



Service Utilization & Workflow Survey Report (2022)

A Review of Findings, Themes, and Actions

*Dedicated to helping our communities create lasting
system-wide improvements in the value of patient care.*



Survey Purpose & Execution

Why and how did we perform an end-user survey?

PURPOSE

This survey was designed to gain an updated understanding of how HealthInfoNet's participants are leveraging the services and support offered by the statewide Health Information Exchange (HIE) within their internal workflows as well as to surface areas for improvement in future service growth efforts.

EXECUTION

- A web-based survey function accessible via a unique hyperlink
- Included 17 questions in total, a combination of multiple-choice, Likert-scale, and free-text responses
- Delivered to all participant end users via newsletter distribution and separate email-based communications between when the survey opened on May 19, 2022 and when it closed on June 17, 2022
- Incentivized participation with a \$100 Visa gift card raffle prize, the winner to be selected randomly upon survey close



Survey Objectives

What did we hope to achieve from this survey?

PARTICIPANT OBJECTIVES

- **Audience & Representation** – Who uses our services by organization type and by organization role?
- **Use Cases** – How and when are our participants motivated to use our services?
- **Feedback** – What do our participants think about our services?
- **Enhancement Ideas** – What would our participants want to see for future service improvements/enhancements?
- **Workflow Clarifications** – How do / could our participants incorporate our services into their internal workflows?
- **Testimonials** – How have our services improved patient care and population health for our participants?

OPERATIONAL OBJECTIVES

- **Points of Contact** – Which of our participants' contacts should we communicate with on various topics?
- **Satisfaction Baseline** – How can we continue to evaluate the success of our services for our participants?
- **Service & Product Exposure** – Which of our services and support options are unknown to our participants?



Survey Analysis

How did we review and analyze this survey's responses?

In this **Service Utilization & Workflow Survey Report (2022)**, our team has compiled and analyzed the survey's **400+ responses** and presented the information into three main categories: (1) Aggregated Findings, (2) Identified Themes, and (3) Defined Actions

Aggregated
Findings

Identified
Themes

Defined
Actions



Aggregated Findings

A Review of Received Survey Responses

Dedicated to helping our communities create lasting system-wide improvements in the value of patient care.



Note: This question allowed respondents to choose 1+ answers

Respondents' Organization Types

Breakdown of respondents by the type of organization at which they serve.

1. Primary Care Practice – 26%
2. Specialty Care Practice – 19%
3. Other Type – 17%
E.g.: Radiology, IT Departments, Outpatient Behavioral Health, Correctional Facilities, Outpatient Clinics
4. Behavioral Health Facility – 15%
5. Federally Qualified Health Center – 12%
6. Hospital Inpatient Department – 9%
7. Hospital Emergency Department – 5%
8. Long-Term Care Facility – 5%
9. Home Health Agency – 4%
10. Accountable Care Organization – 4%
11. Pharmacy – 4%
12. Outpatient Surgical Practice – 3%
13. Laboratory – 3%
14. Emergency Medical Services – 2%
15. Pharmacist – 2%



Respondents' Organizational Roles

Breakdown of respondents by the role they serve at their organization.

1. Nurse (e.g., CNA/ANA, RN) – 28%
2. Clinical Support Staff (e.g., MA) – 20%
3. Other Role – 17%
4. Care Manager – 14%
5. Administrative Support (e.g., Referral Specialist, Patient Service Representative) – 14%
6. Management – 9%
7. Provider (e.g., MD, DO, NP, PA) – 7%
8. Medical Records Staff – 5%
9. Specialty Provider (e.g., PhD, LCSW) – 2%
10. Pharmacist – 2%



Note: This question allowed respondents to choose 1+ answers

Most Commonly Used HIE Services

Breakdown of respondents' HIE usage by core service.

Clinical Portal

95%

Notification Service

15%

Analytics & Reporting

8%

Other: 4%

E.g.: Prescription Monitoring Program Integration, COVID Vaccination Reporting, Help Desk System, Auditing System



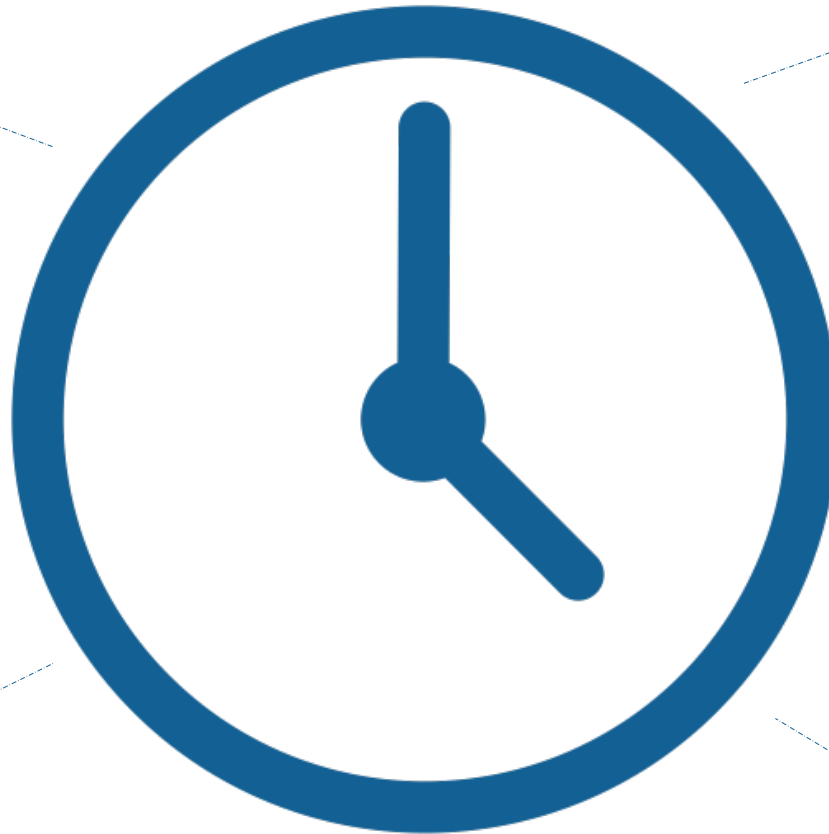
Frequency of HIE Service Usage

Breakdown of respondents' HIE usage by frequency.

Daily – 53%

At least once per week – 28%

A few times per month – 13%



Every 2-3 months – 2%

I've never used it – 2%

Less than 4x yearly – 1%

N/A – 1%

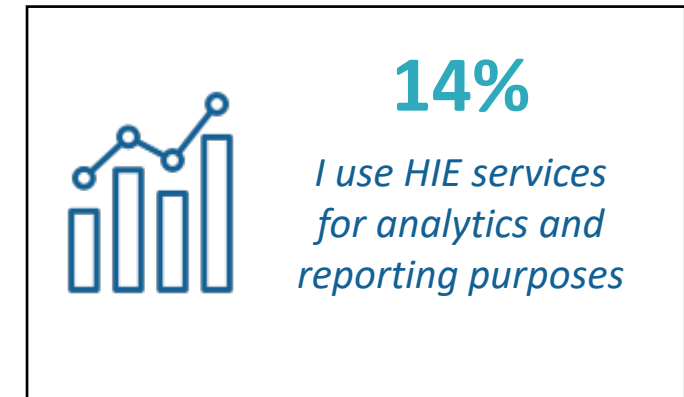
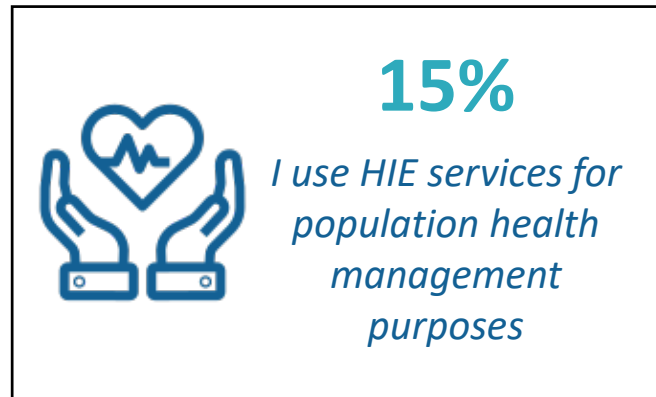
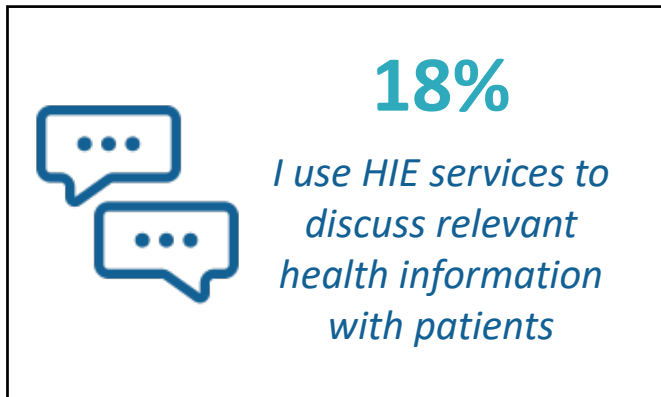
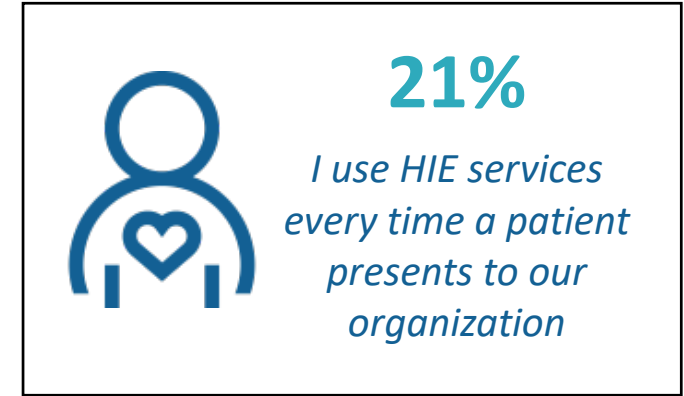
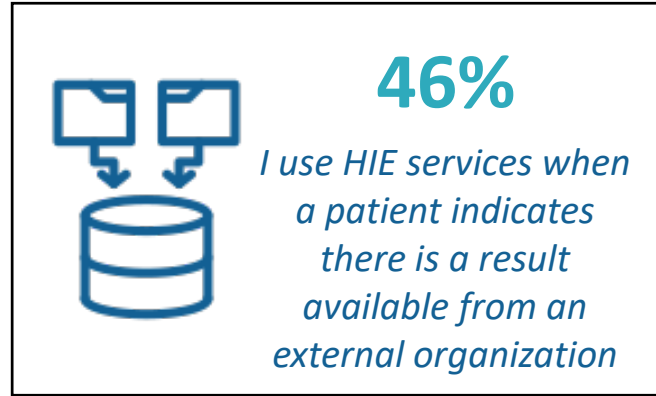
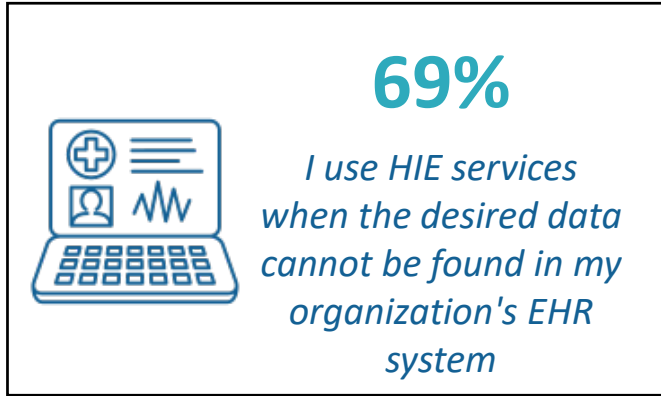
E.g.: New User, No Patient Case-Load Yet, etc.



Note: This question allowed respondents to choose 1+ answers

Top HIE Service Usage Use Cases

Breakdown of respondents' HIE usage by use case.



Other: 12%


E.g.: Pre-Visit Planning, New Patient Preparation, Emergency Encounters, Help Desk/Auditor Functions, etc.



Note: This question allowed respondents to choose 1+ answers

Top Reasons for Not Using HIE Services


Breakdown of respondents' lack of HIE usage by reason.




33%
Data that I need for my role is not yet available in the HIE services




18%
I sometimes forget about the available HIE services



9%
I don't think the HIE services would be useful to my workflow



8%
I forget my username and/or password to the HIE services



2%
I think the HIE services would be too difficult to use

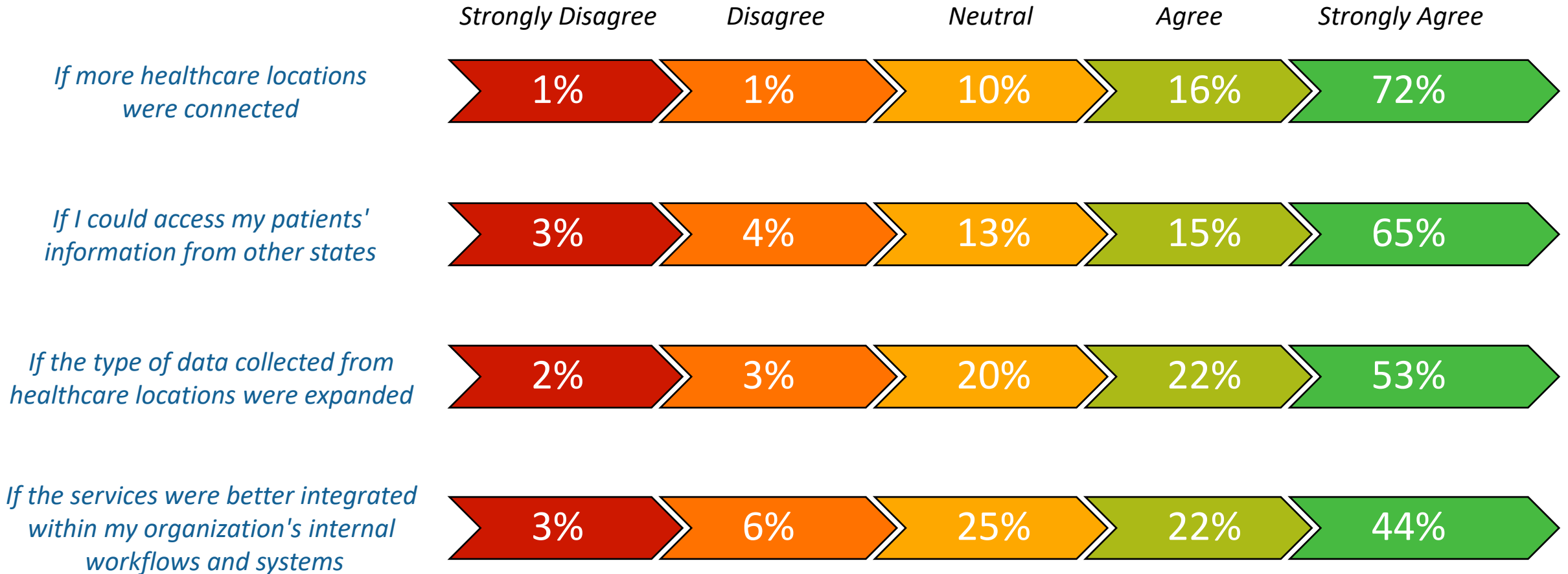
40%
Other Reasons – Known Organizations Not Participating, Opt-Out Patient Limitations, Lack of Out-of-State Data, etc.



Key Drivers for Increased HIE Service Usage

Breakdown of respondents' agreement to HIE service improvement opportunities.

I would use HealthInfoNet's HIE services more...





Other Improvement Areas

Additional responses re: opportunities to enhance the HIE experience.

DATA ENHANCEMENTS

- **Capture Additional Data Elements** – Work with current HIE participants to receive more data, such as ambulatory documents and social health information
- **Add More In-State Participants** – Grow the HIE’s data-sharing participant base within Maine
- **Add More Out-of-State Participants** – Obtain critical information on Maine residents receiving care outside of the state in order to build a more comprehensive picture of patient care

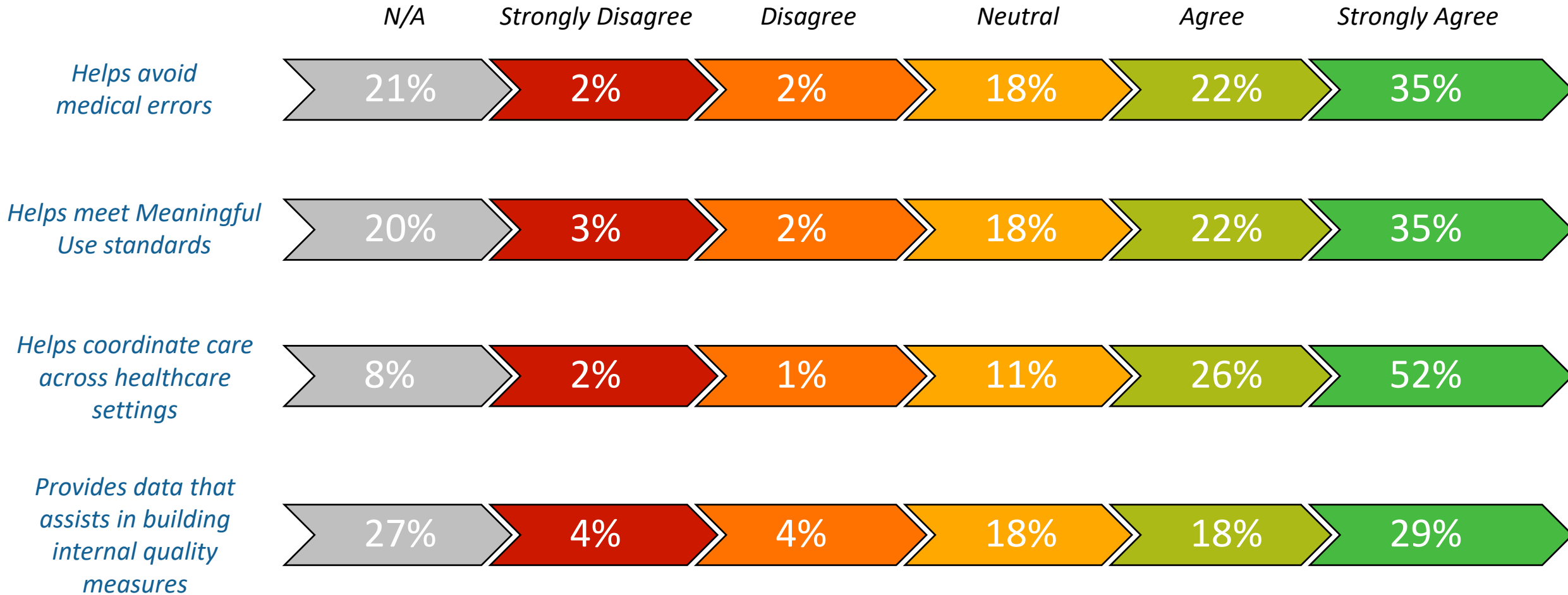
SERVICE ENHANCEMENTS

- **Improve Search Functions** – Streamline the HIE services’ demographic search function and allow for deeper patient record content searches to find desired information more easily and quickly
- **Build Chronic Conditions Analytics** – Develop curated analytic dashboards that give a lens into chronic condition care for defined patient panels to inform downstream care management practices
- **Provide Service Reporting Options** – Offer a means to report QA opportunities or to submit optimization requests
- **Reevaluate Content Formatting** – Consider ways to re-format displayed text (size/spacing) for easier reading/use
- **Improved Service Performance** – Minimize load times of selected/queried content



Common HIE Service Value Propositions

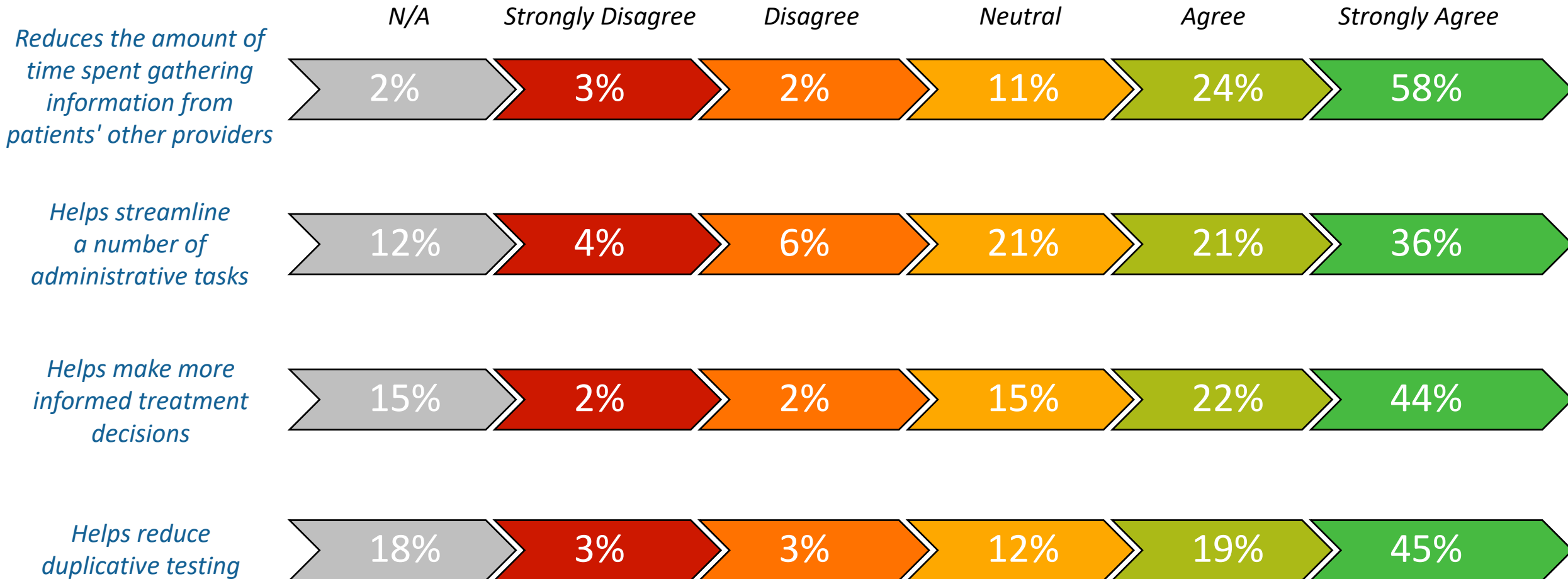
Breakdown of respondents' agreement to common HIE value proposition statements.





Common HIE Service Value Propositions (cont.)

Breakdown of respondents' agreement to common HIE value proposition statements.





Other Benefits

Additional responses re: benefits of using HIE services.

COORDINATION

- **Reduces Administrative Effort & Time** – Less time spent locating information among medical record/ancillary staff
- **Streamlines Access to Clinical Sources** – Less fragmented information that offers a whole-person view in one place
- **Simplifies Access to Time-Sensitive Data** – Access to pandemic-related information (i.e., lab results, vaccination statuses), notification services, and admit/discharge information when not normally readily available
- **Supports State VBC Programs** – Helps meet or maintain the State’s Medicaid value-based care program incentives/requirements (e.g., BHH, OHH, Health Home/PCPlus, Accountable Communities, etc.)
- **Increases Patient Satisfaction** – More concise, robust information leading to less medical history conversations

CLINICAL CARE

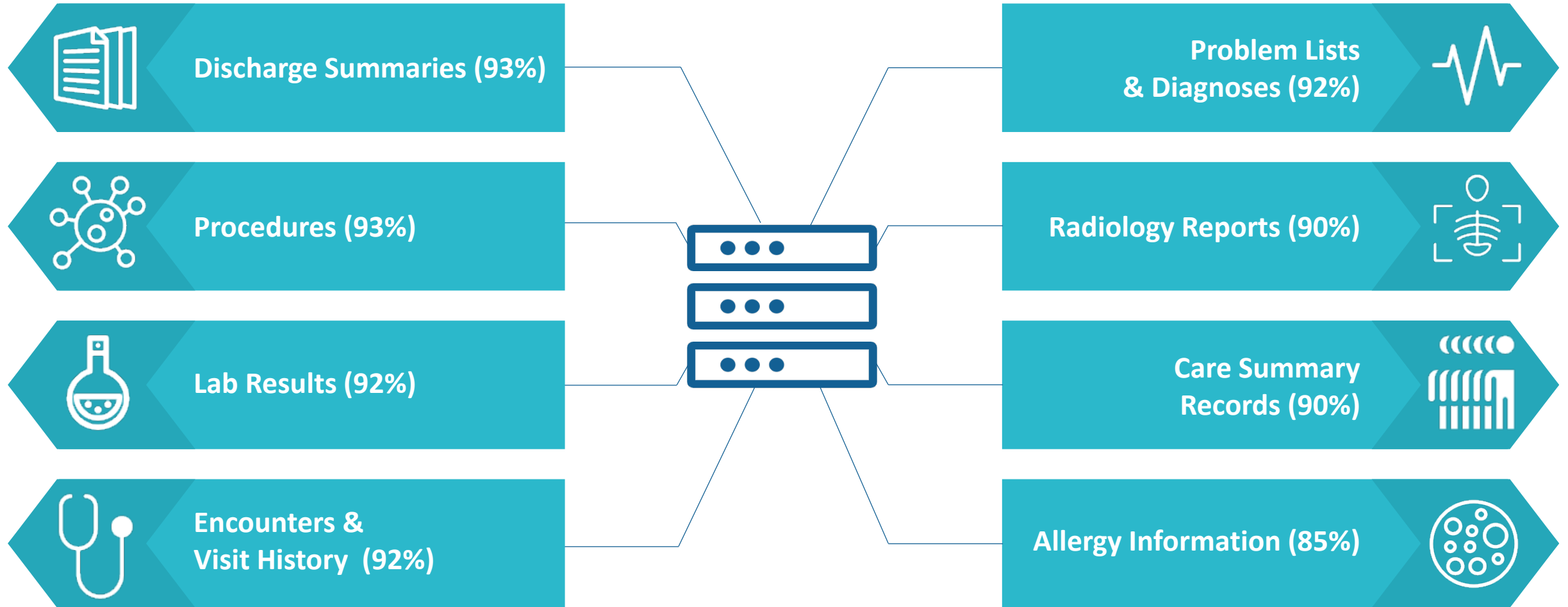
- **Improves High-Risk Patient Monitoring** – Streamlines monitoring of conditions/care for at-risk patients
- **Supports Medication Reconciliation** – Quickly outlines patients’ medication changes for reconciliation activities
- **Makes Efficient Care Review** – Results in less time spent reviewing lab results, radiology reports, ED visit histories, and other critical information and allows for more time to be focused on patient interactions

Top HIE Service Data Elements

Note: This question allowed respondents to choose 1+ answers



Breakdown of respondents' most used data elements in HIE services.



Preferred HIE Education Format

Note: This question allowed respondents to choose 1+ answers



Breakdown of respondents' preferred education by format.



78%

**Written
User Guide
Information**



76%

**Pre-Recorded
Video Tutorials**



71%

**Live Webinar
Presentations**



66%

**Personal 1v1
Touchpoints**



Other Education Opportunities

Additional responses re: opportunities to enhance the HIE's education programs.

HIE SERVICE EDUCATION

- **Increase Exposure of Educational Materials** – Identify additional, alternative, and/or more frequent methods for communicating available educational resources for various HIE service features/functionality with end users
- **Identify Possible Engagement Pathways** – Alert end users of the various opportunities to engage with members of the HealthInfoNet team for education, engagement, and/or technical questions and support
- **Share Data Coverage Information** – Provide the HIE's "Data Coverage Report" within all services for ease of use

PATIENT COMMUNICATION & EDUCATION

- **Develop Materials on Safety Practices for Storing PHI** – Share information with participants and their patients on how health information is kept private and secure within the HIE services
- **Develop Materials on Benefits of Opting-Back-In** – Create materials focused on HIE benefits for patients who previously opted-out of sharing their health information

Preferred HIE Outreach Pathways

Note: This question allowed respondents to choose 1+ answers



Breakdown of respondents' preferred outreach pathway by contact.

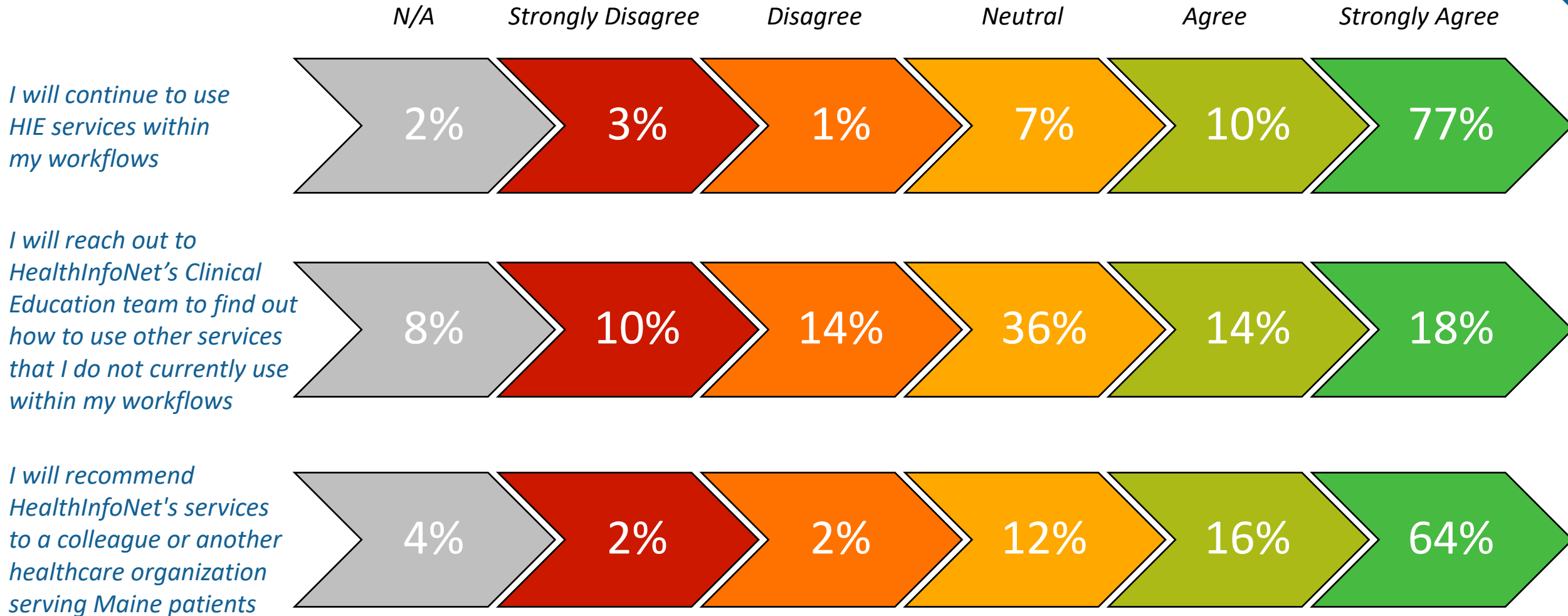


Other: 28% E.g.: Direct Contact, Did Not Know Contacts Existed Until Survey



Continued Engagement with HIE Services

Breakdown of respondents' agreement to continued engagement with HIE services.



Identified Themes

A Summary of Key Themes from the Survey Findings

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Identified Themes

Distilling survey findings into key themes.

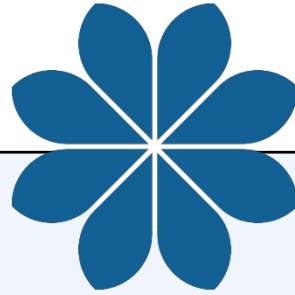
After reviewing and synthesizing more than 400 survey responses received from participant end users, a few **key themes** emerged that informed our subsequent recommendations and defined actions.





Theme Statement #1

Building a broader participant and data network to bolster care practices.

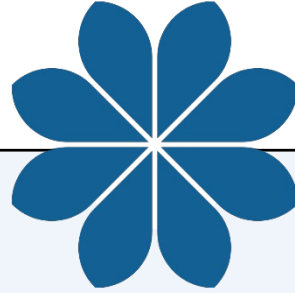


Participant end users find HIE services beneficial for a variety of reasons, but would like HealthInfoNet to continue to enhance both the quantity and quality of data captured from healthcare providers in order to ensure that the HIE's picture of patient care is as comprehensive and timely as possible.



Theme Statement #2

Making continued investments in service design and delivery.

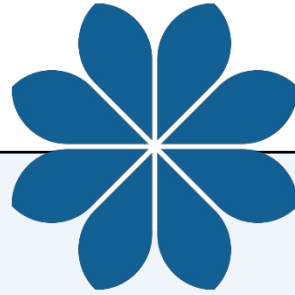


Participant end users are pleased with the types of HIE services currently available, but would like to see HealthInfoNet make certain enhancements to both the design and integration capabilities of existing services in order to optimize their ongoing usage and satisfaction.



Theme Statement #3

Identifying novel ways to share critical materials with participant end users.

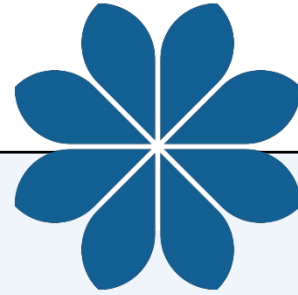


HealthInfoNet is developing the right kind of educational materials for its HIE services, but participant end users would like more diverse and constant ways of consuming relevant information available in order to help continuously inform and improve their ever-evolving practices and workflows.



Theme Statement #4

Articulating support options to ensure successful engagement.



HealthInfoNet has many options available to encourage engagement on a wide range of topics/issues but participant end users do not always know to whom or when to make contact, which can lead to decreased engagement levels.



Defined Actions

An Overview of Recommended Actions and Next Steps

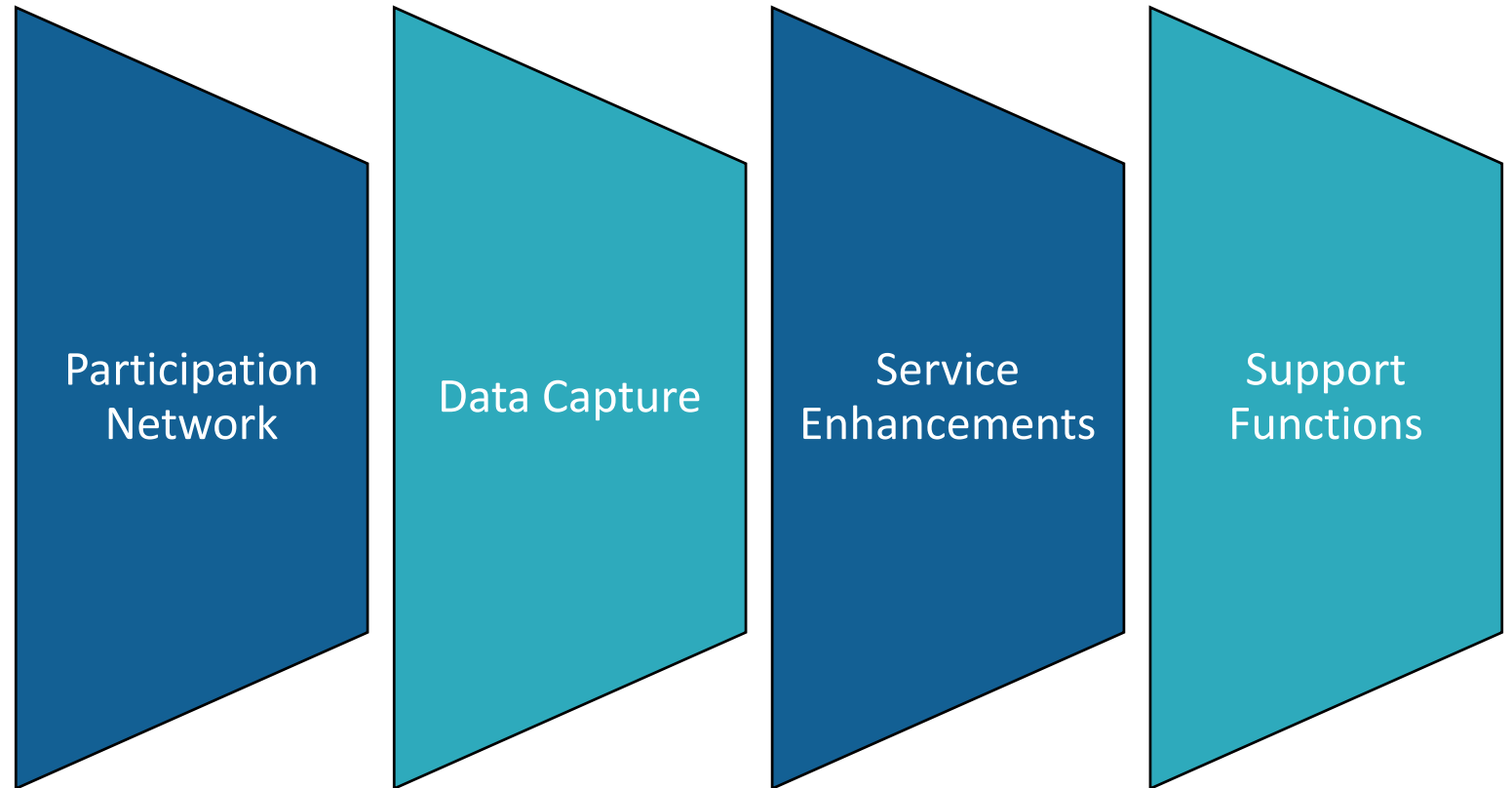
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Defined Actions

Determining tangible next steps based on received feedback.

As a result of this survey's responses, HealthInfoNet has developed a few **key defined actions** to best support our participant end users. Those recommendations can be grouped into four main categories: (1) Participation Network, (2) Data Capture, (3) Service Enhancements, and (4) Support Functions





Participation Network

Defined actions to enhance the HIE's participation network.

Continue to expand **in-state** HIE participation

- Continue collaboration with **MaineCare's value-based care programs** (Primary Care Plus, Dual-Eligible Special Needs Plan, Behavioral Health Homes, Opioid Health Homes) to improve incentive-based connections primarily among Maine-based providers
- Seek out participation with Maine's **Area Agency on Aging (AAA) organizations** to build a complete picture of health, wellness, and wellbeing
- Work with existing HIE participants to help **prioritize and lobby** for additional connections with critical in-state, non-participating healthcare systems

Continue to expand **out-of-state** HIE participation

- Leverage the HIE's existing connection with the **eHealth Exchange** national HIE framework to onboard new federal or non-federal out-of-state providers
- Identify opportunities to share data across borders with **Rhode Island and Vermont** as part of the New England HIE Collaborative
- Work with existing HIE participants to help **prioritize and lobby** for additional connections with critical out-of-state, non-participating healthcare systems



Data Capture

Defined actions to enhance the HIE's quality and quantity of data.

Improve the **quality** of existing HIE participants' data sources

- Perform **bi-annual data validation exercises** with existing HIE participants to ensure that interface connections continue to supply high quality and relevant data elements
- Encourage participants' use of the HIE's upcoming redesigned **analytics and reporting service** as a way of uncovering priority data completeness and validity gaps to fill or remediate
- Offer participants the ability to easily **notify HealthInfoNet** of data quality concerns or gaps within HIE services

Improve the **quantity** of existing HIE participants' data sources

- Establish closer relationships with existing HIE participants' integration teams to ensure newly collected data elements are **seamlessly integrated** into HIE services
- Work with key stakeholders and champions throughout the state to explore the collection of **Advanced Care Planning documentation** from participants
- Convene existing participants to better understand how to meaningfully collect and use **social health information and sexual orientation and gender identity data**
- Identify opportunities for **converting** existing viewing participants to data-sharing participants

Service Enhancements



Defined actions to enhance the HIE services' features and functionality.

Enhance the **design** of key service features and functionality

- Seek out participant **end users' voluntary service feedback** through the creation of more frequent user groups, convening sessions, and survey opportunities
- Develop a **product roadmap** for each HIE service that clearly articulates desired goals and intended outcomes for enhancing the design of key features and functionality (e.g., enhanced demographic search capabilities, new chronic condition reporting, improved performance of key features, etc.)

Enhance the **integration capabilities** of key service features and functionality

- Reach out to participants interested in implementing the HIE's **Clinical Portal Incontext service**, a Single-Sign-On (SSO) integration capability that enables participant end users to access their patients' HIE records from within internal EHR workflows
- Complete and release the HIE's redesigned **analytics and reporting service**, which will be fully integrated within the Clinical Portal end user experience
- Improve the Clinical Portal's workflow for delegate end users of the HIE's **Prescription Monitoring Program (PMP) integration**



Support Functions

Defined actions to enhance the HIE's engagement and education activities.

Bolster participant **engagement** activities

- Work with participants' lead contacts to ensure that **proper support functions** are known for various purposes to ensure successful engagement
- Continue to establish relationships with **industry-specific and cross-sector networks and committees** promoting improved interoperability functions

Bolster participant **education** activities

- Develop greater awareness of the **technical and legal nuances and dependencies** for connecting with the HIE to ensure a transparency of processes
- Find additional, alternative, and/or more frequent **means of communicating** the HIE's existing educational resources to participant end users
- Make it easier for participant end users to **request education support** when they need it most

Thank You!

Contact us to continue the conversation!

Although our formal survey has ended, we're always here to support our participant end users based on their needs/interests:

- ❑ For **participation and engagement matters**, please contact our Client Engagement team at clientengagement@hinfonet.org
- ❑ For **education and training activities**, please contact our Clinical Education team at clinicaleducation@hinfonet.org
- ❑ For **technical troubleshooting assistance**, please contact our Customer Care team at customercare@hinfonet.org
- ❑ For **24x7 after-hours support**, please contact our Support Team at support@hinfonet.org
- ❑ For **all other inquiries**, please submit a form online at the following web address: <https://hinfonet.org/contact/>





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