Health eHearts Physician Survey

New York City Department of Health and Mental Hygiene, New York NY

This is a questionnaire designed to be completed by nurses and physicians in an ambulatory setting. The tool includes questions to assess user's perceptions of electronic health records.

Permission has been obtained from the survey developers for unrestricted use of this survey; it may be modified or used as is without additional permission from the authors.
The New York City Department of Health and Mental Hygiene (DOHMH) is conducting a survey about your experiences with quality measurement and programs that provide incentives or bonus payments.

This survey will help the DOHMH better understand what impact the Health eHearts pilot program is having to improve the quality of health care for New Yorkers (i.e., improving the delivery of evidence-based, recommended care). Your participation in this survey and feedback regarding your experiences is much appreciated.

Please be assured that your privacy will be protected at all times. No individual will be identified in any of the analyses or reports related to this survey.

Please complete and return to XXX:

Email:
Fax:
Mail:
I. CURRENT EXPERIENCE WITH QUALITY IMPROVEMENT

1. Does your practice engage in any of the following activities? (Check all that apply)
   - [ ] Do chart reviews
   - [ ] Identify patients in need of recommended care
   - [ ] Generate patient reminders
   - [ ] Generate and feedback provider reports on quality of care
   - [ ] Generate physician reminders of need for diabetes-specific services
   - [ ] None of the above

2. How many hours per week does your practice spend on the activities selected in Question 1? (Please give your best estimate)
   - _______ Hours Per Week
   - [ ] I did not check any activities in Question 1

3. What are the reasons for not engaging in the activities from Question 1? (Check all that apply)
   - [ ] I don't have the tools needed to do it
   - [ ] I don't have the staff needed to do it
   - [ ] I don't know how to do it
   - [ ] It's not my job to do it
   - [ ] I don't think these activities improve patient health outcomes

4. For which of the following aspects of patient care do you receive quality of care data? (Check all that apply)
   - [ ] Proportion of patients who receive recommended care (e.g., mammograms, immunizations, tests for cholesterol level)
   - [ ] Patients' clinical outcomes (e.g., % of hypertensive patients with blood pressure control)
   - [ ] Patient surveys or experience with care
   - [ ] Other:
   - [ ] Our practice does not receive quality of care data

5. From which of the following do you collect or receive quality of care data? (Check all that apply)
   - [ ] EHR (e.g., registry or quality measure reports)
   - [ ] Patient disease registries (e.g., all patients with asthma in your practice)
   - [ ] Health insurance companies or health plans (e.g., Medicare, Emblem, HIP, GHI, Aetna, Empire, Healthfirst, or Affinity)
   - [ ] Employer groups
   - [ ] Accreditation or regulatory agencies
   - [ ] Medical/professional societies
   - [ ] None of the above
   - [ ] Other (please specify): -

6. What is the purpose of current quality measurement activities in your practice? (Check all that apply)
   - [ ] To meet regulatory requirements
   - [ ] To provide confirmation to insurance companies regarding patient status (e.g., immunizations, screening tests, lipid panels)
   - [ ] Incentives/rewards above and beyond normal reimbursement
   - [ ] Internal quality improvement
   - [ ] Our practice has no formal process for measuring quality of care
   - [ ] None of the above

7. Have you ever looked at quality of care data for the following cardiovascular clinical measures? (Check all that apply)
   - [ ] Antithrombotic therapy for patients with ischemic vascular disease (IVD) (e.g., cardiac disease, cerebrovascular disease, peripheral vascular disease)
   - [ ] Blood pressure control in patients with hypertension
   - [ ] Cholesterol control in patients with IVD, lipid disorders, or diabetes
   - [ ] Smoking cessation interventions
   - [ ] None of the above
   - [ ] Other (please specify): -

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II. CHALLENGES TO QUALITY IMPROVEMENT

8. Does your practice act on any of the following specific areas for quality improvement? (Check all that apply)

- Antithrombotic therapy for patients with ischemic vascular disease (IVD) (e.g. taking prescribed aspirin)
- Blood pressure control in patients with hypertension (e.g. monitoring blood pressure or taking prescribed blood pressure medication)
- Cholesterol control in patients with lipid disorders, IVD, or diabetes (e.g. getting blood cholesterol checked or taking prescribed cholesterol medications)
- Smoking cessation
- My practice does not act on any of these specific areas → Skip to Question 10 on page 4

9. For the following areas, what are the barriers to your patients meeting the following quality targets? (Check all that apply)

<table>
<thead>
<tr>
<th>Antithrombotic therapy for patients with ischemic vascular disease (IVD)</th>
<th>Cholesterol control in patients with lipid disorders, IVD, or diabetes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients don’t follow my treatment recommendations</td>
<td>Patients don’t follow my treatment recommendations</td>
</tr>
<tr>
<td>I don’t have enough time due to patients’ complex medical history/psychosocial issues</td>
<td>I don’t have enough time due to patients’ complex medical history/psychosocial issues</td>
</tr>
<tr>
<td>I don’t have enough time or resources due to focus on other quality targets</td>
<td>I don’t have enough time or resources due to focus on other quality targets</td>
</tr>
<tr>
<td>I don’t think the recommendations for this guideline are clear</td>
<td>I don’t think the recommendations for this guideline are clear</td>
</tr>
<tr>
<td>I disagree with the guideline recommendation</td>
<td>I disagree with the guideline recommendation</td>
</tr>
<tr>
<td>I agree with the recommendation, but may forget to apply</td>
<td>I agree with the recommendation, but may forget to apply</td>
</tr>
<tr>
<td>Other (please specify): ____________________</td>
<td>Other (please specify): ____________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Blood pressure control in patients with hypertension</th>
<th>Smoking cessation interventions</th>
</tr>
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<tbody>
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<tr>
<td>I agree with the recommendation, but may forget to apply</td>
<td>I agree with the recommendation, but may forget to apply</td>
</tr>
<tr>
<td>Other (please specify): ____________________</td>
<td>Other (please specify): ____________________</td>
</tr>
</tbody>
</table>
### III. ATTITUDES TOWARDS POINT OF CARE REMINDERS

10. Electronic point of care reminders are useful for:  
   
<table>
<thead>
<tr>
<th>a. Chronic disease management (e.g., blood pressure control)</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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</tbody>
</table>
   
<table>
<thead>
<tr>
<th>b. Recommended preventive services (e.g., immunizations, screening)</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐</td>
<td>☐</td>
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</tbody>
</table>

11. Addressing electronic reminders at the point of patient care is worth the time it takes  
   
<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
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</tbody>
</table>

### IV. ATTITUDES TOWARDS QUALITY IMPROVEMENT

12. The data currently used by our practice to assess achievement of quality targets are accurate.  
   
<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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</tbody>
</table>

   □ We do not currently use data to achieve quality targets  

13. I get useful feedback regarding progress toward achieving quality targets.  
   
<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
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</tbody>
</table>

14. I have adequate information about the definitions of the quality targets I am trying to achieve.  
   
<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
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</tbody>
</table>

15. I am able to exclude patients from being measured on quality targets that are not appropriate for them.  
   
<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
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</tbody>
</table>

16. Quality targets are attainable for my patient population.  
   
<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
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</tbody>
</table>

Please list specific quality targets that are problematic:

________________________________________________________________________

________________________________________________________________________
V. ATTITUDES TOWARDS Pay for Performance (P4P)

For the following questions, we are interested in your opinions regarding bonus payment or incentive programs, also commonly referred to as pay for performance (P4P), that reward providers for meeting specific quality targets.

17. The true goal of most incentive programs is to reduce physician reimbursement.

18. In general, incentive programs are tied to quality targets that are clinically meaningful for my patient population.

19. In general, the actions necessary to obtain financial incentives are largely within the control of providers.

20. If financial incentives were large enough, I would be able to meet quality targets.

21. For the patient scenarios below, indicate whether the amounts listed per patient is adequate for the suggested action.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>No additional compensation needed</th>
<th>Too much</th>
<th>Enough</th>
<th>Not enough</th>
<th>My practice still could not focus on this quality target</th>
</tr>
</thead>
<tbody>
<tr>
<td>$20 for prescribing smoking cessation aids for a smoker</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td>$40 for blood pressure control in an uninsured patient with hypertension</td>
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<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>$80 for lipid control in an uninsured patient with diabetes</td>
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<td>☐</td>
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<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

VI. CURRENT EXPERIENCE WITH Pay for Performance (P4P)

22. Are you currently participating in any pay-for-performance or pay-for-quality, or pay-for-reporting program?
   ☐ Yes → Go to Question 23
   ☐ No → Skip to Question 26 on page 6
   ☐ Don’t know → Skip to Question 26 on page 6

23. What types of programs are you currently participating in?
   (Check all that apply)
   ☐ NYC Health eHearts
   ☐ Health Plan incentives or rewards programs
   ☐ Other programs (please specify)__________________
24. If you participate in any financial incentive programs, what are the areas of focus for these programs? (Check all that apply)

- Hypertension
- Hyperlipidemia
- Diabetes
- Prevention of heart attack/stroke (e.g. antithrombotic therapy for those at risk)
- Smoking cessation
- Other Chronic disease management
- Immunizations
- Cancer screening
- Other prevention measures, please specify: ________________
- I do not participate in other programs

25. I am more focused on the above quality areas because of financial incentives.  

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
</table>

VII. BACKGROUND

26. What is your title?

- MD
- DO
- NP
- PA
- Other (please specify): ______________________________________

27. Are you male or female?

- Male
- Female

28. How many years have you been in practice? _____ yrs

29. In a typical week, how many patients do you see at this practice? _____ pts

30. How long, in months, have you been using an electronic health record at this practice?

    _______ Months
    ☐ I do not use an electronic health record

Thank-you for your participation.
Please return the completed survey by (choose one):

Email: 
Fax: 
Mail: 

Many thanks for your feedback!