

Environmental Scan
2018 Illinois Health IT Survey Report

Prepared for:



October 1, 2018

Prepared By:



NORTHERN ILLINOIS UNIVERSITY

**Center for
Governmental Studies**

Outreach, Engagement, and Regional Development

148 N. Third Street
DeKalb, IL 60115
Info@ILHITREC.org
www.cgs.niu.edu

The 2018 Illinois Health IT Survey Report was prepared by the Illinois Health Information Technology Regional Extension Center at Northern Illinois University's Center for Governmental Studies under agreement with the Illinois Department of Health and Family Services. Questions and inquiries regarding the contents of this report may be directed to Info@ILHITREC.org.

The findings and conclusions presented in this report are those of the authors/project team alone and do not necessarily reflect the views, opinions, or policies of the officers and/or trustees of Northern Illinois University.

TABLE OF CONTENTS

| | |
|---|----|
| Executive Summary | 3 |
| Methodology | 4 |
| 2018 Illinois Health IT Report | 5 |
| Respondent Organizations and Providers | 5 |
| Promoting Interoperability (PI) Participation | 8 |
| Organizations Not Using EHRs | 10 |
| EHR Utilization | 12 |
| EHR Functionality | 14 |
| Generating ADT Notifications – Hospitals | 20 |
| Receiving ADT Notifications | 21 |
| Health Information Exchange | 23 |
| Quality Improvement Participation | 26 |
| Exhibit 1 – Map of Respondents by Illinois County | 28 |

Executive Summary

The Illinois Department of Healthcare and Family Services (HFS), in coordination with the Illinois Health Information Technology Regional Extension Center (ILHITREC) and the Chicago Health Information Technology Regional Extension Center (CHITREC), developed and conducted an environmental scan of health care organizations to determine the current state of Electronic Health Record (EHR) use by medical providers in the State of Illinois. The purpose of the 2018 Illinois Health IT Survey was to determine the extent of health information technology use by providers and hospitals in Illinois. Survey topics include EHR adoption, utilization, and functionality, as well as Health Information Exchange (HIE) participation. Based upon the survey results, HFS, ILHITREC, and CHITREC will actively work to promote the adoption of EHR and Health Information Exchange (HIE) systems in Illinois through the Medicaid Promoting Interoperability (PI) Program. This document will focus on the consolidated survey results and the responses from Illinois hospitals, clinics, and practices. Highlights from the survey include:

- 378 respondents completed the survey representing 18,053 providers.
- 93% of respondents currently use an EHR.
- 66% report the costs associated with maintenance and upgrades is an issue. Other frequently reported issues include lack of interoperability with other systems resulting in high interface costs, 58%, and needed staff training, 53%.
- Nearly 74% of respondents are enrolled in the Promoting Interoperability (PI) Program. For those not enrolled, the primary reasons for not participating are lack of eligibility and EHR cost.
- Only 37% believe they will meet Stage 3 requirements in the current 2018 program year. During the 2017 program year, 56.7% of practices believed they would be able to meet the Stage 3 requirements, indicating a decrease in overall confidence in meeting Stage 3 reporting requirements from 2017 to 2018.
- Nearly 32% of respondents anticipate reporting eCQMs via QRDA file in 2018 and 33% in 2019. 45%-50% of respondents are not sure for 2018 or 2019.
- Nearly 91% of hospitals have a process to generate data related to inpatient and/or emergency room admissions, discharges, and transfers (ADT).
- Over 51% of respondents have a process in place to receive ADT notifications.
- Around 30% of respondents currently report participation in a Health Information Exchange, with 83% connected to the Communities of Illinois Health Information Exchange. 39% of organizations not currently connected to an HIE have plans to connect to one in the future.
- Nearly 80% of respondents are participating in meaningful use. Half of respondents are participating in MIPS, up from 40% in 2017. Nearly half of respondents report being part of an Accountable Care organization (ACO), up from only 31% in 2017.

Methodology

The survey questions for the 2018 Illinois Health IT Survey were initially derived from the 2012 environment scan and were updated and expanded as needed in subsequent years to reflect the current state of health IT. ILHITREC developed informational and promotional materials, identified availability of media tools such as websites, newsletters, and listserv/email distributions lists, and coordinated with state and provider associations and other interested stakeholders to help promote the survey. The survey was distributed predominately through electronic messaging with a link to Survey Monkey®.

The target audience for the 2018 Illinois Health IT Survey was practice IT and incentive program coordinators rather than physicians themselves unless they were the designated meaningful use contact for their practice. With the increasing use and value of IT in the health care environment, more hospitals and practices tend to have a designated EHR, health IT, or incentive program coordinator who responds to like surveys on behalf of the organization instead of individual physicians.

Outreach regarding the survey was conducted through existing provider communication channels, HFS system contacts, and ILHITREC practice databases. In addition, HFS sent messages to listserv subscribers requesting completion of the survey. Below is a summary of the primary communication channels used to encourage participation in the 2018 survey.

| Organization | Email to Listservs | Newsletters | Website |
|---|--------------------|-------------|---------|
| HFS | X | | |
| ILHITREC | X | X | X |
| CHITREC | X | X | X |
| Communities of Illinois Health Information Exchange | X | | |
| Illinois Academy of Family Physicians | X | X | X |
| Illinois Academy of Pediatrics | X | | |
| Illinois Critical Assess Hospital Network | X | X | X |
| Illinois Department of Public Health | X | X | |
| Illinois Health & Hospital Association | X | X | |
| Illinois Medical Group Management Association | X | | |
| Illinois Primary Health Care Association | X | | |
| Illinois Public Health Association | X | | |
| Illinois Rural Health Association | X | X | |
| Illinois State Medical Society | | X | |

2018 Illinois Health IT Report

The 2018 Health IT Report was based on survey responses received by Illinois practices and hospitals between July and August 2018. A total of 378 respondents completed the survey representing 18,053 providers. Not all respondents provided an answer for each question. Therefore, the following analysis is based upon responses received for each individual question and may not equal the total number of 378 respondents.

Respondent Organizations and Providers

Which of the following best describes your type of organization?

Primary care and specialty practices accounted for 43% of respondents, acute care and critical access hospitals accounted for 22%, and FQHCs represented 9% of survey respondents. 16% of respondents indicated *Other*, which primarily included health systems and multi-specialty practices, behavioral and mental health, and public health organizations.

| Answer Options | Percent | Responses |
|--------------------------|---------|------------|
| Primary care practice | 26.26% | 47 |
| Specialty practice | 16.76% | 30 |
| Critical access hospital | 16.76% | 30 |
| Other | 16.20% | 29 |
| FQHC | 8.94% | 16 |
| Acute care hospital | 5.59% | 10 |
| Rural health clinic | 5.59% | 10 |
| Optometric practice | 2.23% | 4 |
| Long term care facility | 1.12% | 2 |
| Dental practice | 0.56% | 1 |
| TOTAL | | 179 |

Which of the following best describes your provider type?

Nearly 67% of providers from responding practices are primary care providers. Nurse practitioners, specialist physician, and behavioral health providers represented 26%, 25%, and 20% respectively.

| Answer Options | Percent | Responses* |
|--------------------------------|---------|------------|
| Primary care provider | 66.85% | 119 |
| Nurse practitioner | 26.40% | 47 |
| Specialist physician | 25.28% | 45 |
| Behavioral healthcare provider | 20.22% | 36 |
| Physician assistant | 12.92% | 23 |
| Other | 10.67% | 19 |
| Podiatrist | 10.11% | 18 |
| Dentist | 8.99% | 16 |
| Optometrist | 6.18% | 11 |
| Certified nurse midwife | 6.18% | 11 |
| Chiropractor | 1.69% | 3 |
| TOTAL | | 178 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

How many providers are part of your organization?

Small practices with 10 or fewer providers accounted for 58% of respondents. Only 7% of respondents had more than 100 providers in their organization.

| Answer Options | Percent | Responses |
|-----------------|---------|------------|
| 1-10 providers | 58% | 102 |
| 11-25 providers | 18% | 32 |
| 26-50 providers | 11% | 20 |
| 51-100 | 5% | 9 |
| 101-200 | 5% | 8 |
| 201-500 | | 0 |
| Over 500 | 2% | 4 |
| TOTAL | | 175 |

What percentage of your patients fall into the following payer types?

| Answer Options | 0-10% of patients | 11-25% of patients | 26-50% of patients | 51-75% of patients | 76-100% of patients | Responses* |
|----------------|-------------------|--------------------|--------------------|--------------------|---------------------|------------|
| Medicaid MCO | 36.15% | 23.08% | 13.85% | 22.31% | 4.62% | 130 |
| Medicaid | 43.33% | 25.33% | 21.33% | 4.67% | 5.33% | 150 |
| Medicare | 24.48% | 20.98% | 38.46% | 11.19% | 4.90% | 143 |
| Commercial | 18.95% | 34.64% | 27.45% | 15.69% | 3.27% | 153 |
| Self-pay | 78.91% | 16.33% | 4.08% | 0.68% | 0.00% | 147 |
| Uninsured | 84.73% | 10.69% | 4.58% | 0.00% | 0.00% | 131 |
| TOTAL | | | | | | 164 |

*Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.

How did you determine what percentage of your patients fell into different payer types?

| Answer Options | Percent | Responses |
|----------------------|---------|------------|
| Patients | 48.47% | 79 |
| Visits | 38.04% | 62 |
| Dollars | 12.27% | 20 |
| Schedule Adjustments | 1.23% | 2 |
| TOTAL | | 163 |

What type of Internet connection do you have at your organization?

Over 91% have wired broadband connections at their locations, which includes DSL, cable modem, or faster connection such as fiber, T1 or T3 lines.

| Answer Options | Percent | Responses* |
|--|---------|------------|
| Wired broadband (i.e. DSL, cable modem, or faster connection e.g. T1 or T3 line) | 91.38% | 159 |
| Cellular connection | 5.75% | 10 |
| Not sure/Don't Know | 5.17% | 9 |
| Dial-up connection | 1.72% | 3 |
| Satellite connection | 0.57% | 1 |
| No Internet connection | 0.57% | 1 |
| TOTAL | | 174 |

*Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.

Promoting Interoperability (PI) Participation

Do you have providers enrolled in the Promoting Interoperability (PI) Program (formerly known as the Medicaid EHR Incentive Payment Program) for using electronic health record systems in the adoption of meaningful use?

Nearly 74% of respondents have providers enrolled in the Promoting Interoperability (PI) program while over 26% do not. Those not enrolled indicated the primary reasons for not participating are lack of eligibility and EHR cost.

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 73.9% | 227 |
| No | 26.1% | 80 |
| TOTAL | | 307 |

Do you anticipate meeting the Stage 3 requirements by the 2018 program year?

Only 37% believe they will meet Stage 3 requirements in the current 2018 program year. During the 2017 program year, 56.7% of practices believed they would be able to meet the Stage 3 requirements, indicating a decrease in overall confidence in meeting Stage 3 reporting requirements from 2017 to 2018.

For those that do not anticipate meeting the Stage 3 requirements, many indicate they are not eligible while others indicate difficulty in meeting the measures, and lack of resources or EHR functionality.

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 37.4% | 89 |
| No | 10.1% | 24 |
| Don't Know | 20.6% | 76 |
| TOTAL | | 189 |

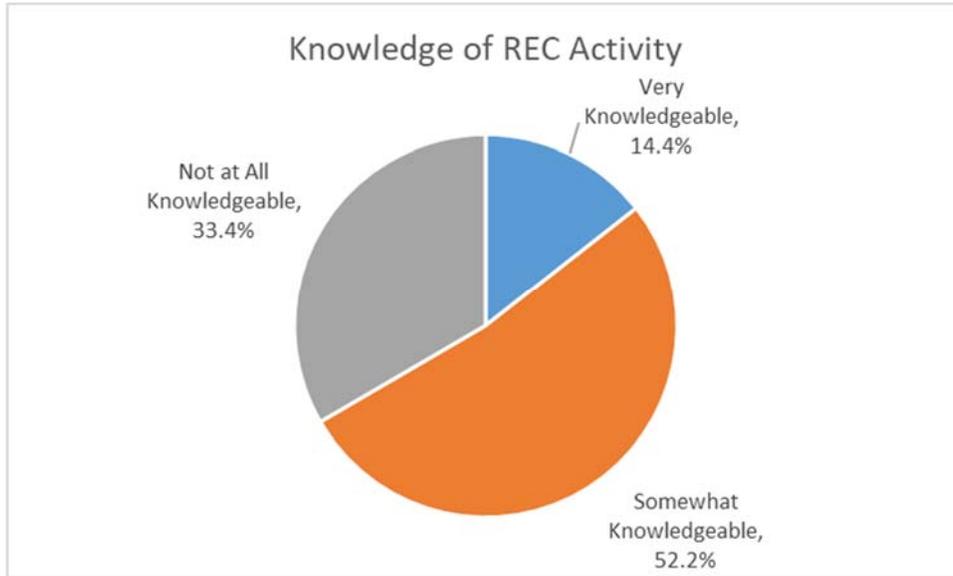
What method(s) do you use to obtain EHR Incentive Program information?

| Answer Options | Percent | Responses* |
|--|---------|------------|
| Centers for Medicare/Medicaid website | 82.20% | 157 |
| HFS website | 47.60% | 91 |
| Centers for Medicare/Medicaid mailings | 31.40% | 60 |
| HFS MU Incentive Program Help Desk | 31.40% | 60 |
| Regional Extension Center mailings | 29.80% | 57 |
| EHR Incentive workgroup meetings | 25.10% | 48 |
| TOTAL | | 191 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

How would you categorize your knowledge of Regional Extension Center activities in Illinois?

More than 66% of respondents are very or somewhat knowledgeable about regional extension center activities. This reflects an increase in awareness from 2017 where only half of respondents were very or somewhat knowledgeable about regional extension center activities.



Organizations Not Using an EHR

Does your organization use an EHR?

Only 7.4% of respondents do not currently use an EHR. For those organizations that are not using an EHR, the key issues include concerns about capital needed to acquire and implement a system, and the ongoing operational costs associated with licensing fees and other technical maintenance/support. Other primary concerns include finding an EHR product that satisfies needs and lack of interoperability with other information systems.

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 92.6% | 350 |
| No | 7.4% | 28 |
| TOTAL | | 378 |

| If no, why not? | Percent | Responses* |
|---|---------|------------|
| Concerns about capital needed to acquire and implement system | 55.00% | 11 |
| Concerns about ongoing operational costs associated with licensing fees and other technical maintenance/support | 55.00% | 11 |
| Finding an EHR product that satisfies needs | 40.00% | 8 |
| EHR lacks interoperability with other information systems resulting in high interface costs | 40.00% | 8 |
| Insufficient internal technical resources | 30.00% | 6 |
| Security/privacy concerns | 20.00% | 4 |
| Uncertainty about return on investment | 15.00% | 3 |
| Not sure | 15.00% | 3 |
| Concerns about lack of productivity during transition | 5.00% | 1 |
| Planning to adopt | 5.00% | 1 |
| TOTAL | | 20 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

For practices still prescribing on paper, which statement best describes your organization's prescribing practices?

For organizations without an EHR, 82% still use paper prescriptions for patients to take to the pharmacy. Only 9.1% use a stand-alone e-prescribing system.

| Answer Choices | Percent | Responses |
|--|----------------|------------------|
| We order medications on paper and only give to the patient to take to the pharmacy. | 81.8% | 9 |
| We order medications through ePrescribe, including controlled substances. | 9.1% | 1 |
| We order medications through the ePrescribe functionality of a stand-alone- ePrescribing system. | 9.1% | 1 |
| TOTAL | | 11 |

EHR Utilization

Does your organization use an EHR?

Nearly 93% of respondents currently use an EHR, compared to 89% in 2017 and 61% from the 2012 survey.

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 92.6% | 350 |
| No | 7.4% | 28 |
| TOTAL | | 378 |

Which statement best describes your organization's EHR system?

Over 86% of organizations with an EHR use it for more than 90% of functions for the organization. Less than 14% have an EHR installed but use it for only some of the available functions.

| Answer Choices | Percent | Responses |
|---|---------|------------|
| We have an EHR implemented, and we use it for most (more than 90%) functions of our organization. | 86.5% | 211 |
| We have an EHR installed and we use it for some of the available functions. | 13.5% | 33 |
| TOTAL | | 244 |

Please indicate the EHR(s) being used by your organization. If your organization has more than one EHR, you may select up to three EHR products that are used as the primary, secondary, and tertiary systems.

The most commonly used EHRs by survey respondents include eClinicalWorks, Epic, NextGen, Athenahealth, and CPSI. 72% of respondents indicated that the EHR vendor adequately met their staff training needs.

| Answer Options | Primary EHR | Secondary EHR | Tertiary EHR | Responses* |
|----------------------|-------------|---------------|--------------|------------|
| Acumen | 2 | 0 | 0 | 2 |
| Allscripts | 15 | 5 | 0 | 20 |
| Athenahealth | 23 | 1 | 1 | 25 |
| Cerner | 7 | 5 | 1 | 13 |
| CPSI | 18 | 4 | 2 | 24 |
| eClinicalWorks | 42 | 2 | 2 | 46 |
| EPIC | 25 | 3 | 0 | 28 |
| GE/Centricity | 13 | 3 | 1 | 17 |
| Greenway | 6 | 2 | 1 | 9 |
| LSS Data Systems | 0 | 0 | 0 | 0 |
| McKesson | 3 | 1 | 0 | 4 |
| Meditech | 18 | 4 | 0 | 22 |
| Modernizing Medicine | 1 | 0 | 0 | 1 |
| NextGen | 20 | 7 | 1 | 28 |
| Practice Fusion | 6 | 0 | 1 | 7 |
| Other | 48 | 11 | 2 | 61 |
| TOTAL | | | | 229 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Did your EHR vendor adequately meet your staff's training needs?

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 71.8% | 173 |
| No | 28.2% | 68 |
| TOTAL | | 241 |

EHR Functionality

How often does your organization use the following EHR functionality?

| Answer Options | Used regularly | Used occasionally | Never used | Not available | Function turned off/not in use | Responses* |
|--|----------------|-------------------|------------|---------------|--------------------------------|------------|
| Electronic claims submission | 87.0% | 2.9% | 4.6% | 2.1% | 3.4% | 239 |
| Insurance eligibility checking | 70.1% | 8.3% | 8.7% | 6.2% | 6.6% | 241 |
| Tracking patient consent and authorization | 66.1% | 13.1% | 8.1% | 8.1% | 4.6% | 236 |
| TOTAL | | | | | | 241 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

What challenges does your organization face in effective utilization of the EHR?

The most frequently reported challenge organizations face in effective utilization of an EHR are the costs associated with maintenance and upgrades, 65.9%. Other frequently reported issues include lack of interoperability with other systems resulting in high interface costs, 58.1%, and needed staff training, 52.5%.

| Answer Choices | Percent | Responses* |
|---|---------|------------|
| Costs associated with maintenance and upgrades | 65.90% | 143 |
| EHR lacks interoperability with other systems resulting in high interface costs | 58.10% | 126 |
| Additional staff training is needed | 52.50% | 114 |
| EHR does not support all of our functionality needs | 41.50% | 90 |
| Decreased office productivity | 31.30% | 68 |
| Insufficient internal technical resources | 28.60% | 62 |
| TOTAL | | 217 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Are you currently sharing information electronically using your EHR?

| Answer Choices | Percent | Responses* |
|---|---------|------------|
| No, do not currently exchange. More likely to fax, call, email, or print. | 27.7% | 67 |
| Patients | 55.00% | 133 |
| State immunization registries | 51.70% | 125 |
| Other clinicians | 44.60% | 108 |
| Other pharmacy(s) | 38.00% | 92 |
| Other hospital(s) | 31.20% | 90 |
| Other laboratory(s) | 29.30% | 71 |
| Public health (for required reportable diseases) | 24.80% | 60 |
| Other clinics | 23.60% | 57 |
| Disease or diagnosis registries | 12.80% | 31 |
| Other | 7.00% | 29 |
| TOTAL | | 242 |

*Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.

If applicable, are the laboratories at your facility capable of sending results electronically to providers?

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 94.4% | 170 |
| No | 5.6% | 10 |
| TOTAL | | 180 |

If yes, are they capable of sending these results using LOINC coding?

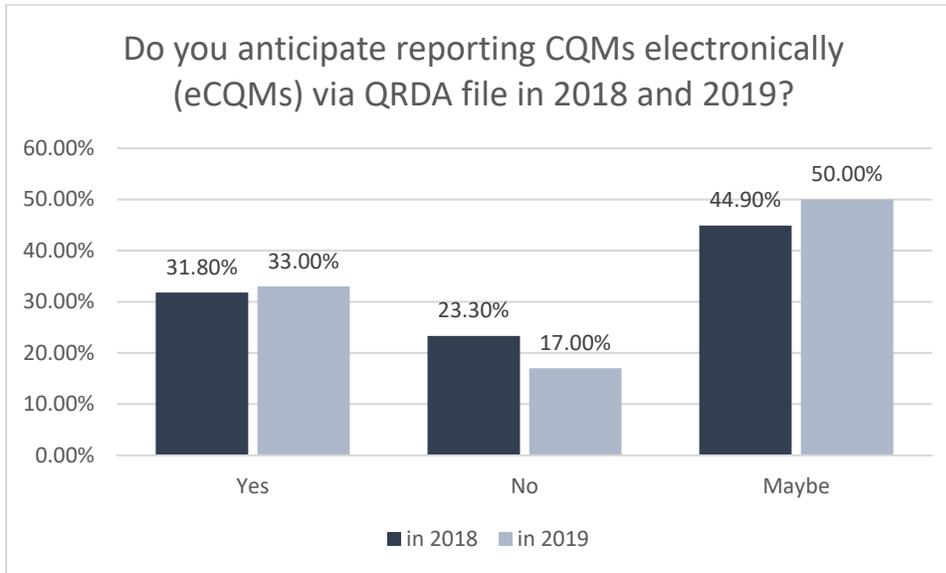
| Answer Choices | Percent | Responses |
|----------------|---------|-----------|
| Yes | 92.9% | 78 |
| No | 7.1% | 6 |
| TOTAL | | 84 |

Does your organization report CQMs or eCQMs for other government programs?

| No | Yes |
|---|--------|
| Ambulatory Surgical Center Quality Reporting | 5.56% |
| End-State Renal Disease Quality Incentive Program | 3.47% |
| Home Health Quality Reporting | 6.94% |
| Home Health Value-Based Purchasing | 2.08% |
| Hospice Quality Reporting | 6.94% |
| Hospital Acquired Condition Reduction Program | 9.03% |
| Hospital Compare | 14.58% |
| Hospital Inpatient Quality Reporting | 31.25% |
| Hospital Outpatient Quality Reporting | 22.92% |
| Hospital Readmission Reduction Program | 11.81% |
| Hospital Value-Based Purchasing | 9.72% |
| Inpatient Psychiatric Facility Quality Reporting | 1.39% |
| Inpatient Rehabilitation Facility Quality Reporting | 2.08% |
| Long-Term Care Hospital Quality Reporting | 2.78% |
| MACRA/MIPS | 56.25% |
| Medicare Part C Star Rating | 0.69% |
| Medicare Part D Star Rating | 2.08% |
| Medicare Shared Savings Program | 15.28% |
| Million Hearts | 2.78% |
| Nursing Home Quality Initiative | 2.78% |
| Physician Compare | 5.56% |
| Physician Feedback/Quality Resource Use Report | 11.11% |
| Prospective Payment System-Exempt Cancer Hospital Quality Reporting | 1.39% |
| Qualified Health Plan (QHP) Quality Rating System (QRS) | 20.83% |
| | |

Do you anticipate reporting CQMs electronically (eCQMs) via QRDA file?

Nearly 32% of respondents anticipate reporting eCQMs via QRDA file in 2018 and 33% in 2019. Around half of respondents are not sure for 2018 or 2019.



| | Yes | | No | | Don't know | | Responses* |
|--------------|-------|----|-------|----|------------|-----|------------|
| in 2018 | 31.8% | 75 | 23.3% | 55 | 44.9% | 106 | 236 |
| in 2019 | 33.0% | 76 | 17.0% | 39 | 50.0% | 115 | 230 |
| TOTAL | | | | | | | 239 |

*Not all respondents answered all components of this question. Therefore, the number of individual responses does not equal the total number of responses.

Please indicate if your organization is using the following features of your EHR.

| Answer Options | Yes | No | Functionality not available | Responses* |
|---|--------|-------|-----------------------------|------------|
| Maintain active medication list | 99.57% | 0.43% | 0.00% | 231 |
| Record demographics | 99.13% | 0.87% | 0.00% | 231 |
| Protect electronic health information | 99.13% | 0.87% | 0.00% | 229 |
| Maintain an up-to-date problem list of current and active diagnoses | 98.70% | 1.30% | 0.00% | 231 |
| Maintain active medication allergy list | 98.70% | 0.87% | 0.43% | 231 |

| | | | | |
|--|--------|--------|-------|-----|
| Record and chart changes in vital signs | 95.65% | 2.17% | 2.17% | 230 |
| Record smoking status for patients 13 years or older | 95.59% | 1.76% | 2.64% | 227 |
| E-Prescribing | 93.94% | 3.03% | 3.03% | 231 |
| Drug-allergy checks | 92.79% | 4.05% | 3.15% | 222 |
| Medication reconciliation | 91.23% | 5.26% | 3.51% | 228 |
| Drug-drug checks | 91.03% | 4.93% | 4.04% | 223 |
| Provide patients with timely electronic access to their health information | 87.88% | 6.93% | 5.19% | 231 |
| Computerized Provider Order Entry (CPOE) for medication orders | 87.84% | 8.56% | 3.60% | 222 |
| Use certified EHR technology to identify patient-specific education resources and provide to patient, if appropriate | 87.00% | 7.17% | 5.83% | 223 |
| Provide patients with an electronic copy of their health information, upon request | 85.84% | 8.85% | 5.31% | 226 |
| Provide clinical summaries for patients for each office visit | 85.15% | 11.79% | 3.06% | 229 |
| Summary of care for each transition of care and referrals | 84.82% | 11.16% | 4.02% | 224 |
| Drug-formulary checks | 84.79% | 10.14% | 5.07% | 217 |
| Incorporate clinical lab test results as structured data | 84.75% | 8.97% | 6.28% | 223 |
| Modified Stage 2 meaningful use measures | 84.29% | 10.00% | 5.71% | 210 |
| Generate lists of patients by specific condition | 82.30% | 12.83% | 4.87% | 226 |
| Implement 5 clinical decision support rules | 78.77% | 12.26% | 8.96% | 212 |

| | | | | |
|---|--------|--------|--------|------------|
| Report ambulatory clinical quality measures to CMS/States | 77.00% | 14.55% | 8.45% | 213 |
| Capability to exchange key clinical information among providers of care and patient-authorized entities | 75.11% | 17.19% | 7.69% | 221 |
| Capability to submit electronic data to immunization registries/systems | 75.00% | 13.84% | 11.16% | 224 |
| Send reminders to patients per patient preference for preventive/follow-up care | 64.44% | 24.00% | 11.56% | 225 |
| Stage 3 meaningful use measures | 61.08% | 27.09% | 11.82% | 203 |
| For hospitals, record advance directives for patients 65 years or older | 59.38% | 13.75% | 26.88% | 160 |
| For hospitals, provide patients with electronic copy of their discharge instructions at time of discharge, upon request | 56.02% | 15.66% | 28.31% | 166 |
| Capability to provide electronic syndromic surveillance data to public health agencies | 52.78% | 28.70% | 18.52% | 216 |
| Capability to provide electronic submission of reportable lab results to public health agencies | 47.93% | 31.80% | 20.28% | 217 |
| TOTAL | | | | 232 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Generating ADT Notifications – Hospitals

Does your hospital have a process to generate data related to inpatient and/or emergency room admissions, discharges, and transfers (ADT)?

Approximately 30% of 70 respondents were hospitals. 91% of hospitals have a process to generate data related to inpatient and/or emergency room admissions, discharges, and transfers (ADT). Of those, 87% indicate the ADT notifications are automated through the hospital's EHR.

| Answer Choices | Percent | Responses |
|----------------|---------|-----------|
| Yes | 90.77% | 59 |
| No | 9.23% | 6 |
| TOTAL | | 65 |

Where are the hospital's ADT notifications sent?

| Answer Choices | Percent | Responses* |
|---|---------|------------|
| Within the hospital - clinical care team or case manager | 82.00% | 41 |
| Patient health record portal | 52.00% | 26 |
| The patient's primary care provider outside your hospital/health system | 32.00% | 16 |
| Payer | 24.00% | 12 |
| Insurance company | 22.00% | 11 |
| Health system or parent organization | 20.00% | 10 |
| Managed care organization | 14.00% | 7 |
| TOTAL | | 50 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Receiving ADT Notifications

Does your organization have a process to receive notifications when your patients experience inpatient and/or emergency room admissions, discharges, and transfers (ADT)?

Nearly 59% of respondents have a process in place to receive ADT notifications, an increase of 8% over 2017.

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 58.9% | 86 |
| No | 41.1% | 60 |
| TOTAL | | 146 |

If yes above, where do those ADT notifications come from?

| Answer Choices | Percent | Responses* |
|---|---------|------------|
| Directly from the hospital - clinical care team or case manager | 85.70% | 72 |
| Managed care organization | 21.40% | 18 |
| Health system or parent organization | 14.30% | 12 |
| Insurance company | 11.90% | 10 |
| Patient's health record portal | 9.50% | 8 |
| The patient's primary care provider outside your hospital/health system | 7.10% | 6 |
| Payer | 6.00% | 5 |
| TOTAL | | 84 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

What proportion (percent) of ADT notifications are received by:

| Answer Choices | Percent | Responses |
|-------------------------|---------|-----------|
| Fax | 87.20% | 82 |
| Telephone | 42.60% | 40 |
| Direct secure messaging | 41.50% | 19 |
| Regular mail | 35.10% | 33 |
| Other | 33.00% | 31 |
| TOTAL | | 94 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

How frequently does your organization receive ADT notification information?

| Answer Choices | Percent | Responses |
|-------------------------------|---------|-----------|
| Daily | 47.5% | 47 |
| Real-time as ADT events occur | 46.5% | 46 |
| Weekly | 6.0% | 6 |
| TOTAL | | 99 |

How does your organization use the ADT notification information?

| Answer Choices | Percent | Responses* |
|--|---------|------------|
| Make contact with patient | 75.5% | 74 |
| Inform the patient's primary care provider | 30.6% | 30 |
| We don't use this information | 10.2% | 10 |
| TOTAL | | 98 |

*Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.

For your patients who had ER and/or hospital visits this past year, what percentage of those patients did you receive an ADT notification when the ER and/or hospital visit occurred?

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Less than 10% | 18.3% | 19 |
| 10% - 24% | 11.5% | 12 |
| 25% - 49% | 21.2% | 22 |
| 50% - 74% | 20.2% | 21 |
| 75% or greater | 28.9% | 30 |
| TOTAL | | 104 |

How valuable does your organization perceive receiving ADT notifications to be?

| Answer Choices | Percent | Responses |
|-------------------|---------|------------|
| Very valuable | 49.6% | 61 |
| Valuable | 30.1% | 37 |
| Somewhat valuable | 13.0% | 16 |
| Not valuable | 7.3% | 9 |
| TOTAL | | 123 |

Health Information Exchange

Is your organization participating in a Regional Health Information Exchange (HIE)?

Around 30% of respondents currently report participation in a Regional Health Information Exchange, slightly less than reported in 2017. 39% of organizations not currently connected to an HIE have plans to connect to one in the future. Most of the organizations that were not planning to connect to an HIE indicated a lack of knowledge on HIEs in general, along with lack of awareness on options and benefits.

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 29.9% | 65 |
| No | 70.1% | 152 |
| TOTAL | | 217 |

Does your organization have plans to connect to a Regional HIE?

| Answer Choices | Percent | Responses |
|----------------|---------|------------|
| Yes | 38.9% | 58 |
| No | 61.1% | 91 |
| TOTAL | | 149 |

Which Regional HIE does your organization connect to?

With the closure of the Metro Chicago Health Information exchange, Illinois has just two options for HIEs. Over 83% of organizations are connected to the Communities of Illinois Health Information Exchange (CIHIE). 17% are connected to the Health Information Exchange of Southern Illinois (HIESI).

| Answer Choices | Percent | Responses |
|---|---------|-----------|
| Communities of Illinois Health Information Exchange (CIHIE) | 83.3% | 35 |
| Health Information Exchange of Southern Illinois (HIESI) | 16.7% | 7 |
| TOTAL | | 42 |

Do you have a secure electronic message service (e.g. Direct mail account, EHR function, Patient Health Record Portal)?

| Answer Choices | Percent | Responses |
|----------------|---------|-----------|
| Yes | 98.3% | 57 |
| No | 1.7% | 1 |
| TOTAL | | 58 |

Does your practice currently participate in any of the following health information exchange activities?

| Answer Choices | Percent | Responses* |
|--|---------|------------|
| Direct Exchange | 52.30% | 23 |
| Consumer Mediated Exchange (patient portals) | 40.90% | 18 |
| Electronic Notification Services | 20.50% | 9 |
| Query-Based Exchange | 18.20% | 8 |
| Other (please specify) | 9.10% | 4 |
| TOTAL | | 44 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Does your organization have questions with respect to understanding patient privacy and confidentiality requirements and health information exchange?

| Answer Choices | Percent | Responses |
|----------------|---------|-----------|
| Yes | 26.8% | 15 |
| No | 73.2% | 41 |
| TOTAL | | 56 |

Among those that are currently not sharing data with your organization, which would your organization like to share data with or receive data from to be more effective?

Three fourths of respondents indicated that sharing data or receiving data from hospitals would allow them to be more effective. Over half indicated sharing data or receiving data from other clinics would allow them to be more effective. Over 47% indicated that sharing data or receiving data from HIEs and laboratories would allow them to be more effective.

| Answer Choices | Percent | Responses* |
|--|---------|------------|
| Hospitals | 75.00% | 30 |
| Other clinics | 52.50% | 21 |
| Public health registries | 50% | 20 |
| Health Information Exchange | 47.50% | 19 |
| Laboratories | 40.00% | 16 |
| Medicaid | 37.50% | 15 |
| Substance abuse, mental health, or behavioral health clinics | 37.50% | 15 |
| Pharmacy | 35.00% | 14 |
| Claims registries | 25.00% | 10 |
| TOTAL | | 40 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Does your organization have electronic processes in place to make referrals to these social services for your patients as needed?

| Answer Choices | Percent | Responses* |
|-------------------------------|---------|------------|
| Counseling/mental health care | 81.80% | 18 |
| Psychiatry | 72.70% | 16 |
| Substance abuse treatment | 68.20% | 15 |
| Crisis assistance/services | 54.60% | 12 |
| TOTAL | | 22 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Has your practice experienced any of the following barriers to health information exchange?

Lack of access to provider’s direct address is the most significant barrier to HIE, followed by referring provider or sharing partner’s refusal to accept direct messaging.

| Answer Choices | Percent | Responses |
|--|---------|-----------|
| Lack of access to provider Direct address | 66.70% | 26 |
| Referring provider or sharing partner refuses to accept direct messaging | 51.30% | 20 |
| EHR vendor costs are prohibitive | 33.30% | 13 |
| EHR vendor does not support the technology | 30.80% | 12 |
| Other (please specify) | 10.30% | 4 |
| TOTAL | | 39 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Quality Improvement Participation

Does your organization participate in any of the following quality improvement programs?

Nearly 80% of respondents are participating in meaningful use. Half of respondents are participating in MIPS, up from 40% in 2017. Nearly half of respondents report being part of an Accountable Care Organization (ACO), up from only 31% in 2017.

| Answer Choices | Percent | Responses* |
|---|----------------|-------------------|
| Meaningful Use (MU) | 79.80% | 130 |
| Merit-based Incentive Payment System (MIPS) | 50.30% | 82 |
| Accountable Care Organization (ACO) | 49.10% | 80 |
| Healthcare Effectiveness Data and Information Set (HEDIS) | 37.40% | 61 |
| Chronic Care Management (CCM) | 30.70% | 50 |
| Patient Centered Medical Home (PCMH) | 30.10% | 49 |
| Private Insurance Program | 21.50% | 35 |
| Quality Improvement Organization (QIO) | 19.60% | 35 |
| Other (please specify) | 7.40% | 12 |
| Million Hearts | 4.30% | 7 |
| TOTAL | | 163 |

**Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

Exhibit 1

Map of Respondents by Illinois County

