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Health Care Quality Reporting Program – Health Information Technology (HIT) Survey

APRN and PA Frequently Asked Questions (FAQ)

Last Updated, 4/24/15

The 2015 HIT Survey will be available online from May 1, 2015 to May 22, 2015. If you have questions about the survey, please read this FAQ first. If the FAQ does not answer your questions, please email the Healthcare Quality Reporting Program at DOH.HITSurvey@health.ri.gov.

BACKGROUND

1. Why am I receiving the HIT Survey?

HEALTH has a legislatively-mandated public reporting program that publishes information from the HIT Survey annually. The survey began with physicians. In 2013, HEALTH expanded it to include all APRNs and PAs and in 2014 we began publicly reporting individual information about APRNs and PAs. Because your use of electronic health records (EHRs) and e-prescribing changes over time, we ask you to update your responses once each year.

2. Why does the Department of Health (HEALTH) collect this information every year?

HEALTH has a legislatively-mandated public reporting program that publishes information from the HIT Survey annually. Because your use of electronic health records (EHRs) and e-prescribing changes over time, we ask you to complete the survey annually.

3. Why is this mandatory? What does “mandatory” mean?

The state legislature mandated that HEALTH publicly report information about healthcare providers. You are required by HEALTH to submit this information annually. Non-response is reported as non-use of HIT.

ELIGIBILITY & COMPLETION

4. What’s the survey URL again?

The survey’s URL was sent to you in hard copy and via email (if you provided HEALTH with an email address during licensure). If you are an APRN or a PA, you can access the survey by typing the following into your Web browser:

<https://www.surveymonkey.com/s/APRNPAHIT2015> (note the “s” on https)

If you are a physician, you can access the survey by typing the following into your Web browser:

<https://www.surveymonkey.com/s/PhysicianHIT2015> (note the “s” on https)

5. How long is the survey open?

The 2015 survey will be open for three (3) weeks, from May 1, 2015 to May 22, 2015.

6. Who is eligible to complete this survey?

Physicians (MDs and DOs), APRNs and PAs are eligible to complete the survey if they have active RI licenses, are in active practice and provide direct patient care.

7. I’m not an APRN or PA. Should I complete this survey?

This survey targets physicians (MDs and DOs), APRNs and PAs. You do not need to complete it if you are not a physician, APRN or PA. If you are a physician, you need to complete the survey through a separate link:

<https://www.surveymonkey.com/s/PhysicianHIT2015> (note the “s” on https)

8. This doesn’t really apply to my specialty. Is it intended for me? Should I complete it?

The survey is mandated for 100% of APRNs and PAs, regardless of your specialty. Please respond to the best of your ability to each question, even if it does not feel directly applicable.

HIT Survey FAQ for APRNs and RNs

We have created pathways for office/outpatient- and hospital/inpatient-based clinicians, to tailor the questions to differing HIT usage in each of those settings—but realize that the questions may not directly apply to all specialties and to all practice patterns. Please choose the option that best reflects your clinical practice.

9. What happens if I don't complete this survey?

You are required by HEALTH to submit this information annually. Non-response is reported as non-use of HIT.

10. I'm retired. Why did I get this survey?

The APRNs and PAs who receive the survey are identified through HEALTH's licensure database. If you have retired since the database was last updated, you may be included. You can opt not to respond to the survey, knowing that your lack of response will be reported as non-use of HIT (which is likely accurate). You can also complete the first few questions, which will allow us to appropriately exclude you from the survey analysis and report.

11. I practice abroad or in a state other than Rhode Island. Why did I get this survey?

The APRNs and PAs who received the survey were identified through HEALTH's licensure database. You received a survey notification if you have a current RI license.

Data are only reported for APRNs and PAs with mailing addresses in RI, CT or MA. You can ignore the survey, but please note that non-response will be reported as non-use of HIT. You can also complete the first few questions, which will allow us to appropriately exclude you from the survey analysis and report.

12. Can my Office Manager complete the survey?

The survey asks very specific questions about how you use HIT and is best answered by you, not your Office Manager. It should take about 10 minutes to complete.

TECHNICAL ASSISTANCE

13. I didn't get a copy of the survey. Can you send me one?

The survey is electronic, not on paper. This helps to save you time, since it incorporates skip patterns automatically based on your responses. If you are an APRN or a PA, you can access the survey by typing the following into your Web browser:

<https://www.surveymonkey.com/s/APRNPAHIT2015> (note the "s" on https)

If you are a physician, you can access the survey by typing the following into your Web browser:

<https://www.surveymonkey.com/s/PhysicianHIT2015> (note the "s" on https)

If you cannot access a computer and do not use HIT, you can opt not to respond to the survey, knowing that your lack of response will be reported as non-use of HIT.

14. Can I complete the survey on paper?

No, the survey is electronic. This helps to save you time, since it incorporates skip patterns automatically based on your responses. If you cannot access a computer and do not use HIT, you can opt not to respond to the survey, knowing that your lack of response will be reported as non-use of HIT.

15. I tried to access the link, but I couldn't get to the survey.

- If you are typing the URL into your Web browser, please make sure you include the "s" in "https."
- If you are copying and pasting the URL, please make sure that the full URL is pasted into your browser.

If you still have trouble, please contact HEALTH at DOH.HITSurvey@health.ri.gov. We will make every effort to respond to your inquiry within two (2) business days of receipt.

16. I completed the survey. Can I get a confirmation?

No, at this time we are unable to generate confirmation emails. If you need confirmation of your survey completion, please print the thank you page (last page of the survey) from your Web browser.

17. I completed the survey, but I still got a reminder email. Were my responses saved?

The survey Web site, SurveyMonkey, tracks response/non-response using your email address. If you responded by typing in the survey URL, rather than clicking on the link emailed to you, you will receive a reminder regardless of your response. Your survey responses are saved and you should disregard the reminder.

HIT Survey FAQ for APRNs and RNs

18. Can I start the survey and return to finish it later?

No, unfortunately once you begin the survey you must complete it in one setting.

MEASUREMENT & REPORTING

19. What measures are publicly reported based on my responses?

We calculate four measures based on your responses, including: (1) use of an EHR (Y/N), (2) level of EHR use (0-100 scale), (3) use of EHR for patient engagement (0-100 scale), and (4) use of e-prescribing (Y/N).

20. How were the survey and its measures created?

When creating the original physician survey, HEALTH and Healthcentric Advisors led the survey design in partnership with state agencies, health plans and other organizations, and with input from clinician stakeholder groups. These partnerships help ensure that the survey collects information to support a variety of state needs, while minimizing your data collection burden. The instrument and measures have now been expanded to APRNs and PAs, in recognition of your role in patient care.

COMMENTS

21. It's unfair of HEALTH to report HIT use, but not pay for me to adopt an EHR.

We recognize that there are many barriers to HIT adoption, and the survey provides you with an opportunity to help us understand your unique situation and barriers. Your free-text comments are not publicly reported at the individual clinician level.

22. I'd like to tell you about my positive/negative experiences with EHRs or e-prescribing.

We welcome your input. The survey provides you with an opportunity to share your thoughts. Your free-text comments are not publicly reported at the individual clinician level.

ADDITIONAL QUESTIONS

23. I'd like more information. Where can I learn more?

Please visit the public reporting program's Web site at <http://www.health.ri.gov/programs/healthcarequalityreporting/>.

24. My question wasn't answered here. What should I do?

Please contact HEALTH at DOH.HITSurvey@health.ri.gov with additional questions. We will make every effort to respond to your inquiry within two (2) business days of receipt.