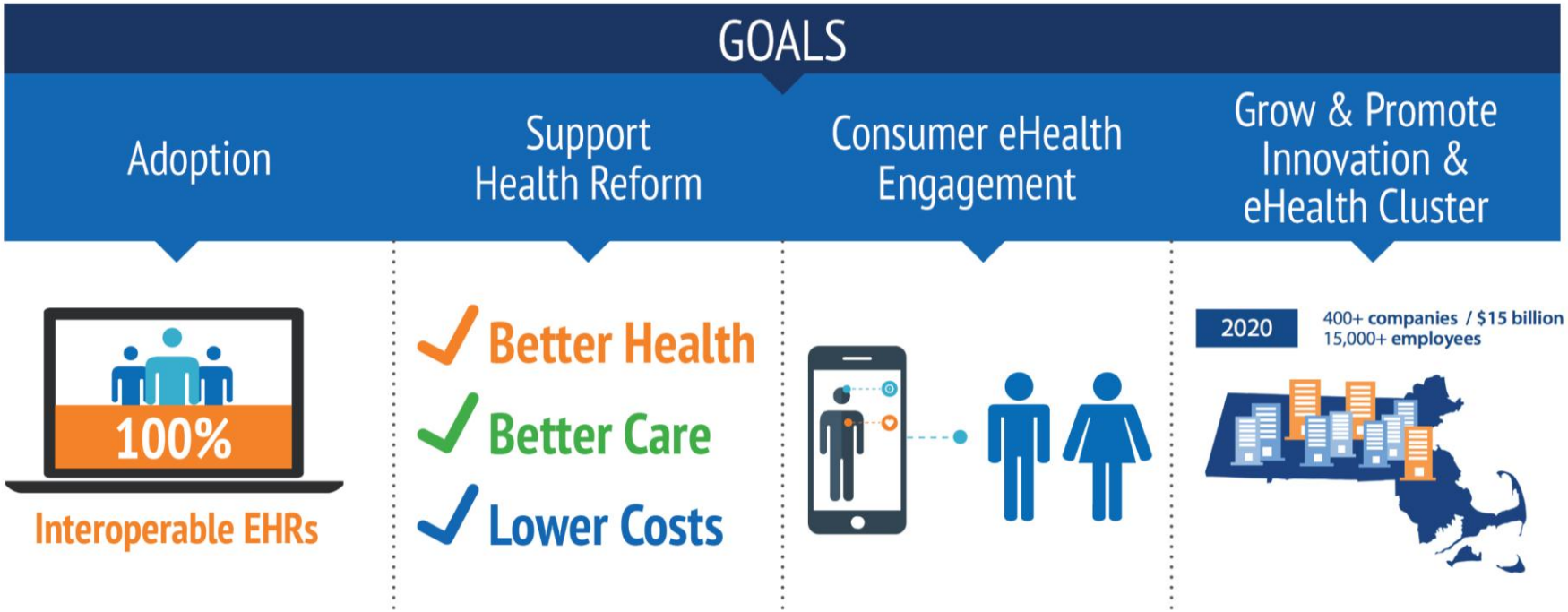
2014 MeHI Provider and Consumer Health IT Research Study

MeHI
MASSACHUSETTS eHEALTH INSTITUTE
at the MassTech Collaborative

About MeHI

A division of the Massachusetts Technology Collaborative, MeHI is the state agency for:

- Coordinating health care innovation, technology and competitiveness;
- Accelerating the adoption of health information technologies;
- Promoting health IT to improve the safety, quality and efficiency of health care in Massachusetts; &
- Advancing the dissemination of electronic health records systems in all health care provider settings.



2014 MeHI Provider and Consumer Health IT Research Study

RESEARCH GOALS

- Health IT Adoption
- Accessing HIE
- Who Needs Help
- Provider Patient Engagement
- Consumer eHealth Attitudes

SURVEYED

507 Practice Managers

308 Healthcare Providers

807 Individual Consumers

KEY FINDINGS

1. EHR Adoption very high among Primary Care Providers
2. Move providers beyond EHR adoption
3. Focus needed on increasing EHR adoption among Behavioral Health and Long-Term and Post-Acute Care
4. Consumers excited about technology benefits

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EHR Adoption

EHR Adoption	Affiliated	Independent	Overall	Progress
Primary Care	100%	95%	96%	
Specialists	91%	83%	86%	
Behavioral Health	100%	50%	55%	
Long-Term & Post-Acute Care	82%	35%	55%	
Home Health*	50%	77%	74%	
Dental	100%	59%	60%	

*Limited Sample Size

PROVIDERS SEE SIGNIFICANT BENEFITS TO USING EHRs

92% Facilitates communication of patient information among care team

80% Reduces errors

82% Improves quality of care

75% Enables better decision making

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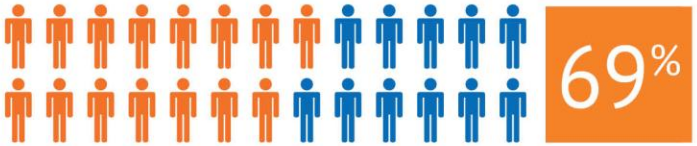
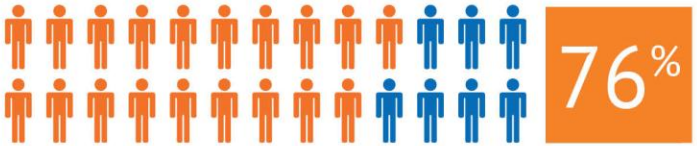
Consumer Attitudes

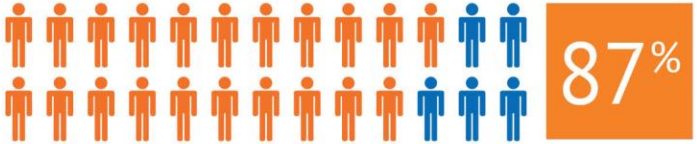
CONCERNED about the privacy and security of information



COMMUNICATION with physician is easier electronically

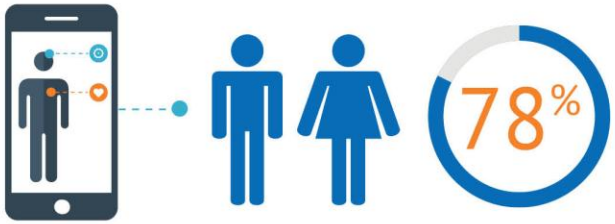


POSITIVE about sharing data with consent



Asked a question electronically they would not have otherwise

If all doctors used EHRs instead of paper records it would improve care



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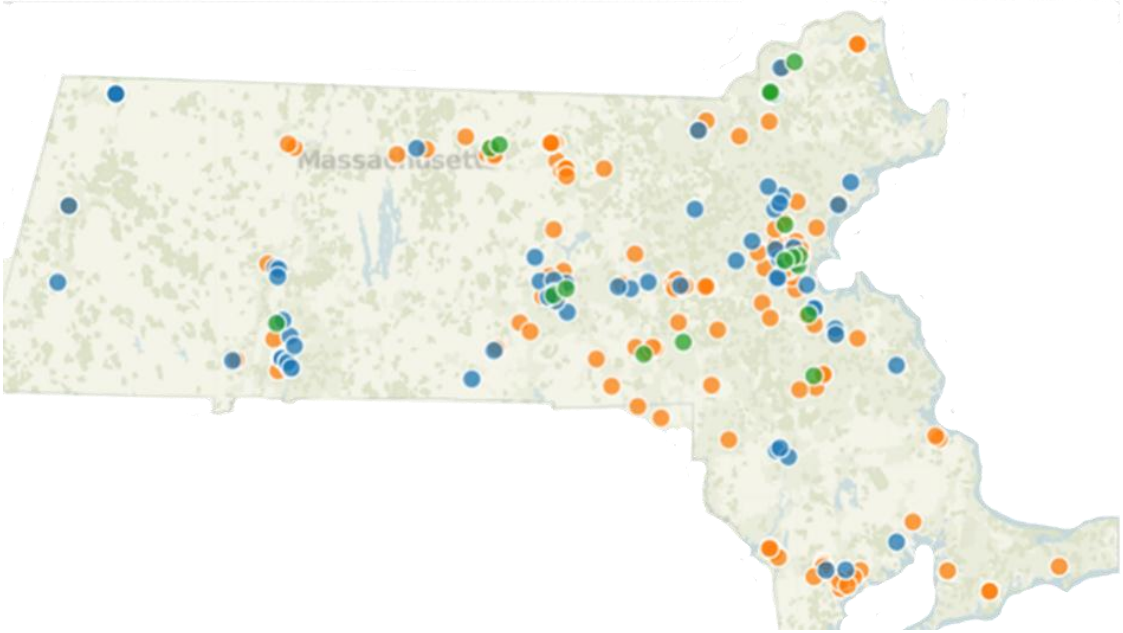
Connected Care



HIway Connection Status

- In-Progress
- Connected
- Transacting

THE HIWAY
MASSACHUSETTS HEALTH INFORMATION HIGHWAY

26% Practices report exchanging information electronically

71% Consumers heard of health information exchange

68% Practices not currently participating that plan to adopt HIE in the next few years

80% Consumers think sharing information electronically between providers will improve quality of care

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Conclusion

- Meaningful progress has been made in EHR adoption, which is now very high among primary care providers;
- Adoption is not as strong among certain provider groups, such as Behavioral Health and Long-Term and Post-Acute Care organizations. These groups will be a focus of MeHI's efforts in the years ahead;
- We need to support providers as they move beyond EHRs to information exchange; and
- **Consumers are excited about the benefits of health information technology!**