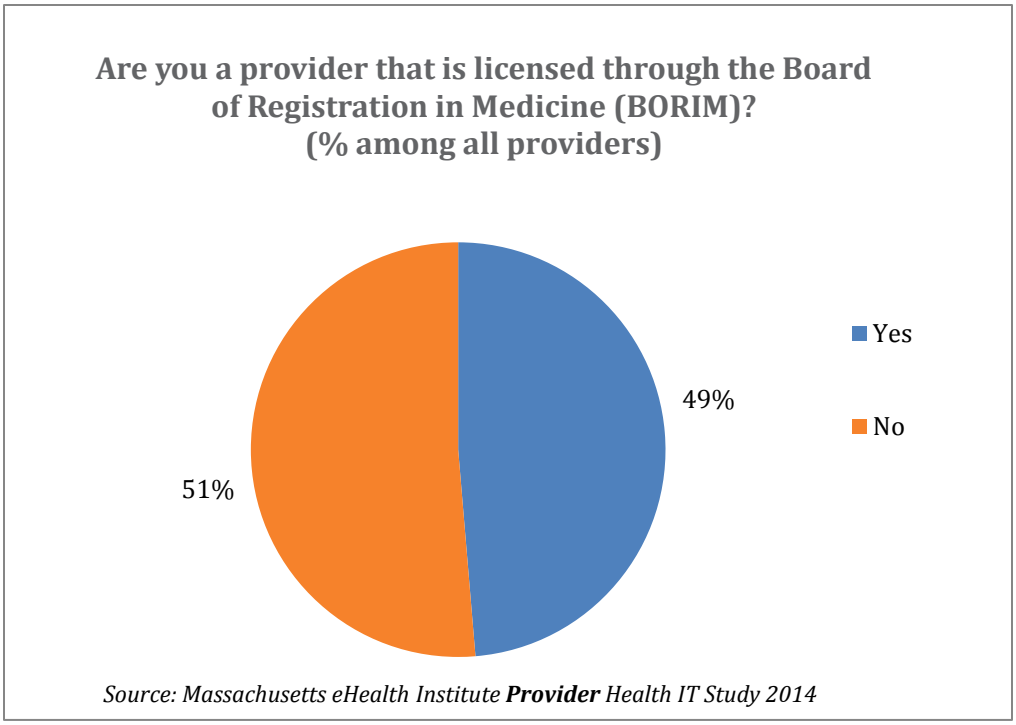
Meeting BORIM Licensing Requirements

Overall, 88% of practices providing primary care had providers licensed through BORIM and 79% of practices providing specialty care had providers licensed through BORIM.



Are any providers at this location licensed through BORIM? (% among PCP and specialist practices)		
Breakdown by Practice Type		
	PCP	**Specialist**
YES	88%	79%
NO	8%	18%
DK-REF	4%	3%
Total	100%	100%

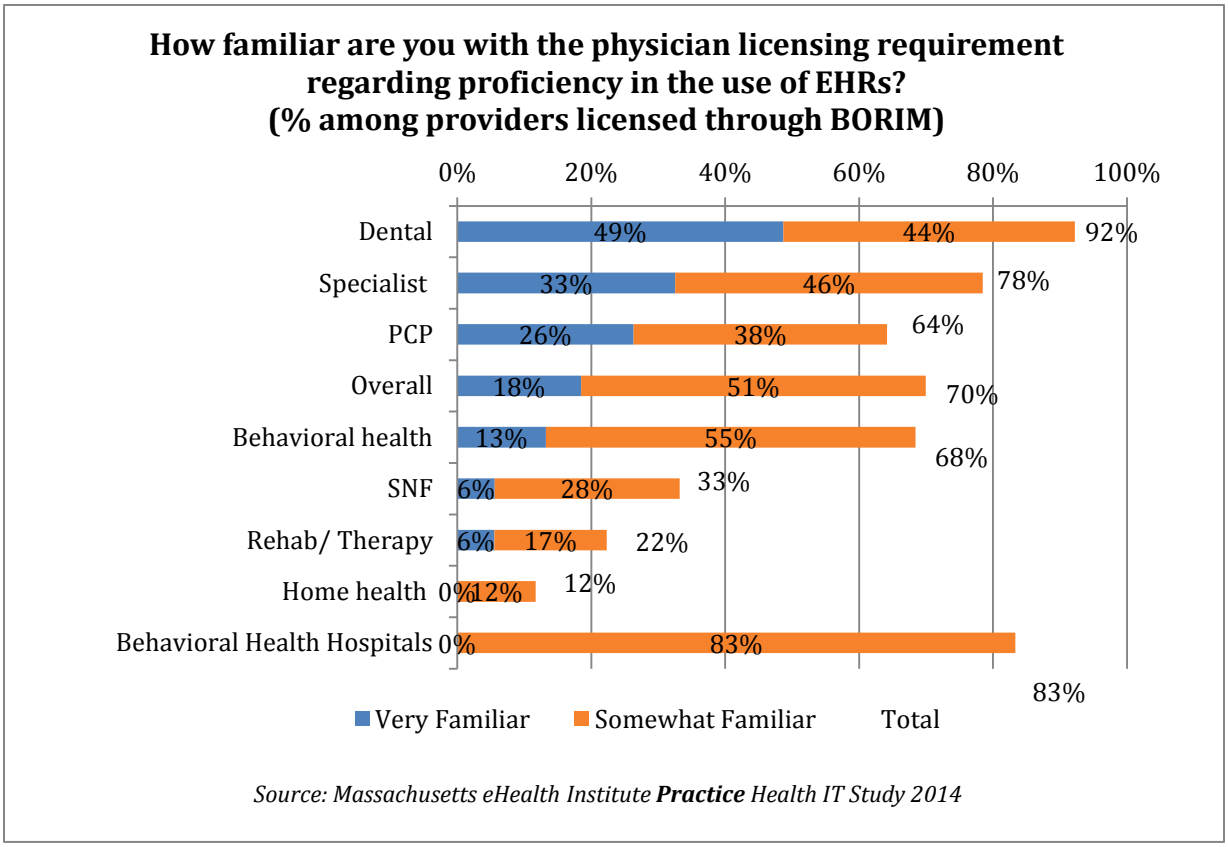
49% of providers were licensed through BORIM.



Are you a provider that is licensed through the Board of Registration in Medicine (BORIM)?
(% among all providers)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Yes	49%	72%	60%	23%	28%	38%	4%	17%	20%
No	51%	28%	40%	77%	72%	62%	96%	83%	80%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Awareness of the BORIM licensing requirement varied by type of practice a where a provider practices, with dental practices having the highest awareness at 92% and providers from home health practices having the lowest awareness at 12%.



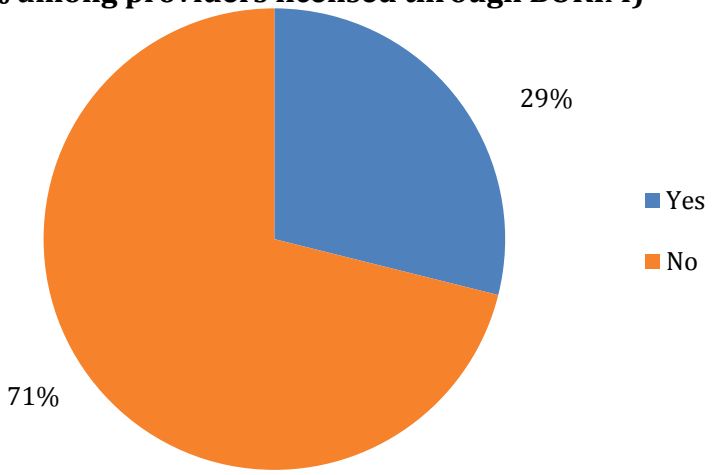
*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

How familiar are you with the physician licensing requirement regarding proficiency in the use of EHRs?
(% among providers licensed through BORIM)

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Very Familiar	18%	26%	33%	49%	13%	6%		6%	
Somewhat Familiar	51%	38%	46%	44%	55%	28%	12%	17%	83%
Not Very Familiar	15%	22%	7%	8%	15%	40%	26%	62%	
Not at All Familiar	14%	14%	14%		13%	23%	63%	16%	17%
DK-REF	1%				3%	4%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

29% of providers thought they might need training to meet the new BORIM licensing requirement. Using Health IT to improve care, Interfacing EHR systems with HIE and complying with Meaningful Use measures were the most requested training topics.

Do you think you might need training or assistance to meet this new BORIM licensing requirement? (% among providers licensed through BORIM)



*Source: Massachusetts eHealth Institute **Provider** Health IT Study 2014*

What training or assistance would be useful to you? (% among providers licensed through BORIM)									
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Using Health IT to Improve Clinical Care	65%	55%	50%	100%	67%	57%		33%	
Interfacing EHR System with HIE	64%	73%	70%	50%	50%	71%		100%	
Preparation for Compliance with Meaningful Use Measures	60%	55%	70%	50%	67%	100%	100%	67%	
Workflow Redesign And Practice Transformation	49%	36%	30%	75%	83%	43%		100%	
Quality Indicator Reporting	49%	27%	40%	100%	33%	71%		33%	
Privacy, Security, HIPAA Policy Guidance	36%	18%	70%	25%	50%	57%		100%	
Project Management During EHR, HIE Implementation	33%	36%	40%	25%	17%	43%		67%	
General Training on MU Core, Menu and Quality Measures	32%	27%	60%		50%	43%	100%	67%	
Assistance with Vendor Selection	32%	9%	50%	50%	50%	14%		33%	
Public Health Reporting	29%	36%	20%	25%	33%	29%			
Assessment, Gap Analysis of Readiness for Meaningful Use	24%	27%	40%		33%	29%		33%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	

Help with interfacing EHR systems with HIE and privacy and security policy guidance are the two most useful areas of training mentioned by practices.

What training or assistance would be useful to your practice or organization in meeting this new licensing requirement?
(% among practices with providers licensed through BORIM)

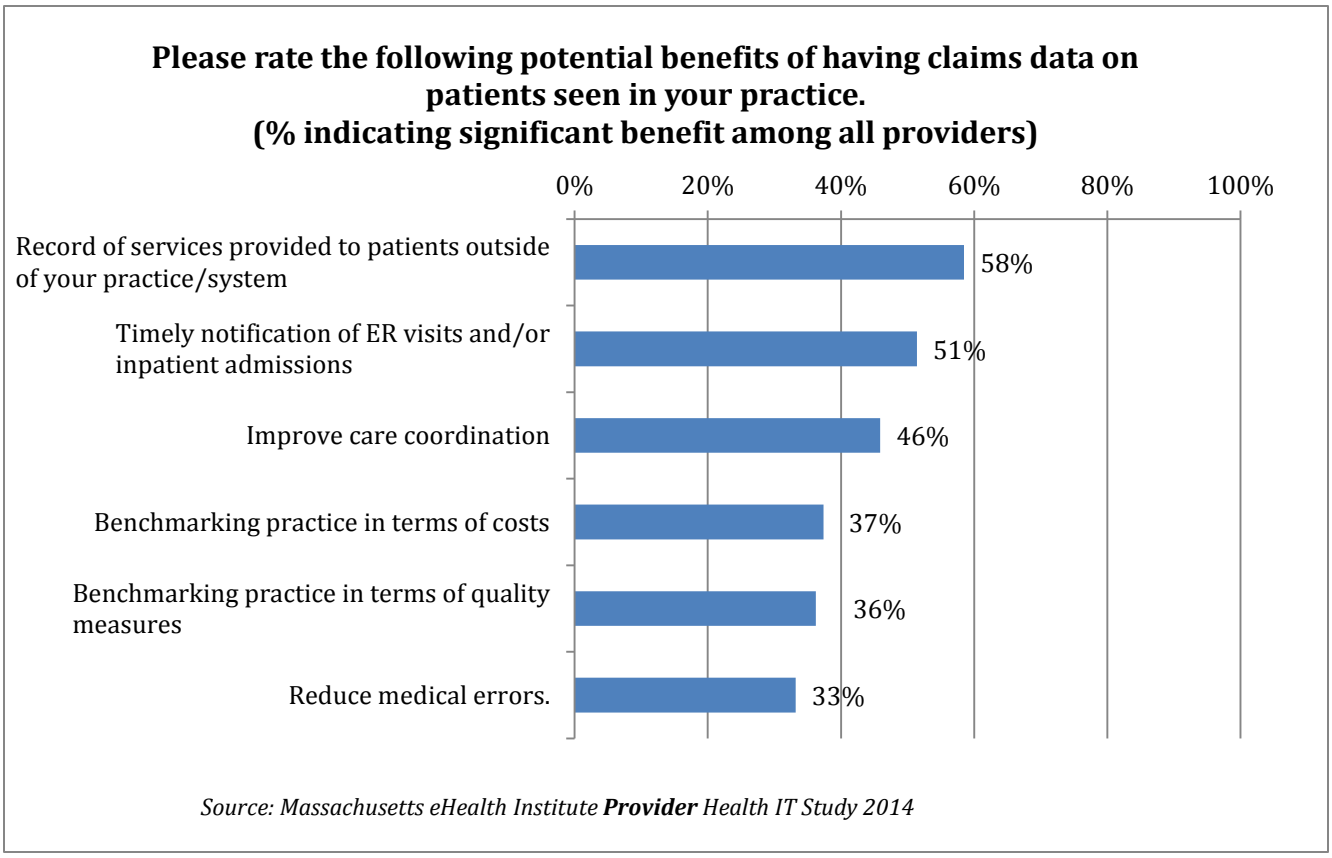
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
None of these	60%	60%	72%	77%	53%	69%	27%	48%	17%
Interfacing EHR System with HIE	21%	18%	15%	20%	30%	8%	12%	11%	17%
Privacy, Security, HIPAA Policy Guidance	16%	14%	10%	4%	28%	9%	12%	5%	17%
Using Health IT to Improve Clinical Care	15%	12%	8%	12%	14%		12%		17%
Workflow Redesign and Practice Transformation	15%	15%	7%	6%	25%	6%	12%		17%
General Training on MU Core, Menu and Quality Measures	13%	7%	12%	8%	25%	3%		6%	67%
Quality Indicator Reporting	13%	10%	7%	4%	15%	5%	12%	6%	17%
Public Health Reporting	11%	11%	6%		23%	4%			17%
DK-REF	10%	11%	7%		7%	20%	62%	36%	17%
Preparation for Compliance with Meaningful Use Measures	9%	8%	9%		21%	7%		6%	67%
Assessment, Gap Analysis of Readiness for Meaningful Use	8%	7%	9%		18%	7%		6%	

What training or assistance would be useful to your practice or organization in meeting this new licensing requirement?
(% among practices with providers licensed through BORIM)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Project Management During EHR, HIE Implementation	4%	1%	5%		15%	2%			
Assistance with Vendor Selection	4%	3%	4%		4%				
Any Others	1%	2%	1%		4%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Benefits of Data from All Claims Payer Database

Having a record of services provided to patients outside of their practice or system was the most significant benefit of the ACPD to providers.



*Source: Massachusetts eHealth Institute **Provider** Health IT Study 2014*

Please rate the following potential benefits of having claims data on patients seen in your practice - Improve care coordination.
(% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	46%	46%	48%	33%	48%	64%	48%	70%	60%
Minor Benefit	41%	41%	37%	60%	31%	27%	43%	17%	40%
Not a Benefit	13%	13%	15%	7%	20%	9%	10%	13%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of having claims data on patients seen in your practice - Reduce medical errors.
(% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	33%	31%	39%	20%	35%	63%	40%	59%	60%
Minor Benefit	48%	54%	41%	60%	37%	31%	45%	27%	40%
Not a Benefit	19%	15%	20%	20%	28%	6%	15%	14%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of having claims data on patients seen in your practice - benchmarking practice in terms of costs.
(% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	37%	39%	33%	27%	42%	63%	40%	50%	40%
Minor Benefit	48%	51%	56%	53%	32%	31%	50%	32%	40%
Not a Benefit	15%	10%	11%	20%	26%	6%	10%	18%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of having claims data on patients seen in your practice - benchmarking practice in terms of quality measures.
(% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	36%	35%	38%	27%	35%	72%	50%	50%	40%
Minor Benefit	50%	53%	47%	60%	46%	25%	40%	36%	40%
Not a Benefit	14%	12%	16%	13%	19%	3%	10%	14%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of having claims data on patients seen in your practice - timely notification of ER visits and/or inpatient admissions. (% among all providers)

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	51%	59%	50%	29%	54%	59%	45%	55%	60%
Minor Benefit	34%	32%	34%	57%	21%	38%	25%	36%	40%
Not a Benefit	14%	8%	16%	14%	25%	3%	30%	9%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please rate the following potential benefits of having claims data on patients seen in your practice - record of services provided to patients outside of your practice/system. (% among all providers)

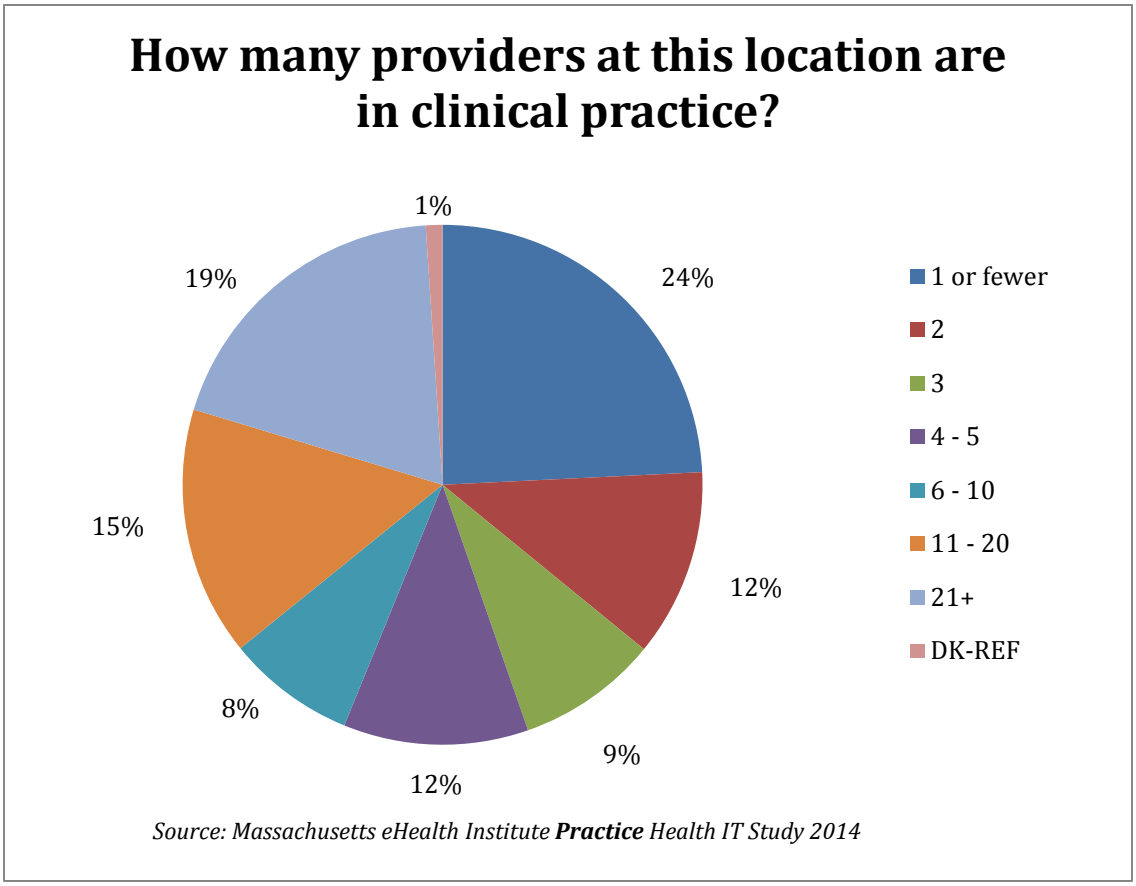
	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Significant Benefit	58%	61%	58%	53%	53%	70%	60%	64%	60%
Minor Benefit	32%	32%	33%	40%	29%	27%	15%	32%	40%
Not a Benefit	10%	7%	9%	7%	18%	3%	25%	5%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Demographics

Practice Characteristics

From this location, does your practice or organization provide…	
Practice Type	
Primary medical care (PCP, Family Medicine General Practitioner)	27%
Specialist medical care	23%
Dental Care	14%
Behavioral health services	24%
Long-term care SNF	16%
Home health care	9%
Rehabilitation & Therapy	11%
Behavioral Health Hospitals	2%

Respondents were distributed across all practice sizes with 24% being from single provider practices and 19% from large practices with more than 21 providers.



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

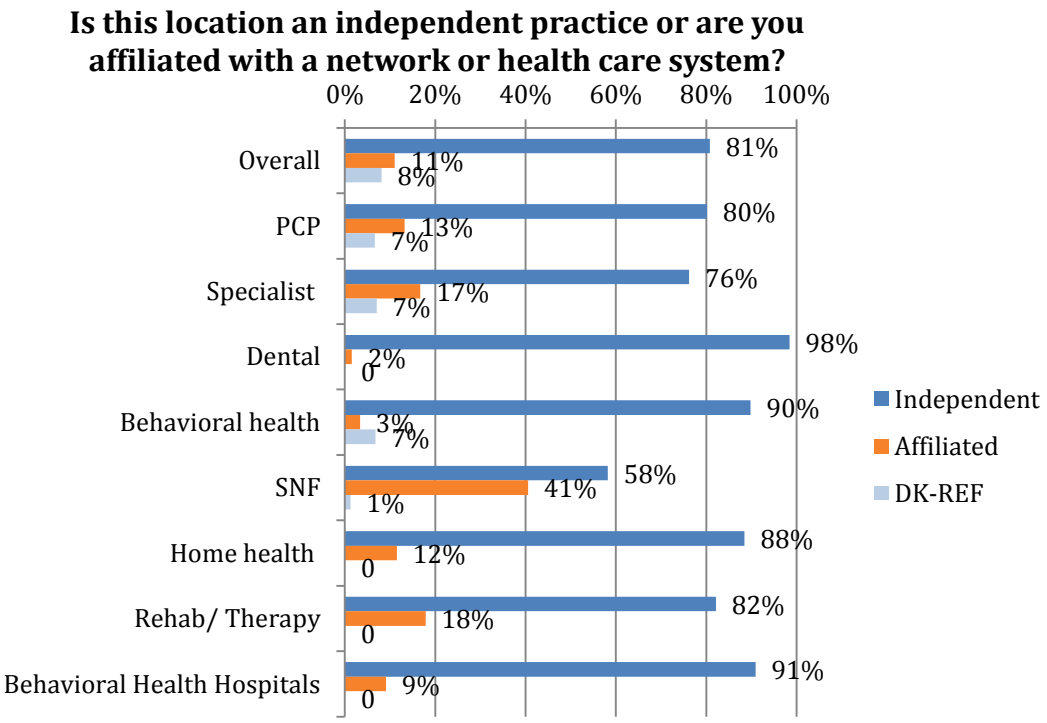
How many providers at this location are in clinical practice?

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
1 or fewer	24%	19%	37%	35%	32%	12%	3%	22%	18%
2	12%	15%	13%	11%	3%	15%	12%	15%	9%
3	9%	9%	7%	5%	11%	11%	9%	13%	36%
4 - 5	12%	7%	8%	20%	10%	15%	3%	25%	
6 - 10	8%	11%	6%	7%	7%	27%	11%	18%	
11 - 20	15%	22%	19%	16%	14%	9%	20%	6%	9%
21+	19%	17%	11%	6%	20%	7%	35%	1%	27%
DK-REF	1%				3%	3%	7%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

How many providers at this location ARE NOT in clinical practice?

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
1 or fewer	83%	84%	91%	89%	87%	92%	78%	99%	45%
2	1%		1%	5%					27%
3	1%	1%		3%	%	1%	1%		
4 - 5	1%	2%				3%	6%		18%
6 - 10	1%		1%	2%	1%	1%			
11 - 20	9%	8%	7%	2%	8%	3%	5%		
21+	4%	4%	1%		2%	1%	10%	1%	9%
DK-REF	1%	1%			2%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overall 81% of practices were independent and 11% were part of a network of health care system.

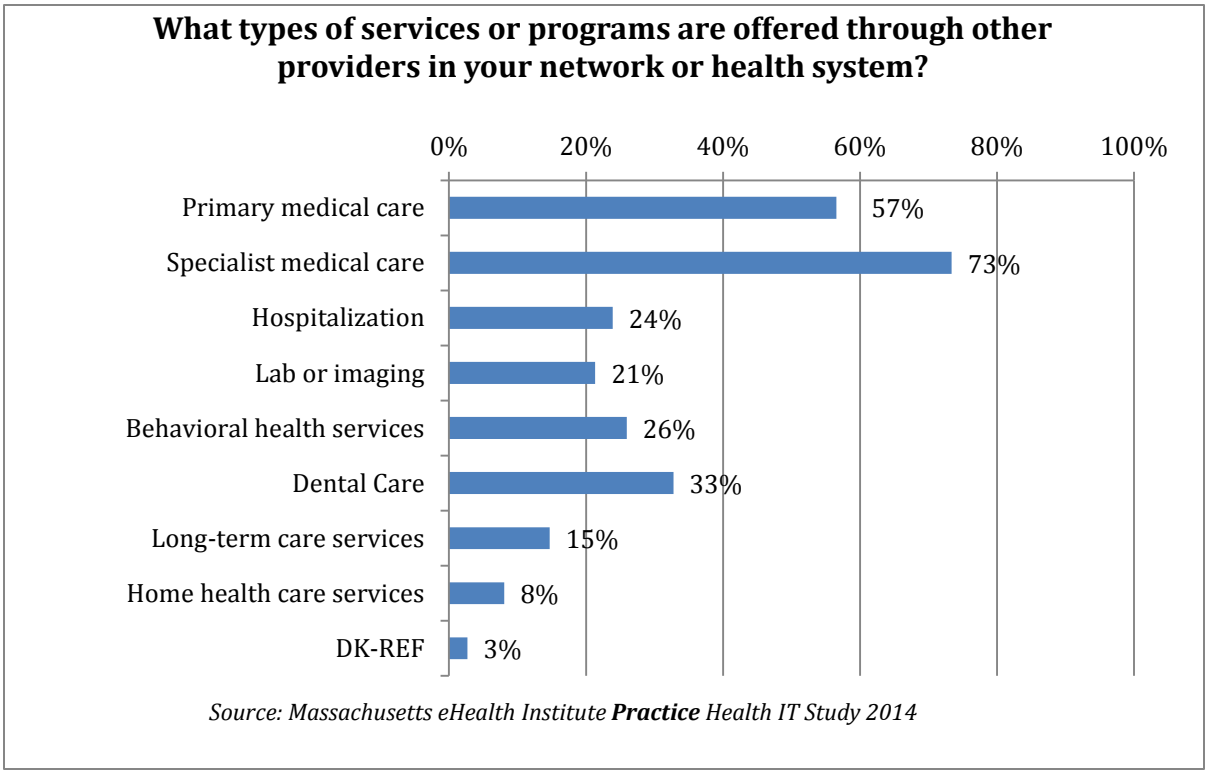


*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Is this location an independent practice or are you affiliated with a network or health care system?

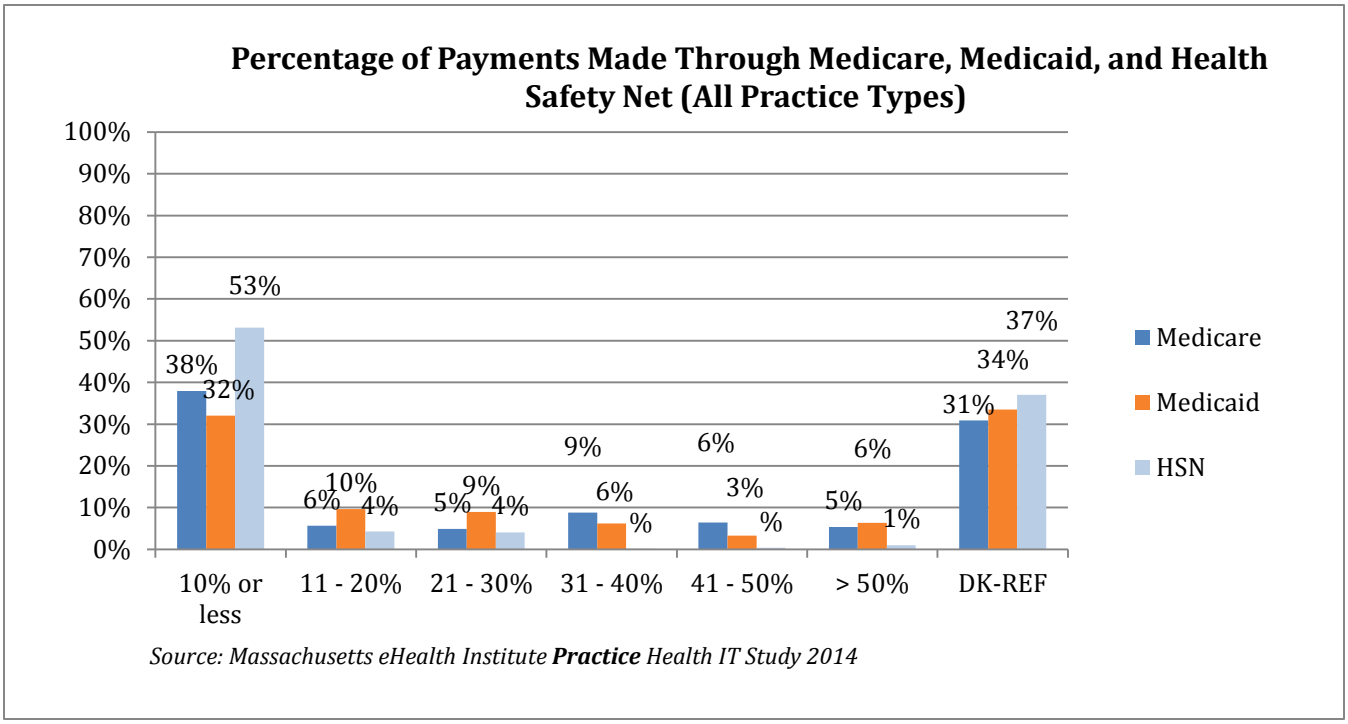
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
An independent practice or organization	81%	80%	76%	98%	90%	58%	88%	82%	91%
An affiliated practice or organization	11%	13%	17%	2%	3%	41%	12%	18%	9%
DK-REF	8%	7%	7%		7%	1%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among the practices that were part of a network, specialist medical care was the most common type of service offered through other providers.



What types of services or programs are offered through other providers in your network or health system?									
Breakdown by Practice Type									
	Overall	**PCP**	**Specialist**	**Dental**	**Behavioral health**	**SNF**	**Home health**	**Rehab/ Therapy**	**Behavioral Health Hospitals**
Primary medical care	57%	72%	23%		76%	11%	21%	16%	100%
Specialist medical care	73%	77%	100%		76%	11%	21%	26%	100%
Hospitalization	24%	26%	14%		76%	7%		5%	100%
Lab or imaging	21%	21%	14%		76%	7%		5%	
Behavioral health services	26%	26%	14%		100%	15%		5%	100%
Dental Care	33%	32%	4%	100%	76%	3%			
Long-term care services	15%				29%	98%	22%	85%	
Home health care services	8%		4%		29%	5%	79%	30%	
DK-REF	3%	6%						9%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Of those who knew and were willing to answer, most made less than 10% of their payments through Medicare, Medicaid, or HSN.



*Source: Massachusetts eHealth Institute **Practice** Health IT Study 2014*

Approximately what percentage of payments at this practice or organization is made through Medicare?

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
10% or less	38%	34%	8%	71%	45%	35%	54%	14%	36%
11 - 20%	6%	5%	6%	3%	9%	18%	2%	2%	
21 - 30%	5%	4%	7%		3%	16%	9%	29%	
31 - 40%	9%	15%	12%	3%	10%	9%	1%	22%	36%
41 - 50%	6%	3%	13%		8%	3%	16%	18%	
> 50%	5%	7%	10%	1%		8%	10%		
DK-REF	31%	32%	44%	21%	26%	11%	9%	15%	27%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Approximately what percentage of payments at this practice or organization is made through Medicaid?

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
10% or less	32%	22%	25%	62%	37%	17%	48%	34%	36%
11 - 20%	10%	11%	11%	5%	9%	3%	3%	5%	
21 - 30%	9%	11%	5%	4%	11%	8%	9%	14%	
31 - 40%	6%	13%	6%	4%	6%	3%	1%	11%	
41 - 50%	3%	7%	1%		1%	10%	8%	2%	9%
> 50%	6%	2%	1%	2%	7%	44%	22%	19%	27%
DK-REF	34%	34%	50%	23%	30%	15%	9%	15%	27%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Approximately what percentage of payments at this practice or organization is made through the Health Safety Net?

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
10% or less	53%	57%	50%	62%	50%	84%	82%	74%	64%
11 - 20%	4%	2%	2%	5%	8%				
21 - 30%	4%	2%	3%	8%	6%			1%	
31 - 40%	%				1%				
41 - 50%	%			1%			1%		
> 50%	1%			4%	1%				9%
DK-REF	37%	38%	45%	21%	35%	16%	17%	25%	27%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Provider Characteristics

Are you a…

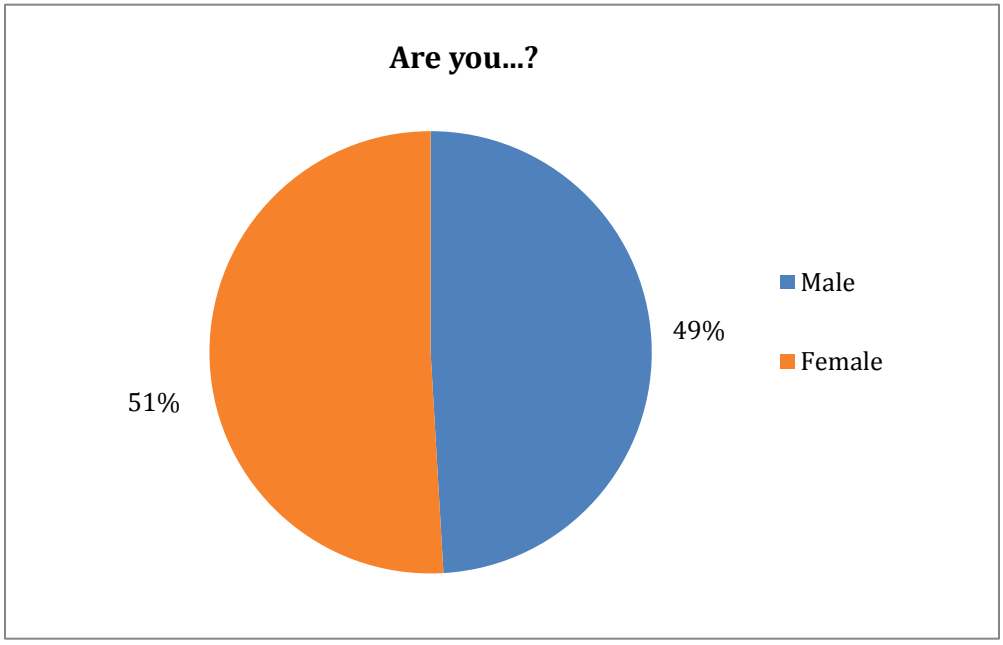
Type of Provider	%
PCP, General Practitioner, Family Medicine, Internal Medicine, Pediatrics	36%
Licensed behavioral health provider	25%
NP or Physician's assistant	11%
Dental care	11%
Specialist physician	9%
RN	7%
Home health care	4%
Long-Term Care Provider	4%
Other care staff	1%
LPN	>1%

Specialist physician breakdown

Type of Specialist	%
Optometry	3%
Neurology	2%
Physical Therapy	2%
Urology	2%
Radiologist	2%
Surgeons	1%
Rehabilitation and therapy provider	1%
Ophthalmology/Optometry	1%
Cardiology	1%
ENT	1%
Podiatric Medicine	1%
Obstetrics	1%
Dermatology	>1%
Gastroenterology	>1%
Hematology	>1%

How long have you been practicing?

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
5 years or less	13%	15%	10%	12%	15%	11%	10%	18%	50%
6 to 10 years	11%	8%	10%	16%	8%	7%	20%	14%	
11 to 15 years	10%	8%	15%	8%	15%	4%	10%	14%	
16 to 20 years	16%	14%	18%	20%	11%	29%	10%	29%	17%
More than 20 years	50%	55%	48%	44%	51%	49%	50%	25%	33%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%



Are you...?									
Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Male	49%	45%	65%	60%	37%	11%	32%	27%	20%
Female	51%	55%	35%	40%	63%	89%	68%	73%	80%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Final Comments

Is there anything else that you would like to add to assist the Commonwealth's efforts supporting the adoption of health information technology?

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Favorable acceptance, experience with EHR	13%	21%	18%		4%	7%	18%	10%	
Allow flexibility in the EHR systems, requirements by type of practice	7%	13%	5%		4%		27%		
Technology, system incompatibility, interoperability	7%	4%	9%	11%	4%		18%		
Non-favorable acceptance, experience with EHR	7%	4%	14%	11%			9%		50%
EHR system difficulty in operation, applicability to certain types of practices, specialties	6%		9%	22%					
Request subsidies for system installations, maintenance, and training	5%	8%	5%		4%	10%	9%		
Non state-sponsored resources needed is to make informed decisions regarding EHR, HIE systems	5%	4%	9%		4%		18%		50%

Is there anything else that you would like to add to assist the Commonwealth's efforts supporting the adoption of health information technology?

	Breakdown by Practice Type								
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Take the steps to insure that the data used to establish clinical reporting standards is accurate	5%	4%	5%		9%		18%		
EHR has hindered the delivery of quality health care to our patients	2%	4%	5%						
Patient portal allows for the accessing of data	1%	4%							
Encourage patients to use patient portal with realistic expectation	1%	4%							
Initiate a single payer	1%	4%							
Importance of confidentiality, security	1%				9%				
Accessibility of EHR data	1%				9%				
Cost required to convert, train, maintain	1%				9%				
Time required to convert, train, maintain	1%				9%				
Restrictive governmental rules will cause to relocate or retire	1%		5%						50%

Is there anything else that you would like to add to assist the Commonwealth's efforts supporting the adoption of health information technology?

Breakdown by Practice Type									
	Overall	PCP	Specialist	Dental	Behavioral health	SNF	Home health	Rehab/ Therapy	Behavioral Health Hospitals
Other	4%	4%			9%		18%		
None	47%	46%	36%	56%	52%	86%	18%	90%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Consumer Survey

Attitudes about Health Information Technology

Awareness of EHRs, HIE, and PHRs was generally high; especially among more educated consumers. Awareness of the Massachusetts Health Information Exchange (HIway) was much lower.

Have you heard a lot, heard some, or have you not heard about electronic Health records, where physicians create, store and manage patient health information? (% among all consumers)

	Heard a Lot	Heard Some	Have Not Heard About	DK-REF
Electronic health records, where physicians create, store and manage patient health information.	45%	38%	16%	0%
Electronic health information exchange, where health information is shared electronically across organizations?	30%	41%	29%	1%
The Massachusetts Health Information Highway, the HIway?	5%	14%	80%	1%
Personal health records?	42%	34%	22%	1%

Have you heard a lot, heard some, or have you not heard about electronic Health records, where physicians create, store and manage patient health information? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Heard a lot	45%	50%	41%	43%	45%	51%	42%	45%	46%	44%	49%	44%	44%	27%	45%	46%	60%
Heard some	38%	35%	42%	37%	42%	39%	35%	40%	40%	41%	37%	39%	32%	40%	37%	43%	35%
Have not heard about	16%	15%	17%	20%	14%	9%	23%	15%	14%	15%	14%	17%	24%	33%	18%	11%	4%
DK-REF	0%	0%	0%			0%	0%	0%					0%	0%	0%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Have you heard a lot, heard some, or have you not heard about electronic health information exchange, where health information is shared electronically across organizations? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Heard a lot	30%	38%	20%	27%	36%	31%	23%	23%	36%	30%	28%	34%	26%	18%	34%	27%	38%
Heard some	41%	31%	51%	41%	42%	42%	37%	44%	37%	35%	49%	35%	43%	36%	34%	47%	45%
Have not heard about	29%	30%	28%	32%	22%	26%	38%	34%	26%	35%	22%	29%	30%	45%	31%	26%	16%
DK-REF	1%	1%		1%		1%	1%			0%	1%	2%	0%	1%	1%		1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

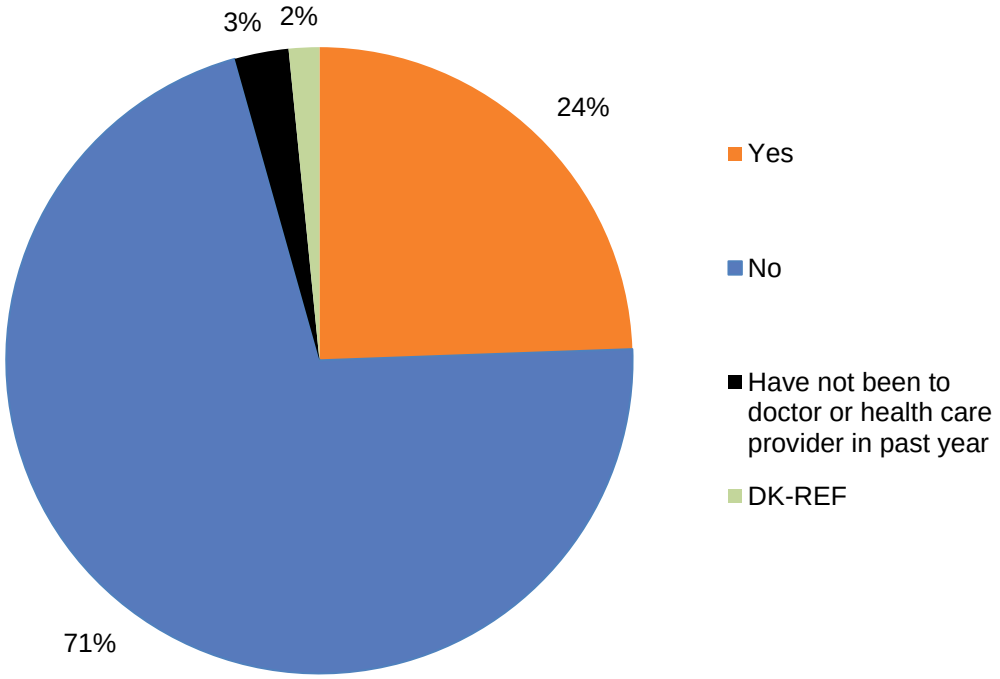
Have you heard a lot, heard some, or have you not heard about the Massachusetts Health Information Highway, the HIway? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Heard a lot	5%	6%	4%	4%	4%	6%	5%	6%	8%	4%	5%	3%	5%	4%	4%	4%	6%
Heard some	14%	11%	17%	8%	18%	19%	11%	16%	8%	16%	18%	12%	10%	11%	13%	17%	13%
Have not heard about	80%	83%	78%	88%	76%	75%	84%	78%	81%	80%	76%	85%	84%	84%	83%	78%	81%
DK-REF	1%	0%	1%	1%	1%	0%		1%	2%		1%			1%		1%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Have you heard a lot, heard some, or have you not heard about personal health records? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Heard a lot	42%	45%	39%	38%	47%	47%	35%	35%	47%	42%	46%	40%	41%	21%	52%	41%	53%
Heard some	34%	32%	37%	34%	35%	32%	36%	34%	36%	34%	34%	35%	31%	40%	30%	38%	30%
Have not heard about	22%	22%	22%	26%	17%	19%	27%	27%	15%	22%	19%	26%	27%	38%	17%	20%	15%
DK-REF	1%	1%	2%	1%	0%	2%	1%	3%	2%	2%	1%		1%	1%	1%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Only 24% have discussed Health IT with their provider in the last year.



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

During the past year has your doctor or health care provider discussed health information technology or Health IT with you? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	24%	27%	22%	21%	26%	29%	20%	24%	28%	24%	27%	18%	27%	13%	30%	25%	28%
No	71%	69%	74%	72%	70%	68%	76%	72%	70%	70%	67%	79%	70%	82%	66%	70%	68%
No Visit	3%	3%	3%	5%	3%	2%	2%	3%	1%	4%	3%	3%	2%	3%	4%	2%	1%
DK-REF	2%	1%	2%	2%	1%	2%	2%	1%	1%	2%	3%		1%	1%	0%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Health IT providing more access to medical records for the consumer was the most common topic of discussion with providers.

During the past year has your doctor or health care provider discussed health information technology or Health IT with you - What did you discuss? (% among those who have discussed Health IT)	
Health IT provides more access to records for me	35%
Health IT records are electronic or computerized	19%
Health IT provides better coordination between providers	17%
Health IT is internet based	13%
Provider explained they were using Health IT	13%
Provider showed me how to use these tools	11%
Health IT provides more security or privacy	6%
Health IT provides more or better communication with my doctor	5%
It increases my ability to coordinate my own care	4%
We discussed my health and care	3%
Health IT is reducing time with patients or quality of care	2%
My provider is giving me choices about using Health IT	1%
I have multiple providers using multiple systems	1%
My provider told me use of Health IT would improve my care	1%
I feel informed about Health IT	1%
Other	4%
DK-REF	9%
Total	100%

During the past year has your doctor or health care provider discussed health information technology or Health IT with you - What did you discuss? (% among those who have discussed health IT)

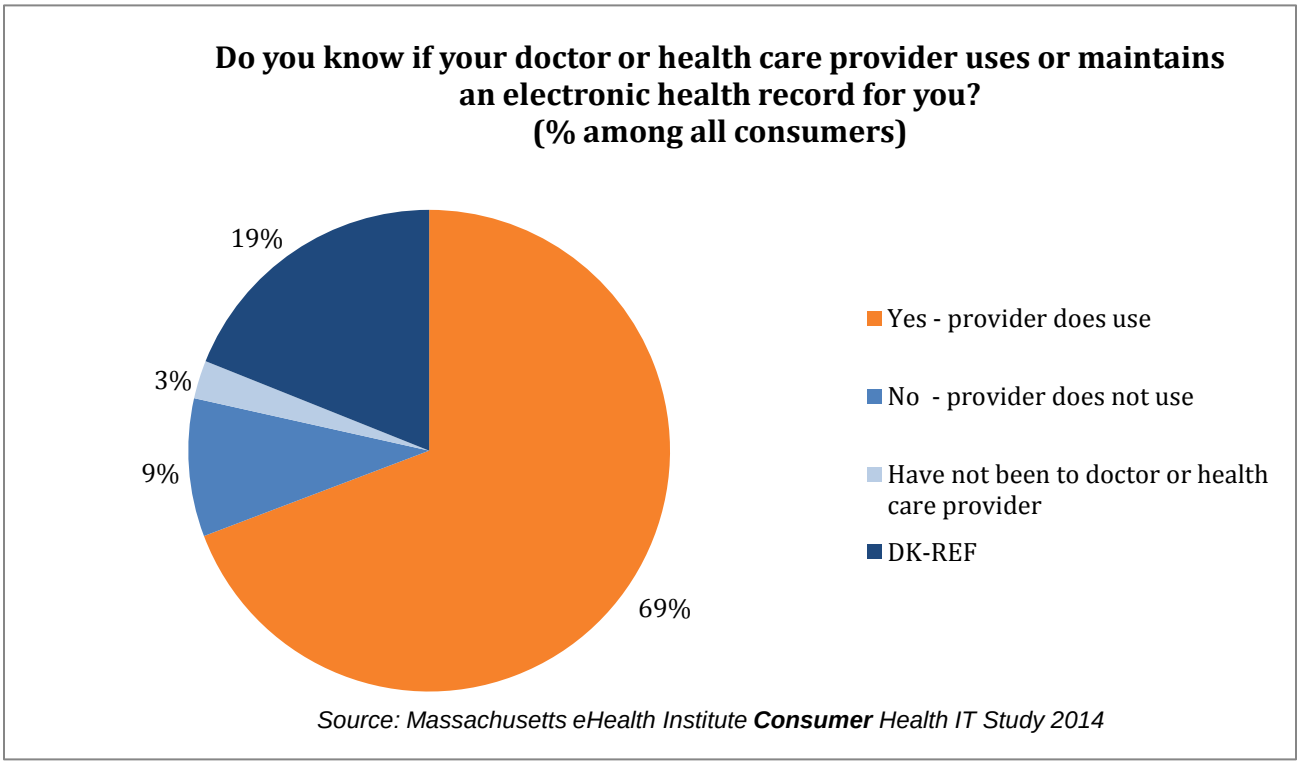
Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Health IT provides more access to records for me	35%	37%	33%	40%	38%	35%	23%	19%	26%	45%	49%	26%	30%	17%	39%	40%	31%
Health IT records are electronic or computerized	19%	24%	13%	20%	19%	20%	17%	22%	19%	16%	18%	20%	22%	13%	18%	18%	28%

During the past year has your doctor or health care provider discussed health information technology or Health IT with you - What did you discuss? (% among those who have discussed health IT)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Health IT provides better coordination between providers	17%	17%	17%	10%	22%	14%	24%	22%	14%	12%	13%	38%	7%	8%	16%	16%	14%
Health IT is internet based	13%	13%	13%	18%	10%	18%		2%	9%	13%	21%	17%	11%	2%	5%	16%	20%
Provider explained they were using Health IT	13%	12%	14%	14%	11%	12%	14%	16%	21%	21%		15%	10%	13%	14%	11%	15%
Provider showed me how to use these tools	11%	13%	9%	14%	14%	13%		12%	9%	7%	14%	21%	5%	12%	11%	11%	17%
DK-REF	9%	7%	11%	17%	2%	5%	15%	13%	13%	15%	5%	3%	3%	29%	14%	3%	2%
Health IT provides more security or privacy	6%	6%	6%	7%	12%	1%	4%	10%		4%	12%	2%	2%		3%	11%	8%
Health IT provides more or better communication with my doctor	5%	4%	7%	3%	2%	8%	9%			2%	10%	4%	13%	3%	4%	1%	10%
It increases my ability to coordinate my own care	4%	3%	6%		9%	3%	8%	4%	2%	4%	1%	3%	16%	9%	3%	7%	2%
Other	4%	3%	5%	8%		2%	7%	7%	5%	2%	2%	2%	9%	6%	6%	3%	
We discussed my health and care	3%	3%	3%		1%	5%	6%	3%	5%		5%		4%	7%	1%	3%	4%
Health IT is reducing time with patients or quality of care	2%	2%	1%			4%	4%	5%	2%		2%	3%	2%	2%	2%	2%	1%
My provider is giving me choices about using Health IT	1%	2%			4%						4%					3%	
I have multiple providers using multiple systems	1%	2%			2%		2%		4%	2%				3%	2%		
My provider told me use of Health IT would improve my care	1%		2%		2%		1%	2%					4%	4%		1%	
I feel informed about Health IT	1%	0%	1%			1%	2%			1%			2%		1%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Provider Use of Electronic Health Records

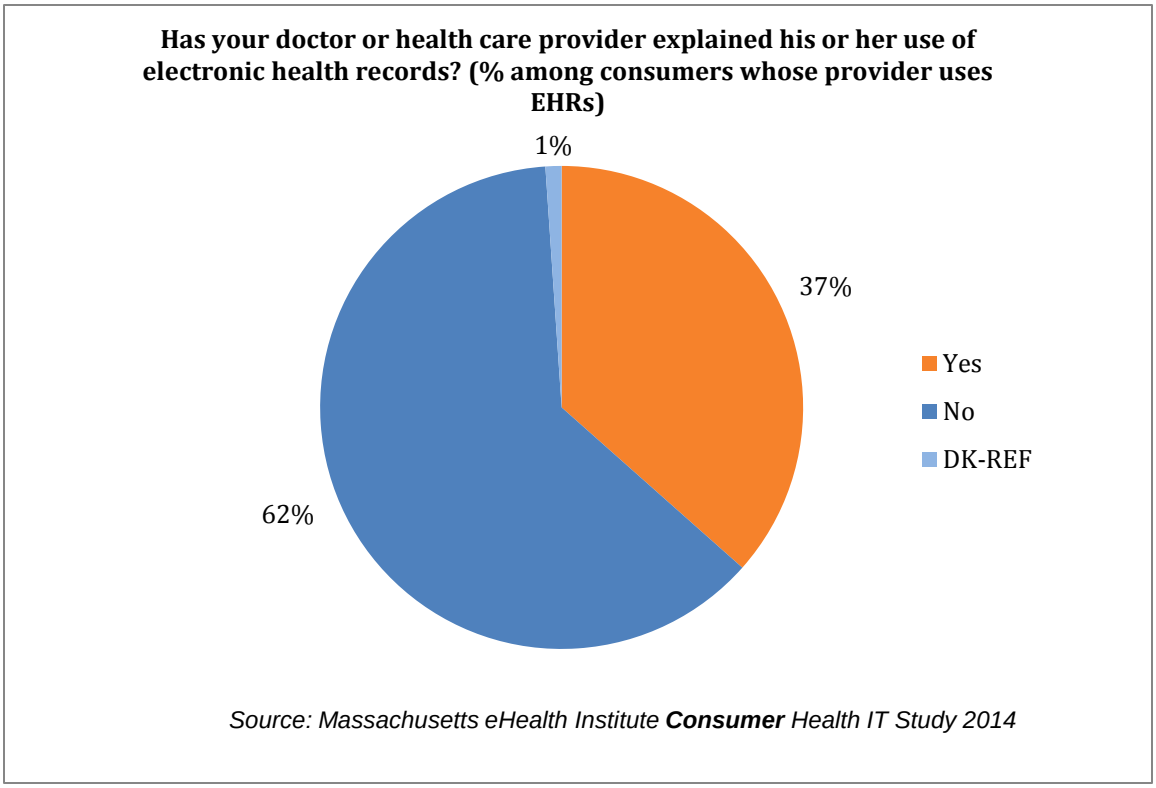
Overall, 69% indicated their providers use EHRs.



Do you know if your doctor or health care provider uses or maintains an electronic health record for you? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - provider does use	69%	75%	63%	61%	68%	78%	72%	64%	71%	68%	73%	67%	69%	55%	69%	68%	85%
No - provider does not use	9%	7%	12%	11%	10%	5%	12%	8%	7%	11%	11%	6%	11%	14%	8%	11%	2%
Have not been to doctor or health care provider	3%	2%	3%	4%	2%	3%	1%	5%	3%	1%	3%	3%	2%	4%	2%	3%	0%
DK-REF	19%	15%	23%	25%	20%	15%	14%	23%	20%	19%	13%	24%	18%	26%	21%	18%	12%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

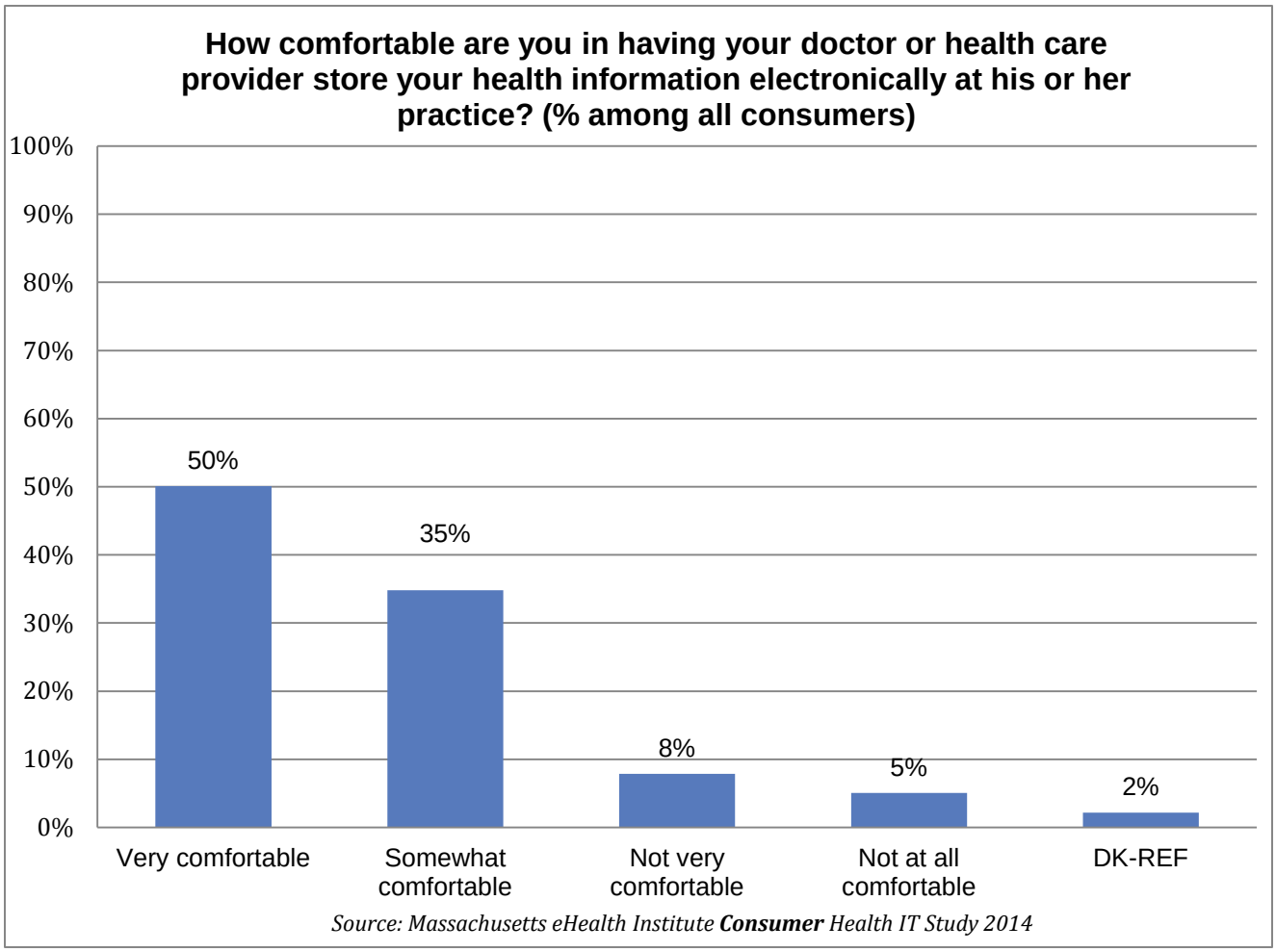
Only 37% had the use of EHRs explained to them by their provider.



Has your doctor or health care provider explained his or her use of electronic health records? (% among consumers whose provider uses EHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	37%	36%	37%	37%	37%	38%	32%	37%	40%	36%	40%	34%	29%	28%	36%	42%	36%
No	62%	62%	63%	61%	63%	60%	67%	63%	58%	61%	59%	66%	71%	72%	64%	58%	61%
DK-REF	1%	2%	0%	1%		1%	2%		2%	3%	1%		1%	1%		1%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

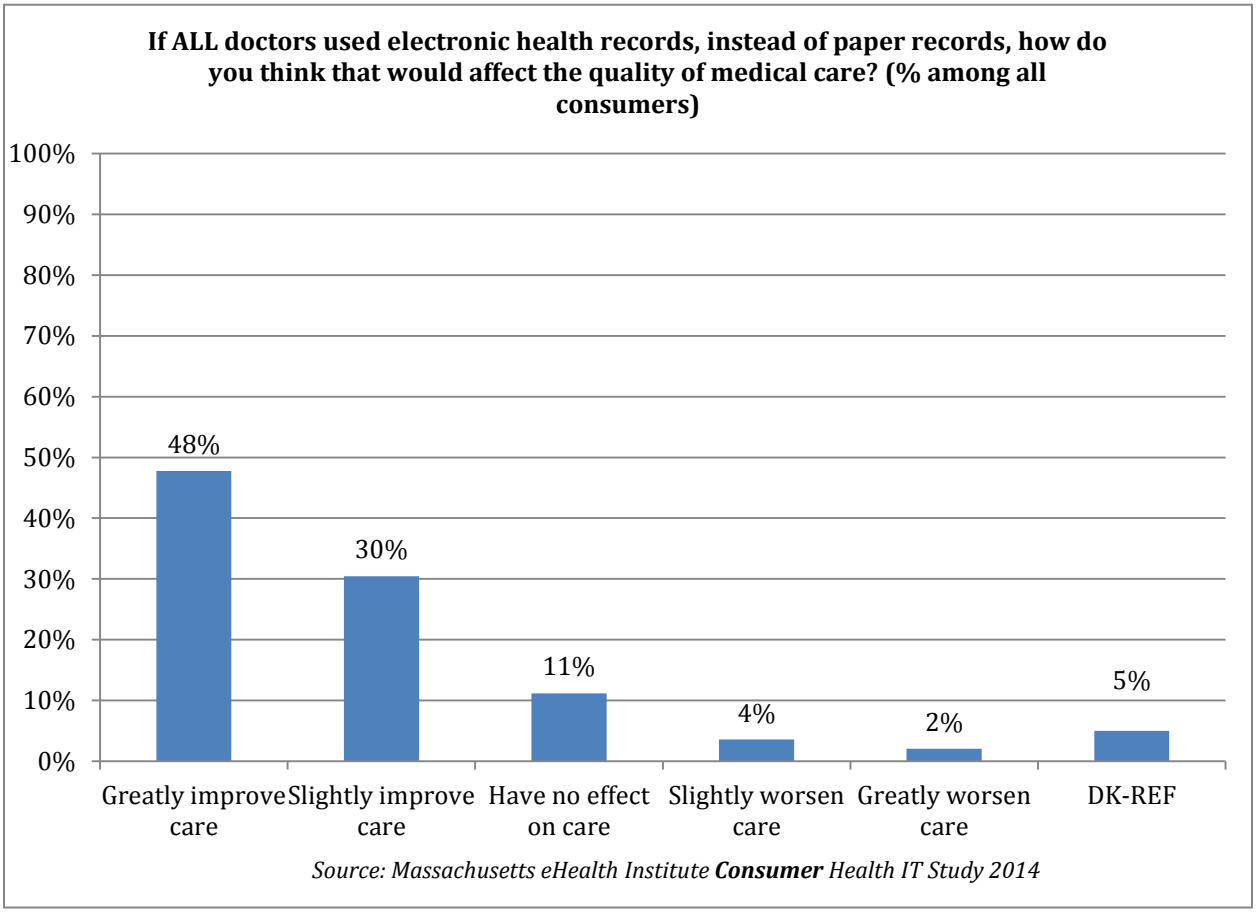
85% indicated that they were either very (50%) or somewhat (35%) comfortable with their provider storing their health information electronically. In Western Massachusetts, only 73% were either very (43%) or somewhat (30%) comfortable.



How comfortable are you in having your doctor or health care provider store your health information electronically at his or her practice? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very comfortable	50%	50%	51%	48%	54%	48%	50%	43%	39%	53%	56%	55%	44%	38%	51%	50%	61%
Somewhat comfortable	35%	38%	32%	39%	30%	36%	33%	30%	46%	33%	30%	33%	43%	44%	34%	33%	32%
Not very comfortable	8%	5%	10%	7%	9%	8%	7%	13%	7%	4%	11%	6%	6%	7%	8%	11%	4%
Not at all comfortable	5%	5%	5%	2%	5%	6%	8%	9%	7%	6%	2%	5%	4%	8%	5%	4%	2%
DK-REF	2%	2%	2%	3%	2%	2%	2%	6%	1%	3%	1%	1%	3%	3%	2%	2%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Most feel that medical care would improve if all doctors used electronic health records.

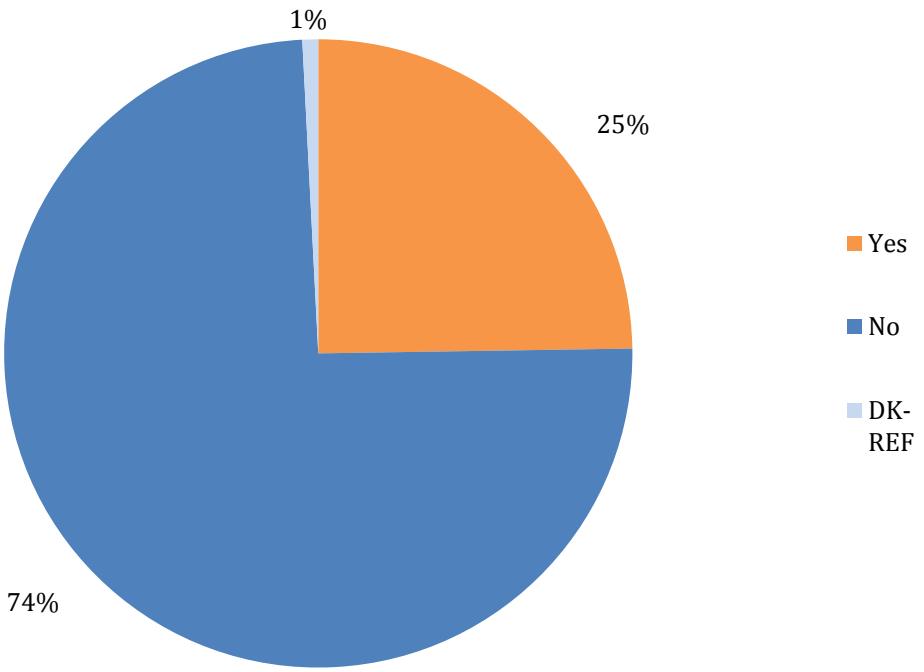


If ALL doctors used electronic health records, instead of paper records, how do you think that would affect the quality of medical care? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Greatly improve care	48%	46%	50%	47%	52%	47%	44%	35%	41%	50%	55%	49%	46%	44%	46%	46%	54%
Slightly improve care	30%	29%	32%	34%	32%	25%	29%	34%	33%	30%	28%	30%	31%	27%	30%	34%	31%
Have no effect on care	11%	12%	10%	10%	7%	17%	12%	14%	13%	11%	8%	11%	12%	14%	12%	11%	8%
Slightly worsen care	4%	5%	2%	2%	4%	4%	4%	7%	5%	2%	2%	3%	5%	4%	3%	4%	2%
Greatly worsen care	2%	2%	2%	1%	3%	3%	2%	3%	4%	2%	1%	2%	1%	2%	3%	2%	
DK-REF	5%	6%	4%	6%	2%	5%	8%	8%	4%	4%	5%	4%	5%	8%	5%	3%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Only 25% indicated that they had other questions or concerns when prompted.

Is there anything else you need to know about electronic health records? Do you have other concerns or questions you would like your doctor to answer? (% among all consumers)



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

Is there anything else you need to know about electronic health records? Do you have other concerns or questions you would like your doctor to answer? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	25%	23%	26%	19%	31%	28%	20%	27%	22%	18%	32%	24%	25%	11%	27%	25%	37%
No	74%	77%	72%	81%	69%	69%	79%	72%	77%	80%	68%	76%	75%	88%	72%	75%	62%
DK-REF	1%	0%	1%			2%	1%	1%	1%	2%		1%		1%	1%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

What are these concerns or questions? (On EHR) (% among those who had concerns)	
Concerns about privacy or confidentiality, who can access records	74%
Technical concerns, backups, lost data, ease of personal access	14%
I now plan on talking to my doctor about some of my concerns, desires more explanation about EHR	7%
Problems coordinating between different systems, universal access	6%
Concerns about not being informed or not understanding their care	4%
Concerns about insurance companies misusing information	4%
Other	3%
I would like paper records to still be available	2%
Concerns about altering doctor-patient relationship	2%
How EHR actually improves care	2%
DK-REF	1%
Cost or financial concerns	0%
Total	100%

What are these concerns or questions? (On EHR) (% among those who had concerns)

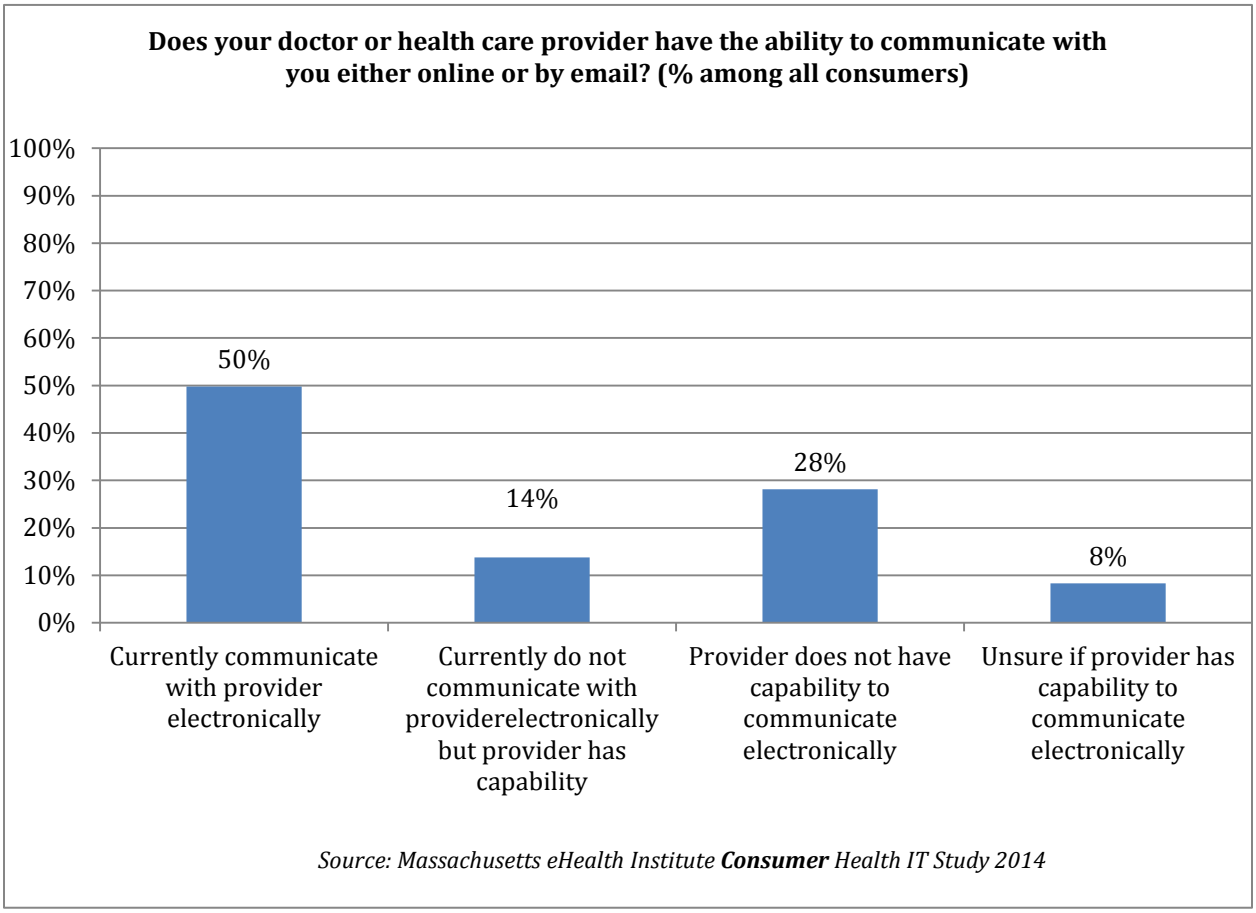
Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Concerns about privacy or confidentiality, who can access records	74%	72%	77%	69%	80%	75%	70%	72%	83%	74%	75%	75%	66%	70%	79%	80%	71%
Technical concerns, backups, lost data, ease of personal access	14%	17%	12%	13%	15%	17%	11%	17%	9%	11%	16%	13%	17%	3%	17%	12%	23%
Cost or financial concerns	0%	1%				1%						2%			1%		

What are these concerns or questions? (On EHR) (% among those who had concerns)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Concerns about altering doctor-patient relationship	2%	2%	2%		1%	2%	6%	1%	3%		1%	2%	7%	5%			4%
Concerns about not being informed or not understanding their care	4%	5%	3%	5%	2%	3%	8%	4%	9%	7%	1%	2%	3%		10%	2%	2%
How EHR actually improves care	2%		3%		3%	1%	2%				1%		10%		1%		4%
Problems coordinating between different systems, universal access	6%	4%	8%	3%	5%	12%	2%	5%	3%	5%	9%		14%		1%	7%	11%
I would like paper records to still be available	2%	5%			4%	4%		3%		3%	4%	2%		8%	2%	1%	2%
Concerns about insurance companies misusing information	4%	3%	4%		4%	5%	4%	8%	5%		1%	7%	2%	6%	6%	1%	
I now plan on talking to my doctor about some of my concerns, desires more explanation about EHR	7%	8%	6%	20%	2%	1%	10%	9%	7%	7%	10%	2%	3%	15%	7%	11%	2%
Other	3%	2%	5%	8%	1%	3%	2%	6%	4%	3%	1%	7%	3%	8%		1%	4%
DK-REF	1%	2%				2%	3%				2%		4%			1%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Personal Use of Health Information Technology and Electronic Communications

Half of respondents indicated that they currently communicate with their provider electronically. Older and less educated consumers were less likely to communicate electronically.



Does your doctor or health care provider have the ability to communicate with you either online or by email (% among all consumers)?

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Currently communicate with provider electronically	50%	51%	48%	43%	58%	58%	38%	40%	50%	47%	66%	40%	50%	32%	43%	57%	59%
Currently do not communicate with provider electronically but provider has capability	14%	11%	17%	12%	13%	13%	18%	13%	12%	12%	10%	19%	19%	15%	18%	11%	14%

Does your doctor or health care provider have the ability to communicate with you either online or by email (% among all consumers)?

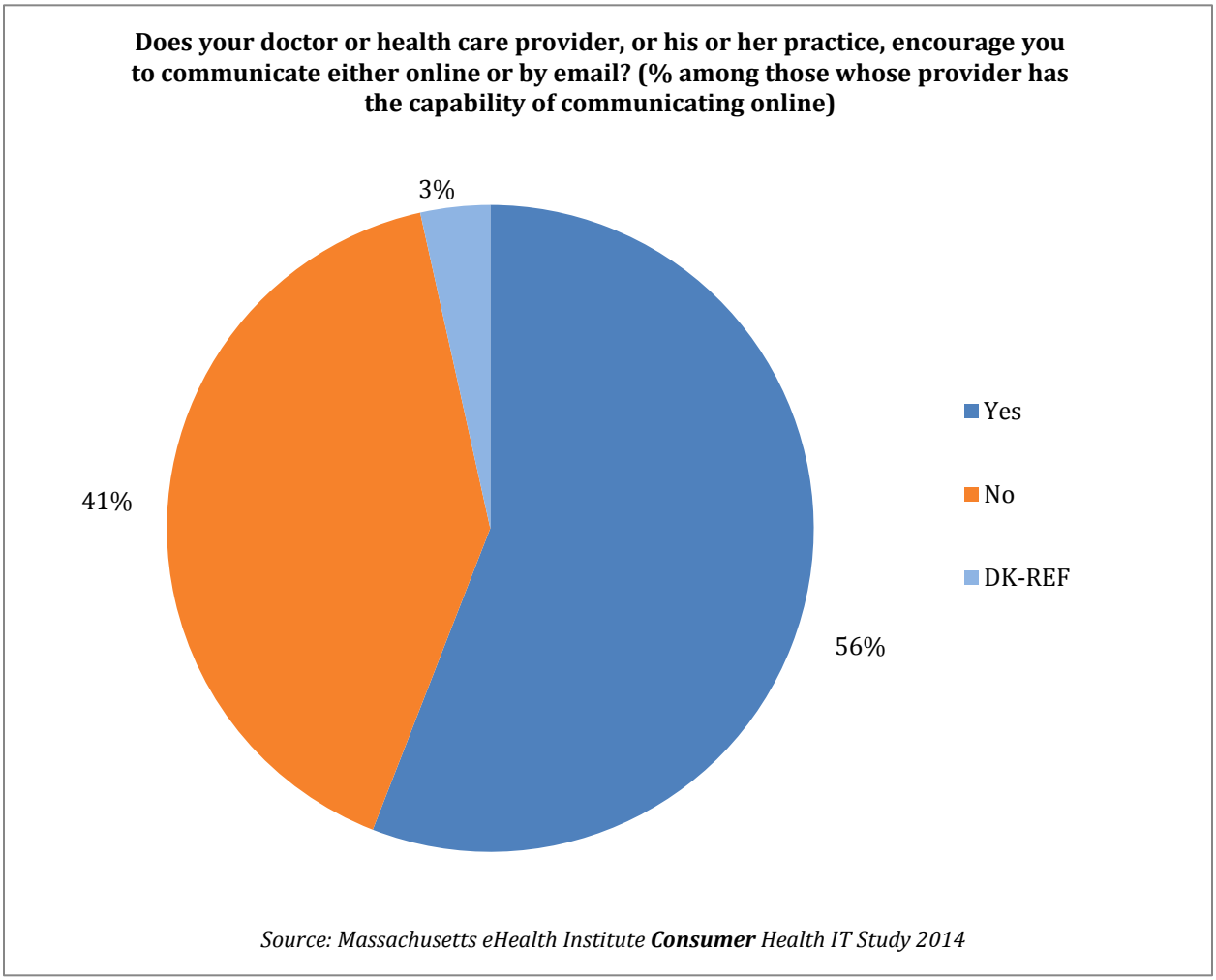
Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Provider does not have capability to communicate electronically	28%	30%	26%	31%	24%	24%	36%	36%	32%	30%	17%	36%	23%	44%	31%	21%	20%
Unsure if provider has capability to communicate electronically	8%	8%	9%	14%	6%	5%	8%	12%	6%	11%	7%	5%	8%	9%	8%	11%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Demographic Profile of those Currently Communicating with their Provider Electronically

Among the 50% of consumers who say that they currently communicate with their provider electronically:

- 53% are female and 47% male
- 61% are within the ages of 35-64
- 57% are currently married
- 66% hold a Bachelor's degree or higher
- 72% are part of 2 to 4 person households
- 65% do not have any children living in the home
- 74% have household incomes of over $50,000 and 41% have household incomes over $100,000
- 66% have private health insurance through an employer
- 95% have seen their provider at least once in the past year and 36% have 2 or 3 times
- 68% have access to the internet through an iPhone or other smart phone and 49% though an iPad or tablet

Among those whose provider has the capability, 56% have been encouraged to communicate online by their provider.



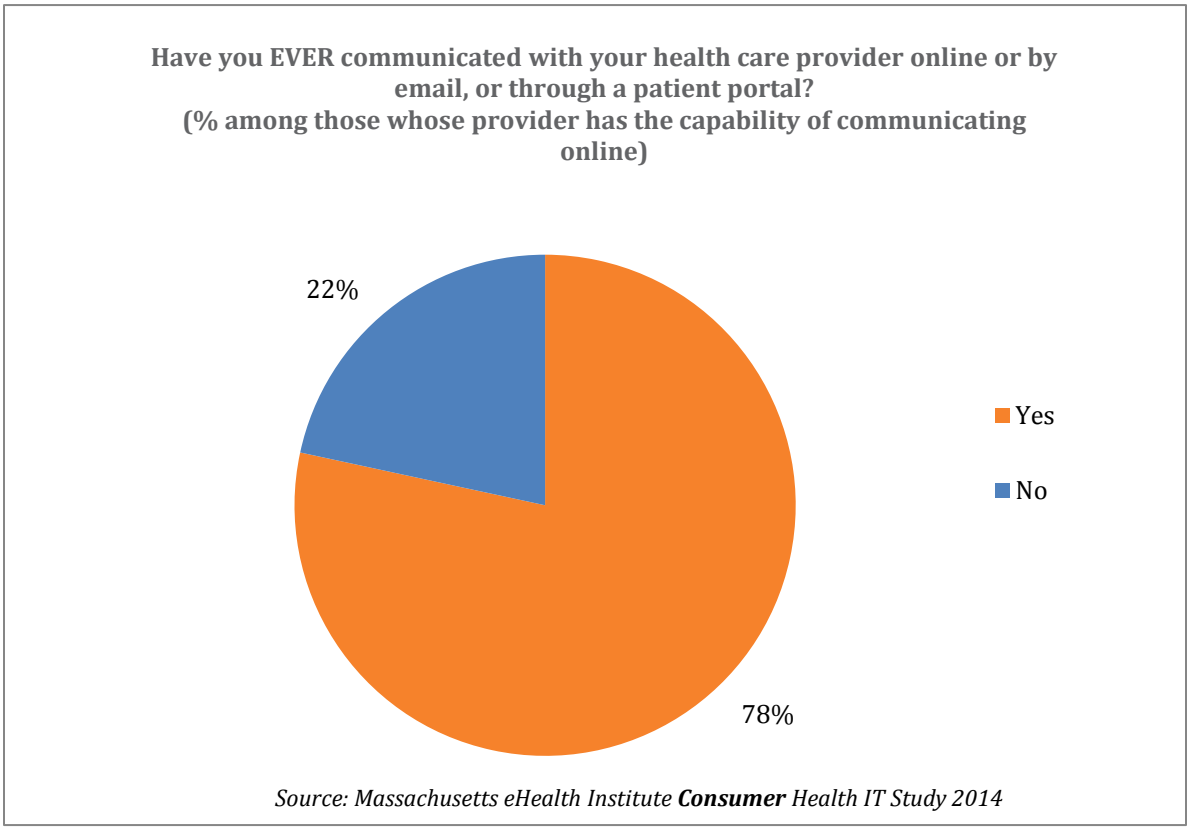
Does your doctor or health care provider, or his or her practice, encourage you to communicate either online or by email? (% among those whose provider has the capability of communicating online)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	56%	63%	49%	58%	54%	57%	54%	46%	53%	56%	71%	42%	52%	49%	51%	57%	63%
No	41%	32%	49%	38%	41%	41%	43%	52%	44%	34%	28%	58%	43%	49%	46%	37%	34%
DK-REF	3%	5%	2%	3%	5%	3%	3%	2%	2%	10%	1%		5%	2%	3%	6%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among those whose provider does not encourage electronic communication, 72% indicate they are interested in communicating electronically.

Use of Electronic Communication	Does your doctor or health care provider, or his or her practice, encourage you to communicate either online or by email?			
	Yes	No	DK-REF	Total
Currently Use	67%	31%	2%	100%
Interested	21%	72%	7%	100%
Not Interested	18%	76%	6%	100%

Among those whose provider has the capability, 78% have communicated electronically.

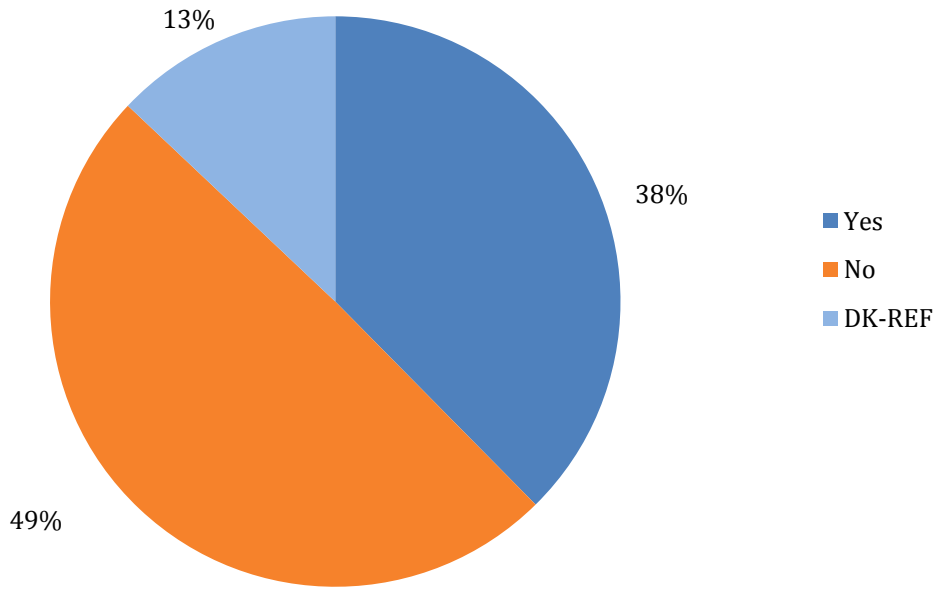


Have you EVER communicated with your health care provider online or by email, or through a patient portal? (% among those whose provider has the capability of communicating online)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	78%	82%	74%	78%	81%	81%	68%	76%	81%	80%	86%	68%	72%	68%	71%	83%	81%
No	22%	18%	25%	22%	19%	19%	31%	24%	19%	20%	14%	32%	28%	32%	29%	17%	18%
DK-REF	0%		0%				1%					0%					0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

38% indicated that their provider or their practice provides access to a patient portal.

Does your health care provider or his or her practice provide a means for you to electronically access your personal health information? This is commonly known as a patient portal.
(% among all consumers)



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

Does your health care provider or his or her practice provide a means for you to electronically access your personal health information? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	38%	41%	34%	31%	41%	46%	31%	33%	40%	36%	47%	29%	37%	27%	38%	38%	46%
No	49%	46%	53%	57%	45%	43%	54%	55%	51%	45%	39%	60%	51%	56%	53%	48%	41%
DK-REF	13%	13%	13%	12%	13%	12%	16%	12%	9%	18%	13%	11%	12%	17%	9%	14%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Consumers Currently Communicating with their Health Care Providers Electronically

Among those communicating with their providers electronically, looking at lab tests or results (53%) was the most common use.

During the past year have you…
(% among those communicating electronically with provider)

	Yes	No	DK-REF
Scheduled or requested an appointment online or via email to see your doctor or other provider?	34%	66%	
Looked at lab or test results?	53%	47%	1%
Renewed a prescription with your doctor or other provider?	38%	62%	1%

During the past year have you done this online or by email: Scheduled or requested an appointment online or via email to see your doctor or other provider? (% among those communicating electronically with provider)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	34%	30%	39%	45%	32%	29%	30%	23%	38%	40%	38%	25%	34%	29%	37%	35%	32%
No	66%	70%	61%	55%	68%	71%	70%	77%	62%	60%	62%	75%	66%	71%	63%	65%	68%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

During the past year have you done this online or by email: Looked at lab or test results? (% among those communicating electronically with provider)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	53%	52%	53%	52%	45%	60%	54%	48%	49%	45%	59%	59%	48%	30%	52%	55%	54%
No	47%	48%	45%	46%	55%	40%	46%	52%	51%	55%	39%	41%	50%	70%	48%	44%	46%
DK-REF	1%		2%	2%		0%					2%		1%			2%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

During the past year have you done this online or by email: Renewed a prescription with your doctor or other provider online or by email? (% among those communicating electronically with provider)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	38%	34%	41%	46%	31%	34%	47%	39%	41%	30%	47%	27%	36%	26%	38%	41%	40%
No	62%	65%	58%	54%	69%	65%	53%	61%	59%	70%	52%	71%	64%	72%	62%	59%	60%
DK-REF	1%	0%	1%			2%					1%	1%		2%		1%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among those communicating electronically, 75% agreed that it made it easier to communicate with their doctor and 64% agreed that it made them feel more involved in their own health care.

Communicating with my doctor or health care provider online or by email has…
(% among those communicating electronically with their health care provider)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No Impact on Health Care	DK-REF
Made it easier to communicate with your doctor?	48%	27%	7%	9%	6%	3%
Made you feel more involved in your own health care by working together with your doctor?	37%	27%	10%	13%	8%	4%
Made you feel like you know more about your health?	34%	25%	14%	16%	8%	3%
Made you feel like you know more about the care your doctor gives you?	32%	22%	16%	17%	10%	4%
Led you to do something to improve your health?	22%	24%	21%	16%	12%	4%
Led you to ask your doctor a question you may not have asked before?	19%	26%	19%	19%	12%	4%

Consumers not Currently Communicating with their Health Care Providers Electronically

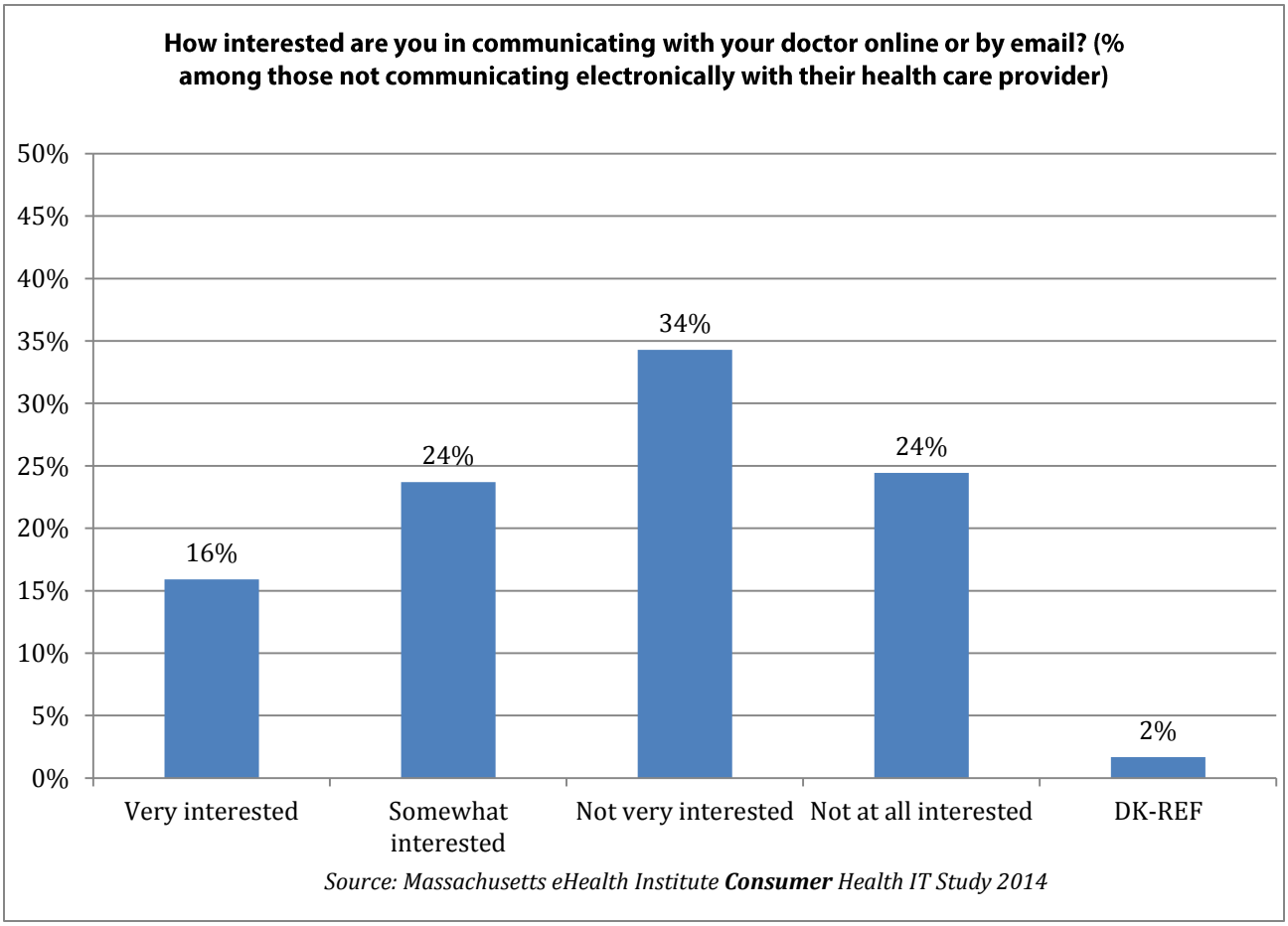
Among those not communicating electronically, many preferred verbal communication or simply had no interest in electronic communication with their doctor.

What is preventing you from communicating with your doctor online or by email? (% among those not communicating electronically with their health care provider)	
No interest in communicating electronically with doctor	45%
I prefer to communication in person or over the phone, more personal contact	22%
My doctor has not provided me with the information to contact them online	10%
I do not have the computer skills to communicate online	8%
I have no access to a computer	7%
Other	7%
DK-REF	5%
Total	100%

What is preventing you from communicating with your doctor online or by email?
(% among those not communicating electronically with their health care provider)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
No interest in communicating electronically with doctor	45%	46%	44%	43%	33%	49%	57%	43%	67%	45%	34%	47%	41%	44%	41%	51%	42%
I prefer to communication in person or over the phone, more personal contact	22%	22%	22%	20%	35%	17%	13%	18%	8%	30%	30%	20%	18%	20%	26%	26%	16%
My doctor has not provided me with the information to contact them online	10%	11%	9%		13%	20%	6%	22%	13%	9%	6%	13%		5%	21%	3%	9%
I do not have the computer skills to communicate online	8%	7%	9%	8%		6%	17%	4%	7%	6%	8%	5%	17%	14%	2%	11%	3%
I have no access to a computer	7%	8%	6%	5%	4%	6%	12%	20%	8%		5%	5%	9%	5%	10%	2%	9%
Other	7%	9%	5%	13%	11%		2%			11%	7%	8%	7%	8%		7%	15%
DK-REF	5%		8%	11%	7%		1%				10%	6%	9%	12%			9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among those with a provider that has the capability but are not currently communicating electronically, 40% are interested. Although not statistically significant, there appears to be stronger interest in electronic communication among those with a graduate degree where 66% are interested.



How interested are you in communicating with your doctor online or by email? (% among those not communicating electronically with their health care provider)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	16%	13%	18%	5%	23%	23%	14%	10%	8%	23%	22%	13%	15%	4%	16%	11%	42%
Somewhat interested	24%	22%	25%	26%	30%	11%	28%	34%	14%	16%	28%	25%	25%	32%	20%	17%	24%
Not very interested	34%	33%	35%	51%	29%	28%	28%	9%	27%	48%	19%	44%	43%	29%	38%	45%	17%
Not at all interested	24%	30%	20%	18%	18%	35%	27%	47%	35%	13%	31%	18%	17%	32%	25%	24%	17%
DK-REF	2%	2%	2%			3%	4%		16%					2%	1%	3%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

There was more interest in specific uses of electronic communication; with nearly all specific uses mentioned having higher levels of interest than electronic communication in general.

How interested are you in communicating with your doctor online or by email? Would you say you are…
(% among those whose provider has the capability but are not currently communicating electronically)

	Very Interested	Somewhat Interested	Not Very Interested	Not at all Interested	DK-REF
Overall Interest	16%	24%	34%	24%	2%
Interest in…					
Receiving email or online reminders for tests?	47%	22%	9%	21%	1%
Renewing prescriptions online or by email?	47%	18%	15%	20%	0%
Looking at lab or test results online or receiving them by email?	41%	24%	12%	23%	0%
Being able to schedule or request an appointment online or via email to see your doctor or other provider?	39%	23%	14%	23%	
Seeing your doctor's instructions online?	32%	39%	10%	18%	1%
Receiving information from your doctor by email or online without having to go into your doctor's office?	32%	35%	9%	22%	2%
Getting email or online reminders to take prescriptions?	16%	16%	20%	43%	4%

How interested are you in being able to schedule or request an appointment online or via email to see your doctor or other provider? (% among those whose provider has the capability but are not currently communicating electronically)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	39%	38%	40%	34%	55%	44%	23%	24%	42%	36%	43%	48%	33%	24%	40%	37%	67%
Somewhat interested	23%	21%	25%	27%	29%	16%	22%		17%	27%	19%	22%	45%	20%	29%	22%	12%
Not very interested	14%	13%	15%	24%	4%	11%	17%	4%	18%	21%	22%	12%	7%	13%	5%	30%	9%
Not at all interested	23%	28%	20%	16%	12%	28%	39%	72%	23%	16%	17%	18%	14%	42%	27%	11%	12%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How interested are you in looking at lab or test results online or receiving them by email? (% among those not communicating electronically with their health care provider)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	41%	37%	44%	27%	52%	52%	35%	25%	31%	55%	45%	41%	40%	34%	32%	34%	79%
Somewhat interested	24%	18%	28%	32%	18%	22%	23%	17%	12%	18%	29%	28%	32%	33%	20%	25%	7%
Not very interested	12%	10%	13%	17%	10%	11%	7%		21%	21%		14%	13%	5%	17%	18%	5%
Not at all interested	23%	33%	15%	23%	19%	15%	34%	58%	32%	6%	26%	17%	15%	26%	30%	23%	9%
DK-REF	0%	1%					2%		4%					2%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How interested **are you in renewing prescriptions online or by email? (% among those whose provider has the capability but are not currently communicating electronically)**

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	47%	39%	53%	41%	59%	51%	37%	38%	51%	48%	39%	48%	54%	40%	42%	39%	76%
Somewhat interested	18%	34%	6%	26%	13%	13%	19%	10%	8%	19%	35%	8%	25%	19%	19%	18%	15%
Not very interested	15%	4%	23%	28%	11%	11%	9%	4%	14%	17%	14%	20%	14%	13%	11%	25%	5%
Not at all interested	20%	23%	18%	5%	17%	26%	33%	48%	24%	16%	12%	23%	6%	28%	27%	18%	4%
DK-REF	0%		1%				1%		3%						1%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How interested are you in receiving email or online reminders for tests? (% among those whose provider has the capability but are not currently communicating electronically)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	47%	41%	51%	27%	71%	52%	40%	25%	43%	47%	50%	73%	21%	44%	47%	34%	71%
Somewhat interested	22%	28%	18%	32%	14%	23%	19%	26%	29%	38%	3%	14%	31%	27%	9%	33%	19%
Not very interested	9%	7%	11%	23%	4%	4%	4%		7%	6%	15%		27%	4%	11%	15%	
Not at all interested	21%	24%	18%	14%	12%	21%	37%	48%	21%	9%	31%	13%	14%	24%	28%	18%	10%
DK-REF	1%		2%	4%									7%		4%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How interested are you in getting email or online reminders to take prescriptions? (% among those whose provider has the capability but are not currently communicating electronically)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	16%	12%	19%	8%	21%	18%	18%	20%	11%	23%	13%	22%	5%	13%	18%	14%	24%
Somewhat interested	16%	9%	21%	11%	19%	17%	19%	20%	5%		22%	24%	18%	18%	12%	9%	25%
Not very interested	20%	17%	22%	25%	26%	14%	15%	4%	18%	19%	20%	26%	24%	18%	24%	17%	17%
Not at all interested	43%	52%	37%	45%	29%	51%	48%	56%	66%	58%	37%	28%	35%	44%	46%	55%	28%
DK-REF	4%	10%		12%	5%						7%		18%	7%		5%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How interested are you in receiving information from your doctor by email or online without having to go into your doctor's office? (% among those whose provider has the capability but are not currently communicating electronically)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	32%	22%	39%	27%	34%	36%	32%	35%	23%	33%	19%	49%	23%	31%	36%	17%	50%
Somewhat interested	35%	32%	37%	36%	44%	36%	23%	17%	26%	31%	35%	39%	50%	47%	28%	37%	23%
Not very interested	9%	11%	8%	9%	11%	8%	8%	7%	18%		5%	3%	27%	5%	11%	10%	6%
Not at all interested	22%	32%	15%	24%	11%	20%	35%	41%	21%	37%	38%	10%		17%	25%	33%	13%
DK-REF	2%	3%	1%	5%			2%		12%		3%					2%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How interested are you in seeing your doctor's instructions online? (% among those whose provider has the capability but are not currently communicating electronically)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	32%	30%	34%	23%	39%	41%	27%	35%	31%	27%	26%	43%	26%	37%	30%	19%	53%
Somewhat interested	39%	41%	37%	55%	43%	25%	32%	25%	31%	37%	43%	41%	49%	36%	33%	50%	34%
Not very interested	10%	4%	14%	22%	4%	8%	4%		17%	5%	14%	8%	15%		11%	19%	3%
Not at all interested	18%	23%	14%		11%	26%	37%	33%	21%	31%	17%	7%	10%	23%	25%	12%	10%
DK-REF	1%	2%			4%			8%						3%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Promoting Electronic Communications between Patients and Providers

Informing patients of the option of online communication was the most common reason given to encourage patients to communicate electronically.

What do you think doctors can do to encourage patients to communicate with them online or by email? (% among all consumers)	
Inform patients of their online options and their availability	35%
Just not interested in electronic communication with doctors	29%
DK-REF	13%
Doctors should use more online communication themselves	9%
Be more responsive to emails	9%
Provide more information on the capabilities of online communication	8%
Make online communication easier, make sure proper tools are in place	8%
Encourage patients to develop computer skills, instruction	7%
Assure patients that online interactions are secure	2%
Be more responsive to patient communication in general	2%
Other	2%
Change incentives for doctors to encourage online communication	1%
General positive comments	1%
Make patients communicate electronically, give no other options	0%
Total	100%

What do you think doctors can do to encourage patients to communicate with them online or by email? (% among all consumers)

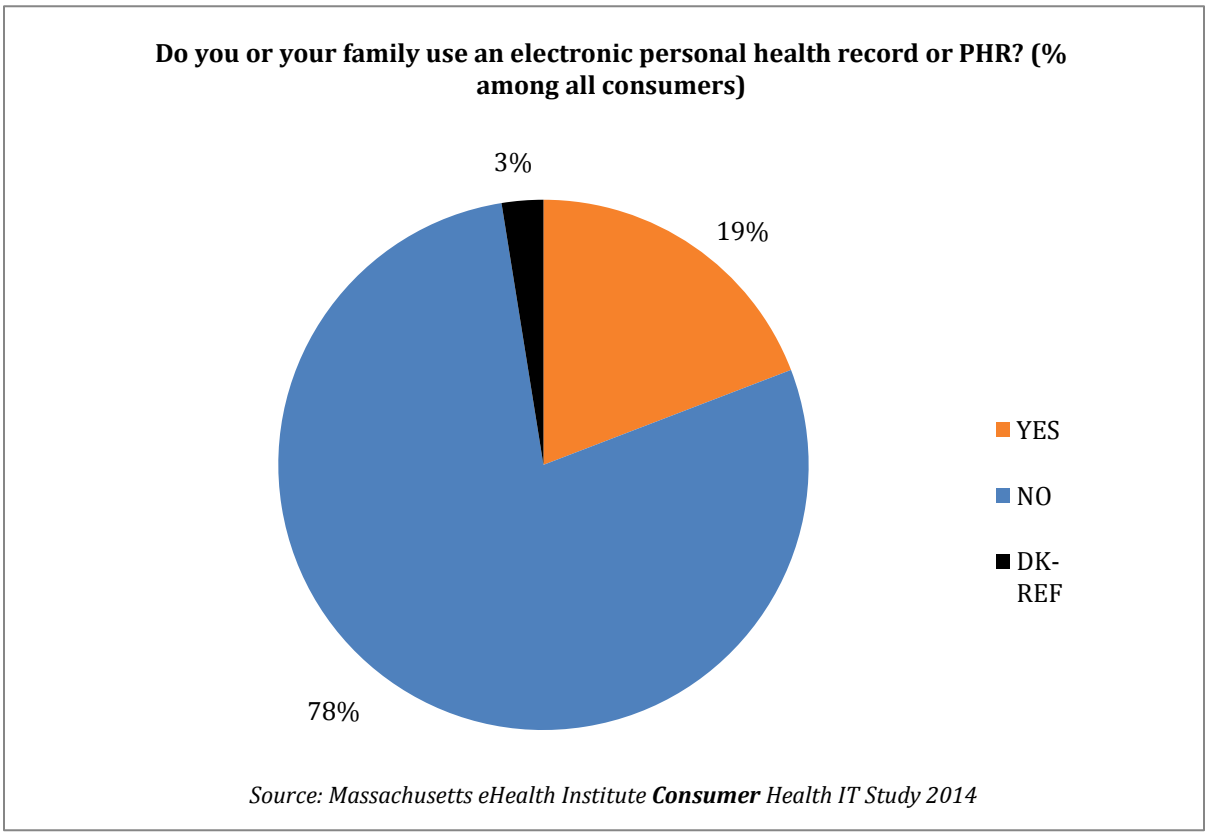
Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Inform patients of their online options and their availability	35%	34%	36%	37%	40%	34%	27%	32%	34%	34%	40%	38%	29%	17%	37%	41%	43%
Just have no interest in electronic communication with doctors	29%	32%	25%	24%	28%	26%	42%	37%	25%	33%	24%	30%	26%	45%	32%	23%	15%
DK-REF	13%	11%	14%	12%	12%	15%	11%	12%	13%	12%	11%	15%	13%	14%	14%	13%	11%
Doctors should use more online communication themselves	9%	7%	13%	10%	15%	7%	5%	8%	6%	14%	10%	11%	3%	8%	7%	11%	13%

What do you think doctors can do to encourage patients to communicate with them online or by email? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Be more responsive to emails	9%	7%	11%	10%	10%	10%	5%	8%	4%	12%	9%	9%	9%	9%	7%	7%	14%
Provide more information on the capabilities of online communication	8%	9%	7%	10%	7%	7%	8%	9%	10%	7%	7%	6%	12%	5%	9%	9%	10%
Make online communication easier, make sure proper tools are in place	8%	7%	8%	8%	8%	9%	5%	6%	7%	3%	11%	6%	13%	5%	5%	8%	10%
Encourage patients to develop computer skills, instruction	7%	7%	6%	7%	6%	7%	7%	3%	9%	5%	8%	6%	9%	7%	6%	8%	4%
Assure patients that online interactions are secure	2%	3%	2%	2%	2%	2%	3%	3%	4%	1%	1%	2%	4%	1%	1%	4%	3%
Be more responsive to patient communication in general	2%	3%	1%	3%	1%	2%	2%	2%	1%	1%	3%	1%	3%	2%	1%	3%	3%
Other	2%	1%	3%	4%		2%	2%	1%	2%	2%	4%	1%	2%	1%	3%	2%	2%
Change incentives for doctors to encourage online communication	1%	2%	1%	2%		2%	2%	1%	2%	1%	1%	1%	4%	2%		1%	4%
General positive comments	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	1%	1%	0%	2%	1%	1%	2%
Make patients communicate electronically, give no other options	0%	0%	0%	1%		1%			3%					1%	1%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Personal Health Records

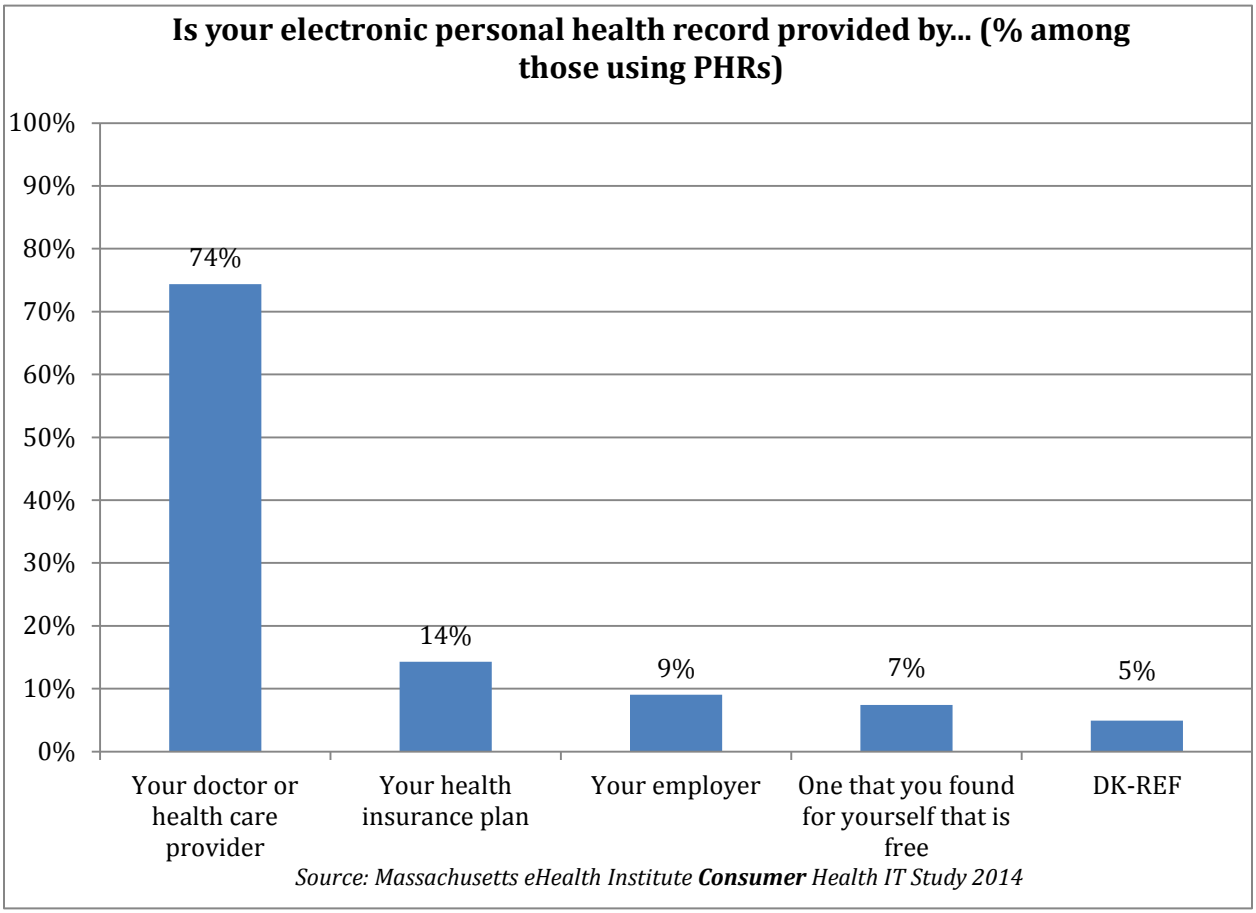
19% are currently using an electronic personal health record.



Do you or your family use an electronic personal health record or PHR? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
YES	19%	17%	21%	18%	25%	18%	14%	20%	18%	19%	25%	16%	15%	15%	23%	18%	21%
NO	78%	81%	75%	81%	73%	78%	82%	78%	80%	78%	72%	82%	83%	79%	76%	81%	77%
DK-REF	3%	1%	4%	1%	2%	4%	3%	2%	2%	3%	3%	2%	2%	6%	1%	1%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A doctor or other health care provider is the most common source of personal health records.



Is your electronic personal health record provided by... (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Your doctor or health care provider	74%	79%	70%	72%	75%	71%	85%	63%	84%	74%	76%	81%	63%	60%	79%	86%	68%
Your health insurance plan	14%	18%	11%	14%	18%	10%	16%	17%	26%	6%	12%	20%	10%	19%	9%	24%	6%
Your employer	9%	2%	15%	17%	2%	14%	2%	14%		15%	14%			18%	10%	3%	8%
One that you found for yourself that is free	7%	4%	10%	3%	12%	6%	6%	6%		7%	8%	4%	21%		3%	9%	16%
DK-REF	5%	8%	3%	4%	6%	5%	5%	8%		3%	3%	8%	9%	19%			5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

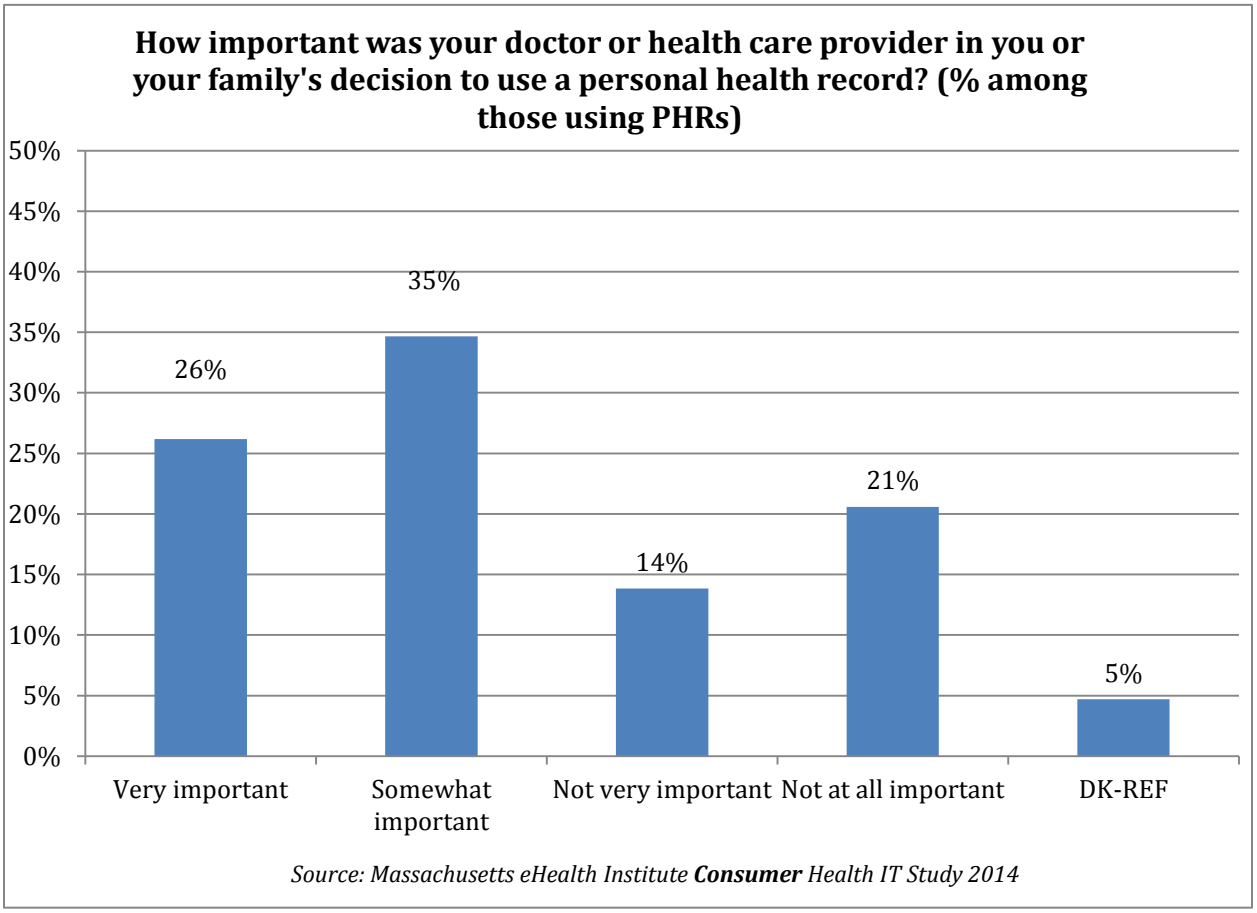
Profile of current PHR users

Among the 19% of consumers who say that they currently use an electronic personal health record:

- 88% feel that HIE will improve the quality of care
- 47% are female and 53% male
- 61% are within the ages of 18-49
- 57% are currently married
- 56% hold a Bachelor's degree or higher
- 70% are part of 2 to 4 person households
- 66% do not have any children living in the home
- 74% have household incomes of over $50,000 and 39% have household incomes over $100,000
- 63% have private health insurance through an employer
- 95% have seen their provider at least once in the past year and 54% have 2 or 3 times
- 73% have access to the internet through an iPhone or other smart phone and 56% though an iPad or tablet

Consumers Currently Using Personal Health Record

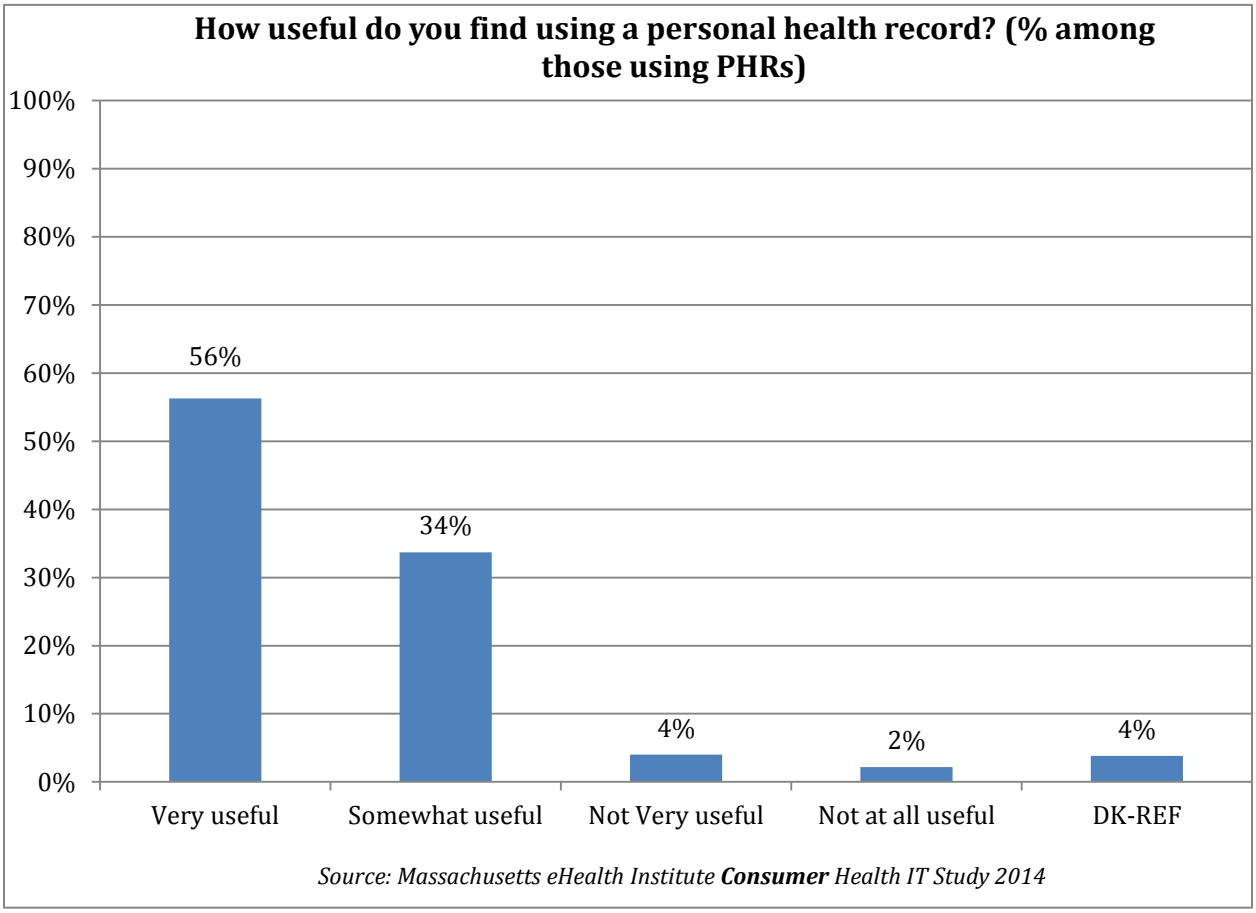
Among those currently using PHRs, 61% feel that their provider was important in their decision.



How important was your doctor or health care provider in you or your family's decision to use a personal health record? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very important	26%	27%	26%	13%	26%	31%	43%	22%	38%	27%	14%	43%	27%	25%	39%	26%	14%
Somewhat important	35%	38%	32%	41%	30%	34%	37%	43%	29%	51%	27%	32%	27%	37%	38%	37%	35%
Not very important	14%	15%	13%	14%	24%	6%	3%	12%	21%	7%	18%	17%	4%	21%	7%	14%	15%
Not at all important	21%	14%	26%	29%	19%	17%	15%	16%		10%	38%	8%	39%	7%	16%	23%	29%
DK-REF	5%	6%	3%	4%	2%	11%	2%	8%	12%	6%	3%		3%	10%			7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

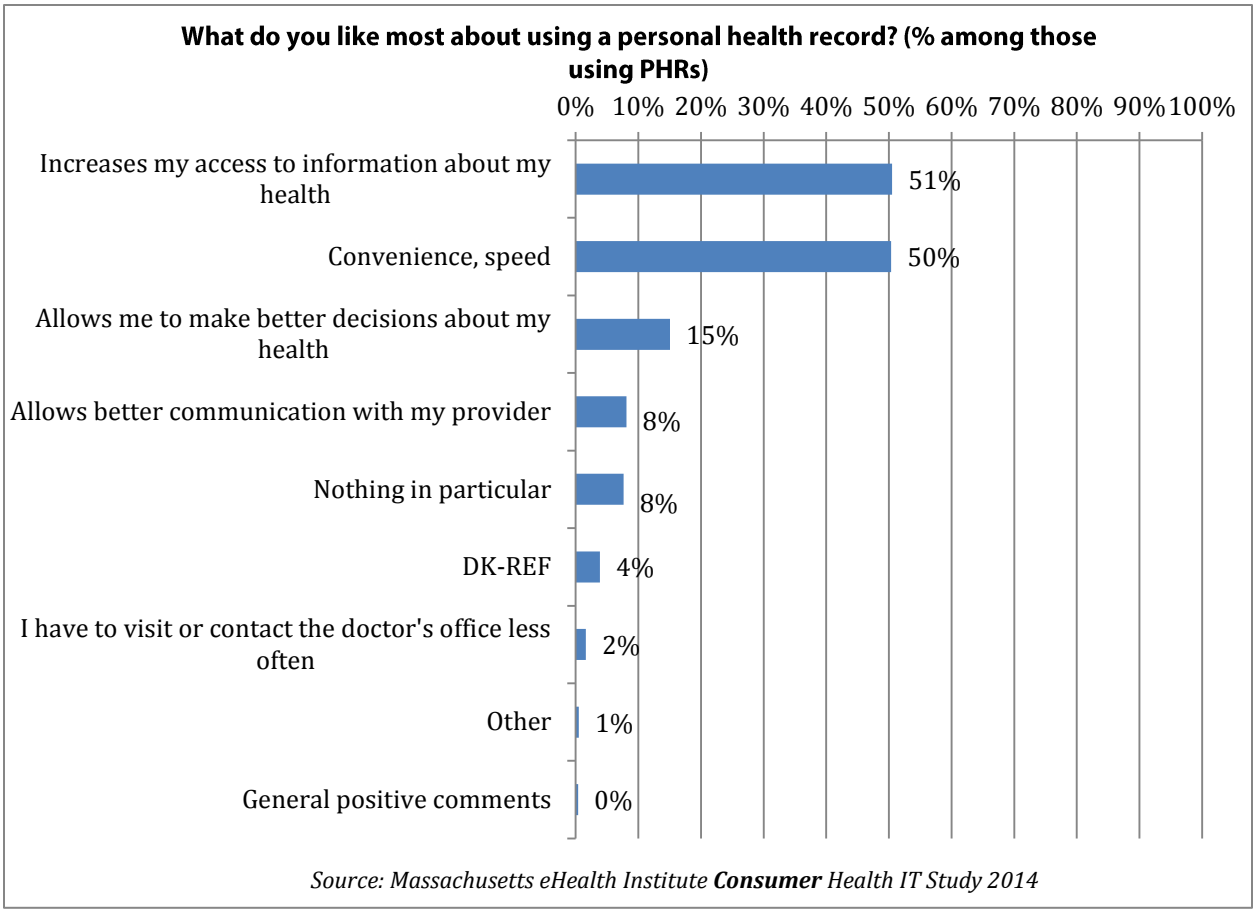
Among those currently using PHRs, 90% find them useful.



How useful do you find using a personal health record? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very useful	56%	62%	52%	57%	54%	50%	72%	48%	58%	63%	47%	61%	74%	50%	69%	44%	55%
Somewhat useful	34%	26%	40%	36%	36%	34%	22%	26%	28%	29%	48%	33%	19%	35%	19%	49%	39%
Not Very useful	4%	4%	4%		7%	6%	3%	3%	4%	5%	3%	7%	3%	2%	7%	7%	
Not at all useful	2%	4%	1%		2%	5%	3%	3%	7%	3%			4%	8%	1%		2%
DK-REF	4%	4%	3%	8%	2%	5%		21%	3%		3%			5%	4%		5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Increased access to information, and convenience and speed were the most liked part of using a PHR.



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

What do you like most about using a personal health record? (% among those using PHRs)

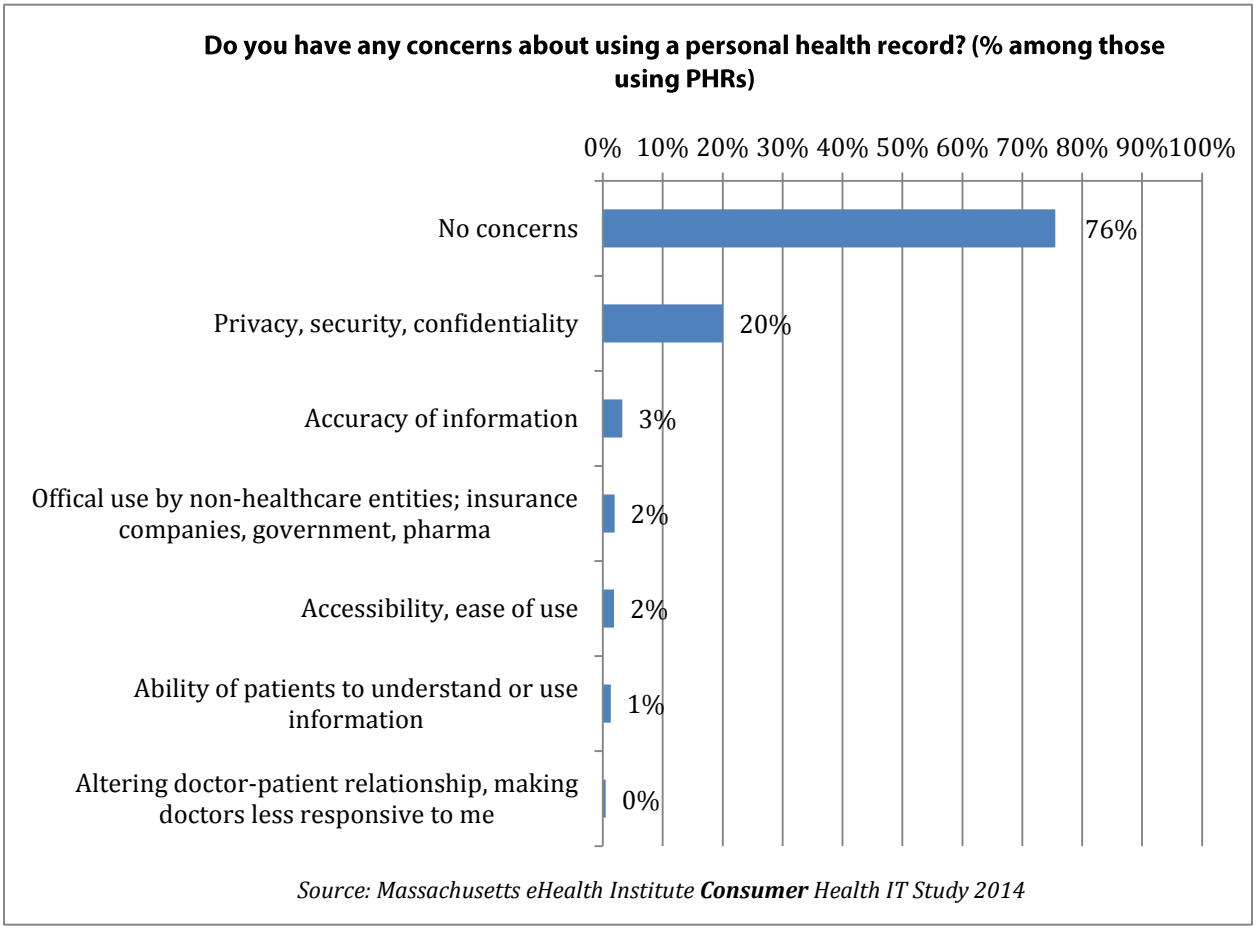
Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Increases my access to information about my health	51%	53%	48%	48%	49%	57%	48%	52%	61%	53%	46%	43%	57%	38%	46%	58%	55%
Convenience, speed	50%	49%	52%	47%	64%	43%	37%	60%	50%	67%	36%	53%	46%	38%	70%	41%	63%
Allows me to make better decisions about my health	15%	9%	21%	17%	8%	19%	21%	12%		4%	31%	11%	17%	15%	11%	15%	11%
Allows better communication with my provider	8%	12%	5%		11%	2%	29%	2%	17%	2%	3%	20%	14%	14%	6%	1%	16%

What do you like most about using a personal health record? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Nothing in particular	8%	10%	6%	16%	3%	8%	3%	3%	3%	6%	14%	6%	8%	10%	2%	18%	2%
DK-REF	4%	4%	4%	4%	2%	3%	10%	8%		2%	3%	10%		7%	5%	2%	
I have to visit or contact the doctor's office less often	2%	3%			5%				4%		4%			3%			
Other	1%	1%			2%				4%							2%	
General positive comments	0%		1%			2%			3%					2%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

76% have no concerns about using a PHR. Among those with concerns; privacy and security are the most common.



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

Do you have any concerns about using a personal health record? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
No concerns	76%	81%	70%	80%	77%	67%	78%	72%	74%	86%	75%	83%	48%	65%	92%	72%	86%
Privacy, security, confidentiality	20%	17%	23%	20%	17%	30%	9%	28%	26%	14%	16%	14%	39%	35%	6%	18%	12%
Accuracy of information	3%		6%		8%	2%	3%				6%		14%			7%	2%
Official use by non-healthcare entities; insurance companies, government, pharma	2%	3%	1%		4%	2%		8%				6%			2%	3%	2%

Do you have any concerns about using a personal health record? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Accessibility, ease of use	2%	2%	2%			2%	11%				3%	2%	5%		2%	4%	
Ability of patients to understand or use information	1%		2%	4%			3%	8%					4%	5%			2%
Altering doctor-patient relationship, making doctors less responsive to me	0%		1%				3%						5%				
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Among those using a personal health record, 83% agreed that it made them feel more involved in their own health care and 84% agreed that it made them feel like they know more about their own health.

A personal health record has…
(% among consumers using a PHR)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No Impact on Health Care	DK-REF
Made you feel more involved in your own health care and that you were working together with your doctor?	56%	27%	4%	7%	5%	1%
Made you feel like you know more about your health?	56%	28%	1%	8%	6%	1%
Made you feel like you know more about the care your doctor gives you?	53%	29%	6%	6%	5%	1%
Made you feel more connected to your doctor?	45%	31%	8%	9%	6%	1%
Led you to ask your doctor a question you may not have asked before?	34%	22%	14%	15%	14%	1%
Led you to do something to improve your health?	33%	33%	11%	12%	8%	3%
Led you to find missing or incorrect information about your health?	31%	22%	11%	21%	13%	2%
Made you feel less likely to switch doctors?	29%	11%	18%	18%	22%	4%
Made it easier to talk to family about your health?	21%	22%	18%	15%	22%	2%

A personal health record has led you to ask your doctor a question you may not have asked before? (% among consumers using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	34%	42%	27%	20%	40%	33%	49%	19%	38%	49%	19%	50%	39%	27%	44%	33%	28%
Somewhat agree	22%	14%	28%	24%	21%	21%	22%	22%	19%	21%	29%	11%	24%	13%	14%	28%	27%
Somewhat disagree	14%	12%	16%	17%	9%	21%	5%	10%	3%	25%	11%	21%	7%	20%	6%	16%	18%
Strongly disagree	15%	16%	15%	11%	19%	17%	10%	37%	27%	2%	17%	6%	7%	29%	13%	12%	4%
Has had no impact on health care	14%	14%	15%	29%	10%	8%	6%	12%	13%	3%	24%	9%	18%	8%	21%	11%	23%
DK-REF	1%	2%					8%					3%	6%	3%	2%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A personal health record has led you to do something to improve your health? (% among consumers using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	33%	37%	29%	22%	38%	26%	54%	15%	33%	44%	28%	45%	30%	22%	46%	34%	13%
Somewhat agree	33%	24%	42%	27%	40%	44%	9%	30%	49%	33%	35%	26%	23%	34%	26%	36%	41%
Somewhat disagree	11%	14%	7%	21%	2%	13%	7%	25%	4%	12%	10%	7%	4%	20%	8%	8%	12%
Strongly disagree	12%	15%	9%	14%	12%	6%	19%	17%	5%	2%	14%	16%	19%	15%	14%	8%	13%
Has had no impact on health care	8%	6%	10%	12%	8%	5%	5%	5%	7%	2%	12%	3%	21%	3%		12%	21%
DK-REF	3%	4%	3%	4%		6%	6%	8%	3%	7%		3%	3%	7%	6%	2%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A personal health record has led you to find missing or incorrect information about your health? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	31%	35%	28%	39%	23%	24%	49%	32%	28%	38%	36%	18%	30%	25%	49%	24%	15%
Somewhat agree	22%	21%	23%	21%	26%	24%	10%	30%	16%	18%	20%	29%	22%	25%	14%	27%	30%
Somewhat disagree	11%	12%	10%	7%	7%	22%	7%	6%	21%	14%	13%	7%		18%	9%	12%	6%
Strongly disagree	21%	23%	18%	21%	23%	21%	13%	25%	25%	21%	12%	31%	19%	26%	21%	15%	23%
Has had no impact on health care	13%	6%	19%	12%	20%	3%	12%	8%	4%	7%	19%	11%	25%	3%	4%	17%	26%
DK-REF	2%	3%	2%			5%	9%		5%	3%	1%	3%	3%	3%	2%	5%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A personal health record has made it easier to talk to family about your health? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	21%	30%	14%	10%	21%	24%	41%	17%	12%	32%	20%	21%	23%	16%	21%	25%	19%
Somewhat agree	22%	17%	26%	17%	32%	20%	13%	22%	16%	25%	26%	13%	28%	13%	16%	30%	19%
Somewhat disagree	18%	20%	16%	23%	8%	24%	18%	29%	20%	14%	16%	16%	14%	19%	18%	14%	23%
Strongly disagree	15%	10%	19%	21%	12%	13%	14%	18%	24%	19%	8%	16%	10%	31%	8%	16%	11%
Has had no impact on health care	22%	19%	24%	29%	26%	14%	8%	15%	24%	7%	29%	28%	21%	14%	34%	16%	28%
DK-REF	2%	5%				5%	6%		3%	3%		6%	3%	7%	4%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A personal health record has made you feel less likely to switch doctors? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	29%	34%	24%	20%	23%	31%	56%	25%	46%	35%	15%	31%	38%	39%	28%	22%	28%
Somewhat agree	11%	12%	10%	17%	12%	7%	3%	10%	10%	20%	12%	6%		8%	15%	20%	
Somewhat disagree	18%	18%	17%	18%	20%	18%	11%	27%	12%	17%	12%	31%	10%	18%	14%	21%	20%
Strongly disagree	18%	14%	21%	26%	15%	14%	15%	21%	5%	13%	28%	8%	23%	20%	8%	20%	15%
Has had no impact on health care	22%	19%	24%	13%	30%	27%	7%	17%	24%	4%	33%	18%	28%	14%	26%	15%	35%
DK-REF	4%	3%	4%	6%		4%	8%		3%	12%		7%		2%	9%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A personal health record has made you feel like you know more about the care your doctor gives you? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	53%	62%	45%	56%	48%	50%	65%	43%	55%	56%	50%	48%	74%	37%	69%	46%	48%
Somewhat agree	29%	22%	35%	34%	33%	26%	16%	40%	20%	32%	32%	24%	19%	13%	26%	48%	29%
Somewhat disagree	6%	7%	5%		9%	10%	4%	3%	9%	2%	7%	13%		18%		2%	4%
Strongly disagree	6%	3%	10%	7%	7%	6%	5%	3%	3%	10%	7%	8%	4%	19%	1%	5%	6%
Has had no impact on health care	5%	5%	5%	4%	3%	8%	5%	12%	10%		4%	3%	3%	11%	2%		12%
DK-REF	1%	2%				1%	4%		3%			3%		2%	2%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A personal health record has made you feel like you know more about your health? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	56%	60%	52%	36%	69%	55%	66%	38%	57%	76%	44%	59%	71%	40%	59%	64%	57%
Somewhat agree	28%	24%	31%	39%	16%	38%	13%	31%	28%	14%	39%	24%	19%	19%	26%	30%	33%
Somewhat disagree	1%		3%	4%			3%	8%			1%			5%			2%
Strongly disagree	8%	7%	9%	7%	11%	5%	9%	3%	5%	10%	9%	14%	4%	25%	1%	7%	2%
Has had no impact on health care	6%	6%	5%	14%	3%	1%	2%	21%	7%		6%		3%	8%	12%		6%
DK-REF	1%	2%				1%	6%		3%			3%	3%	3%	2%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A personal health record has made you feel more connected to your doctor? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	45%	56%	35%	47%	37%	44%	61%	44%	67%	56%	22%	40%	76%	43%	45%	42%	48%
Somewhat agree	31%	27%	34%	23%	41%	36%	13%	28%	23%	22%	45%	34%	14%	25%	28%	40%	26%
Somewhat disagree	8%	6%	10%	13%	8%	3%	8%	16%		7%	10%	8%	4%	2%	9%	9%	11%
Strongly disagree	9%	6%	11%	14%	7%	8%	7%	3%		15%	12%	9%	4%	15%	11%	9%	2%
Has had no impact on health care	6%	3%	9%	4%	7%	8%	5%	10%	8%		11%	4%		12%	4%		14%
DK-REF	1%	2%				1%	6%		3%			3%	3%	3%	2%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

A personal health record has made you feel more involved in your own health care and that you were working together with your provider? (% among those using PHRs)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Strongly agree	56%	54%	59%	67%	48%	52%	62%	45%	59%	78%	38%	60%	73%	67%	62%	51%	38%
Somewhat agree	27%	29%	25%	17%	34%	38%	10%	26%	21%	22%	39%	21%	17%	8%	25%	31%	47%
Somewhat disagree	4%	2%	5%	13%			3%	8%			8%	2%		2%	4%	9%	
Strongly disagree	7%	8%	7%		12%	5%	14%	8%	11%		10%	9%	4%	8%	4%	9%	7%
Has had no impact on health care	5%	5%	4%	4%	5%	4%	5%	12%	7%		4%	4%	3%	12%	3%		8%
DK-REF	1%	2%				1%	6%		3%			3%	3%	3%	2%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Consumers Currently not Using Personal Health Record

Even among those not using a PHR, 76% are interested in having a copy of their own health records.

How interested are you in the following:
(% among consumers not using a PHR)

	Very Interested	Somewhat Interested	Not Very Interested	Not at all Interested	DK-REF
Having your OWN copy of your health records, that is, the records maintained by your provider?	55%	21%	6%	17%	1%
Using a web site where you can get, review, or update your health information or a personal health record?	26%	31%	15%	25%	2%
Managing your family's health information online?	23%	31%	13%	30%	2%

How interested are you in using a web site where you can get, review, or update your health information or a personal health record? (% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	26%	26%	26%	27%	32%	23%	23%	16%	31%	23%	25%	34%	27%	26%	22%	26%	30%
Somewhat interested	31%	28%	36%	41%	29%	31%	20%	29%	29%	31%	33%	29%	37%	21%	32%	37%	37%
Not Very interested	15%	16%	15%	13%	18%	18%	13%	17%	13%	20%	15%	15%	10%	16%	18%	13%	12%
Not at all interested	25%	29%	21%	19%	19%	25%	42%	35%	26%	23%	25%	22%	24%	35%	25%	23%	17%
DK-REF	2%	1%	2%	1%	3%	2%	1%	3%	0%	3%	1%		3%	1%	3%	1%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How interested are you in managing your family's health information online?
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	23%	24%	22%	24%	26%	23%	19%	18%	26%	22%	24%	26%	23%	22%	17%	24%	27%
Somewhat interested	31%	26%	37%	38%	37%	29%	16%	27%	24%	33%	34%	33%	33%	21%	40%	35%	31%
Not Very interested	13%	14%	12%	11%	12%	15%	12%	11%	14%	15%	11%	15%	10%	13%	15%	11%	13%
Not at all interested	30%	34%	26%	24%	24%	31%	47%	43%	26%	29%	30%	25%	34%	41%	26%	28%	25%
DK-REF	2%	2%	3%	3%		2%	5%	1%	10%	1%	2%	1%		3%	1%	1%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How interested are you in having your OWN copy of your health records, that is, the records maintained by your provider?
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very interested	55%	57%	54%	60%	57%	57%	44%	47%	58%	60%	60%	56%	46%	46%	59%	54%	65%
Somewhat interested	21%	19%	24%	23%	21%	20%	20%	20%	22%	18%	22%	20%	27%	21%	22%	24%	13%
Not Very interested	6%	6%	5%	3%	9%	4%	7%	5%	5%	5%	4%	8%	6%	6%	5%	6%	6%
Not at all interested	17%	18%	15%	12%	13%	18%	27%	27%	14%	15%	13%	16%	18%	25%	13%	15%	13%
DK-REF	1%	1%	2%	1%		2%	2%	1%	1%	2%	1%		4%	2%	1%	1%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Profile of those interested in using personal health records.

Among the 57% of consumers who do not use a PHR but are interested in doing so:

- 88% feel that HIE will improve the quality of care
- 67% are concerned about privacy and security issues with HIE
- 50% are female and 50% male
- 60% are within the ages of 18-49
- 47% are currently married
- 60% hold a Bachelor's degree or higher
- 75% are part of 2 to 4 person households
- 67% do not have any children living in the home
- 62% have household incomes of over $50,000 and 36% have household incomes over $100,000
- 62% have private health insurance through an employer
- 93% have seen their provider at least once in the past year and 45% have 2 or 3 times
- 70% have access to the internet through an iPhone or other smart phone and 43% though an iPad or tablet

When prompted, privacy and security was the most commonly mentioned barrier to using a PHR.

For each statement, please let me know if this represents a barrier to your using a personal health record.
(% among consumers not using a PHR)

	Barrier	Not a Barrier	DK-REF
I worry about the privacy and security of my information.	69%	29%	2%
I don't need a personal health record to handle my health needs.	31%	66%	3%
It would take too much time to keep updating my information.	28%	68%	4%
A personal health record would cost too much.	24%	53%	23%
It would take too much time to learn how to use.	19%	78%	3%
I don't like computers or the Internet	18%	81%	1%
I am unfamiliar with computers and the Internet.	15%	85%	
I don't have access to the Internet.	14%	86%	0%

Is this a barrier to your use of a personal health record: I don't like computers or the Internet
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - barrier	18%	19%	16%	4%	14%	22%	40%	23%	21%	19%	10%	20%	18%	35%	15%	13%	7%
No - not a barrier	81%	80%	83%	96%	86%	76%	59%	76%	78%	80%	89%	80%	81%	62%	84%	87%	93%
DK-REF	1%	1%	1%			2%	2%	1%	1%	2%	1%		1%	3%	1%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Is this a barrier to your use of a personal health record: I don't need a personal health record to handle my health needs.
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - barrier	31%	32%	29%	26%	29%	30%	40%	34%	31%	29%	30%	30%	31%	40%	23%	34%	21%
No - not a barrier	66%	65%	67%	71%	68%	65%	56%	62%	66%	67%	67%	68%	62%	56%	73%	62%	78%
DK-REF	3%	3%	4%	3%	3%	5%	3%	4%	3%	3%	2%	2%	7%	4%	4%	4%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Is this a barrier to your use of a personal health record: A personal health record would cost too much.
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - barrier	24%	24%	24%	22%	22%	23%	30%	30%	28%	21%	15%	23%	35%	40%	23%	20%	11%
No - not a barrier	53%	50%	58%	58%	56%	57%	37%	46%	51%	59%	58%	53%	48%	40%	55%	56%	68%
DK-REF	23%	26%	19%	20%	22%	20%	33%	24%	21%	20%	28%	23%	18%	20%	22%	24%	21%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Is this a barrier to your use of a personal health record: I worry about the privacy and security of my information.
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - barrier	69%	74%	64%	67%	73%	73%	64%	83%	69%	69%	66%	66%	68%	64%	78%	67%	69%
No - not a barrier	29%	24%	35%	32%	24%	26%	36%	17%	30%	28%	34%	32%	29%	33%	22%	31%	31%
DK-REF	2%	2%	1%	1%	3%	1%	0%		1%	3%	1%	2%	2%	2%	0%	3%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Is this a barrier to your use of a personal health record: It would take too much time to learn how to use.
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - barrier	19%	18%	20%	9%	12%	23%	36%	32%	17%	17%	14%	17%	22%	38%	17%	12%	9%
No - not a barrier	78%	78%	77%	88%	87%	73%	58%	65%	80%	79%	84%	79%	75%	57%	83%	85%	89%
DK-REF	3%	3%	3%	3%	1%	4%	6%	3%	3%	4%	2%	4%	3%	6%	1%	3%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Is this a barrier to your use of a personal health record: It would take too much time to keep updating my information.
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - barrier	28%	29%	25%	22%	18%	32%	42%	44%	23%	25%	28%	23%	26%	44%	22%	23%	15%
No - not a barrier	68%	66%	70%	73%	80%	63%	53%	54%	72%	69%	70%	71%	69%	53%	74%	73%	80%
DK-REF	4%	4%	4%	5%	2%	6%	5%	2%	5%	5%	2%	6%	5%	3%	4%	4%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

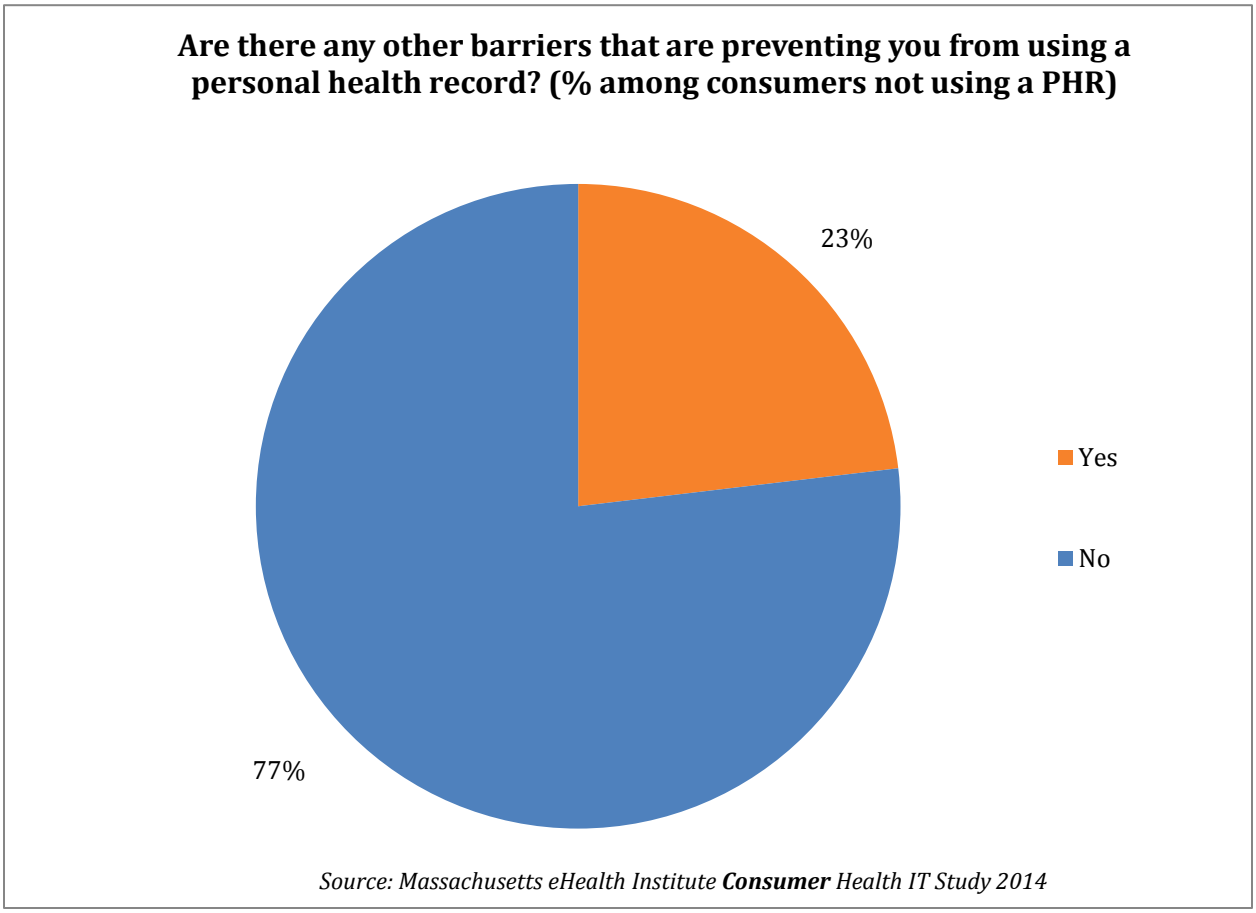
Is this a barrier to your use of a personal health record: I don't have access to the internet.
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - barrier	14%	15%	13%	7%	7%	14%	33%	23%	12%	10%	10%	16%	15%	33%	12%	6%	3%
No - not a barrier	86%	85%	87%	93%	93%	86%	66%	77%	87%	90%	90%	84%	85%	67%	88%	94%	97%
DK-REF	0%		0%				1%		0%	0%				0%		0%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Is this a barrier to your use of a personal health record: I am unfamiliar with computers and the internet.
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes - barrier	15%	16%	14%	3%	8%	17%	41%	17%	15%	18%	9%	15%	18%	35%	15%	7%	5%
No - not a barrier	85%	84%	86%	97%	92%	83%	59%	83%	85%	82%	91%	85%	82%	65%	85%	93%	95%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

When prompted, only 23% mentioned another barrier to using a PHR.



Are there any other barriers that are preventing you from using a personal health record?
(% among consumers not using a PHR)

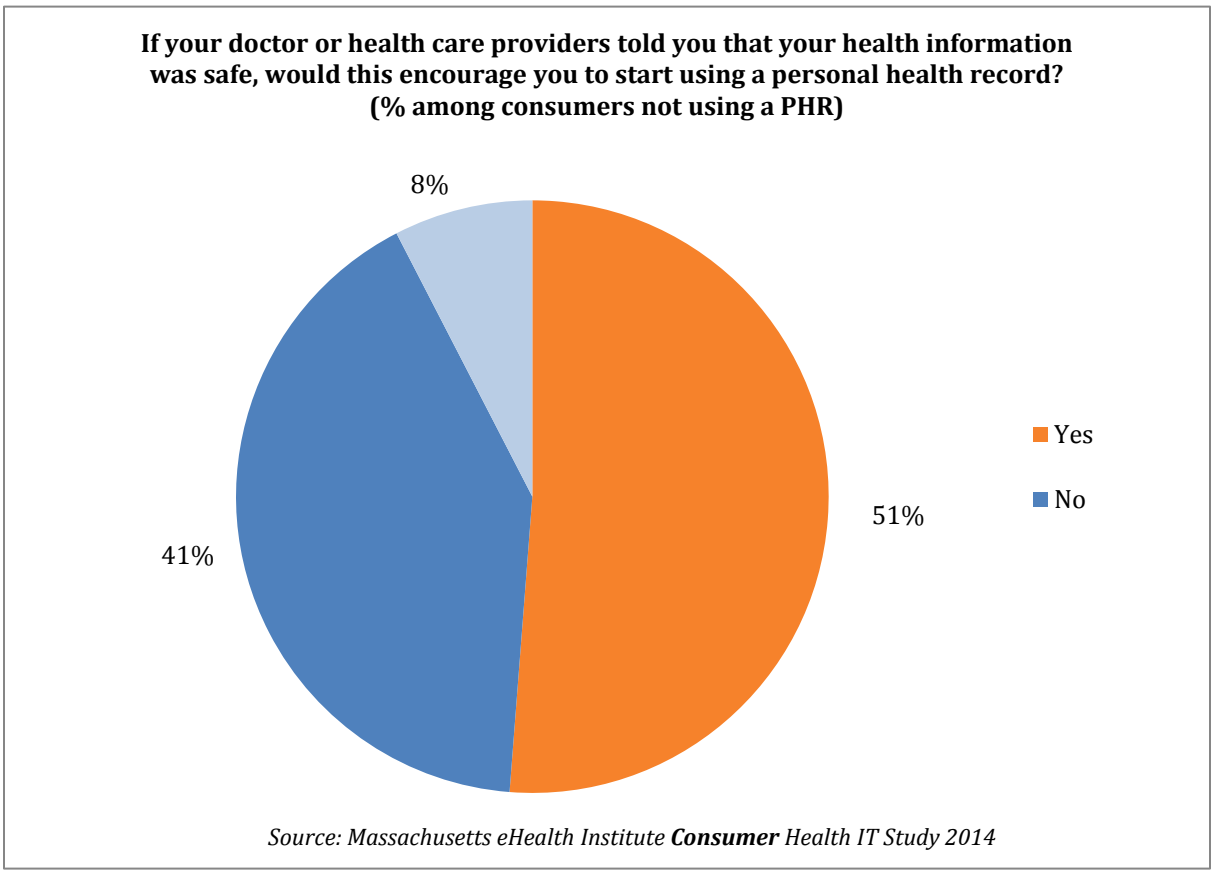
Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	23%	25%	21%	14%	25%	30%	25%	31%	25%	22%	22%	23%	16%	17%	22%	26%	26%
No	77%	75%	79%	86%	75%	69%	74%	67%	75%	77%	78%	77%	84%	83%	78%	74%	73%
DK-REF	0%	1%	0%			1%	1%	2%		1%			1%	1%	1%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

When prompted, 78% said there were no barriers to using a PHR, 7% mentioned privacy and security issues.

Are there any other barriers that are preventing you from using a personal health record?
(% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
No barriers	78%	76%	80%	87%	77%	71%	74%	69%	76%	79%	81%	77%	84%	83%	78%	77%	73%
Privacy, security, confidentiality	7%	7%	7%	3%	9%	9%	5%	8%	10%	9%	3%	7%	6%	5%	10%	6%	7%
Accessibility, ease of use	4%	4%	3%	3%	4%	5%	3%	9%	5%	1%	4%	3%	1%	4%	3%	4%	2%
I have no interest in PHR	3%	4%	2%		1%	5%	8%	2%		2%	7%	3%	2%	2%	1%	4%	6%
Time, difficulty of setting up PHR	3%	3%	2%	1%	4%	3%	3%	2%	4%	1%	5%	3%	2%		3%	4%	4%
Official use by non-healthcare entities; insurance companies, government, pharma	2%	1%	2%	2%	1%	2%	1%	2%	3%	1%	1%	2%			2%	2%	1%
Ability of patients to understand or use information	1%	2%	1%	1%	1%	2%	2%	3%	1%	2%	1%	1%		2%	1%	1%	2%
I did not know PHR existed	1%	1%	1%	2%	1%	1%	1%	3%		2%		1%	1%		1%	2%	2%
Other	1%	1%	1%	1%	2%	0%	1%		2%			2%	2%	1%	1%	0%	2%
Increased costs	1%	1%	1%	1%		0%	2%	2%	2%			2%	1%	2%	0%	1%	0%
Technical concerns, data backup	1%	1%	1%		1%	2%	1%	1%	1%	2%				1%	1%	0%	1%
Altering doctor-patient relationship, making doctors less responsive to me	1%	1%	0%		2%	0%	1%			1%	1%	1%	2%	0%		1%	2%
I do not have access to a computer or the internet	1%	1%	1%			1%	2%		2%	1%		1%	0%	2%	1%		
DK-REF	0%	1%	0%			1%	1%	3%		1%			1%	1%	1%	0%	1%
Accuracy of information	0%	0%	0%				1%	0%		0%	1%						1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

51% would be encouraged to use a PHR if their provider assured them their information was safe.

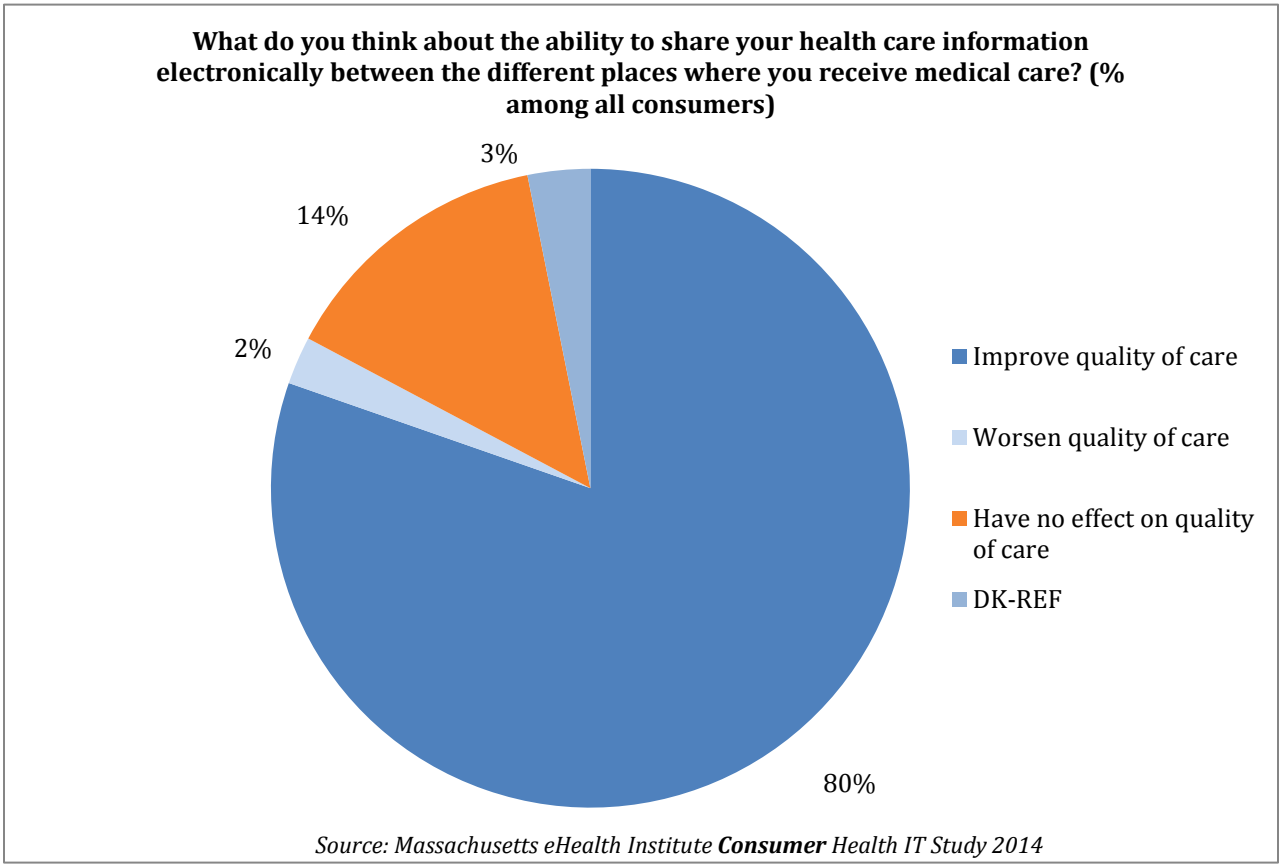


If your doctor or health care providers told you that your health information was safe, would this encourage you to start using a personal health record? (% among consumers not using a PHR)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	51%	48%	54%	62%	57%	46%	36%	43%	48%	46%	59%	55%	51%	47%	55%	54%	52%
No	41%	42%	40%	30%	37%	47%	56%	47%	45%	46%	34%	38%	42%	47%	35%	39%	41%
DK-REF	8%	9%	6%	8%	6%	7%	9%	10%	7%	7%	7%	7%	8%	6%	9%	7%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Health Information Exchange

80% feel that HIE would improve the quality of their medical care.



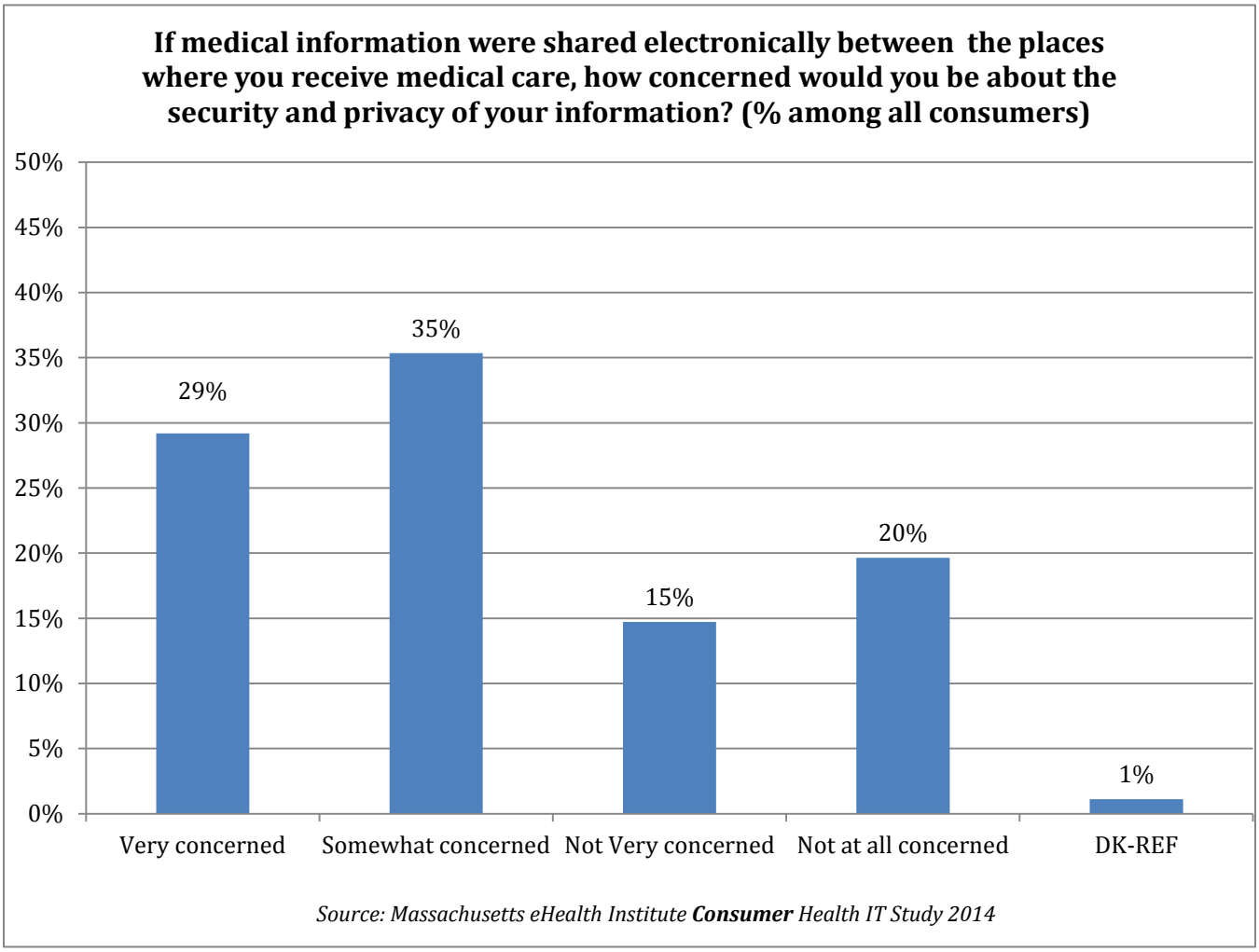
*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

What do you think about the ability to share your health care information electronically between the different places where you receive medical care? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Improve quality of care	80%	78%	83%	80%	81%	84%	75%	73%	85%	75%	84%	85%	77%	73%	79%	84%	87%
Worsen quality of care	2%	3%	1%	3%	2%	2%	3%	3%	2%	3%	1%	3%	2%	3%	3%	1%	1%
Have no effect on quality of care	14%	15%	13%	14%	17%	11%	14%	21%	11%	17%	14%	9%	15%	19%	15%	13%	10%
DK-REF	3%	3%	3%	3%	1%	3%	8%	3%	2%	5%	1%	3%	6%	6%	4%	2%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

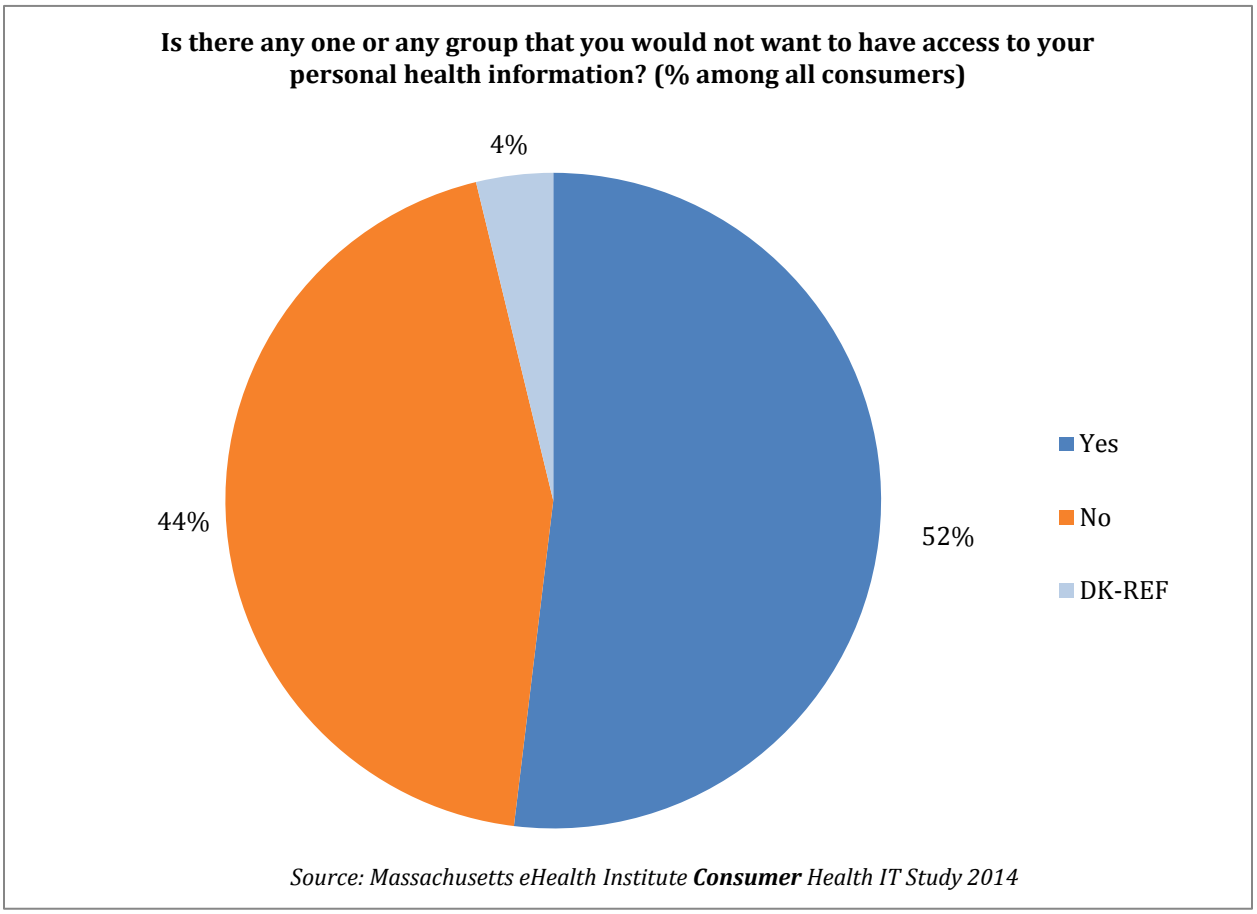
64% would be concerned with privacy and security if their health information was being shared electronically.



If medical information were shared electronically between the places where you receive medical care, how concerned would you be about the security and privacy of your information? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very concerned	29%	31%	28%	24%	34%	31%	28%	31%	37%	25%	26%	26%	36%	34%	35%	22%	25%
Somewhat concerned	35%	34%	37%	41%	31%	37%	31%	33%	35%	39%	40%	29%	33%	33%	23%	43%	40%
Not Very concerned	15%	15%	14%	17%	13%	15%	13%	17%	14%	14%	11%	20%	13%	9%	17%	16%	16%
Not at all concerned	20%	19%	20%	16%	21%	16%	28%	17%	14%	22%	22%	22%	17%	21%	24%	20%	16%
DK-REF	1%	1%	1%	1%	1%	2%	1%	2%	0%		1%	3%	1%	2%	1%		2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

52% indicated that there was a group that they would not want to have access to their health information. 16% of these people wanted to exclude everyone that was not specifically authorized.



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

Is there any one or any group that you would not want to have access to your personal health information? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Yes	52%	47%	57%	47%	57%	56%	47%	48%	53%	50%	59%	50%	48%	42%	47%	54%	61%
No	44%	47%	41%	48%	41%	41%	48%	44%	45%	49%	36%	46%	50%	56%	49%	40%	36%
DK-REF	4%	6%	2%	5%	2%	3%	5%	8%	2%	1%	5%	4%	2%	2%	4%	6%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Is there any one or any group that you would not want to have access to your personal health information? (% among all consumers)	
No group I would exclude	44%
Everyone other than my specific care providers or people I specifically approve	16%
Unrelated private companies, insurance companies, pharma	13%
Government, law enforcement agencies	11%
Employers	9%
Anyone other than care providers, general public	7%
DK-REF	4%
Criminals	3%
Other	1%
Other care providers who don't need to know	1%
Some kinds of records like mental health need more security than others	0%
Total	100%

Is there any one or any group that you would not want to have access to your personal health information? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
No group I would exclude	44%	47%	41%	48%	41%	41%	48%	44%	45%	49%	36%	46%	50%	56%	49%	40%	36%
Everyone other than my specific care providers or people I specifically approve	16%	17%	15%	17%	16%	16%	16%	18%	13%	16%	19%	11%	19%	15%	18%	14%	18%
Unrelated private companies, insurance companies, pharma	13%	11%	15%	14%	13%	13%	11%	8%	11%	8%	21%	12%	13%	7%	7%	14%	20%
Government, law enforcement agencies	11%	8%	15%	5%	13%	15%	12%	11%	10%	14%	10%	13%	8%	7%	9%	13%	16%
Employers	9%	7%	11%	7%	12%	11%	5%	11%	8%	11%	10%	8%	6%	5%	7%	12%	11%

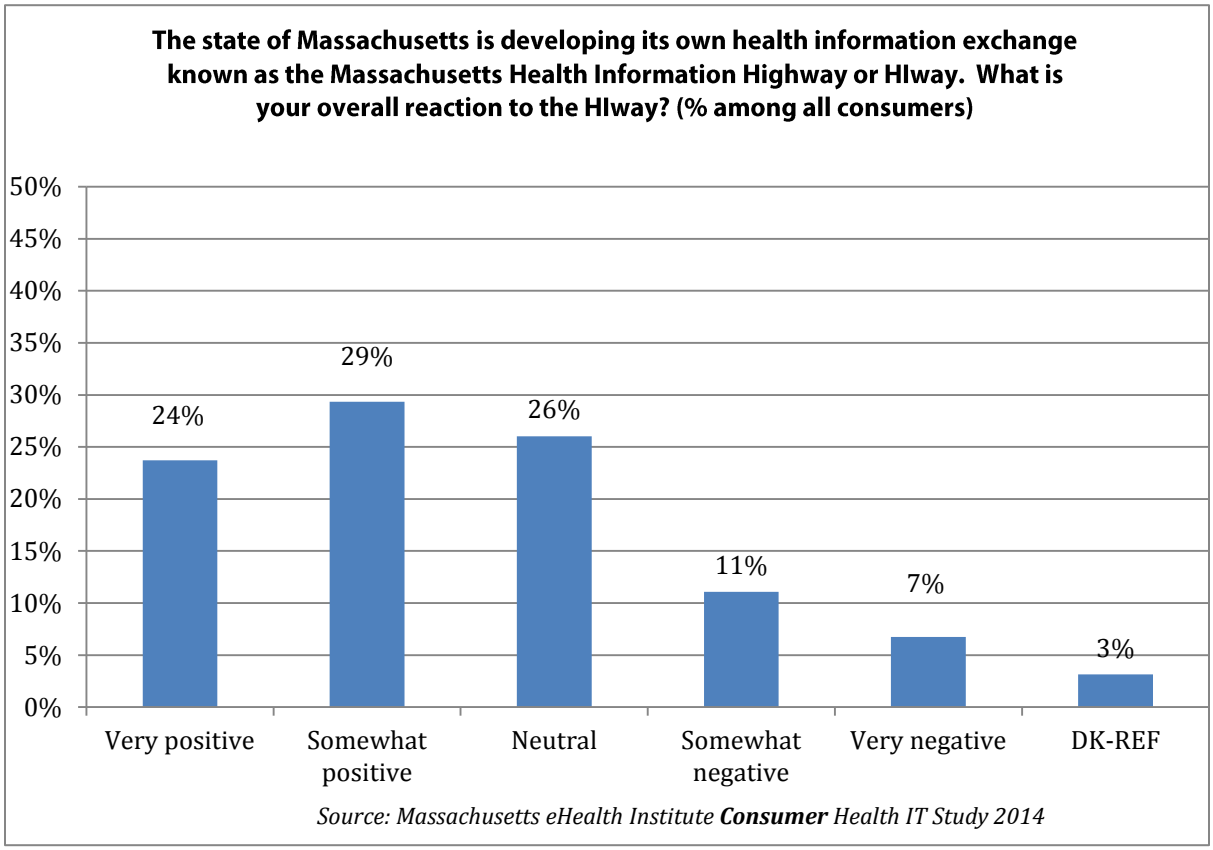
Is there any one or any group that you would not want to have access to your personal health information? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions

	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Anyone other than care providers, general public	7%	7%	8%	10%	8%	4%	6%	11%	11%	4%	6%	9%	5%	6%	11%	8%	4%
DK-REF	4%	7%	2%	5%	3%	3%	7%	8%	4%	2%	6%	4%	3%	2%	4%	6%	5%
Criminals	3%	2%	4%	3%	4%	3%	2%	0%	2%	5%	6%	1%	1%	5%	1%	3%	3%
Other	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	1%	3%	2%	2%	1%	0%
Other care providers who don't need to know	1%	1%			0%	2%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%
Some kinds of records like mental health need more security than others	0%	1%			1%	1%			1%	0%	0%	1%		1%	0%	1%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Massachusetts Health Information Highway

53% had a positive initial reaction to the Massachusetts Health Information Highway (HIway).



The state of Massachusetts is developing its own health information exchange known as the Massachusetts Health Information Highway or HIway. What is your overall reaction to the HIway? (% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very positive	24%	20%	27%	27%	20%	24%	24%	20%	16%	24%	34%	18%	24%	22%	22%	23%	26%
Somewhat positive	29%	29%	29%	27%	35%	33%	20%	27%	30%	32%	25%	33%	29%	20%	30%	33%	32%
Neutral	26%	30%	21%	36%	23%	21%	21%	28%	32%	25%	21%	31%	22%	34%	31%	24%	20%
Somewhat negative	11%	10%	12%	6%	14%	11%	15%	12%	12%	10%	10%	10%	14%	12%	8%	13%	11%
Very negative	7%	7%	7%	2%	6%	10%	12%	11%	7%	6%	6%	7%	5%	9%	6%	5%	8%
DK-REF	3%	3%	3%	2%	2%	2%	8%	2%	4%	3%	3%	1%	7%	3%	4%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Most were supportive when informed of the benefits of the HIway.

	Very Supportive	Somewhat Supportive	Not Very Supportive	Not at all Supportive	DK-REF
The exchange of information between health care providers and organizations will help better coordinate care, increase patient safety and lower health care costs.	60%	25%	3%	8%	4%
That the information could only be sent to another provider with your consent.	57%	30%	4%	7%	2%
Any information is sent through a secure connection and users have to insure the security of the information.	54%	30%	6%	7%	3%

How supportive are you of the HIway knowing that the information could only be sent to another provider with your consent.
(% among all consumers)

Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very supportive	57%	56%	58%	55%	57%	61%	54%	54%	51%	60%	61%	57%	50%	58%	52%	52%	64%
Somewhat supportive	30%	32%	28%	35%	32%	26%	26%	30%	33%	29%	28%	31%	36%	22%	37%	36%	28%
Not very supportive	4%	3%	4%	4%	3%	3%	5%	2%	7%	1%	3%	4%	5%	5%	1%	5%	3%
Not at all supportive	7%	7%	7%	4%	6%	8%	12%	11%	9%	6%	6%	7%	5%	12%	6%	6%	3%
DK-REF	2%	1%	3%	2%	3%	1%	4%	3%	1%	4%	2%	1%	3%	2%	4%	1%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How supportive are you of the HIway knowing that any information is sent through a secure connection and users have to insure the security of the information. (% among all consumers)

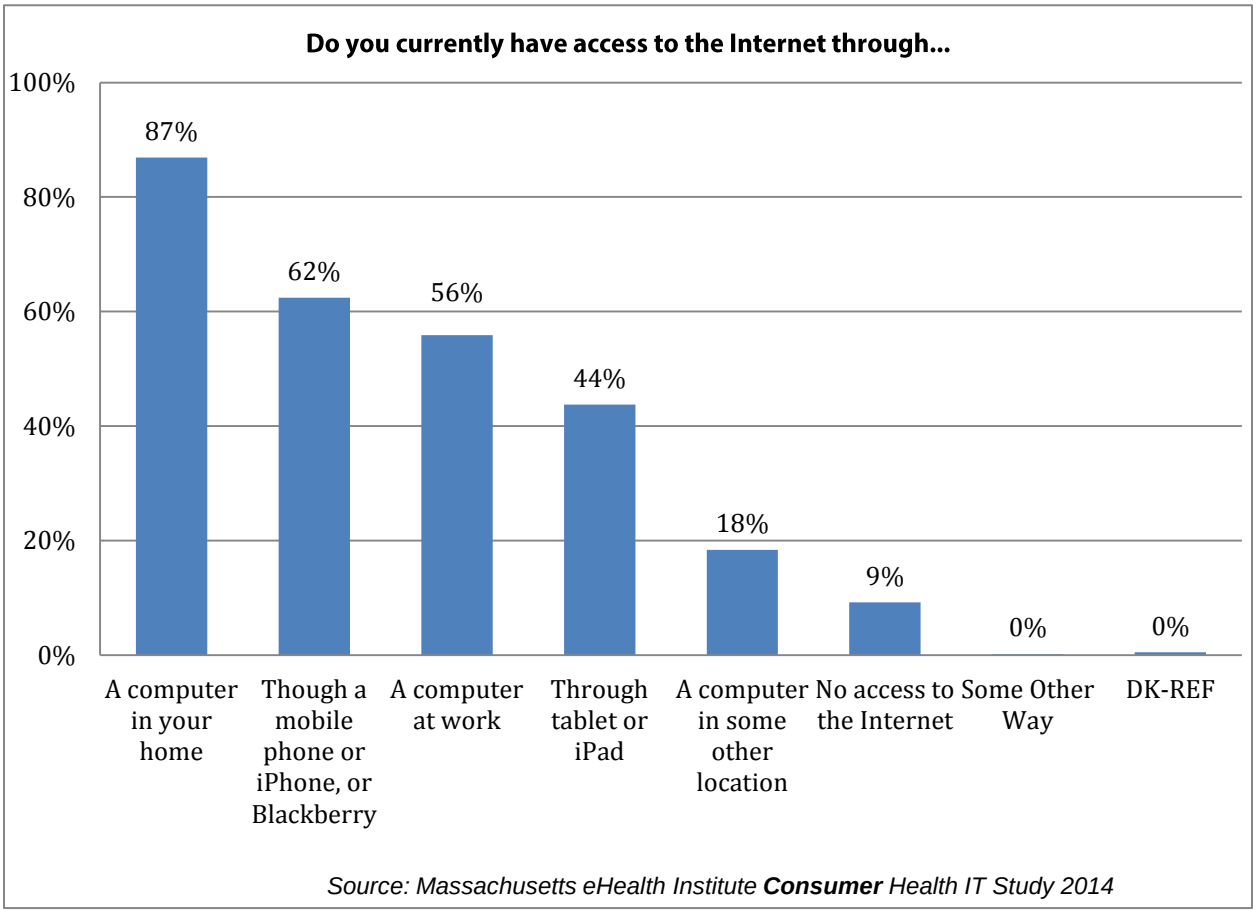
Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very supportive	54%	53%	54%	56%	53%	55%	48%	49%	53%	54%	62%	48%	53%	52%	52%	54%	57%
Somewhat supportive	30%	31%	29%	33%	34%	27%	24%	26%	32%	31%	23%	39%	32%	26%	34%	30%	31%
Not very supportive	6%	6%	7%	5%	5%	7%	9%	5%	6%	6%	9%	5%	5%	6%	5%	9%	5%
Not at all supportive	7%	7%	6%	3%	6%	8%	11%	13%	7%	5%	5%	7%	6%	12%	5%	5%	4%
DK-REF	3%	3%	3%	3%	2%	2%	7%	7%	3%	4%	1%	2%	3%	4%	3%	2%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

How supportive are you of the HIway knowing that the exchange of information between health care providers and organizations will help better coordinate care, increase patient safety and lower health care costs. (% among all consumers)

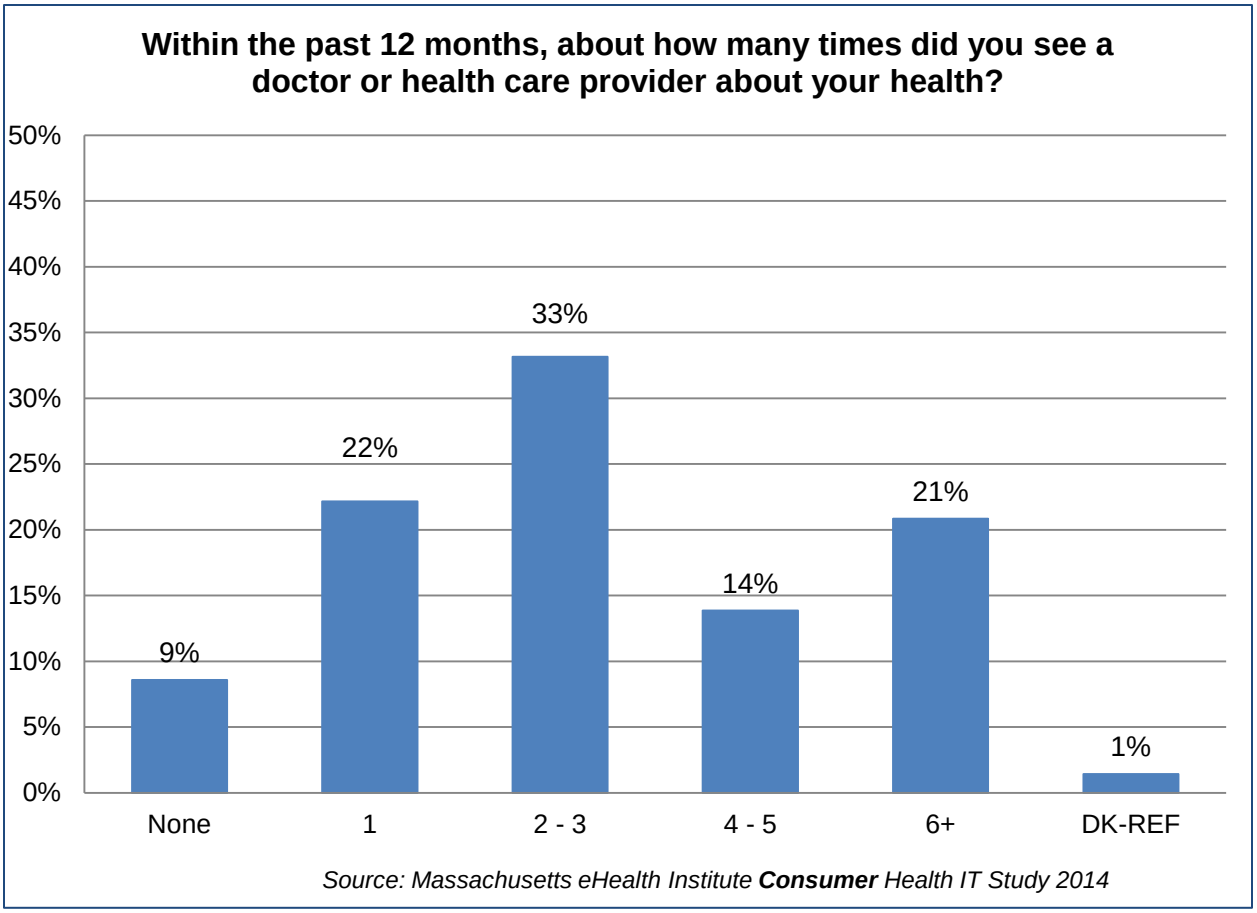
Responses by Demographics and Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Regions																	
	Total	Female	Male	18 - 34	35 - 49	50 - 64	65+	W. Mass	C. Mass	N.E.	Metro West	S.E.	Bos.	HS or less	Some college	4 Yr. Degree	Grad Degree
Very supportive	60%	59%	61%	65%	60%	61%	51%	46%	57%	65%	68%	59%	56%	54%	63%	59%	64%
Somewhat supportive	25%	26%	24%	26%	25%	24%	25%	28%	27%	22%	19%	28%	31%	23%	28%	28%	21%
Not very supportive	3%	3%	4%	2%	3%	4%	5%	1%	5%	1%	6%	2%	4%	4%	1%	3%	5%
Not at all supportive	8%	8%	8%	5%	8%	9%	12%	16%	10%	7%	7%	7%	4%	12%	6%	7%	6%
DK-REF	4%	4%	4%	2%	5%	2%	8%	9%	0%	5%	0%	4%	6%	7%	4%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

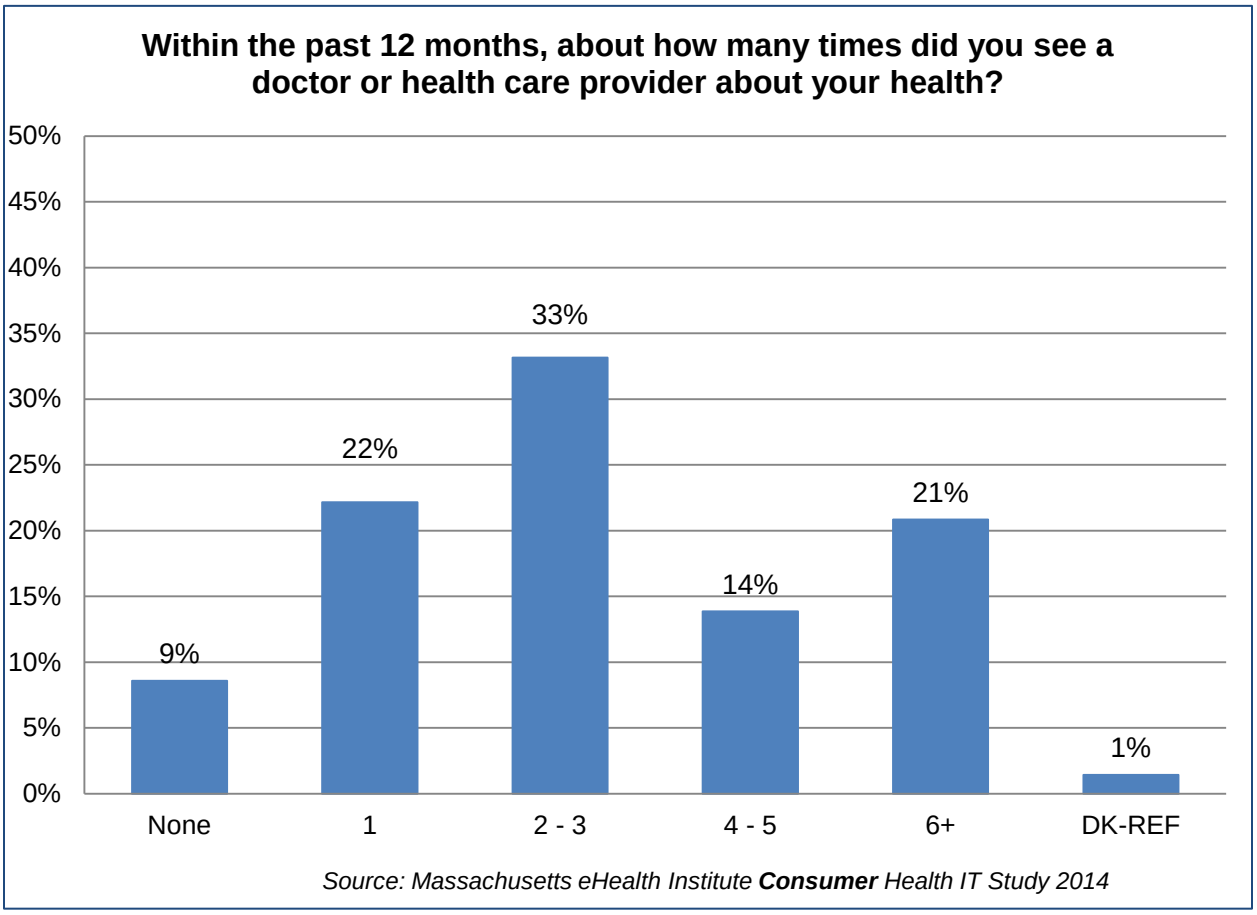
Demographics

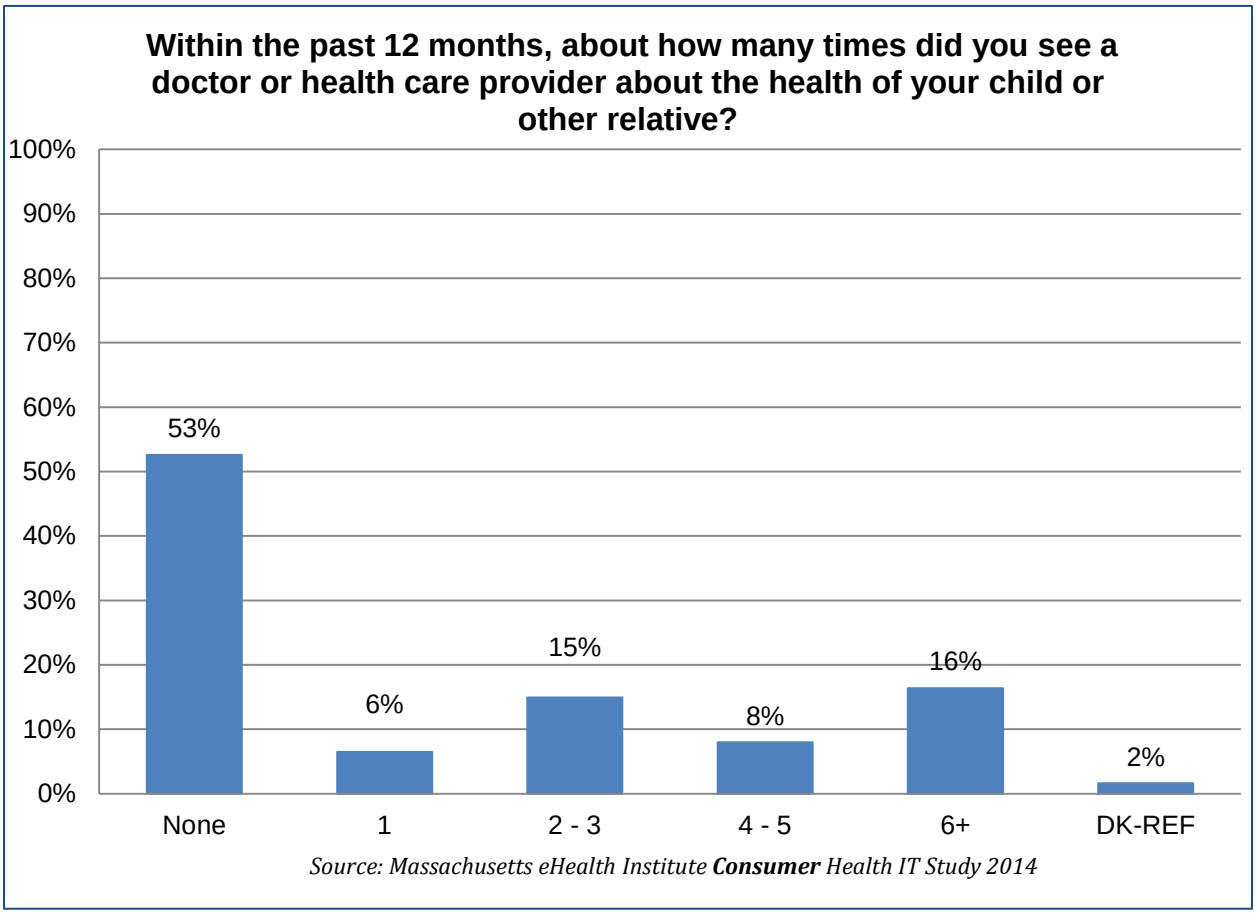
Internet Access



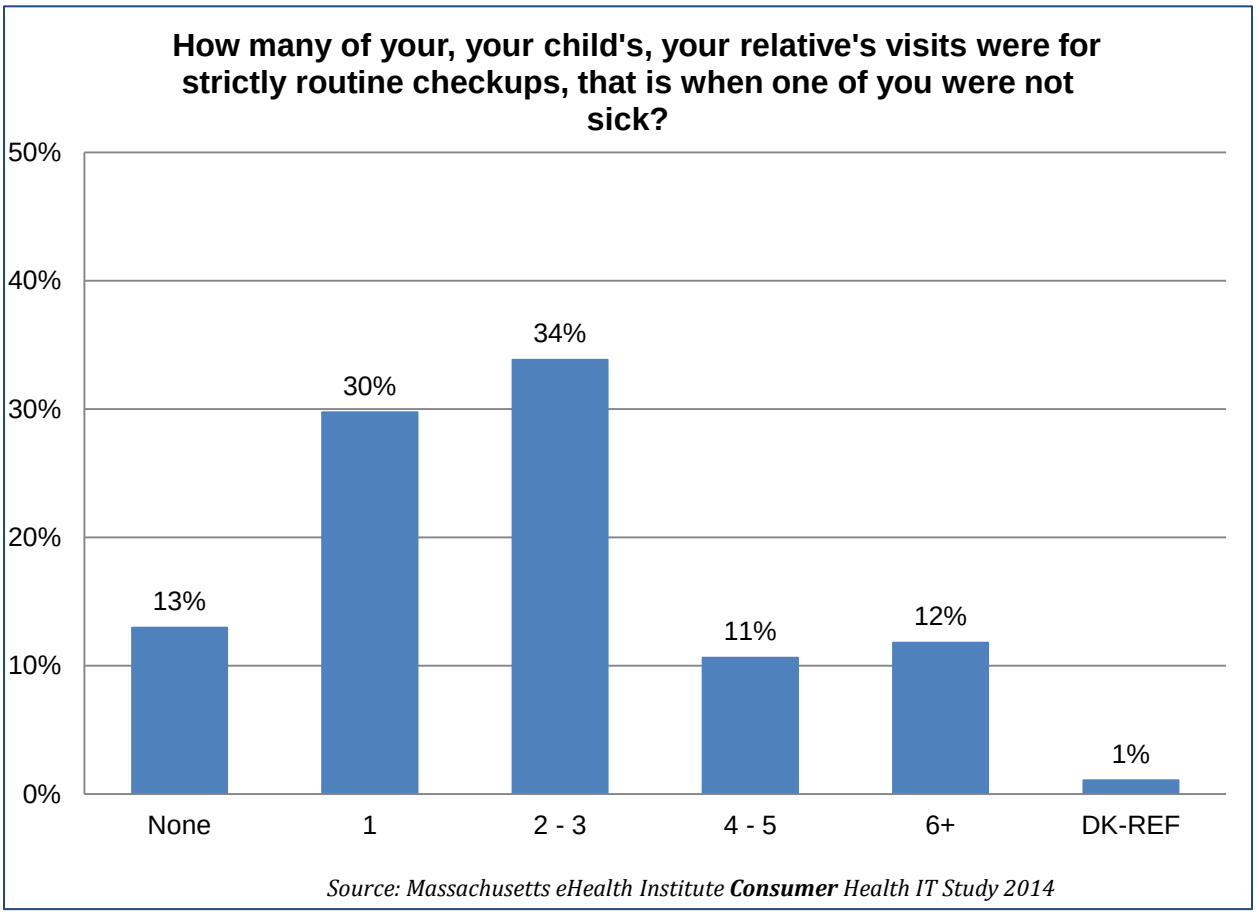
Health Care Access



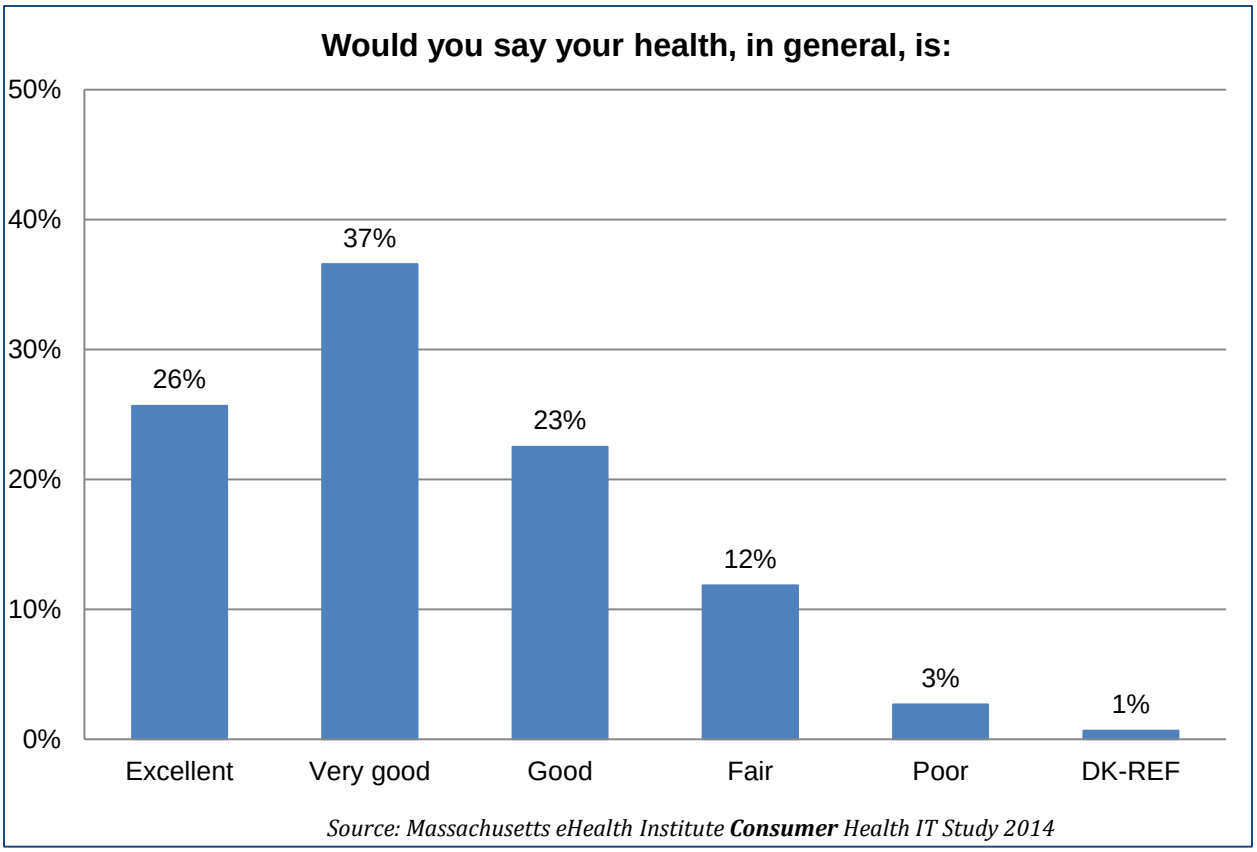

Within the past 12 months, about how many times did you see a doctor or health care provider about your health?
50%
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
9%
22%
33%
14%
21%
1%
None
1
2 - 3
4 - 5
6+
DK-REF
Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014



Source: Massachusetts eHealth Institute ***Consumer*** *Health IT Study 2014*

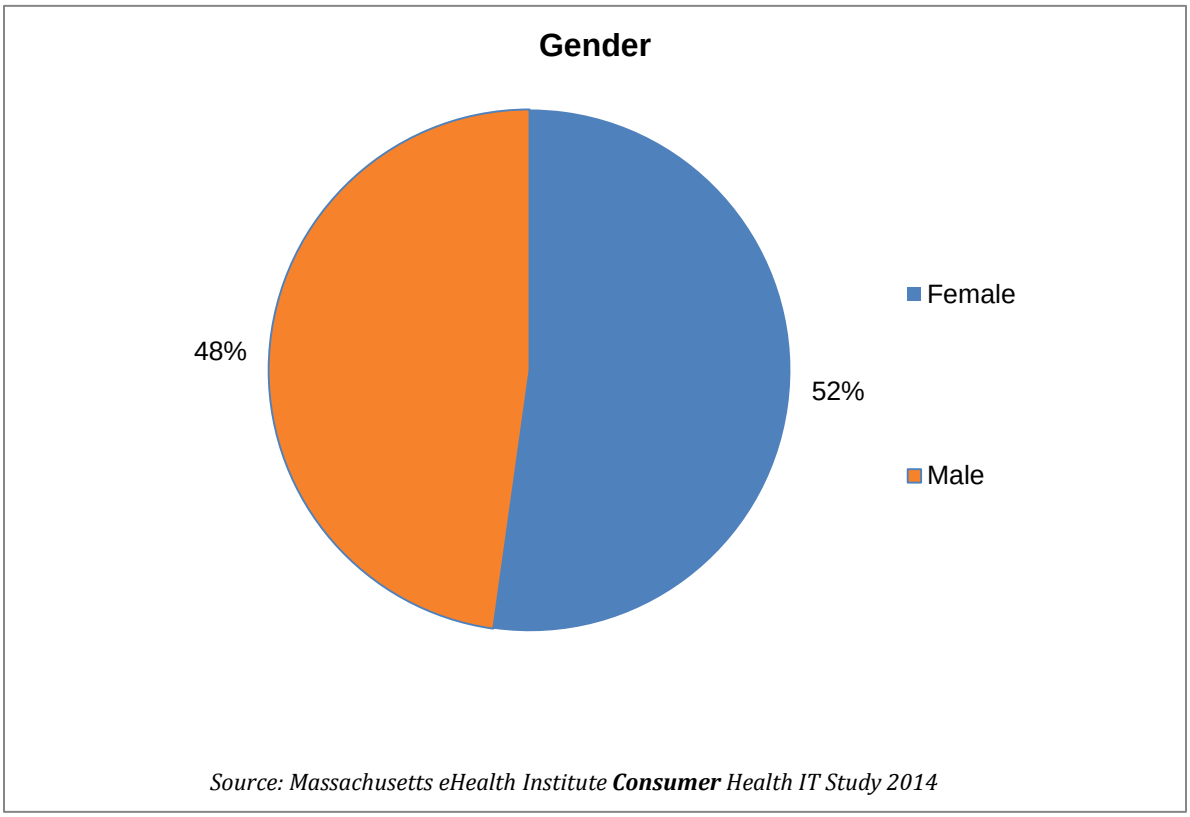


*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

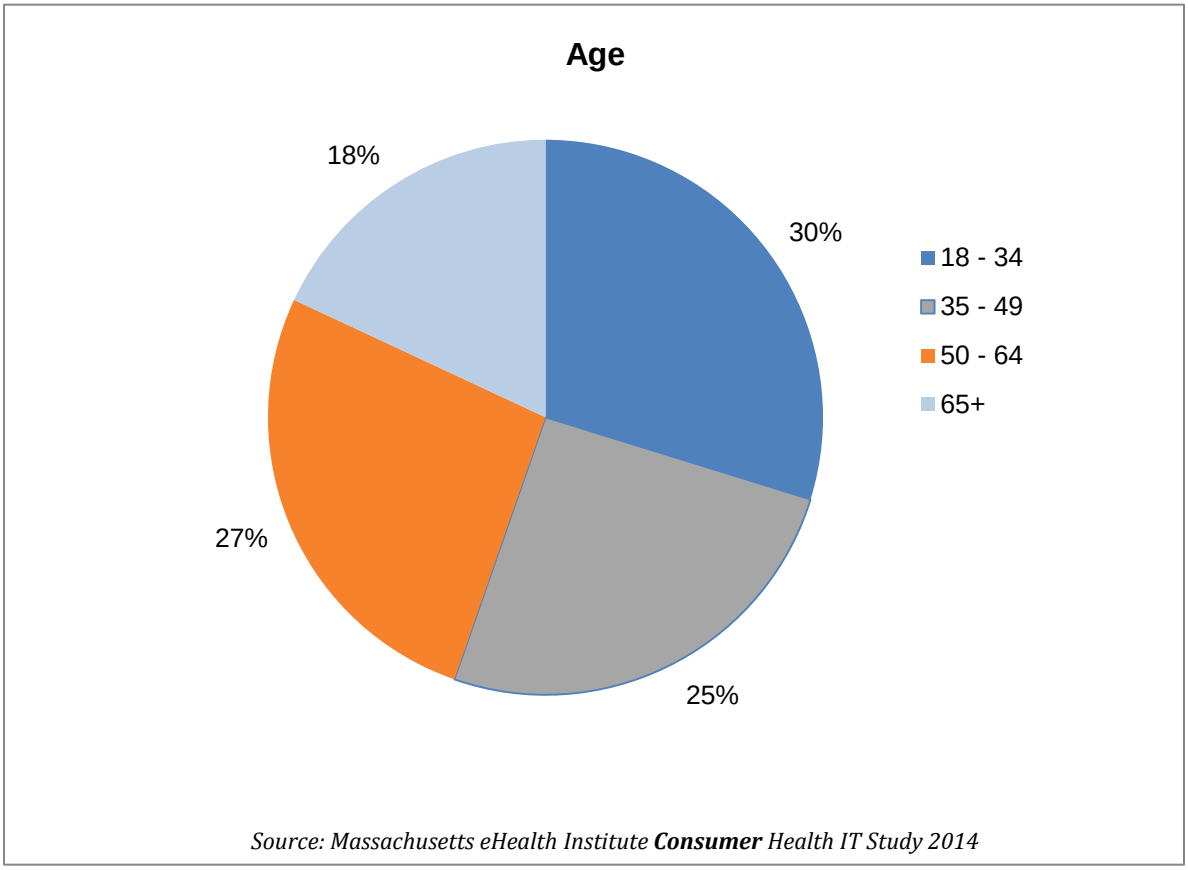


*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

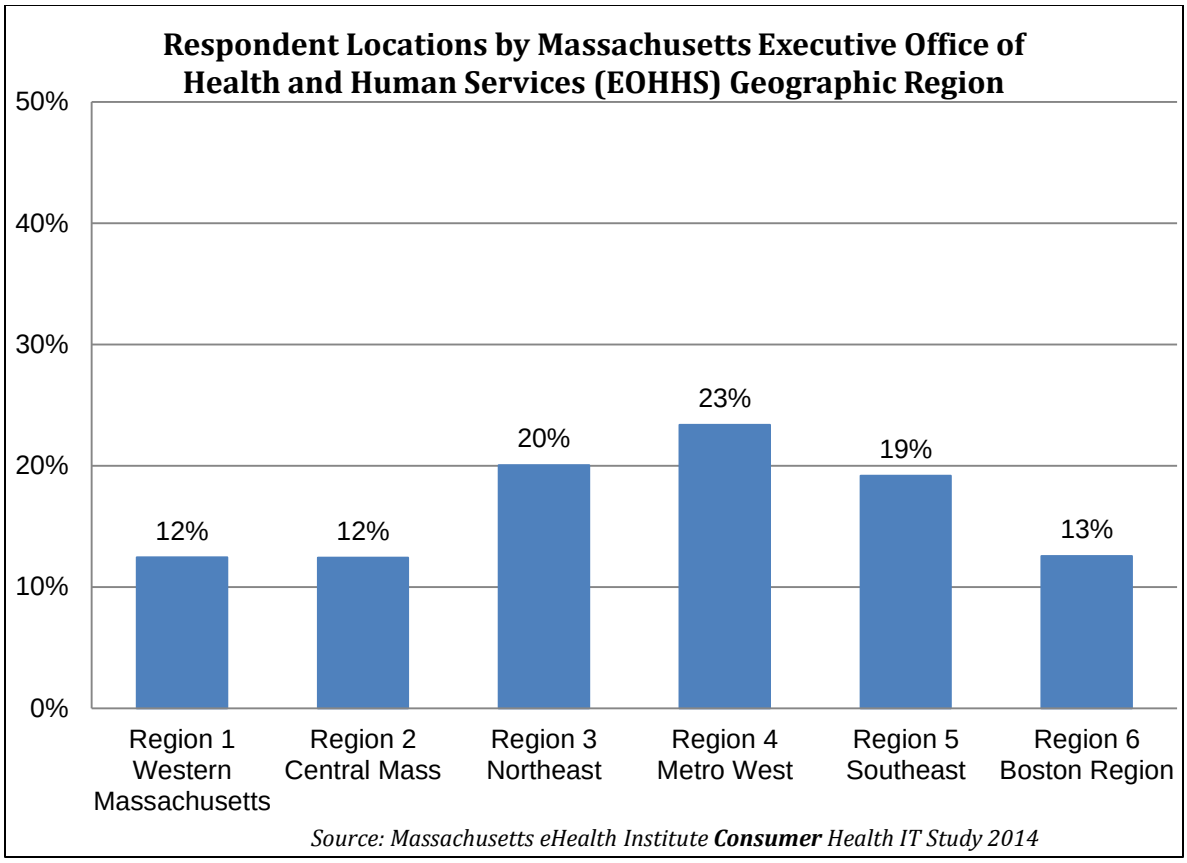
General Demographics

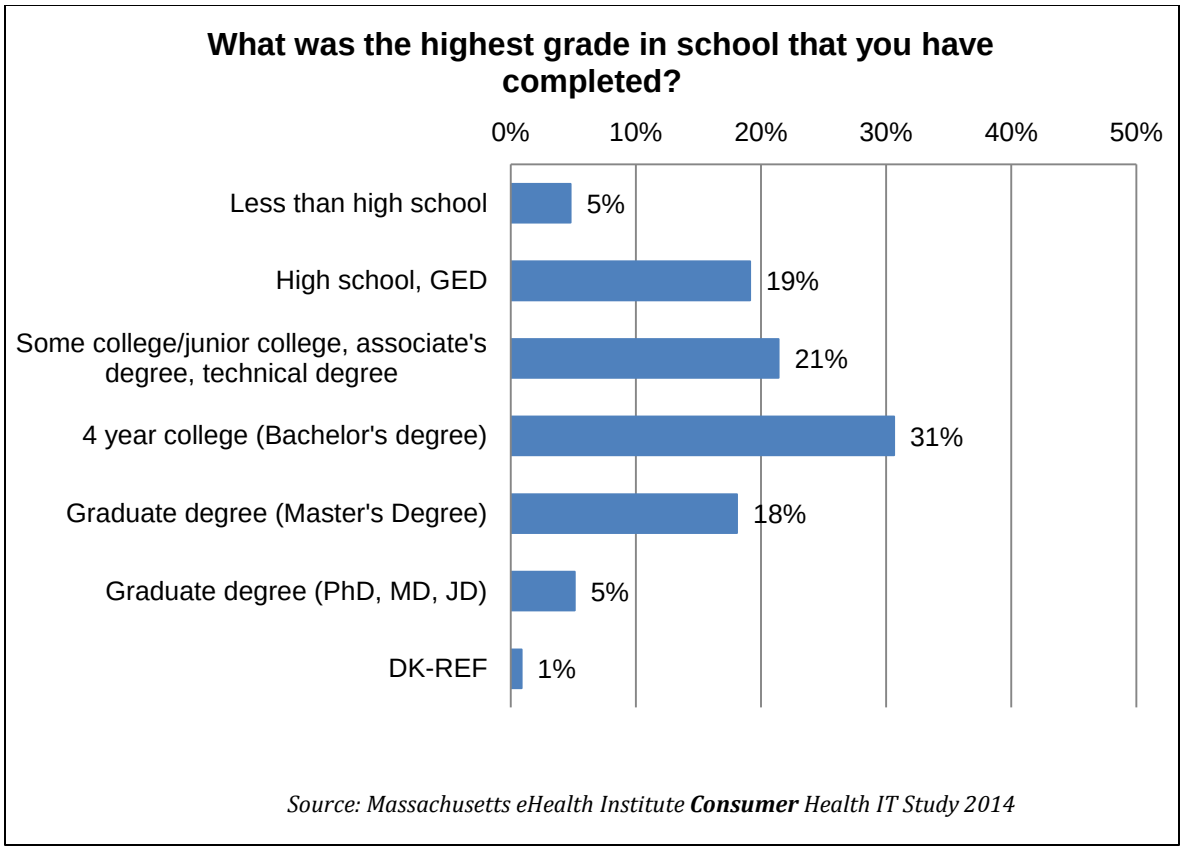


*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

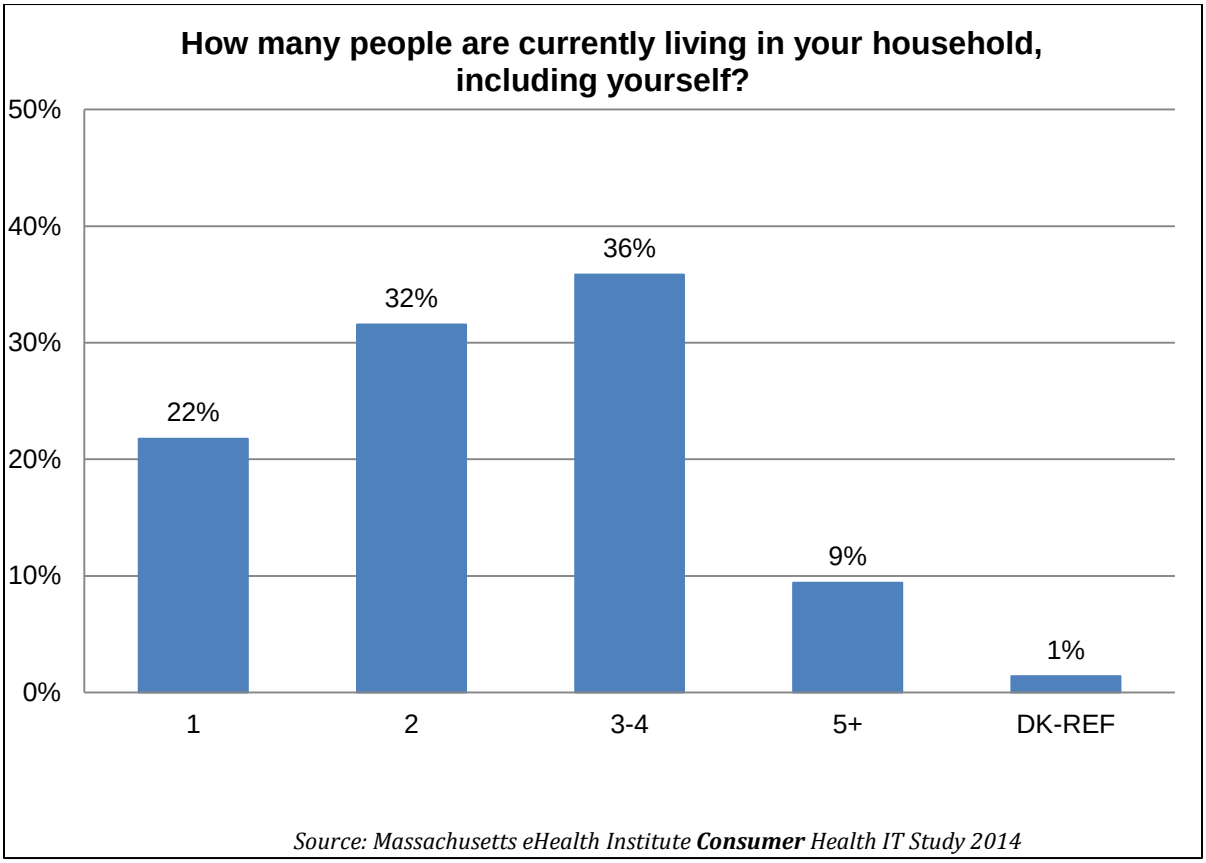


*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

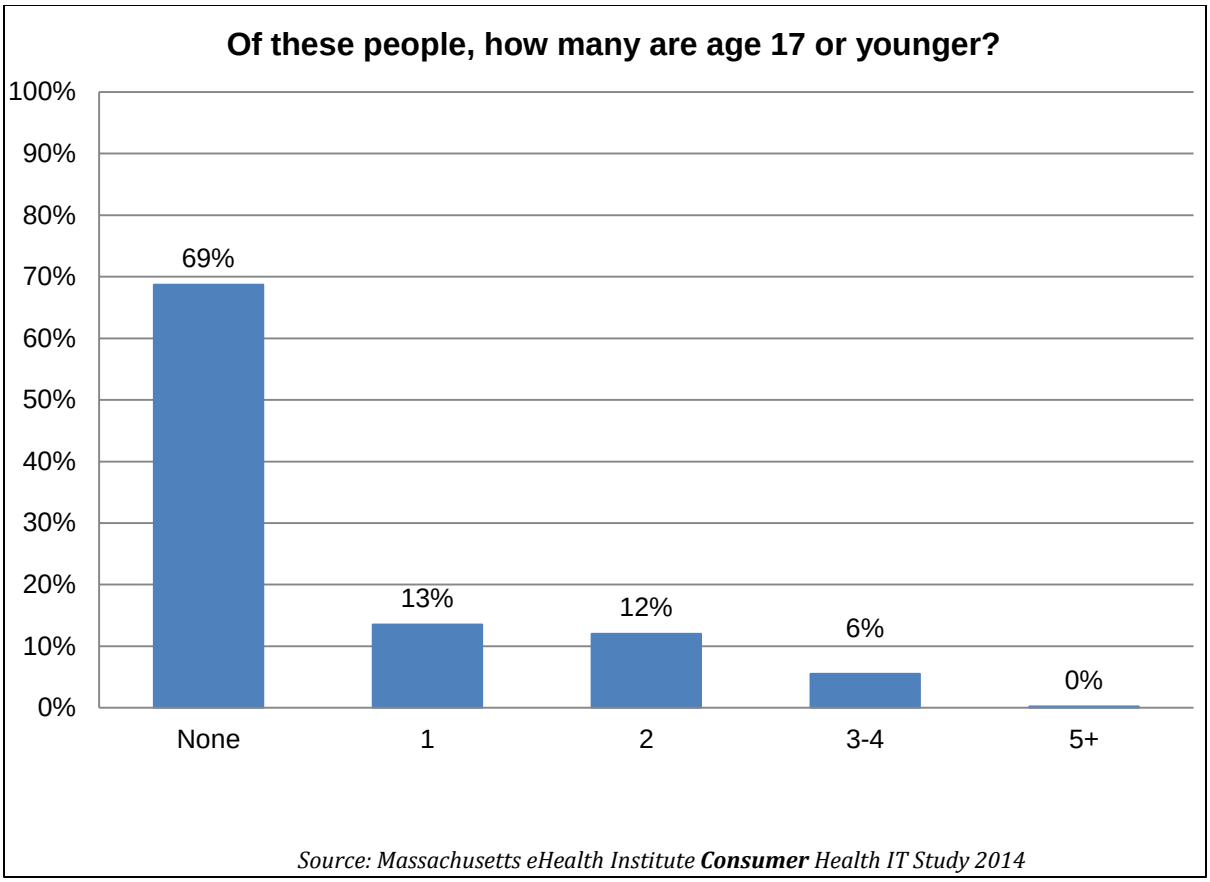

Respondent Locations by Massachusetts Executive Office of Health and Human Services (EOHHS) Geographic Region
50%
40%
30%
20%
10%
0%
12%
12%
20%
23%
19%
13%
Region 1 Western Massachusetts
Region 2 Central Mass
Region 3 Northeast
Region 4 Metro West
Region 5 Southeast
Region 6 Boston Region
Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014



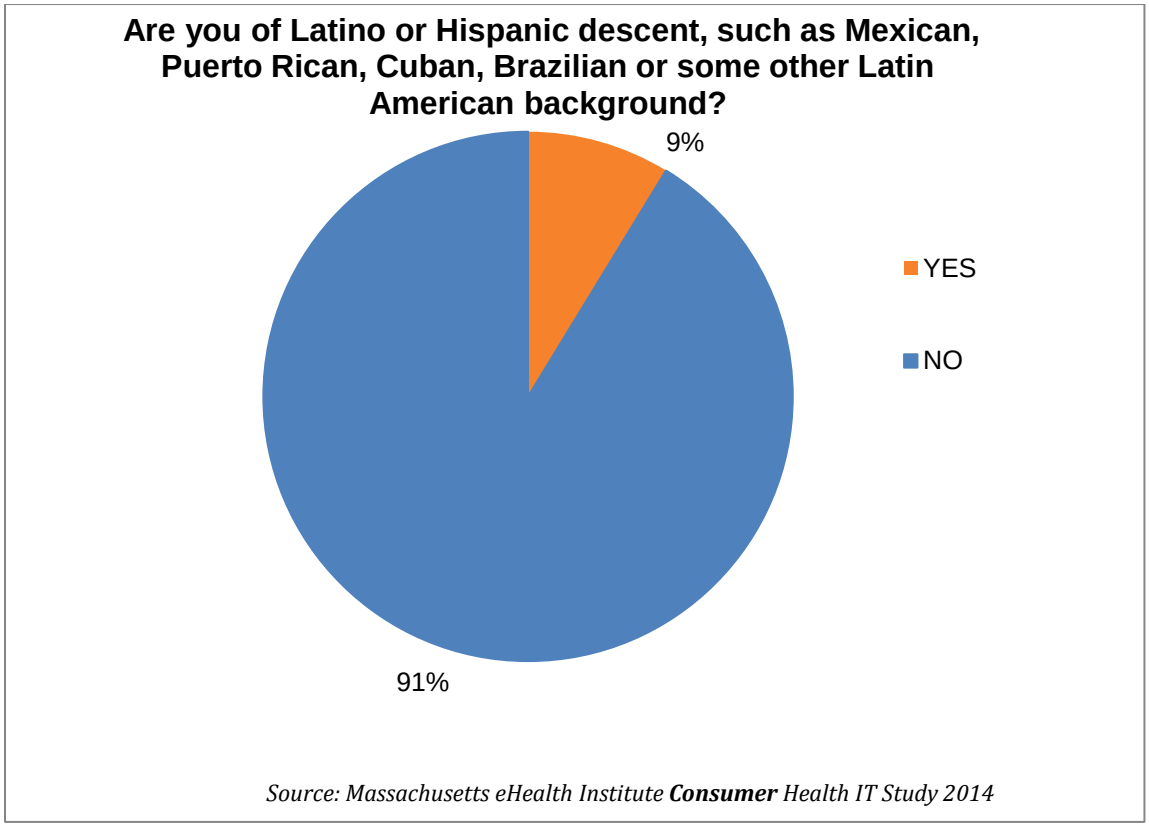
*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*



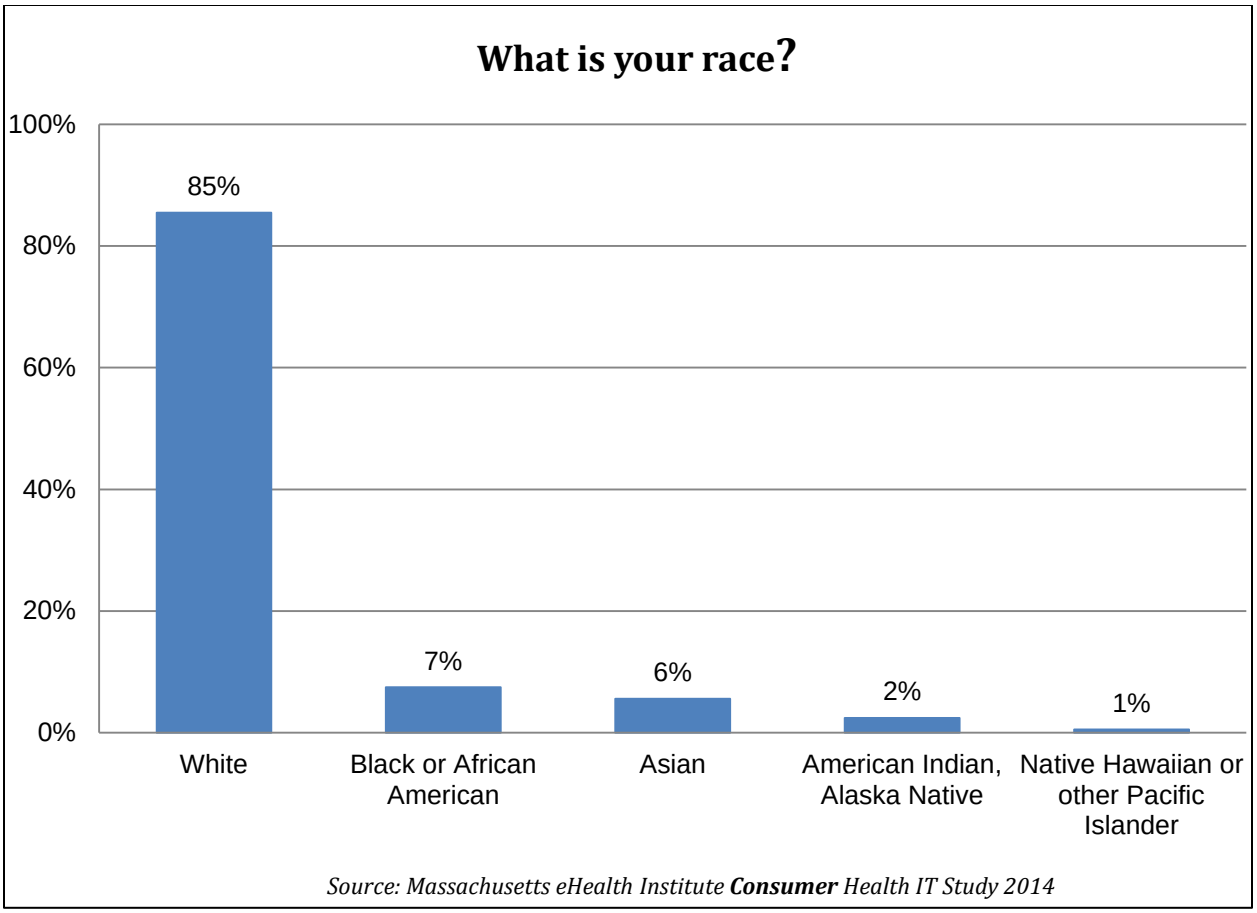
*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*



*Source: Massachusetts eHealth Institute **Consumer** Health IT Study 2014*

Appendices

Appendix 1: Definition of Terms

ACA: The Affordable Care Act (ACA) is the comprehensive healthcare reform law enacted in March 2010. The law was enacted in two parts: The Patient Protection and Affordable Care Act (PPACA), signed into law on March 23, 2010, was amended by the Health Care and Education Reconciliation Act on March 30, 2010. The name "Affordable Care Act" is used to refer to the final, amended version of the law.

ACO: An Accountable Care Organization (ACO) is an organization of healthcare providers that agrees to be accountable for the quality, cost, and overall care of Medicare beneficiaries who are enrolled in the traditional fee-for-service program who are assigned to it.

Affiliated: In this study, classification of "independent" and "affiliated" practices is based on self-reported data from the practice manager survey. Respondents were asked "Is this location an independent practice or organization that is not affiliated with a network or health care system – or are you affiliated with a network or health care system?"

ARRA: The American Recovery and Reinvestment Act of 2009 (ARRA) was an economic package enacted in February 2009 to provide a stimulus to the U.S. economy. The HITECH provision, focused on health information technology adoption and funding, was included in the ARRA legislation.

BORIM: The Massachusetts Board of Registration in Medicine - The Board of Registration in Medicine's mission is to ensure that only qualified physicians are licensed to practice in the Commonwealth of Massachusetts and that those physicians and healthcare institutions in which they practice provide to their patients a high standard of care, and support an environment that maximizes the high quality of healthcare in Massachusetts.[1]

Care Coordination: Care coordination is the organization of healthcare treatment across several healthcare providers. Patient-Centered Medical Homes (PCMHs) and Accountable Care Organizations (ACOs) are two ways to coordinate care.

CMS: The Centers for Medicare and Medicaid Services (CMS) is an agency within the US Department of Health & Human Services (HHS) that responsible for administration of many key federal healthcare programs, including the EHR Incentive Programs.

CPOE: Computerized Provider Order Entry is the provider's use of computer assistance to directly enter medication orders from a computer or mobile device. The order is also documented or captured in a digital, structured, and computable format for use in improving safety and organization. CPOE is a process of electronic entry of medical practitioner instructions for the treatment of patients under his or her care. These orders are communicated over a computer network to the medical staff or to the departments (pharmacy, laboratory, or radiology) responsible for fulfilling the order.

eHealth – the adoption and effective use of EHR systems and other health IT to improve health care quality, increase patient safety, reduce health care costs, and enable individuals and communities to make the best possible health decisions. In this Report, the terms "health IT" and "eHealth" can be used interchangeably.

EHR: An Electronic Health Record (EHR) is an electronic record of health-related information on an individual that conforms to nationally recognized interoperability standards and that can be created, managed, and consulted by authorized clinicians and staff across more than one healthcare organization. Included in this information are patient demographics, progress notes, problems, medications, vital signs, past medical history, immunizations, laboratory data and radiology reports. The ideal EHR automates and streamlines the clinician's workflow while preventing duplication of labor. The EHR has the ability to generate a complete record of a clinical patient encounter as well as supporting other care-related activities directly or indirectly via interface. This includes evidence-based decision support, quality management, and outcomes reporting. EHRs are designed to reach beyond the health organization that originally collects and compiles the information. They are built to share information with other healthcare providers, such as laboratories and specialists, so they contain information from all the clinicians involved in

[1] http://www.mass.gov/eohhs/gov/departments/borim/mission-statement.html

the patient's care. The EHR represents the ability to easily share medical information among stakeholders and to have a patient's information 'follow' him or her through various care providers and facilities which that individual engages. EHRs are designed to be accessed by all people involved in the patients care - including the patients themselves.

EMR: An Electronic Medical Record (EMR) is an electronic record of health-related information on an individual that can be created, gathered, managed, and consulted by authorized clinicians and staff within one healthcare organization. This term is often interchanged with EHR (see above).

ePrescribing (eRx): A prescriber's ability to electronically send an accurate, error-free and easily understood prescription directly to a pharmacy from the point-of-care.

HIE: electronic health information exchange allows healthcare professionals and patients to appropriately access and securely share a patient's vital medical information electronically. There are many healthcare delivery scenarios driving the technology behind the different forms of health information exchange available today.

When used as a noun, an HIE system facilitates the exchange of clinical information among varied healthcare information systems, while maintaining the meaning of the information being exchanged, regardless of provider affiliation, location or differences in technology.

Health IT: Health Information Technology is the use of computers and other technology by doctors and other care providers to store and retrieve health information and to allow providers to share health information with other providers as well as their patients. This includes technologies such as ePrescribing, EHR, HIE, patient portals and CPOE.

HIPAA: The Health Insurance Portability and Accountability Act (HIPAA) was enacted in 1996 and addresses the security and privacy of health data. Title II of HIPAA requires the establishment of national standards for electronic healthcare transactions and national identifiers for providers, health insurance plans, and employers. The standards are meant to improve the efficiency and effectiveness of the nation's healthcare system by encouraging the widespread use of electronic data interchange in the U.S. healthcare system.

HITECH Act: The Health Information Technology for Economic and Clinical Health (HITECH) Act refers to the portion of ARRA that is used to increase the use of EHRs by physicians and hospitals. This legislation provided funding for health information technology infrastructure, training, dissemination of best practices, telemedicine, inclusion of health information technology in clinical education, and State grants to promote health information technology.

Interoperability: Interoperability refers to the ability of two or more systems or components to exchange information and to use the information that has been exchanged.

MA APCD: The Massachusetts All Payer Claims Database.

Mass HIway: The Massachusetts Health Information Highway is a secure statewide HIE that enables the electronic movement of encrypted and secured health related information among diverse organizations, such as doctors' offices, hospitals, community health centers, laboratories, health plans and other healthcare providers.

MU: Meaningful Use is a term associated with ARRA that authorizes CMS to provide incentive payments for certain medical providers and hospitals that become compliant in the use of certified EHR technology: using certified EHR technology to improve quality, safety, efficiency, reduce health disparities, engage with patients and families, improve care coordination, population and public health as well as maintain privacy and security of patient health information.

ONC: The Office of the National Coordinator for Health Information Technology (ONC), located within the U.S. Department of Health and Human Services (HHS), coordinates nationwide efforts to support the adoption of health information technology and the promotion of health information exchange to improve healthcare. The ONC was mandated in the HITECH Act.

ONC Certification: The ONC Certification Program provides a defined process to ensure that EHR technologies meet the adopted standards and certification criteria to help providers and hospitals achieve MU objectives and measures established by the CMS under the Incentive Payment Programs.

Patient Portal: Online healthcare-related applications that allow patients to interact with their healthcare providers. These services provide the ability for patients to observe and document their medical information via the internet.

PHR: A Personal Health Record is an electronic record of information where health data related to your care is maintained by you or your family. This information could be lab test results, medicines, doctors' visits, or other information about your health and is available to you on your computer through a website.

PMS: Practice Management System (PMS) applications facilitate the day-to-day operations of a medical practice and enable users to capture patient demographics, schedule appointments, maintain lists of insurance payers, perform billing tasks, and generate reports. It handles the administrative and financial matters for a practice.

REC: Regional Extension Centers are federally designated organizations that offer a variety of programs and services designed to help clinical providers transition into a practice that meaningfully uses electronic health records.

SNF: A skilled nursing facility is an inpatient healthcare facility with the staff and equipment to provide skilled care, rehabilitation and other related health services to patients who need nursing care, but do not require hospitalization.

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