



Lake Snell Perry Mermin Meadow Gutoff Ulibarri

Topline Results From a National Consumer Survey on HIT

Conducted for California HealthCare Foundation
Among n=1,849 adults 18 and older nationwide
December 18, 2009 through January 15, 2010
Margin of sampling error: \pm 3 percentage points

N=1,849 interviews, including oversamples of:

- African Americans (for a total of n= 409)
- Latinos (n = 435)
- Asian Americans (n=112)
- PHR users (n=266)

Introduction

This survey is from a non-profit foundation. This foundation works on health care issues. It has no political views. The survey is to learn about health care and technology. Your answers will not be shared or made public. Thank you for taking this survey.

1. People may help a family member or friend who has a health problem, like a long-term illness or disability. This help could include going to a doctor with the person. It may be helping with their medications, or other health problems. During the past year, did you help a family member or friend with health problems?

Yes..... 37
 No 57
 I'm not sure 5
 Refused..... 1

2. On a different topic, how concerned are you with the privacy of your personal medical records?

Very concerned..... 35
 Somewhat concerned..... 33
 Not very concerned 25
 Not at all concerned 7
 Refused..... 0

Very/somewhat concerned 68
 Not very/not at all concerned 32

Awareness

3. How much have you heard, if anything, about any of these new technologies in health care? RANDOMIZE

	A lot	Some	Have not heard	Not sure	Ref
a. Doctors and health care systems using electronic medical records	22	50	19	7	1
b. Tools you can use at home to test things like blood pressure or blood sugar. These tools then send results to a doctor's office over the Internet.....	15	37	40	7	1
c. Doctors in remote places using things like video phones to talk with other doctors	7	44	39	9	1
d. Specific iPhone or other cell phone programs or applications that you can use to keep or track health information	4	19	66	10	1
e. Websites where people can get, keep, and update their health information, like lab test results, medicines, and doctors' visits.....	9	33	49	8	1

4. Have you heard anything about the government putting money toward helping doctors and hospitals use more technology?

Yes.....	23
No	59
I'm not sure	18
Refused.....	0

HIT in Doctor's Office

5. Do you know if your doctor uses an electronic medical record for you?

Yes – my doctor has an electronic medical record for me	26
No – my doctor does not have an electronic medical record for me	17
I'm not sure	56
Refused.....	1

6. Have you ever felt frustrated in a doctor's visit because you did not know what your doctor was writing in your medical chart?

Yes..... 33
 No 66
 Refused..... 1

7. Does your doctor type your information into a computer while you are in an office visit?

Yes..... 36
 No 48
 I'm not sure 15
 Refused..... 1

8. When you are in a doctor's visit, do you want your doctor to use a computer or write things down by hand?

Use a computer (SPECIFY _____) 18
 Write down by hand 17
 It doesn't matter to me 64
 Refused..... 1

Reasons for wanting MD to use computer (among 18%):

Accuracy, immediacy, won't forget..... 31
Typing is clearer than handwriting 27
Efficiency 26
Sharing among doctors and patient..... 15
Safe, reliable, less chance of getting lost 14
Personal control over records/More involvement/Access..... 7
Technology is good..... 6

9. IF YES TO Q7: In an office visit, have you ever felt these things when a doctor types your information into a computer? ROTATE A-B

	Yes	No	Ref
a. My doctor pays less attention to me than if he or she were writing things down by hand.....	19	80	1
b. My doctor has too much information about me on the computer.....	12	86	1

What Consumers May Want or Need

10. Thinking about your health care, do you agree or disagree: RANDOMIZE

	Strongly agree	Smwht agree	Smwht disag.	Strngly disag.	Not sure	Ref	Agree	Dis.
a. I wish my doctors had more time to talk to me	20	40	20	10	8	2	60	30
b. I feel like I have to find information about medical problems on my own, make sure I ask questions, and be my own advocate.....	19	36	23	12	9	2	55	35
c. I wish my doctors talked and shared more information with each other	18	38	18	9	17	1	55	27
d. Keeping track of all of my health information, like test results, medicines, and medical history, is difficult.....	15	36	25	14	9	1	50	40
e. I wish my doctor knew me and my health better	17	33	23	14	11	2	51	37
f. IF CAREGIVER (Q1=YES): I wish I knew more about my loved ones' health care	21	42	15	12	9	1	63	27

HIT Experiences

11. Do you or someone in your family keep any records or copies of your medical history, treatments, medicines, or other health information?

Yes.....	44
No	56
Refused.....	1

12. IF YES TO Q11: Where do you keep these records and copies?

On paper	82
On computer.....	4
Both paper and computer	14
Refused.....	0

Here are some questions about using the Internet and email.

13. Have you ever done any of these things online (going to websites or using email)... RANDOMIZE

	Yes	No	Not sure	Ref
a. Searched online for information about a disease or medical problem?	67	29	4	1
b. Looked at any of your medical test results online?	6	89	3	1
c. Sent an email to or got an email from your doctor?	8	87	3	1
d. Renewed a prescription online?	15	81	3	1

15. Have you ever done any of these things? (Yes, no, not sure) RANDOMIZE

a. Typed in information on a website about what you eat, how much you exercise, or your weight?.....	22	72	5	1
b. Typed in information on a website about a chronic illness you have?	17	78	4	1
c. Used a device that measures health information (like blood sugar or blood pressure) that connects to your computer?	6	90	3	1
d. Used an application on an iPhone or cell phone for any health-related reasons?	2	93	3	1
e. Joined an online group that is for a health issue that you or a family member has?	5	90	3	1
f. Searched online for information about a doctor?.....	30	66	3	1
g. Posted anything online about your health or health care?	5	90	3	1

Q15a2: IF YES: Did you enter any personal information on this website like your name, address, or social security number?	20	80	0	0
---	----	----	---	---

Q15b2: IF YES: Did you enter any personal information on this website like your name, address, or social security number?.....	13	87	0	1
--	----	----	---	---

PHRs

Some hospitals, doctor's offices, health plans, and different companies are offering websites 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 website.

Here's what one of these websites might look like: [SHOW IMAGE](#)

16. Have you ever used one of these websites where you can get, keep, or update your health information?

Yes.....	7
No	89
Not sure	3
Refused.....	1

17. IF YES TO Q16: Is this website sponsored by:

Your doctor or health care provider.....	26
Your health insurance plan.....	51
Your employer	4
Another organization (SPECIFY _____).....	6
Not sure	13
Refused.....	1

18. IF CAREGIVER (YES TO Q1): Did you use this type of website for:

Yourself.....	87
The person I help provide care.....	9
Someone else (SPECIFY _____)	3
Refused.....	1

19. IF NO/NOT SURE TO Q16: How interested would you be in using one of these websites where you can get, keep, or update your health information?

Very interested	14
Somewhat interested	27
Not too interested	25
Not at all interested.....	25
Not sure	9
Refused.....	0
Very/somewhat interested	40
Not too/not at all interested	51

20. IF CAREGIVER (YES TO Q1): How interested would you be using one of these websites where you can get, keep, or update health information about the person you help provide care for?

Very interested	19
Somewhat interested	29
Not too interested	17
Not at all interested.....	21
Not sure	9
Already have this for the person I help	0
Refused.....	4
Very/somewhat interested	48
Not too/not at all interested	38

Interest in PHR Features – Excluding Current PHR Users

21. NON PHR USERS: Here are some ways people can use their health information online. If your health information were available on a website, how interested would you be in...

RANDOMIZE

	Very Int.	Some- -what int.	Not too int.	Not at all int.	Not sure	Ref	Inter- ested	Not Inter- ested
a. Looking at the results of your lab tests or other tests	30	32	14	17	6	2	61	31
b. Making sure your information is correct.....	40	27	11	14	6	2	67	24
c. Scheduling a doctors' visit online	26	27	19	20	6	1	53	39
d. Renewing prescription medicines online	25	29	18	19	7	2	55	37
e. Keeping track of your child's health records, like immunization dates and information	24	20	14	28	11	2	45	43
f. Getting a reminder for when you need a test, like a mammogram or immunization.....	29	31	16	17	6	2	59	33
g. Sending an email to or getting an email from a doctor or nurse	20	30	23	18	7	1	51	41
h. Managing your family's doctor visits, medicines, immunizations, and other information in one place.....	25	33	16	18	7	1	57	34
i. Sharing your information with your family	11	22	30	27	8	1	33	58
j. Seeing your doctors' instructions for taking care of your health	28	33	15	16	7	1	61	30

Usefulness of PHR Features – Among PHR Users (n=266)

PHR USERS (YES TO Q16): Thinking about the times you have looked at your online medical and health information, how useful was each of these to you: (*Base n = 266*)

RANDOMIZE

	Very Useful	Some-what useful	Not too useful	Not at all useful	Have not done	Ref	Useful	Not useful
a. Looking at the results of your lab tests or other tests	41	16	4	2	35	2	57	6
b. Making sure your information is correct.....	40	24	5	0	29	3	64	5
c. Scheduling a doctors' visit online	31	17	5	1	45	1	48	6
d. Renewing prescription medicines online	38	14	3	2	40	4	52	5
e. Keeping track of your child's health records, like immunization dates and information	15	9	5	2	67	2	25	7
f. Getting a reminder for when you need a test, like a mammogram or immunization.....	25	19	5	1	49	1	44	6
g. Sending an email to or getting an email from a doctor or nurse	32	19	6	1	41	2	50	7
h. Managing your family's doctor visits, medicines, immunizations, and other information in one place.....	21	23	3	1	49	3	44	4
i. Sharing your information with your family	19	19	9	3	49	1	38	12
j. Seeing your doctors' instructions for taking care of your health	26	15	5	3	49	2	41	8

Interest in PHR Features – Among PHR Users Who Replied “Haven’t Done”

IF HAVEN’T DONE: How interested would you be in _____? Very, somewhat, not too, not at all

RANDOMIZE

	Very Int.	Some-what int.	Not too int.	Not at all int.	Ref	Inter-ested	Not Inter-ested
a. Looking at the results of your lab tests or other tests	47	43	3	7	0	90	10
b. Making sure your information is correct.....	53	31	1	15	0	84	16
c. Scheduling a doctors’ visit online	40	36	8	16	0	76	24
d. Renewing prescription medicines online	35	33	18	14	0	68	32
e. Keeping track of your child’s health records, like immunization dates and information	17	17	6	60	1	34	65
f. Getting a reminder for when you need a test, like a mammogram or immunization.....	40	42	6	12	1	82	17
g. Sending an email to or getting an email from a doctor or nurse	32	37	10	19	2	69	29
h. Managing your family’s doctor visits, medicines, immunizations, and other information in one place.....	45	25	13	16	1	70	29
i. Sharing your information with your family	8	26	26	39	1	34	66
j. Seeing your doctors’ instructions for taking care of your health	44	32	8	11	4	76	19

Outcomes of Using PHR – Among PHR Users (N=266)

22. PHR USERS: Here are some questions about looking at your health information online:

	Yes	No	Not sure	Ref
a. Has looking at your health information online made you feel like you know more about your health?.....	56	29	13	2
b. Has it made you feel like you know more about the health care your doctor is giving you?	52	37	10	2
c. Has it led you to do something to improve your health?.....	32	47	17	4
d. Has it led you to ask your doctor or nurse a question that you may not have asked before?	40	42	16	2
e. Has it made you feel more connected to your doctor?	38	42	17	2
f. Has it made you less likely to switch to another doctor?	25	51	22	3
g. Did you ever find something missing or not right in your online information?	12	70	17	2
h. Has it made it easier to talk to your family about your health?.....	31	49	18	2

Sponsor of PHR

23. Many different groups have this kind of website for people to get, keep, or update their health information. How interested would you be in using this type of website if it were from...RANDOMIZE

	Very Int.	Some-what int.	Not too int.	Not at all int.	Not sure	Ref	Inter-ested	Not Inter-ested
a. The hospital or medical practice you use	22	36	15	18	8	1	58	32
b. Your health insurance plan	18	32	18	22	9	2	50	40
c. A non-profit group like the American Heart Association or AARP	10	26	26	27	11	1	35	53
d. A government group like Medicare.....	11	25	23	29	10	1	36	52
e. A company like Google or Microsoft	6	19	27	36	11	1	25	63
f. Your employer.....	7	18	25	39	10	2	25	63

Barriers to PHRs

NON-PHR USERS

24. Here are some thoughts about using this type of website to get, keep and update your health information. Do you agree or disagree with each one? RANDOMIZE

	Strongly agree	Smwht agree	Smwht disag.	Strngly disag.	Not sure	Ref	Agr.	Disagree
a. I would be worried about people seeing my health information if it were online.....	37	36	11	6	9	1	73	17
b. I would be worried about the privacy of my health information if it were online	37	37	10	5	9	1	75	15
c. I don't need this to handle my health needs.....	22	40	18	7	12	1	61	26
d. I don't like using computers or the Internet.....	10	17	25	39	8	1	26	64
e. It would take too much time	11	27	34	12	14	1	38	46
f. This might cost too much.....	18	33	20	8	20	1	51	28

Privacy/Confidentiality/Security of PHRs

NON-PHR USERS

Here are some things that might affect whether you sign up for a free website that helps you get, keep, and update your health information. RANDOMIZE

25. Would each of these things make you want to sign up?

	Would sign	Might sign	Would not	Ref
a. Your doctor told you that your information was safe	14	38	43	5
b. Your friends or family used this kind of website and said their information was safe	13	37	46	5
c. You saw a sign or seal of approval on a website that said it was safe. The sign was like one you would see on a bank website.....	12	36	47	5
d. You trusted the organization	17	40	38	6
e. The website had a detailed				

privacy policy	13	38	44	5
f. You learned about government privacy rules about health information	11	35	49	5
g. You found out that you would be told if anyone looked at your information who should not have ...	15	35	44	5
h. There were strong laws and fines for these websites if they let others look at your health information.....	19	35	40	5
26. PHR USERS: Think back to when you were first able to look online at your health information, like lab tests. What made you feel that your information would be kept safe and private? OPEN END (<i>Base n = 266</i>)				
Wasn't worried, didn't think of it, same as banking	19			
I trust the website/ doctor	16			
Encrypted/secure website/"https"/lock symbol	15			
Password protected	15			
Nothing made me feel it was safe	10			
Privacy/security policy	4			
HIPPA/privacy laws	4			
Don't know.....	13			
Other	4			
27. PHR USERS: Now that you have your health information online, how worried are you about the privacy and confidentiality of your information? (<i>Base n = 266</i>)				
Very worried	11			
Somewhat worried	29			
Not too worried	47			
Not at all worried.....	11			
Refused.....	2			
Very/somewhat worried	40			
Not too/not at all worried	58			
28. PHR USERS: As far as you know, has anyone looked at your information who should not have? (<i>Base n = 266</i>)				
Yes.....	3			
Not as far as I know	95			
Refused.....	2			

RESUME ALL:

If your doctor had a system of electronic medical records, some information could be shared with health insurance plans, researchers, companies, and others. This information would be about your health and the type of care you receive.

Your name, date of birth, address, and social security number would not be shared.

29. Would you feel comfortable if your health information was shared? (Your name, address, and other personal information would not be shared)

Yes.....	31
No	42
Not sure	25
Refused.....	1

30. If your doctor had an electronic medical record system where your health information could be shared, would there be anything that you would not tell your doctor? (Your name, address, and other personal information would not be shared)

Yes.....	15
No	50
Maybe	33
Refused.....	1

Interest in Devices

Some doctors are starting to have patients use tools or devices at home that can test things like blood sugar, blood pressure, or other health information. The tools can be plugged into your computer and you can send the results directly to the doctor's office. This can all be done from your home.

31. How interested would you be in learning about these different tools?

Very interested	14
Somewhat interested	33
Not too interested	20
Not at all interested.....	19
Not sure	13
Already use	0
Refused.....	1

Very/somewhat interested	48
Not too/not at all interested	39

32. IF CAREGIVER: How interested would you be in learning about these different tools that your loved ones could use?

Very interested	24
Somewhat interested	41
Not too interested	14
Not at all interested.....	13
Not sure	7
Already use	0
Refused.....	1
Very/somewhat interested	65
Not too/not at all interested	27

Uses of Applications

There are also websites, programs, and applications that you can use to keep track of your health. If you wanted to, you could share this information with your doctor.

33. How interested would you be in using a website, program, or application
RANDOMIZE

	Very Int.	Some-what int.	Not too int.	Not at all int.	Not sure	Al-ready use	Ref	Inter-ested	Not Inter-ested
a. To keep track of your diet and how many calories you eat and drink	9	27	22	31	8	1	1	36	53
b. To keep track of your health information about a chronic illness you have	13	27	18	28	11	1	2	40	47
c. To keep track of how much you exercise	8	25	24	33	8	1	2	33	57
d. To keep track of your mood or how happy you are with your life.....	6	16	23	43	8	1	2	23	66
e. To remind you when to take your medications	9	21	25	35	8	1	1	30	60

34. Would you be interested in using any of these programs or applications on an iPhone or other cell phone?

Yes.....	10
No	75
Not sure	14
Refused.....	1

Benefits of HIT

35. Here are some ways that using websites, programs, or tools can help people.
How helpful would each of these be for you? RANDOMIZE

	Very helpful	Smwht helpful	Not too helpful	Not at all helpful	Not sure	Ref	Helpful	Not Helpful
a. You could set goals and keep track of how well you do over time16	36	16	19	12	2	52	35	
b. Your information could be sent to your doctor over the Internet. This way, you do not have to go into the doctor's office.....21	34	15	17	12	1	55	32	
c. You could print out your information to bring with you to a doctor's office23	38	12	15	11	1	60	28	
d. You could share information easily with your family12	27	22	24	12	2	40	47	

Some people say technology like electronic medical records, tools, and websites can help people and the health care system.

RANDOMIZE

On a scale of 1 to 7, please rate whether you personally think each of these is a reason to use more health care technology.

	Major reason		Not a reason		Ref	Mean	Reason (5-7)	Not (1-3)
	7	5-6	4	1-3				
36. Things like electronic health records – even sending emails back and forth – can improve your relationship with your doctor.	14	29	25	30	2	3.8	43	30
37. Your doctors could have all of your information right there. This lets them spend less time asking the same questions and more time listening and talking with you.	22	37	19	20	2	3.2	59	20
38. Technology can give your doctor more information about you and your health. This can let your doctor really get to know you better.	19	35	21	23	2	3.4	54	23
39. Technology can let all of your doctors, nurses and pharmacists have the same information about you. This means fewer medical mistakes, and better chances of getting the right care.	26	35	18	19	2	3.1	60	19
40. Technology can make it easier for you to schedule a doctor visit, look at test results, renew your medicine, and talk with your doctors.	21	34	19	23	2	3.3	55	23
41. Technology can help keep all of your information in one place so all your doctors can see it. This means you would not have to tell your same medical history, illnesses, and health problems every time you see a new doctor. You would not have to ask for tests or results from other doctors, and you would not have to bring test results, information about medicines, or other information to see a doctor.	26	36	17	20	2	3.1	62	20
42. With more technology and information, you could feel more in control of your health and the type of health care you receive.	16	32	24	26	2	3.6	48	26
43. It costs us about 35 cents of each health care dollar to run the health care system. Using more health care technology could save money and help lower health care costs for everyone.	23	35	18	21	2	3.2	58	21

44. 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.

Strongly agree	27
Somewhat agree	39
Somewhat disagree.....	13
Strongly disagree	10
Not sure.....	10
Refused	1
Agree	66
Disagree	23

EXCLUDE PHR USERS: You have read a few things about free websites where you could get, keep, and update your health information, like lab test results, medicines, doctors' visits, and other information. Again, here is what one of these websites might look like.
IMAGE

45. Now that you have heard more, how interested are you in signing up for this type of website?

Very interested	10
Somewhat interested	31
Not too interested	22
Not at all interested.....	25
Not sure	10
Refused.....	1
Very/somewhat interested	41
Not too/not at all interested	47

46. IF CAREGIVER (YES TO Q1): Now that you've heard more, how interested would you be in having the person you provide help for sign up for this type of website?

Very interested	19
Somewhat interested	29
Not too interested	19
Not at all interested.....	21
Not sure	10
Already have online personal health record for this person.....	1
Refused.....	2

Very/somewhat interested	48
Not too/not at all interested	40

Online Behavior

47. How often do you do each of the following ... (almost every day, at least once a week, once or twice a month, less often, never) RANDOMIZE

	Almost every day	At least once a week	Once or twice a month	Less often	Never	Ref
a. Shop online	2	8	25	30	34	2
b. Look at your bank account online or pay bills online	13	22	14	8	41	1
c. Email friends or family	31	28	16	9	14	2
d. Read the news online	24	18	14	14	28	2
e. Use instant messaging	9	10	11	16	52	2
f. Watch videos online, like on YouTube	7	16	16	18	41	1

48. Have you ever made an online profile page that others can see, like on MySpace, Facebook or LinkedIn.com?

Yes	39
No	58
Not sure	2
Refused	1

49. Do you currently have an iPhone or other cell phone that you can use to download applications?

Yes	17
No	82
Refused	1

Health Status

50. Would you say that in general your health is...

Excellent	10
Very good	35
Good	37
Fair	15
Poor	2
Refused	1

51. Has a doctor ever told you that you have any of these things? RANDOMIZE

	Yes	No	Ref
a. Diabetes or high blood sugar.....	13	85	2
b. Arthritis.....	22	76	2
c. Asthma.....	13	85	3
d. Chronic bronchitis or emphysema.....	6	91	2
e. Hypertension or high blood pressure.....	31	68	2
f. Heart disease.....	7	91	2
g. Cancer.....	6	91	3
h. Depression or an anxiety disorder.....	19	78	2
i. Had a stroke.....	2	96	2
j. A genetic condition.....	3	94	3
k. HIV or AIDS.....	0	97	3
l. Overweight.....	30	68	2
m. Any other chronic illness.....	10	87	3

52. How many different prescription medicines do you usually take each day?

None.....	43
1 or 2.....	26
3 or 4.....	15
5 or more.....	15
Refused.....	2

53. In the past 12 months, how many times have you done any of these for yourself?

	None	1	2 - 3	4+	Ref
a. Had a doctor's visit.....	19	20	27	31	3
b. Stayed overnight in a hospital.....	84	8	2	1	5
c. Gone to the emergency room.....	77	12	5	1	5

54. IF CAREGIVER: In the past 12 months, how many times has the person you helped... Your best estimate is fine.

	None	1	2 - 3	4+	Ref
a. Had a doctor's visit.....	9	9	22	58	2
b. Stayed overnight in a hospital.....	58	14	15	11	3
c. Gone to the emergency room.....	52	22	16	6	4

55. Do you have health insurance right now?

Yes.....	78
No	19
Not sure	1
Refused.....	1

56. IF YES: Which of these is your main health insurance?

Medicare.....	24
Medicaid	5
I'm covered under my work insurance.....	39
I'm covered under my spouse's plan where they work	12
I buy my own insurance.....	7
Other SPECIFY	9
I'm not sure	3
Refused.....	0

Demographics

Gender

Male	48
Female.....	52

Age

18-24	10
25-29	12
30-34	7
35-39	8
40-44	11
45-49	6
50-54	8
55-59	8
60-64	11
65-69	8
70-74	5
75 and older	6

Race

White, Non-Hispanic	68
Black, Non-Hispanic.....	12
Other, Non-Hispanic.....	5
Hispanic.....	14
2+ Races, Non-Hispanic.....	1

Education

1-11 th grade	14
High School graduate	31
Some college	28
College graduate	17
Post-graduate school	10

Income

Less than \$5,000	2
\$5,000 to \$7,499	2
\$7,500 to \$9,999	3
\$10,000 to \$12,499	3
\$12,500 to \$14,999	3
\$15,000 to \$19,999	6
\$20,000 to \$24,999	7
\$25,000 to \$29,999	5
\$30,000 to \$34,999	6
\$35,000 to \$39,999	6
\$40,000 to \$49,999	9
\$50,000 to \$59,999	10
\$60,000 to \$74,999	11
\$75,000 to \$84,999	6
\$85,000 to \$99,999	6
\$100,000 to \$124,999	9
\$125,000 to \$149,999	3
\$150,000 to \$174,999	2
\$175,000 or more.....	2

Region

Northeast	18
Midwest	22
South	37
West	23