

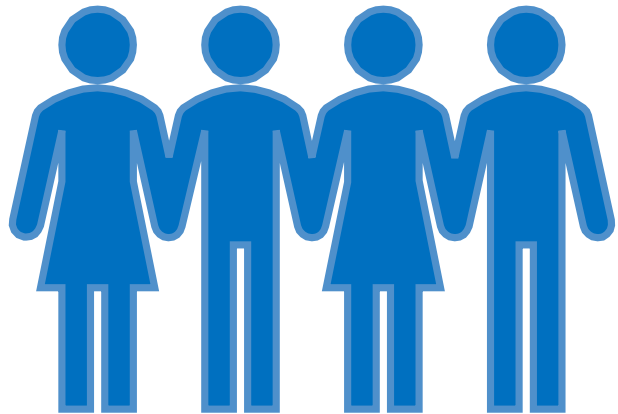


# Idaho Health Data Exchange (IHDE) Stakeholder Survey



2019

# Acknowledgements



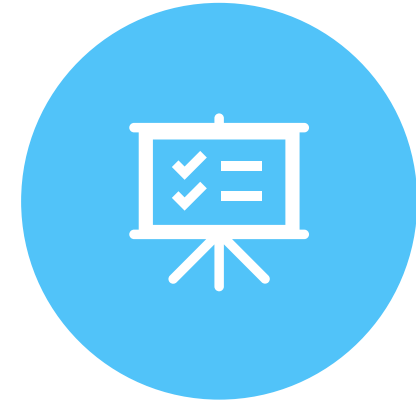
Idaho Health Data Exchange (IHDE) is grateful for all survey participants and their continued dedication to greater patient care and coordination. The information gathered through this exercise will be used to determine how best IHDE can serve our stakeholders and contribute to healthier outcomes in the state of Idaho.



IDENTIFY ALL PUBLIC HEALTH  
STAKEHOLDERS IN IDAHO



DETERMINE THE OPPORTUNITIES OF  
GREATEST INTEREST AND VALUE  
AMONGST STAKEHOLDERS



DIRECT FURTHER COMMUNICATIONS  
ACTIVITIES AND PLATFORM  
DEVELOPMENT.

# Stakeholder Survey Objectives

# Approach and Methodology Identifying Stakeholders

In order to assess public health stakeholder interests and priorities in the state of Idaho, IHDE developed a matrix of stakeholder groups and their types. IHDE considered any type which has a vested interest in public health and patient care. These stakeholder groups consisted of:

- Partners: Idaho State Health Department, Philanthropic Groups, and Humanitarian organizations
- IHDE Participants/Non-Participants: Hospitals, Critical Access Hospitals, Clinics (Primary & Specialty), Labs, Payers, etc.
- Patients

# Survey Sample

This initial survey targeted the IHDE Participants/Non-Participants. We utilized a Zoho program to create an email campaign in order to send an email to all IHDE Participants. Members of the IHDE team called known Non-Participating healthcare providers in Idaho to obtain additional emails for information gathering, utilizing open web databases and Hospital Association directories which listed phone numbers.

- 4931 individuals received this survey

To encourage higher response, the communication IHDE sent offered an award of one of three amazon gift cards for completion of the survey:

- 1- \$100
- 2- \$50



## 2019 IHDE Stakeholder Survey

The Idaho Health Data Exchange (IHDE) is conducting a survey to better understand your needs and improve patient care coordination.

The Idaho Health Data Exchange is Idaho's health information network and the repository for over 70% of Idaho's current patient clinical information.

**The successful completion of this survey will enter you for a chance to win an Amazon gift card- one for \$100 or one of two \$50 gift cards!**

Be sure to enter your contact information at the end of the survey for a chance to win!

# Campaign Stats

- This campaign was sent to 4854 participating and non-participating stakeholders throughout Idaho on 5/30/2019.
- A follow-up campaign was sent on 6/5/2019 to the 4544 individuals of the initial campaign who did not respond, and an additional 77 IHDE non-participants, whose emails were obtained between 5/30 and 6/5.

Emails Sent

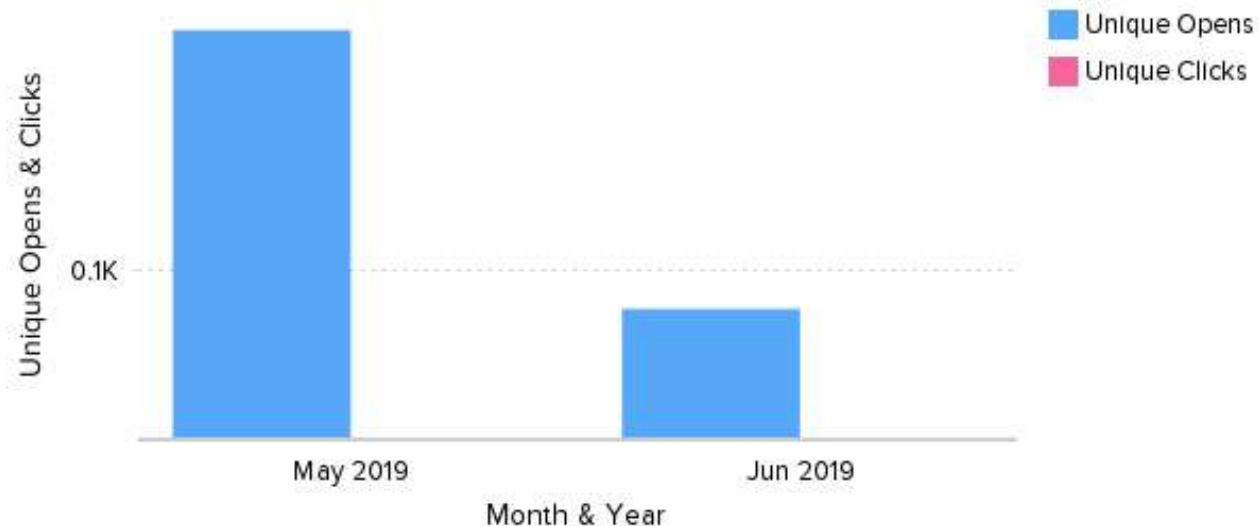
9.47K

Open Rate

3.6%

## Clicks and Opens Trend

The number of opens and clicks acquired by all campaigns across months



# Survey Questions

1. What Organization do you work with?
2. Do you know about Idaho Health Data Exchange (IHDE)?
3. Are you aware of whether your facility participates with IHDE?
4. What do you perceive to be the purpose of IHDE?
5. Why does your facility participate with IHDE?
6. Why doesn't your facility participate with IHDE?
7. Are you satisfied with our services?
8. What services provide the most value to you?
9. How have our services failed you?
10. How have our services added value?
11. What services can we offer to provide more value?
12. Are you satisfied with IHDE's level of communication?
13. What information does IHDE provide that is most valuable to you?
14. What further information can we provide that would be valuable to you?
15. May we contact you to discuss your responses?
16. First Name,Last Name,Organization,City,Phone,Email

# Survey Response



The survey consisted of 16 questions, with logic that directed respondents to the appropriate questions based on their responses.



A total of 207 respondents participated as of 6/18/2019



On average, the survey took 6.23 minutes to complete.



Response rate was 4.2%



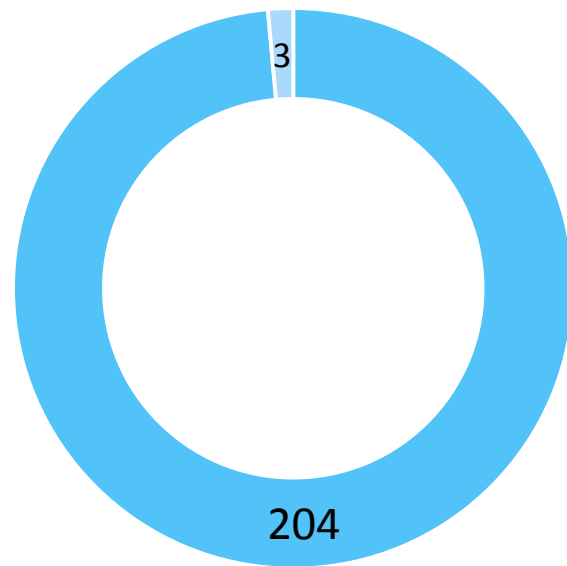
Results



IHDE  
Stakeholder  
Survey 2019  
-Results and Analysis-

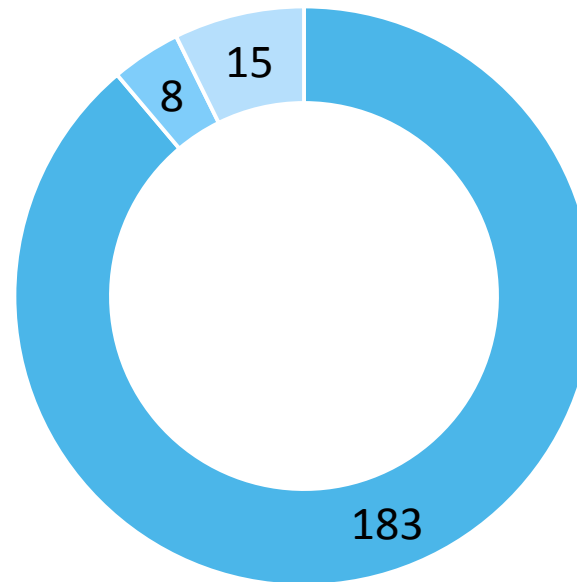
# Respondent Breakdown

Do you know about the Idaho Health Data Exchange?



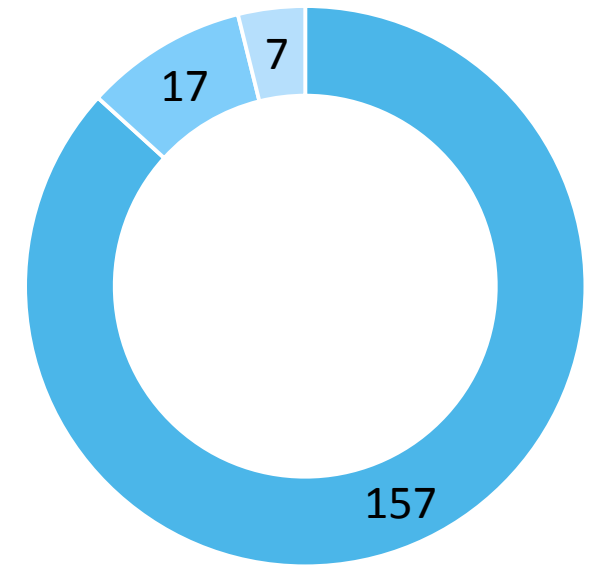
99% Yes

Does your facility participate with the Idaho Health Data Exchange?



89% Yes

Are you satisfied with the Idaho Health Data Exchange?



87% Yes

# Respondent Breakdown

Industry	Responses	Region	Responses
Clinics and Specialty Practices	69	1	12
Federally Qualified Health Centers	43	2	18
Hospital	34	3	6
Veterans Administration	27	4	134
Critical Access Hospitals	14	5	1
Payers	10	6	6
Home Health or Hospice	3	7	2
Outpatient Surgery & Dialysis	2	3 & 4	2
Rehab	2	OR	1
Government Agency	1	Statewide	25
Long-Term Care	1		
Nonprofit	1		

207 Respondents from 56 organizations

# Respondent Breakdown

## Organization Connection

Connection Status	Count
View Only	27
Bidirectional	20
Inbound	3
Outbound	3
Not Connected	3
Grand Total	56

48%

Of Organizations that responded had  
View Only Status

## User Connection

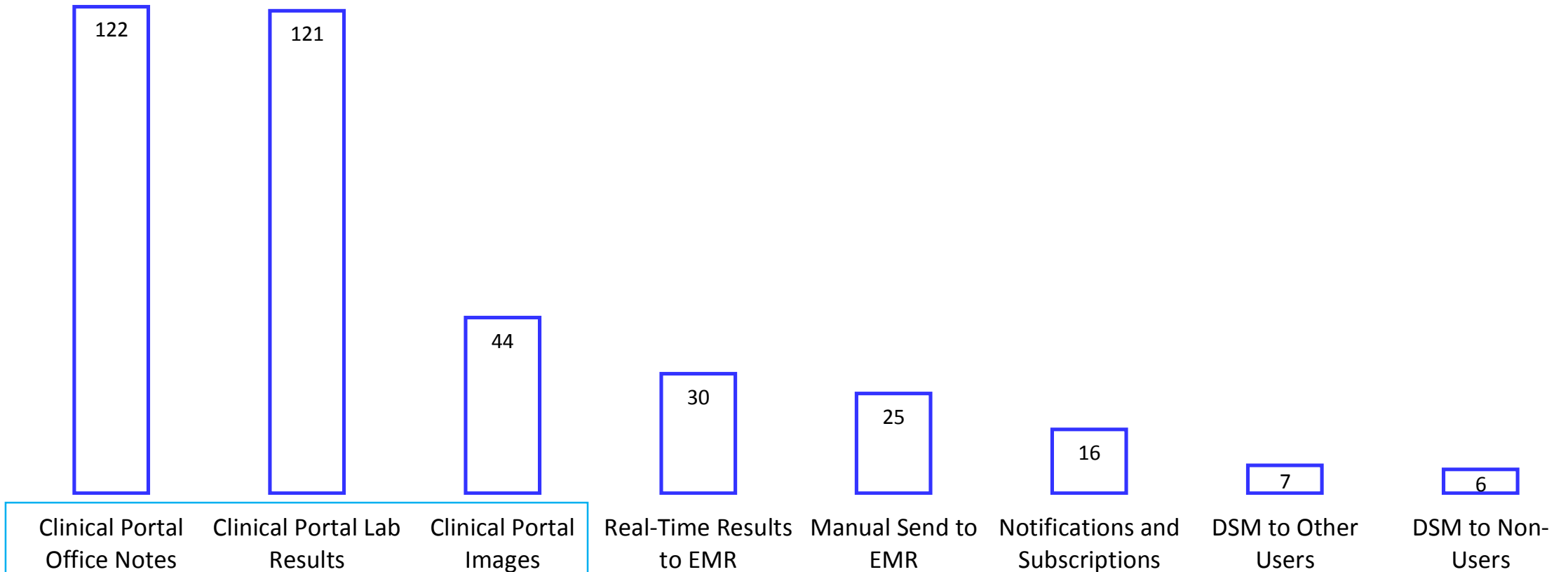
Connections Status	Count
Bidirectional	123
View Only	73
Inbound	5
Not Connected	3
Outbound	3
Grand Total	207

59%

of Users who responded had  
Bidirectional Connection

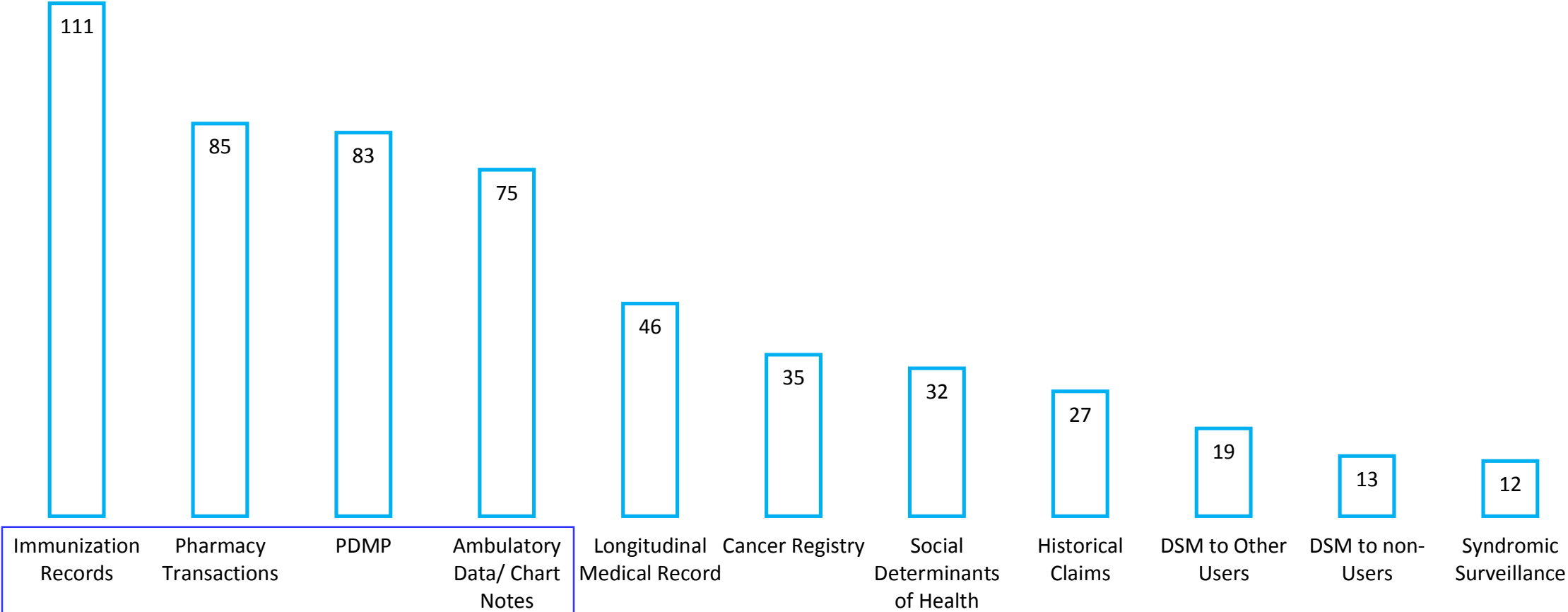
# Question: What Services Provide the Most Value to You?

## Current Value Services - Overall



# Question: What Services Could We Provide to Offer More Value?

Desired Value Services - Overall

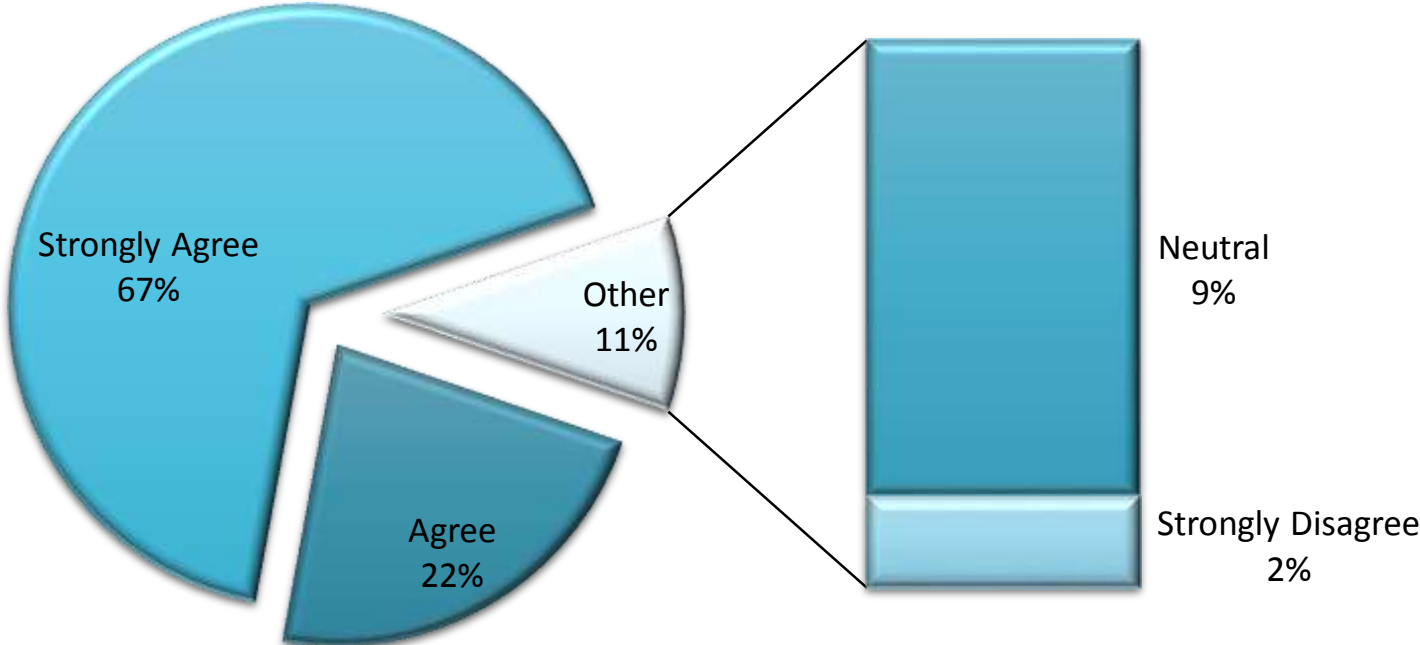


# Question: How do you agree or disagree with the following statement?

IHDE has added value to my organization by:

**Improving  
knowledge of  
vital patient  
history**

**89%** Agree or  
Strongly Agree

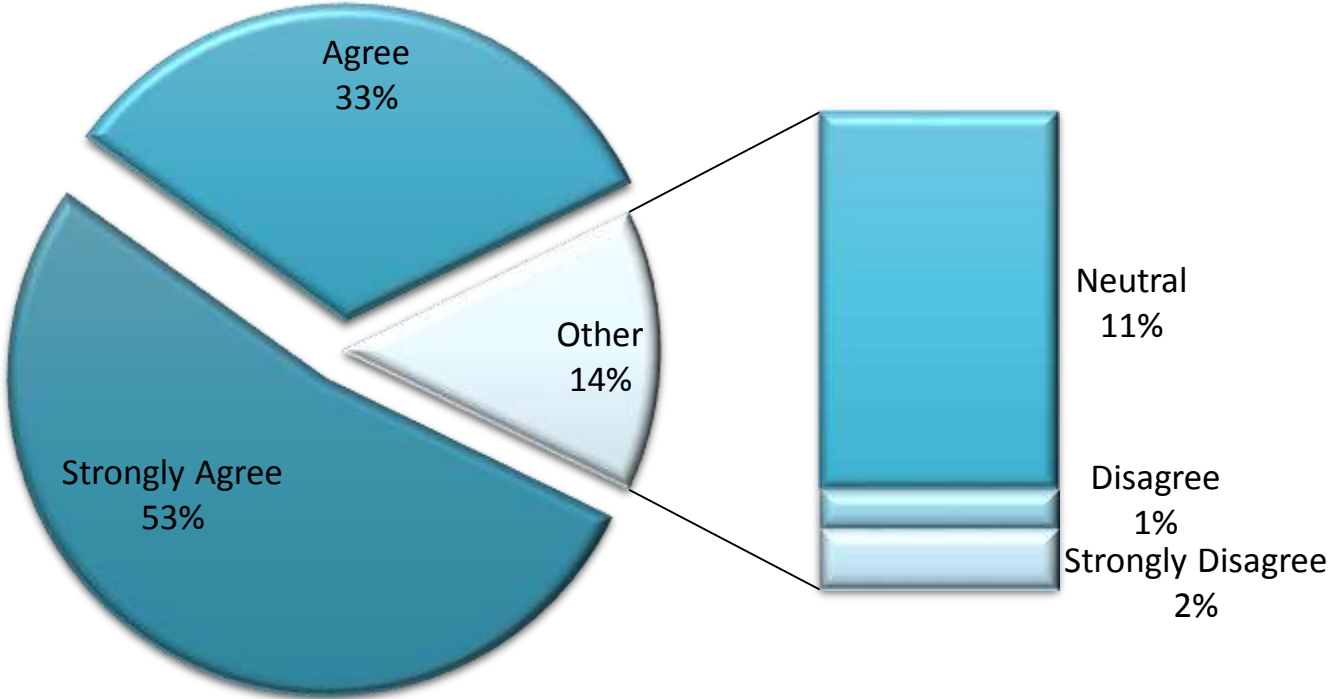


# Question: How do you agree or disagree with the following statement?

IHDE has added value to my organization by:

**Increasing  
workflow  
efficiency**

**86%** Agree or Strongly Agree



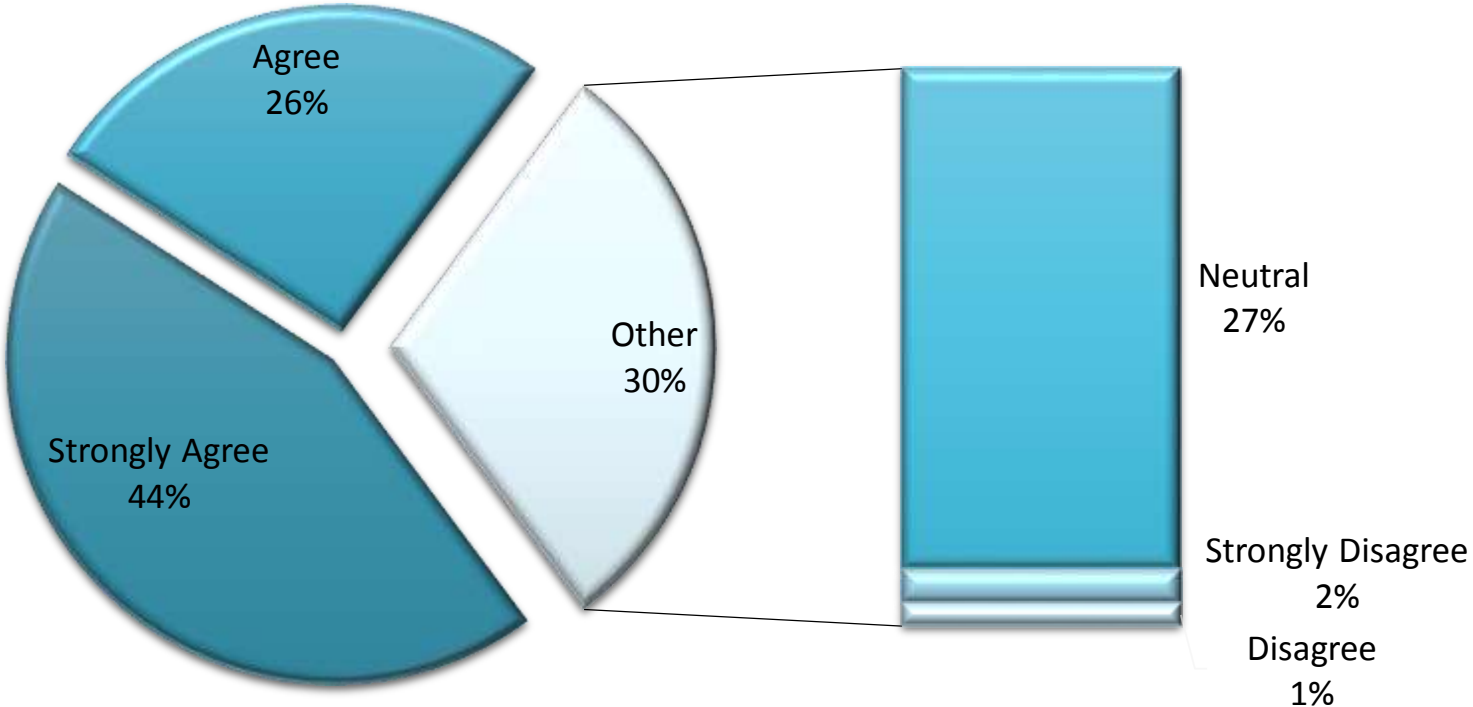


# Question: How do you agree or disagree with the following statement?

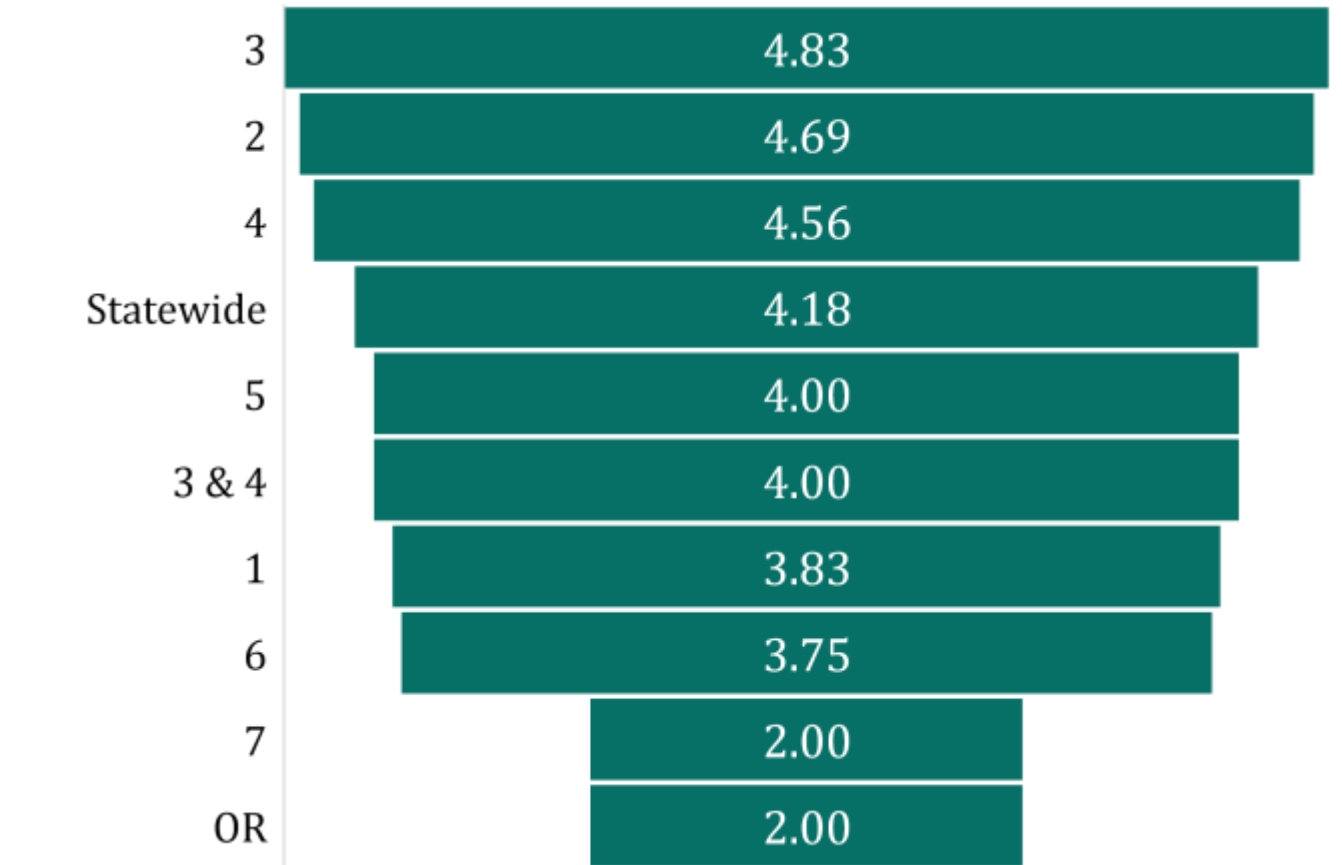
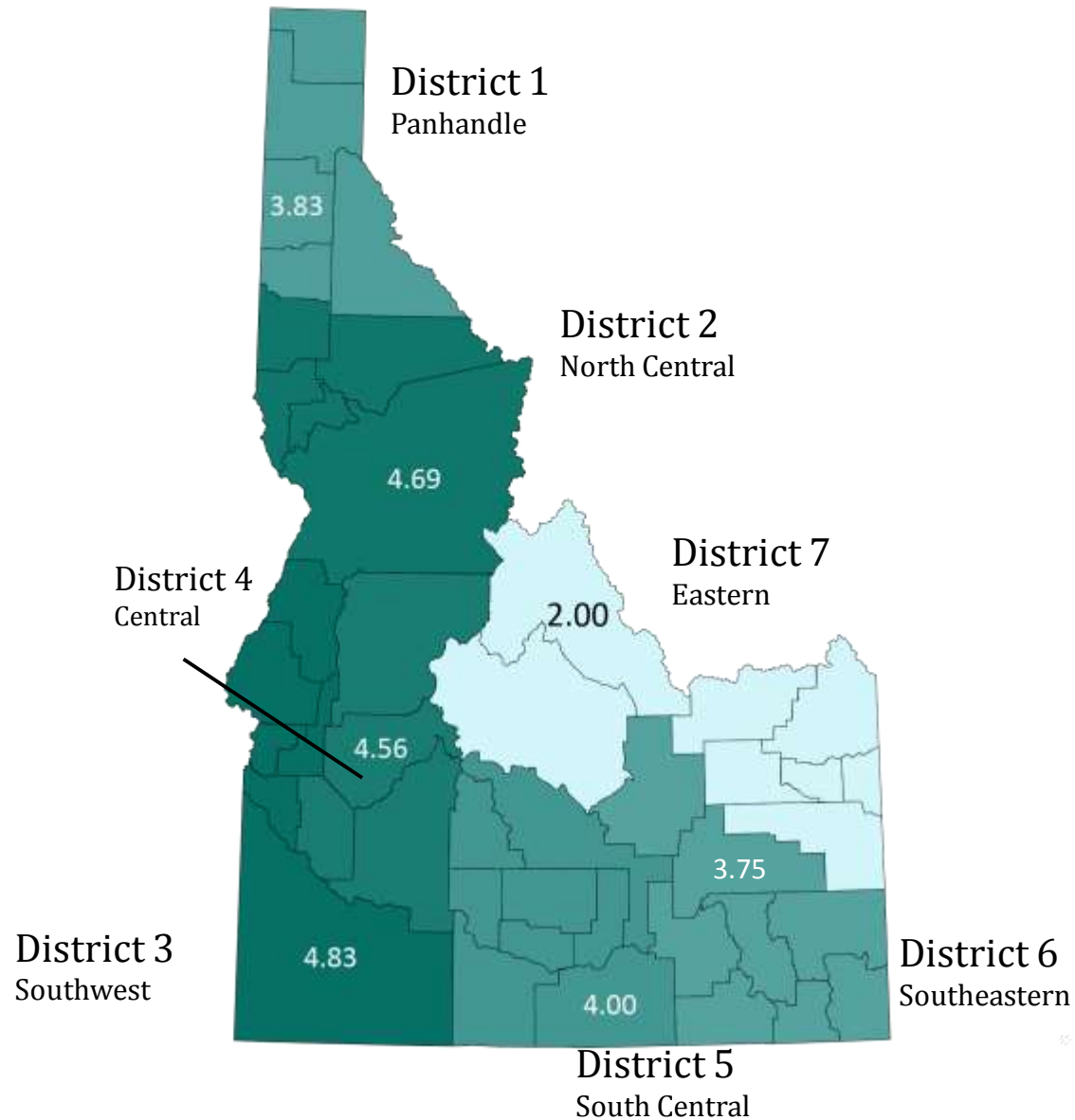
IHDE has added value to my organization by:

**Reducing test duplication**

**70%** Agree or Strongly Agree

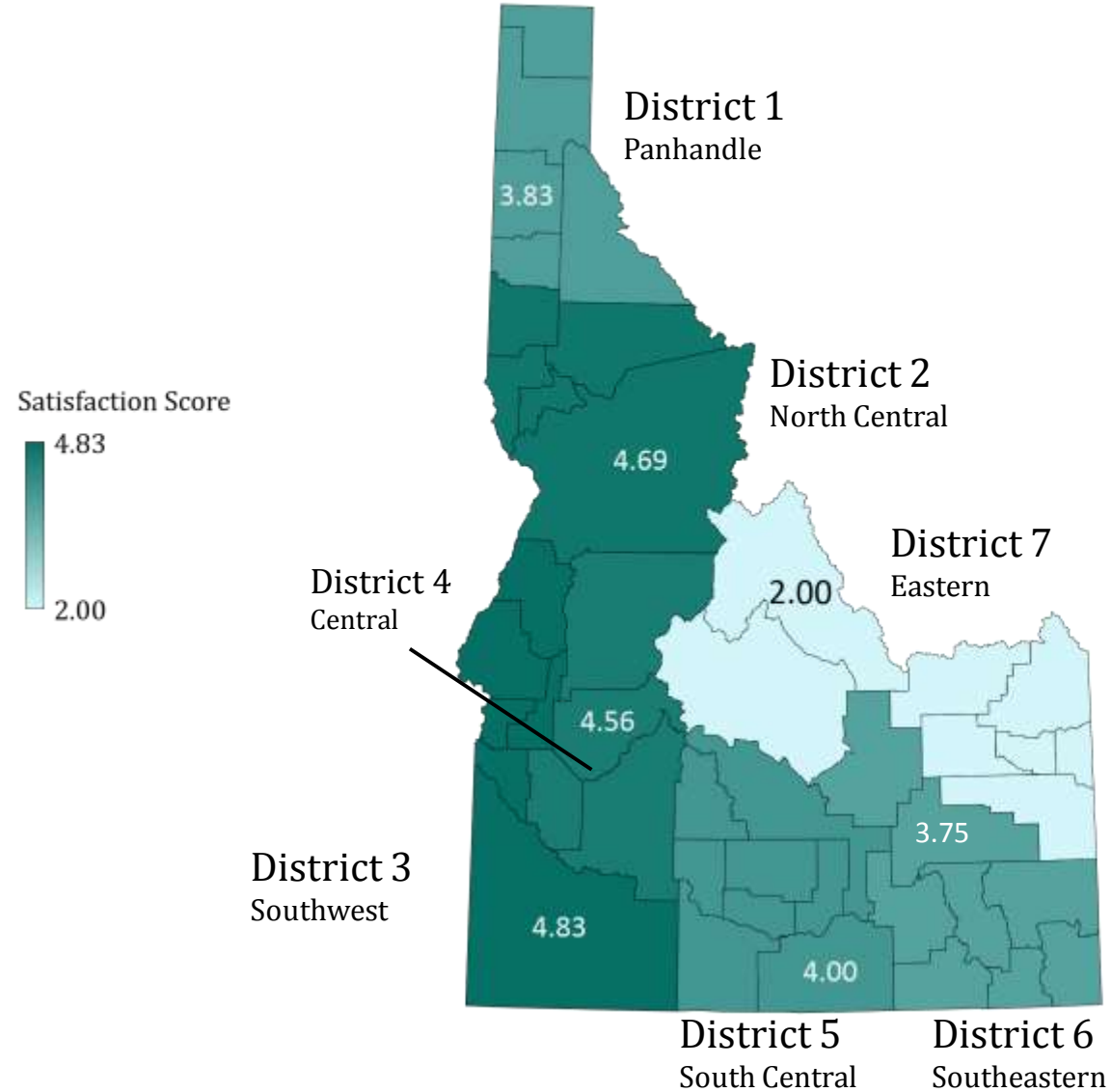


# Satisfaction Scores by Public Health Region

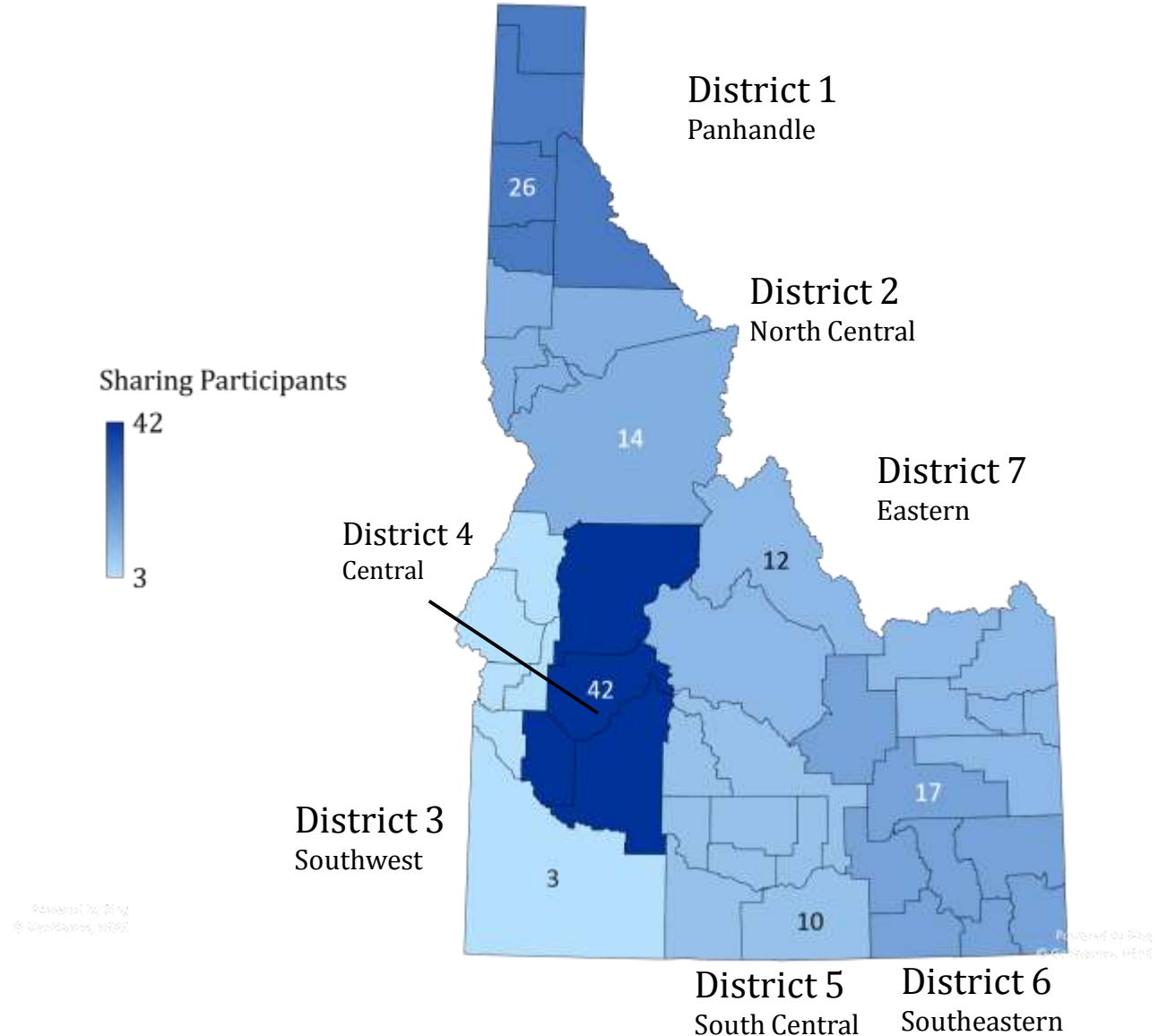


# Satisfaction Scores and Connections

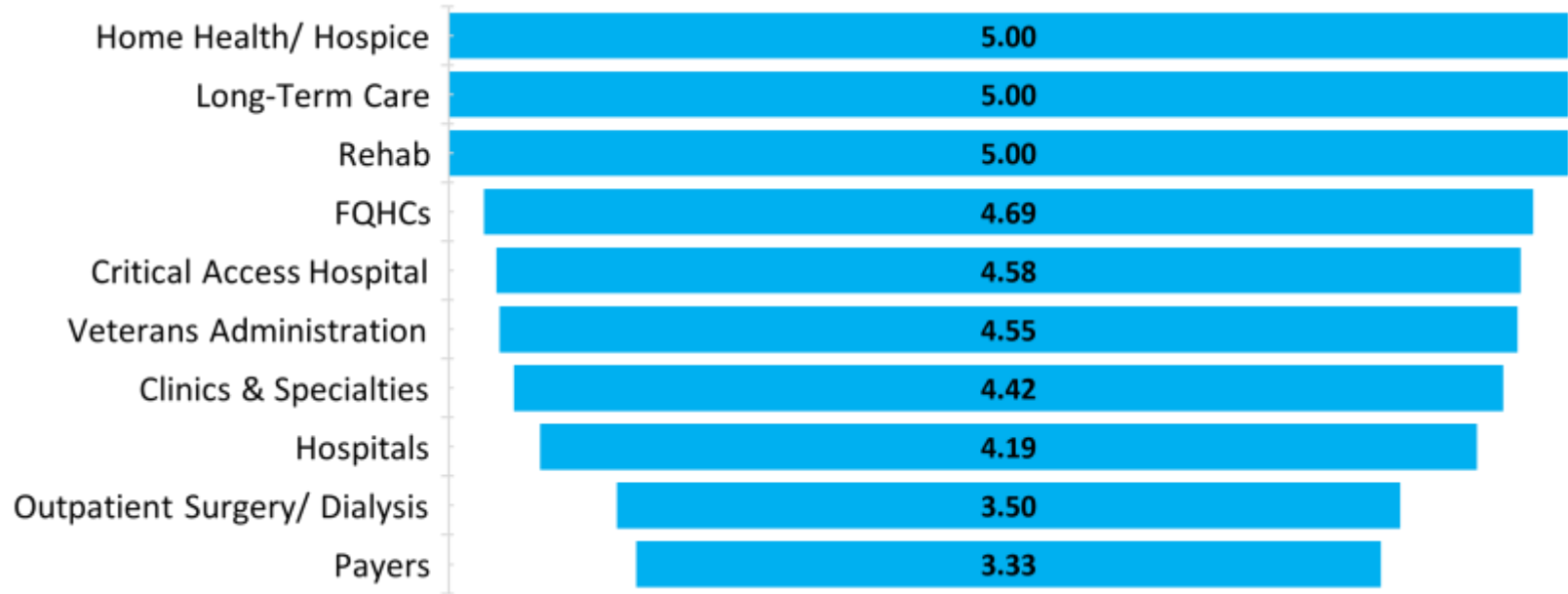
## Satisfaction Score by Public Health Region



## Sharing Participants by Public Health Region

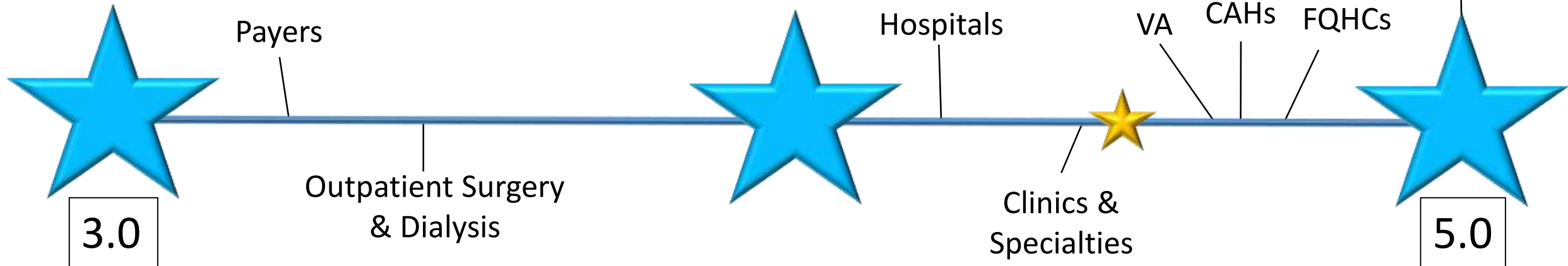


# Satisfaction Scores by Industry



  
4.43 Average  
Score

Home Health  
Long-Term Care  
Rehab



# Poor Satisfaction Feedback

(Participants and Non-Participants)

Outpatient Surgery & Dialysis Centers

Payers

01

ONLY PARTICIPATE TO  
SATISFY HEALTHY  
CONNECTIONS

02

TOO FEW  
CONNECTIONS TO  
HEALTH FACILITIES IN  
THEIR AREA

03

DESIGNED FOR CARE  
MANAGEMENT FOR  
HEALTHCARE  
PROVIDERS, NOT  
INSURANCE COMPANIES

Respondents with a satisfaction score below 4.0

# How Have Our Services Failed You?

- Constant downtime and connection issues. Slow resolution times.
- Have experienced errors online and have submitted IT service tickets, never receiving a response.
- Few Hospital connections in Southeast Idaho.
- There are not enough specialty provider participants. Records from specialists are usually the ones needed the most.
- No access to records in Eastern Idaho.
- Not beneficial due to lack of facilities in Eastern Idaho that participate.

# Conclusions

There was a correlation between satisfaction with IHDE services by region and the volume and significance of connections for that region.



The majority of respondents indicated that IHDE improved their knowledge of vital patient information, increased their workflow efficiency, and reduced testing duplication.



The top three services that respondents were interested in that IHDE does not currently offer were:

Immunization data

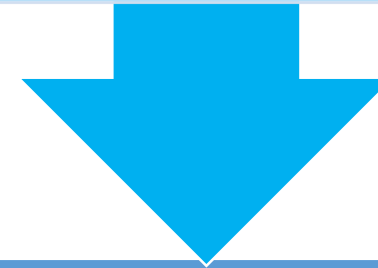
Pharmacy transactions

Prescription Drug  
Monitoring Program  
Information

# Conclusions

The top three services that respondents valued from current IHDE services were:

Clinical Portal Office Notes, Radiology Report, and Images



Respondents indicated a need for additional training and education regarding availability of the following IHDE services:

Real-time results to EMR via an interface connection

Manual send to EMR from the Clinical Portal

Clinical Portal Notifications and Subscriptions



# Future Actions & Next Steps



Continue to work with IRIS to develop connections for immunization data.



Explore options to obtain Pharmacy transaction data.



Explore options to incorporate PDMP information (Idaho's PMP) into IHDE services.



Continue to connect providers and healthcare organizations to IHDE in order to provide additional clinical information to our stakeholders.



Provide additional education and training to our stakeholders to increase awareness of functionality and options for implementation.



Use stakeholder feedback to advance and promote IHDE services.



Continue to survey participants and non-participants to understand stakeholder wants and needs.