



CALIFORNIA  
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# Consumers and Health IT

## Groundbreaking National Survey Findings

National Press Club  
Washington, DC  
April 13, 2010

# Today's Program

- Context Setting
- Survey Findings
- Recommendations
- Expert Panel
- Questions & Answers

# Key Survey Findings

1. Consumers with online access to their health information pay more attention to their health.
2. PHR usage is low, but doubled in two years. One in 14 Americans say they have used PHR.
3. PHR users are young, highly educated and higher income, yet surprisingly, less educated, lower-income and chronically ill patients report greater value from using a PHR.
4. Consumers prefer to use a PHR from their health care provider.
5. Two out of three Americans are concerned about the privacy of their health information; concern is reduced by experience with and benefits received from a PHR.

# Survey Advisory Committee

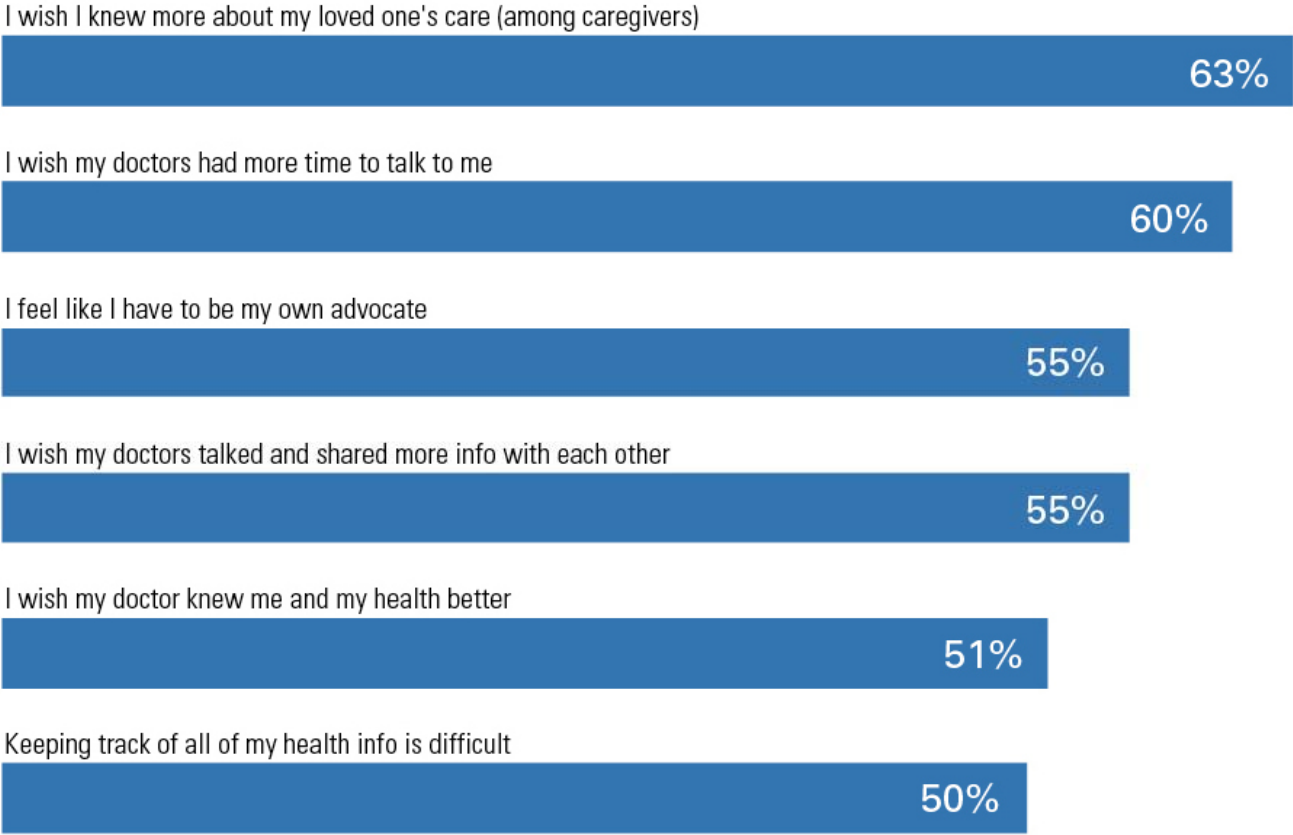
- Joyce Dubow, AARP Public Policy Institute
- Susannah Fox, Pew Internet & American Life Project
- Jonah Frohlich, California Health & Human Services Agency
- Tracy Gratto, Coalition of Community Health Clinics
- Joel Klein, Baltimore Washington Medical Center
- Deven McGraw, Health Privacy Project, Center for Democracy & Technology
- Jan Oldenburg, Kaiser Permanente
- Jodi Pettit, Independent Consultant
- Eva Powell, National Partnership for Women & Families
- Lygeia Ricciardi, Clear Voice Consulting
- Mark Savage, Consumers Union of the United States
- Claudia Williams, Markle Foundation
- Wil Yu, Office of the National Coordinator for Health Information Technology

# Frustrations with the Management of Health Care

*Thinking about your health care, do you agree or disagree?*

PERCENT WHO AGREE

BASE: ALL ADULTS (n=1,849)



Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

# Personal Health Record (PHR)

- An electronic record of health information on an individual
- Ideally includes information from multiple sources
- Offers a set of tools to improve communication and convenience to better manage one's health

My health manager Health & wellness Health plans & services Locate our services

## My medical record

**My test results**  
View select test results, including the date the test was completed and information about the results.

**Act for a family member**  
Access portions of your child's or family member's medical record and use other features on his or her behalf. (Age limits and access vary by state.)

**My allergies**  
View a list of your allergies, including the name of the allergen, the reaction you've had, and the date the allergy was first noted in your medical record.

**My health summary**  
View a summary of your current health information.

**My preventive services**  
View a list of preventive screening tests and immunizations, with due dates and explanations for you or a family member.

**My immunizations**  
View a list of your immunizations, including the name of the immunization and the date(s) it was administered.

**Past visit information**  
Review past visit information, including recommended follow-up steps.

**My prescriptions**  
See a list of your prescribed medications.

**My total health assessment**  
View a summary of your completed health assessment, or take an assessment now to start living healthier.

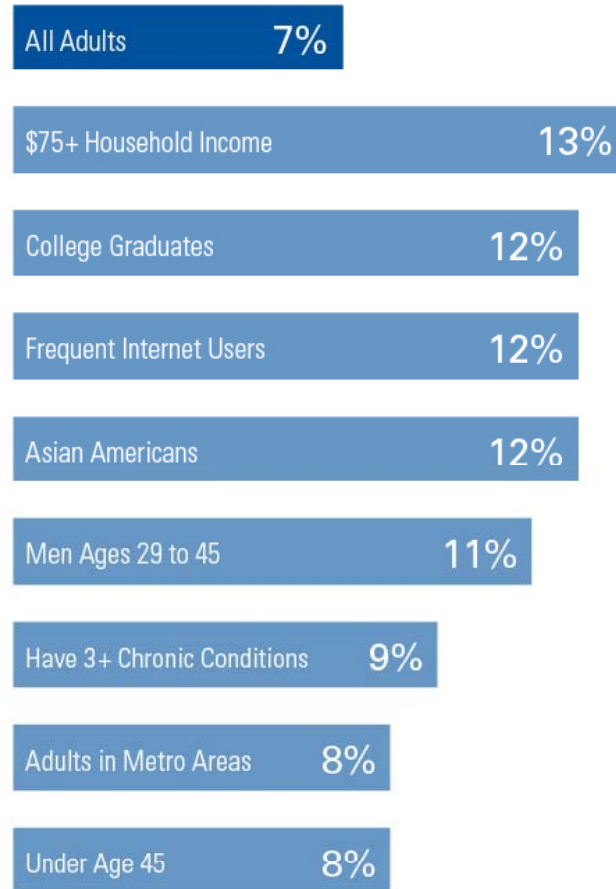
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 Health encyclopedia

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## Use of Personal Health Records, by Demographic Group

Have you used a PHR?\*

BASE: ALL ADULTS (n=1,849)



\*For the purposes of this survey, the following question was used to identify PHR users: "Some hospitals, doctors' offices, health plans, and different companies are offering Web sites where you could get, keep, and update your health information online. This information could be lab test results, medicines, doctors' visits, or other information. You would get a user name and password so that only you could see your information on this Web site. Have you ever used one of these Web sites where you can get, keep, or update your health information?"

Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

# Recommendations

1. Congress should develop consistent PHR privacy safeguards.
2. The Administration should ensure there is rigorous enforcement of current health privacy rules.
3. The Office of the National Coordinator should expand timeframe for EHR adoption.
4. The Health Resources and Services Administration should educate community health centers about PHR benefits.
5. Department of Health & Human Services should raise public awareness of PHR benefits and risks.

# Expert Panel

- Joshua Seidman, Ph.D., Office of the National Coordinator for Health Information Technology, U.S. Department of Health and Human Services
- Kate Christensen, M.D., Kaiser Permanente
- Steve Findlay, M.P.H., Consumers Union
- Jane Sarasohn-Kahn, M.A., M.H.S.A., THINK-Health and Health Populi Blog

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