

Health Information Infrastructure Advisory Board

Health Record Bank Evaluation Plan

I. Evaluation Goals

A. Overall

1. "test the feasibility and usefulness of online health record bank accounts to see if they offer a useful way for consumers to maintain, track and use their personal health information" (from the press release announcing the HRB pilots, 8/20/08)
2. "closely monitor the usage and benefits of the health record bank pilots" (from the press release announcing the HRB pilots, 8/20/08)
3. "test key HRB concepts, determine feasibility, and learn to guide next steps" (from HRB Straw Concept document, 2/14/08)

B. Specific

1. Determine consumer interest
2. Determine provider interest

II. Consumers

A. Awareness

1. Survey level of consumer awareness (before/after)

B. Participation

1. Measure number of consumers with HRB accounts (ongoing tracking)
2. Correlate enrollment with other relevant factors
 - a. Health status
 - b. Age
 - c. Frequency of medical encounters
 - d. Marketing activities

C. Usage

1. Measure amount and type of usage of consumers with HRB accounts
2. Correlate usage with other relevant factors
 - a. Health status
 - b. Age
 - d. Frequency of medical encounters

D. Trust

1. Survey level of consumer trust (before/after)

E. Perceived value

1. Survey perceived value of HRB (before/after)
 - a. Usefulness
 - b. Comparison to other health care services
 - c. Willingness to pay

III. Providers

A. Awareness

1. Survey level of provider awareness (before/after)

B. Usage

1. Measure amount and type of usage of HRB data by providers

a. Provider reporting

b. Patient reporting

2. Correlate usage with other relevant factors

a. Specialty

b. Health status of patient

c. Frequency of medical encounters

d. System features

C. Trust

1. Survey level of provider trust (before/after)

D. Perceived value

1. Survey perceived value of HRB (before/after)

a. Reliance on HRB information for clinical decisions

IV. Scalability

A. Server load measurements

Sample Functionality Questions *(courtesy of Shared Care Plan)*

Introduction

Part I: About You

1. How would you rate your overall computer skills?
2. How many years have you used computers?
3. In a typical week, about how many hours do you spend using the Internet?

Part II: Is the Shared Care Plan Easy to Use?

1. Overall, I think the Shared Care Plan web site is great.
2. The organization of information in the Shared Care Plan is clear.
3. Navigating around the Shared Care Plan is easy.
4. Most tasks (such as adding information or printing) are straight-forward and easy to do.
5. I always know where I am in the Shared Care Plan.

Part III: How do you use the Shared Care Plan?

1. When I visit health care professionals, I try to bring along a printed copy of my Shared Care Plan.
2. I update the information in my Shared Care Plan as soon as I know something has changed.
3. Have you added any members to your Care Team in your Shared Care Plan?

Part IV: How is the Shared Care Plan helping you?

1. Having a Shared Care Plan helps me use my local health care system more effectively.
2. Having a Shared Care Plan helps me communicate with health care professionals.
3. Having a Shared Care Plan helps me organize and keep track of my health care information (such as medications).
4. Having a Shared Care Plan helps me understand my choices and make better decisions about my health.
5. Having a Shared Care Plan makes me feel more confident when interacting with the health care system.

Part V: How satisfied are you with the features of the Shared Care Plan, and how important are they to you?

1. Please rate how satisfied you are with the following SCP features (how much this feature meets your needs): List of plan features follows
2. Now please rate how important the following Shared Care Plan features are to you in managing your health (how much you need this feature): List of plan features follows

Patient Activation Measure (answered on scale, strongly agree to strongly disagree utilizing Rasch modeling). *This is the work of Judy Hibbard (University of Oregon) and Dr. Eldon Mahoney.*

1. When all is said and done, I am the person who is responsible for managing my health condition.
2. Taking an active role in my own health care is the most important factor in determining my health and ability to function.
3. I am confident that I can take actions that will help prevent or minimize some symptoms or problems associated with my health condition.
4. I know what each of my prescribed medications do.
5. I am confident that I can tell when I need to go get medical care and when I can handle a health problem myself.
6. I am confident that I can tell a doctor concerns I have even when he or she does not ask.
7. I am confident that I can follow through on medical treatments I need to do at home.
8. I understand the nature and causes of my health condition(s).
9. I know the different medical treatment options available for my health condition.
10. I have been able to maintain the lifestyle changes for my health condition that I have make.
11. I know how to prevent further problems with my health condition.
12. I know how to prevent further problems when new situations or problems arise with my health condition.
13. I am confident that I can maintain lifestyle changes, like diet and exercise, even during times of stress.

Clinician Activation Measure (answered on scale, strongly agree to strongly disagree utilizing Rasch modeling). *This is additional work by Judy Hibbard (University of Oregon) and Dr. Eldon Mahoney. This is another version of the 13 question survey that they are currently piloting and collecting data on. They are very interested in testing with providers in the HRB pilots.*

As a Clinician, how important is it to you that your patients with chronic conditions:

1. Are able to take actions that will help prevent or minimize symptoms associated with their health condition(s).
2. Are able to figure out solutions when new situations or problems arise with their health condition(s).
3. Bring a list of questions to their office visit.
4. Are able to make and maintain lifestyle changes needed to manage their chronic condition.
5. Can follow through on medical treatments you have told them they need to do at home.
6. Know what each of their prescribed medications is for.
7. Are able to determine when they need to go to a medical professional for care and when they can handle the problem on their own.
8. Understand which of their behaviors make their chronic condition better and which ones make it worse.
9. Understand the different medical treatment options available for their chronic condition(s).
10. Tell you the concerns they have about their health even when you do not ask.
11. Want to be involved as a full partner with me in making decisions about their care.

12. Look for trustworthy sources of information about their health and health choices, such as on the web, news stories, or books.

13. Want to know what procedures or treatments they will receive and why before the treatments or procedure are performed.