



CALIFORNIA
HEALTHCARE
FOUNDATION

Consumers and Health IT

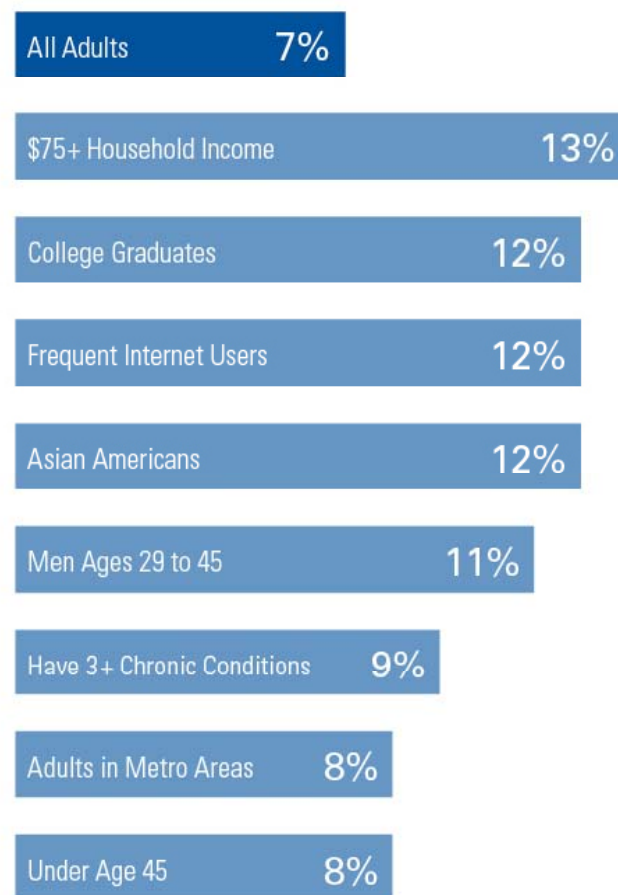
Groundbreaking National Survey Findings

National Press Club
Washington, DC
April 13, 2010

Use of Personal Health Records, by Demographic Group

*Have you used a PHR?**

BASE: ALL ADULTS (n=1,849)



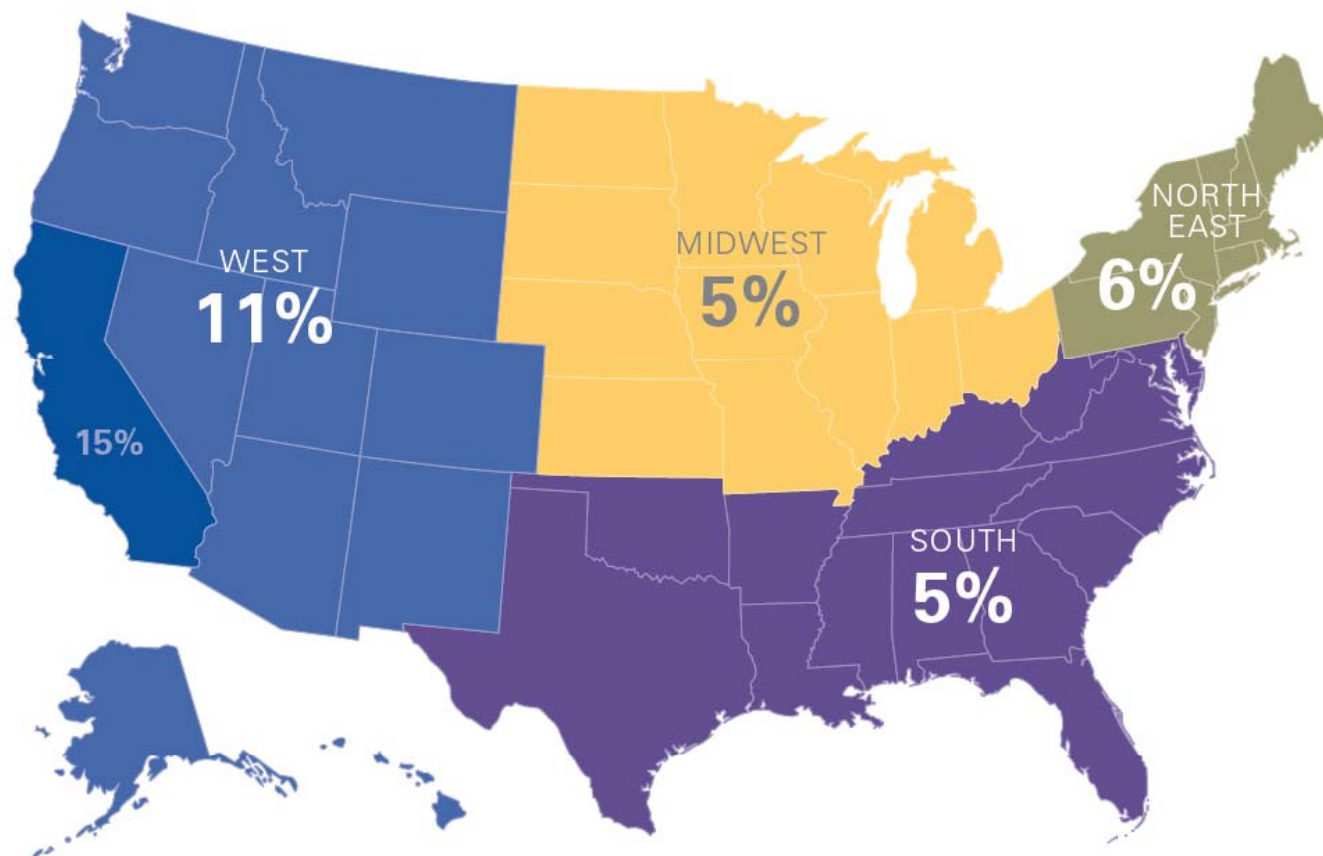
*For the purposes of this survey, the following question was used to identify PHR users: "Some hospitals, doctors' offices, health plans, and different companies are offering Web sites where you could get, keep, and update your health information online. This information could be lab test results, medicines, 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.

Use of PHRs, by U.S. Region

PERCENT WHO HAVE USED PHR

BASE: ALL ADULTS (n=1,849)

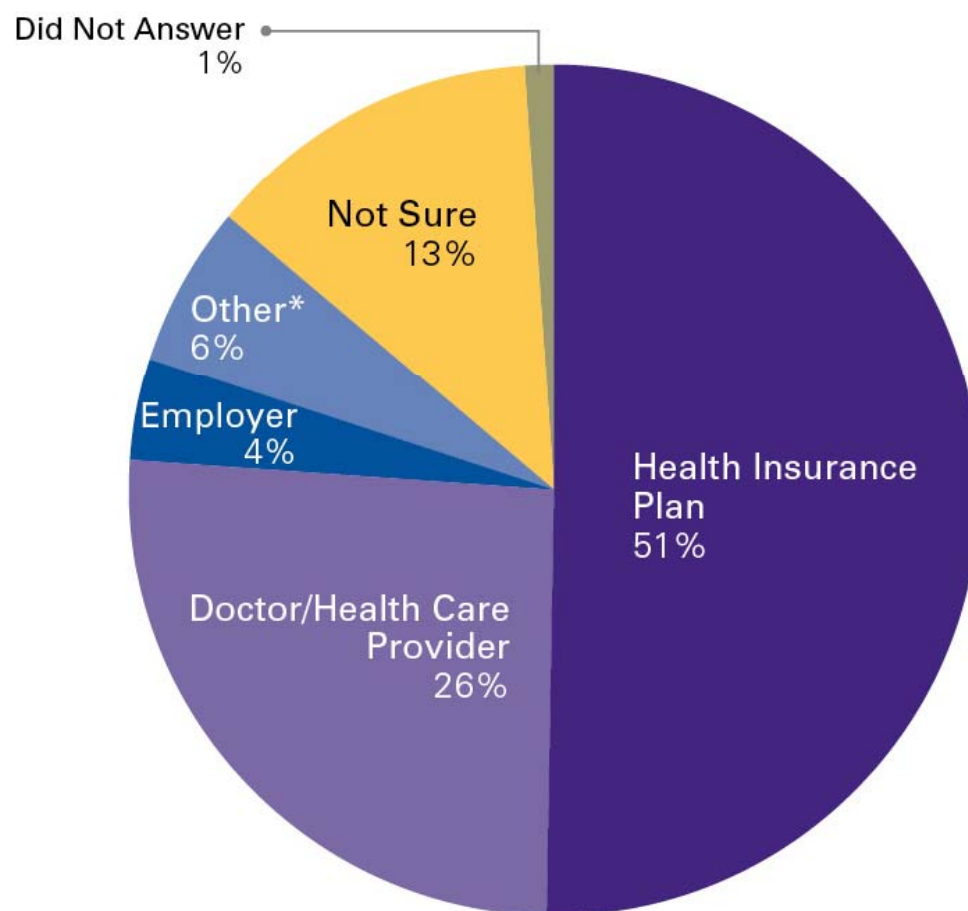


Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

Sources of Personal Health Records

Is this Web site sponsored by...

BASE: PHR USERS (n=266)



Note: Percentages don't add to 100 percent due to rounding.

*Other includes online sources such as Web MD and ihealthrecord.org.

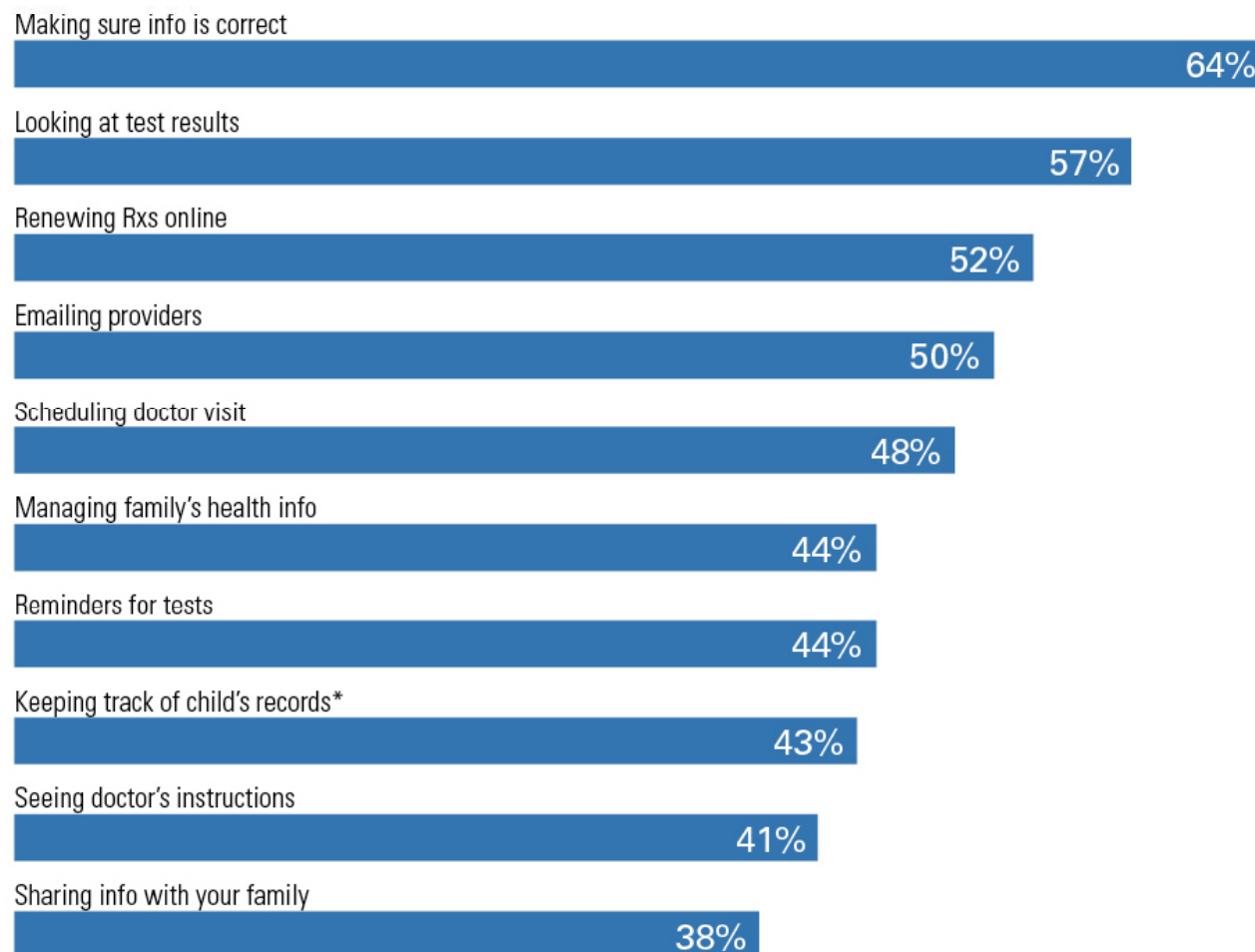
Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

What Is Useful About a PHR?

Thinking about the times you looked at your online medical and health info, how useful was...

PERCENT WHO ANSWERED "VERY" OR "SOMEWHAT USEFUL"

BASE: PHR USERS (n=266)



*Among parents who have a PHR.

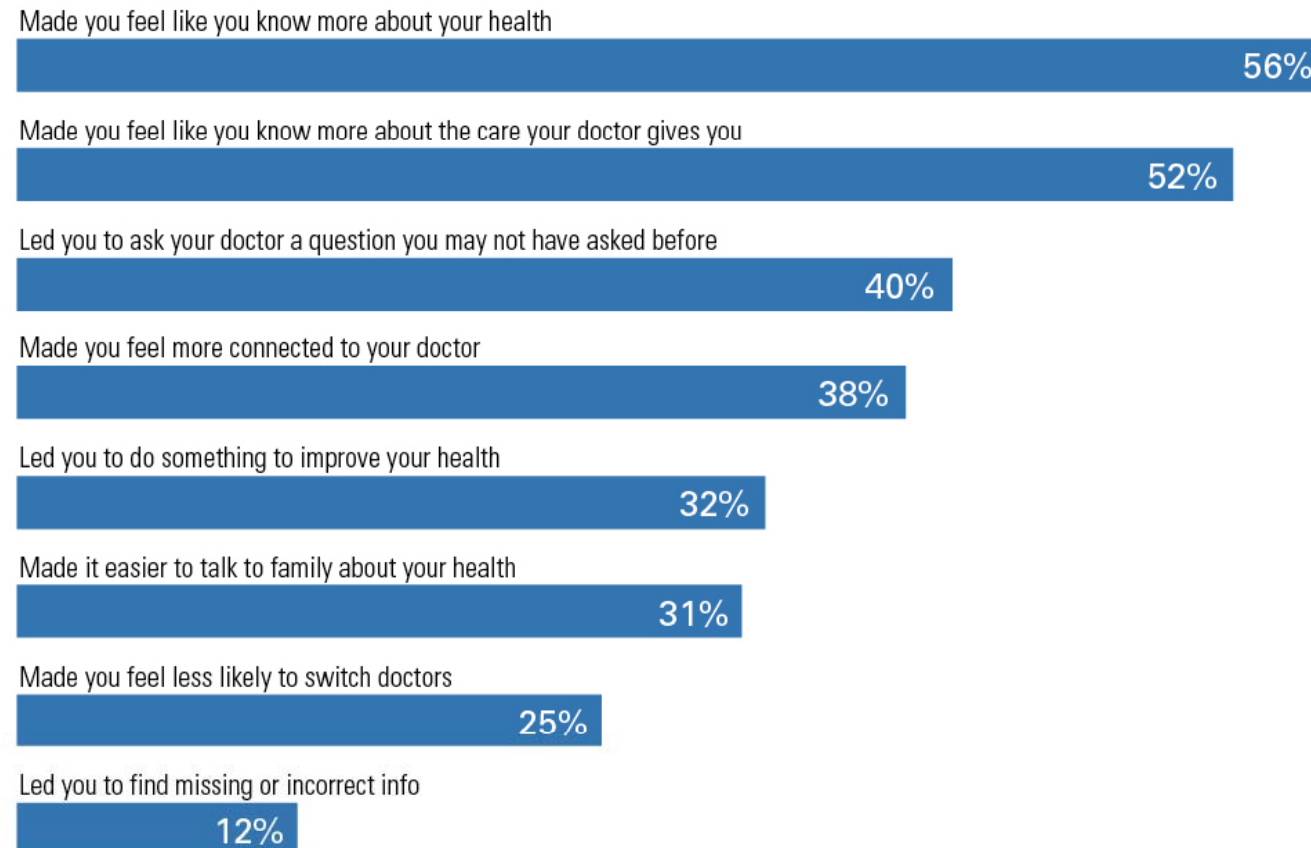
Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

Effects of Using a PHR

Using a PHR...

PERCENT WHO ANSWERED "YES"

BASE: PHR USERS (n=266)



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

Who Uses and Benefits from PHRs

Current users are young, highly educated, higher income.

Yet, less educated, lower-income and chronically ill consumers have also discovered benefits from using a PHR, even though they are using it less:

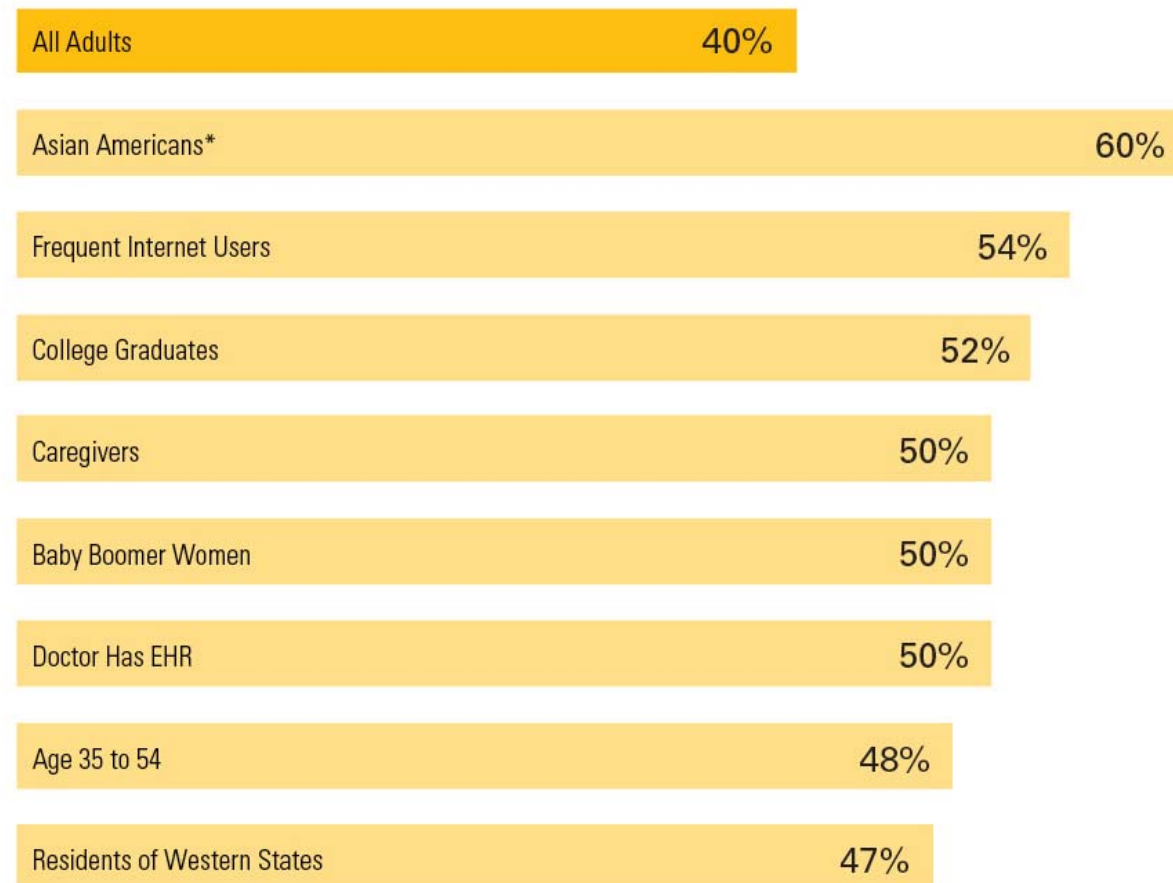
- 58% of users with income < \$50,000 feel more connected to doctor (vs. 31% higher incomes)
- 55% of users w/o a college degree asked more questions (vs. 26% of college-educated users)
- 40% of respondents with two or more chronic conditions that use PHRs did something to improve their health (vs. 24% of others interviewed)

Non-Users' Interest in PHRs, by Demographic Group

Interested in using a PHR?

PERCENT WHO ANSWERED "VERY" OR "SOMEWHAT INTERESTED"

BASE: ADULTS WITHOUT A PHR (n=1,583)



*Small sample size (n=82).

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

Non-Users' Preferences Toward PHR Source

Would you be interested in using a PHR if it were from...

BASE: ADULTS WITHOUT A PHR (n=1,583)

The hospital or medical practice you use

58%

Your health insurance plan

50%

A government group like Medicare

36%

A nonprofit group like the American Heart Association

35%

A company like Google or Microsoft

25%

Your employer

25%

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

Potential Barriers to Using a PHR

PERCENT OF NON-USERS WHO AGREE

BASE: ADULTS WITHOUT A PHR (n=1,583)

Worry about the privacy of my information

75%

Don't need this to handle my health needs

61%

Might cost too much

51%

Would take too much time

38%

Don't like computers/Internet

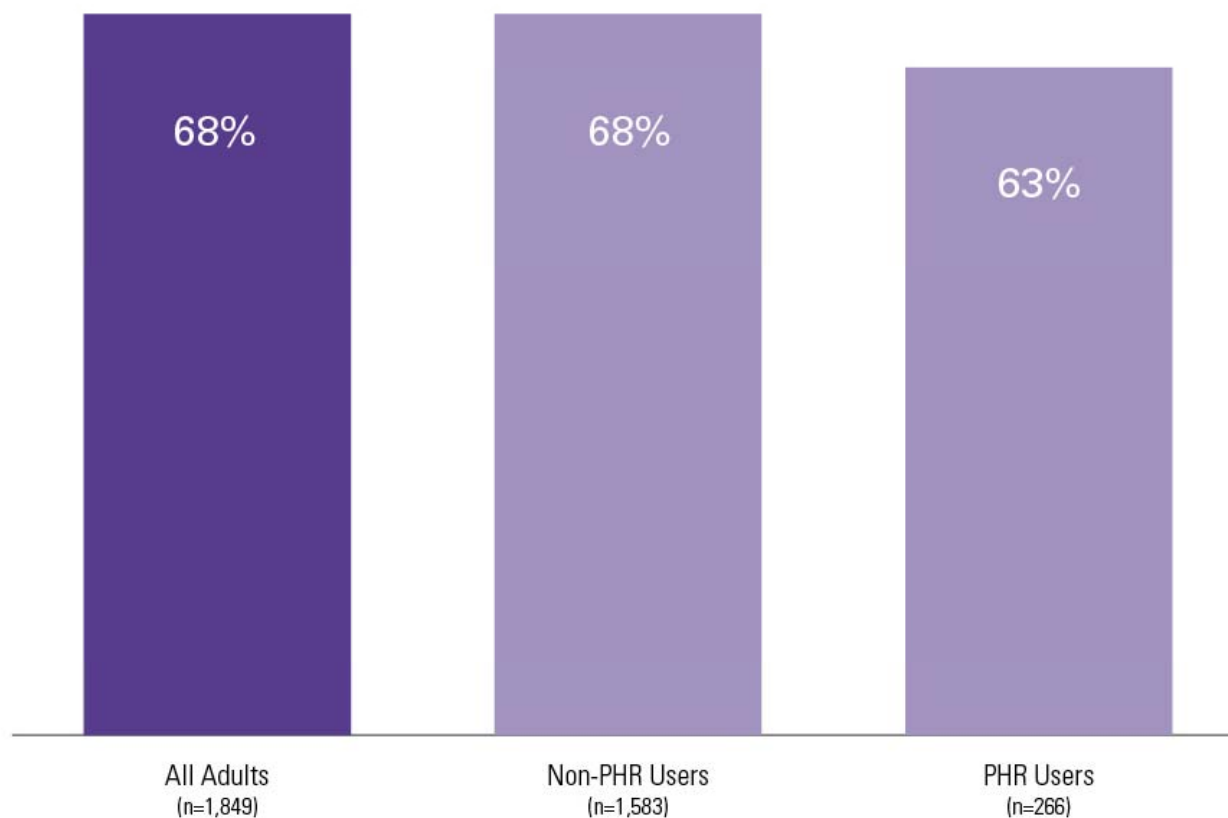
26%

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

Attitudes About Privacy of Medical Records

How concerned are you with the privacy of your personal medical records?

PERCENT WHO ANSWERED "VERY" OR "SOMEWHAT CONCERNED"

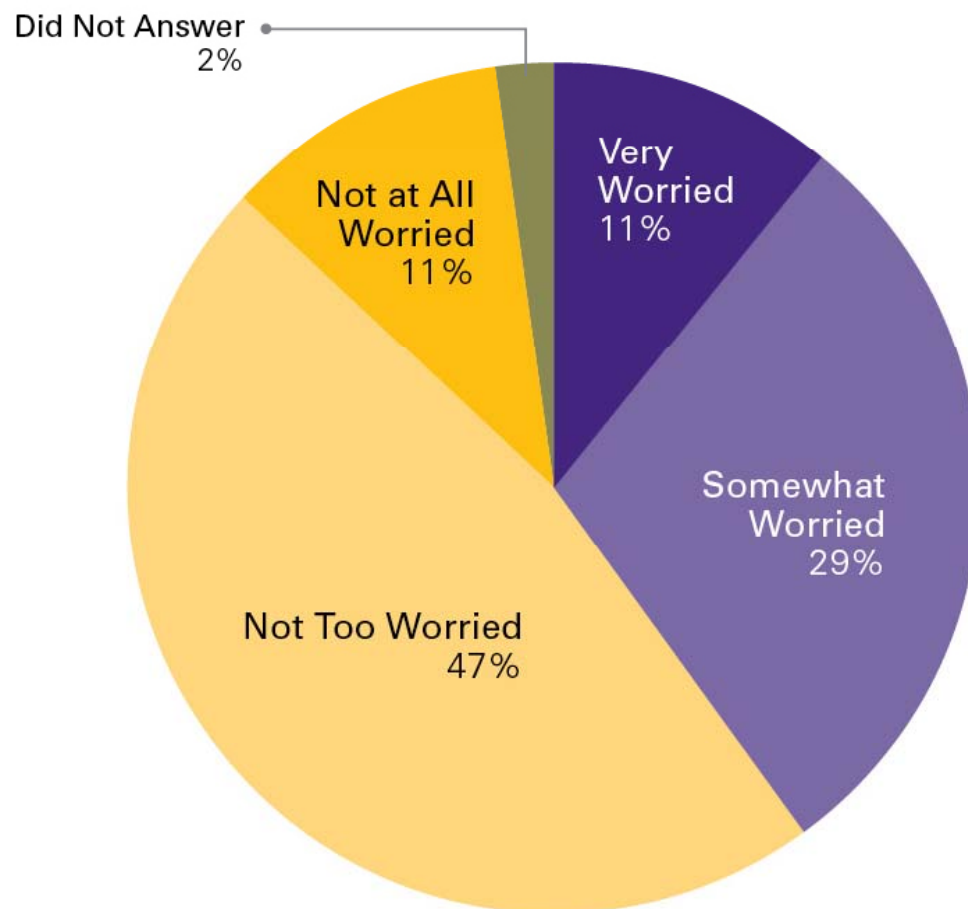


Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

PHR Users' Attitudes About Privacy of Information in Their PHR

Now that you have your health information online, how worried are you about the privacy and confidentiality of your information?

BASE: PHR USERS (n=266)

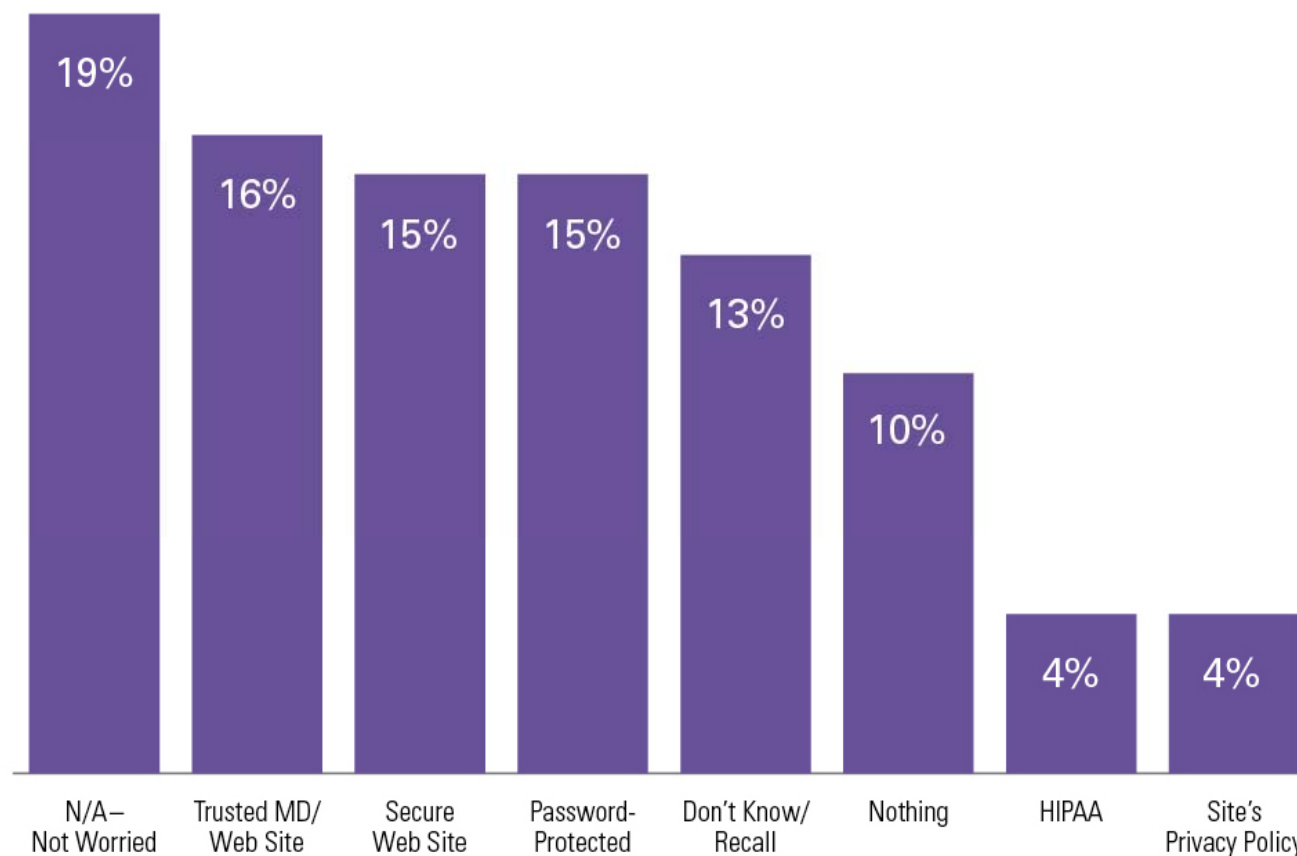


Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

What Reassures PHR Users About Privacy Concerns?

*Think back to when you were first able to look online at your health information, like lab tests.
What made you feel that information would be kept safe and private?*

BASE: PHR USERS (n=266)



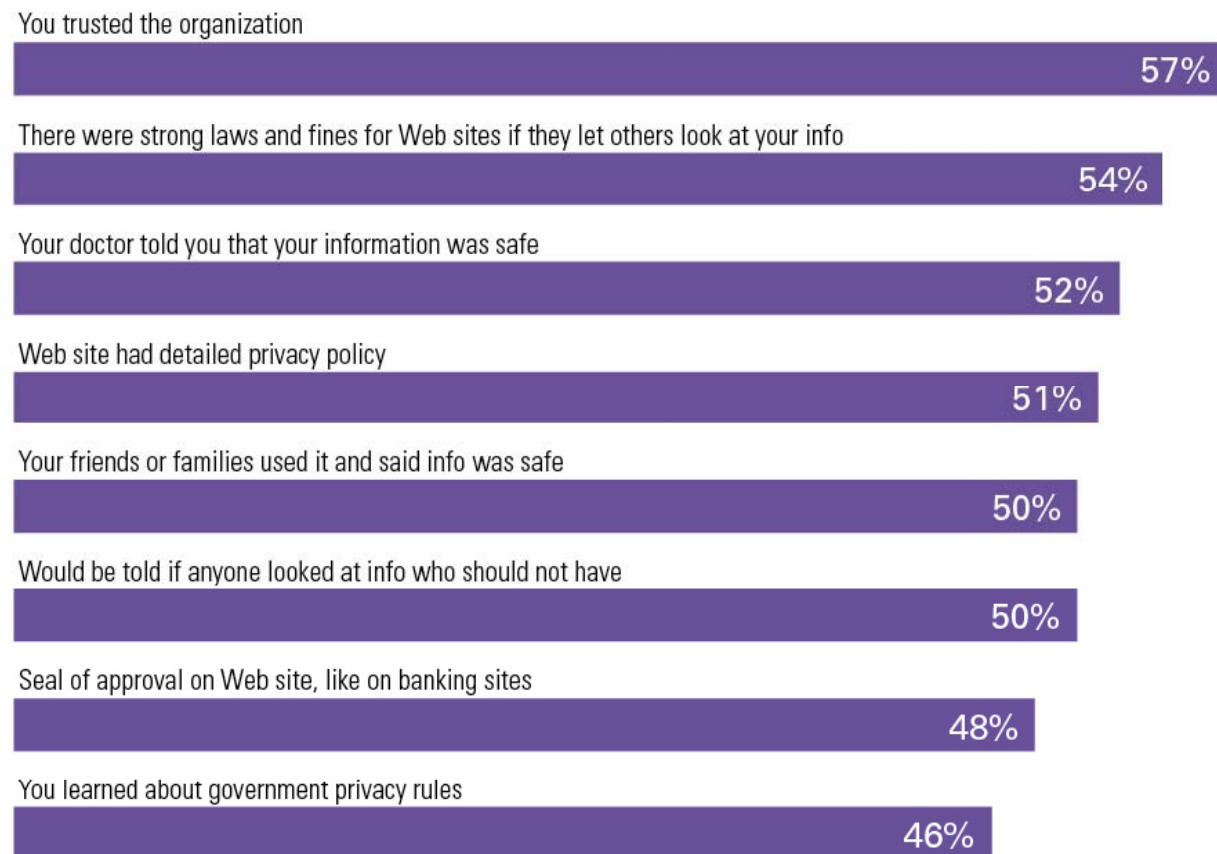
Note: This was an open-ended question.

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

Factors that Would Encourage Signing Up for a PHR

PERCENT SAYING THEY WOULD OR MIGHT SIGN UP IF...

BASE: ADULTS WITHOUT A PHR (n=1,583)

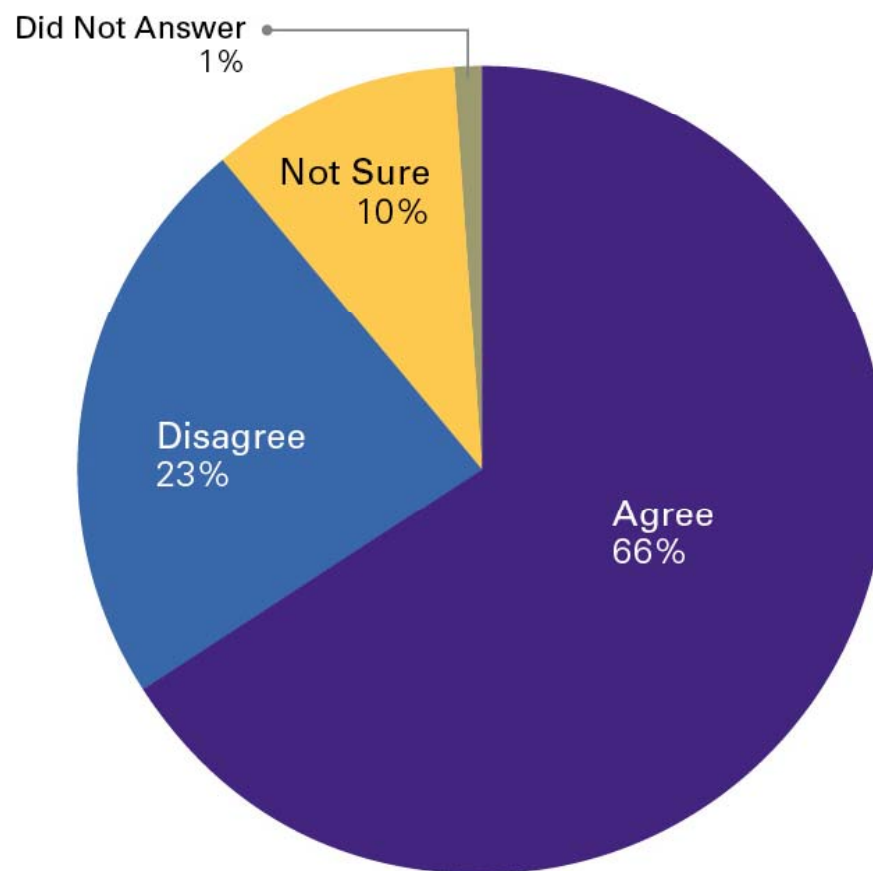


Source: Lake Research Partners, national health IT consumer survey, 2009–2010.

Privacy Concerns in the Use of Information Technology

Do you agree or disagree: Just like with online banking, we need to address privacy worries. But we should not let privacy concerns stop us from learning how technology can improve our health care.

BASE: ALL ADULTS (n=1,849)



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

For additional information contact:

California HealthCare Foundation
www.chcf.org