Physician 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 does the Department of Health (HEALTH) collect this information every year?**
   The state legislature mandated that HEALTH publicly report information about physicians annually as part of the Healthcare Quality Reporting Program. Because your use of electronic health records (EHRs) and e-prescribing changes over time, we ask you to complete the survey once each year.

2. **Why is this mandatory? What does “mandatory” mean?**
   The state legislature mandated that HEALTH publicly report information about physicians. You are required by HEALTH to submit this information annually. Non-response is reported as non-use of HIT. This may affect your eligibility to secure HIT-based incentives from the health plans.

**ELIGIBILITY & COMPLETION**

3. **What’s the survey URL again?**
   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 are an Advanced Practice Registered Nurse (APRN) or a Physician Assistant (PA), you can access the survey by typing the following into your Web browser:
   
   **https://www.surveymonkey.com/s/APRNPAT2015** (note the “s” on https)

4. **How long is the survey open?**
   The survey is open for three (3) weeks, from May 1, 2015 to May 22, 2015.

5. **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.

6. **I’m not a physician. 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 an APRN or a PA, you need to complete the survey through a separate link:
   
   **https://www.surveymonkey.com/s/APRNPAT2015** (note the “s” on https)

7. **This doesn’t really apply to my specialty. Is it intended for me? Should I complete it?**
   The survey is mandated for 100% of physicians, regardless of specialty. Please respond to the best of your ability to each question, even if it does not feel directly applicable.
   
   We have created pathways for office/outpatient- and hospital/inpatient-based physicians 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. If your practice is not office/outpatient or hospital/inpatient-based, please choose the option that best reflects your clinical practice.

8. **I’m retired. Why did I get this survey?**
   The physicians who receive the survey are those that HEALTH identified as holding a current Rhode Island physician’s license. 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
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accurate. You can also complete the first few questions, which will allow us to appropriately exclude you from the survey analysis and report.

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

10. 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 to 15 minutes to complete.

TECHNICAL ASSISTANCE

11. 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 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 are an APRN or a PA, you can access the survey by typing the following into your Web browser:
https://www.surveymonkey.com/s/APRNPAAHIT2015 (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.

12. 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.

13. 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” on “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.

14. 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 (i.e., the last page of the survey) from your Web browser.

15. 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.

16. Can I start the survey and return to finish it later?
No, unfortunately once you begin the survey you must complete it in one sitting.

HIT-BASED INCENTIVES

17. I’m a PCP. How does this survey affect my Blue Cross & Blue Shield of Rhode Island (BCBSRI) fee increase?
HEALTH partners with BCBSRI to minimize the data collection burden for you, but does not determine BCBSRI’s fee increase. Please contact BCBSRI directly with questions.

18. I’m a PCP. How does this survey affect my United Healthcare of New England (UHC) incentive payment?
HEALTH partners with UHC to minimize the data collection burden for you, but does not determine UHC’s incentive payment. Please contact UHC directly with questions.

19. I’m a PCP. How does this survey affect my Tufts Health Plan incentive payment?
HEALTH partners with Tufts to minimize the data collection burden for you, but does not determine Tufts’ incentive payment. Please contact Tufts directly with questions.
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**20. Does this survey determine “Meaningful Use” for Medicare or for Medicaid or for the Executive Office of Health and Human Services (EOHHS)?**

No, the 2015 Physician HIT Survey will capture most of the required elements of Meaningful Use in the pathway for office-based physicians, but it will not be used to determine eligibility for incentives or payment adjustments (i.e., penalties). However, responses may guide state efforts to educate and support physicians implementing EHRs and applying for incentives.

**MEASUREMENT & REPORTING**

**21. 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).

**22. How were the survey and its measures created?**

HEALTH and Healthcentric Advisors led the survey design in partnership with EOHHS, BCBSRI, UHC and the Rhode Island Quality Institute, and with input from physician stakeholder groups. These partnerships help ensure that the survey collects information to support a variety of state needs, while minimizing your data collection burden.

**COMMENTS**

**23. 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. The survey provides you with an opportunity to help us understand your unique situation and barriers. Please note that your free-text comments are not publicly reported at the individual physician level.

**24. 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 physician level.

**ADDITIONAL QUESTIONS**

**25. Why do you need contact information for my practice administrator? How will this information be used?**

HEALTH is collecting this information for future communication related to an upcoming statewide healthcare inventory. This legislatively-mandated undertaking will measure healthcare utilization and capacity in all healthcare settings in Rhode Island. Please provide contact information for the person at your practice best able to answer questions about business hours, staffing levels, types of health insurance accepted, etc.

**26. 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/](http://www.health.ri.gov/programs/healthcarequalityreporting/).

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

Please contact HEALTH at [DOH.HITSurvey@health.ri.gov](mailto: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.

**QUESTIONS ABOUT THE RHODE ISLAND PRIMARY CARE PHYSICIAN SURVEY**

**28. I recently completed the 2015 Primary Care Physician Survey; do I have to also complete this survey?**

If you already completed the 2015 Primary Care Physician Survey, you do NOT have to complete this survey as well. In April, primary care physicians were asked to complete the 2015 Primary Care Physician Survey, which included the 2015 HIT Survey questions. Notice of the 2015 HIT Survey was intended to go out only to physicians who DID NOT complete the 2015 Primary Care Physician Survey. If you are unsure if you have already completed 2015 Primary Care Physician Survey, please contact the survey administrators at [DOH.HITSurvey@health.ri.gov](mailto:DOH.HITSurvey@health.ri.gov).