PHARMACY SURVEY: BASELINE

Health Information Technology Exchange of Connecticut: UCHC Evaluation

The University of Connecticut Health Center, on behalf of the Department of Public Health, is seeking input from pharmacies on the subject of e-prescribing. Not only do we want to validate data received from Surescripts on the adoption rates for e-prescribing statewide, we would also like input on impact and value of e-prescribing for pharmacists. Your opinions are very important to us. Please answer the following questions below. If you have any questions or concerns, please contact us:

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I. Practice Characteristics

Please note the following definition of electronic prescribing (e-prescribing, eRx) when answering the survey questions:

“E-prescribing is the transmission, using electronic media, of prescription or prescription-related information between a prescriber, dispenser, pharmacy benefit manager, or health plan, either directly or through an intermediary, including an e-prescribing network. E-prescribing includes, but is not limited to, two-way transmissions between the point of care and the dispenser.”

1. What is the location of your practice site in the state of Connecticut?

________________________________________(Town)

2. Select the choice that best describes the location/community setting of your organization:

☐ Urban

☐ Suburban

☐ Rural

☐ Other:______________________________
3. Which title best describes your position?


4. Please select the pharmacy grouping that best describes your practice setting:

- [ ] Chain
- [ ] Franchise
- [ ] Independent
- [ ] Government
- [ ] Alternate dispensing site
- [ ] Other: _______________________

5. Roughly, what percentage of individuals served by your practice belongs to one of the following? (Percentage should total 100%).

- [ ] Medicare
- [ ] Medicaid
- [ ] Private Insurance
- [ ] Patient payments (self pay)
- [ ] Other: _______________________

II. Use of e-Prescribing and Health IT

6. Rate your level of understanding with electronic prescribing:

- [ ] Deep understanding
- [ ] Familiar with broad e-prescribing terms/concepts
- [ ] Know some e-prescribing terms/concepts
☐ Have not heard anything about e-prescribing

7. What percentage or range of percentages most closely estimates prescriber adoption of e-prescribing in your pharmacy’s area?
   ☐ 0%
   ☐ 1-5%
   ☐ 6-15%
   ☐ 16-50%
   ☐ 51-75%
   ☐ 76-99%
   ☐ 100%
   ☐ Unsure

8. Select the number range that best describes your average prescription dispensing volume per day (all types – new and renewals):
   ☐ 0-50
   ☐ 51-100
   ☐ 101-300
   ☐ 301-500
   ☐ Over 500
   ☐ Unsure

9. Is your pharmacy enabled for electronic prescribing?
   ☐ Yes
10. If no, what is the timeline for enabling e-prescribing in your pharmacy information management system?

☐ Within 6 months
☐ Within 1 year
☐ Within 2 years
☐ More than 2 years
☐ No plans to enable e-prescribing

11. What level of e-prescribing activity in your area by prescribers would prompt your pharmacy to take steps to implement e-prescribing?

☐ 0%
☐ 1-5%
☐ 6-15%
☐ 16-50%
☐ 51-75%
☐ 76-99%
☐ 100%

12. How likely is your pharmacy to take steps to implement e-prescribing if you received technical assistance (from regional extension centers, Health Information Organizations (HIOs), and other organizations)?

☐ Significantly likely
☐ Somewhat likely
13. Does your practice use standards for e-prescribing?

☐ Yes
☐ No
☐ Don’t know

14. If yes, are these standards outlined in the Final Rule issued by the Department of Health and Human Services (42 CFR Part 423)? If you answered ‘no’ or ‘don’t know’ to the previous question, please select N/A.

☐ Yes
☐ No
☐ Don’t know
☐ N/A

15. Which terminology do you use to code and communicate data?

☐ CPT
☐ LOINC
☐ SNOMED
☐ RXNORM
☐ NCPDP
☐ Other: ____________________ (please specify)
16. What electronic transactions does your pharmacy use? (Check all that apply)

☐ New prescriptions
☐ Renewal prescriptions
☐ Controlled substances
☐ Fill notifications (to prescriber)
☐ Medication history (send)
☐ Medication history (receive)

17. Which of the following describes ways that your pharmacy is capable of receiving prescriptions (either new or renewal)? (Check all that apply).

☐ Phone
☐ Voicemail
☐ Interactive voicemail
☐ Fax
☐ e-Prescription system
☐ Paper
☐ Other: __________________________

18. Is the system used within your practice compatible with HL7 messaging standards?

☐ Yes
☐ No
☐ Don’t know

19. What version of HL7 do you use? (Leave blank if unsure).

_________________________________
20. Over what networks does your pharmacy exchange e-prescribing transactions?

☐ Surescripts

☐ Emdeon

☐ Proprietary (private)

☐ Other: __________________________

21. Is your practice sending electronic transactions to any of the following through an e-prescribing network?

☐ Health Information Exchange (HIE)

☐ Physicians, Physician Assistants', Nurse Practitioners

☐ Electronic Health Records (EHR or EMR)

☐ Patients

22. If you submit electronic information to an HIE, what is the name of the organization that sponsors the HIE? (Leave blank if unsure).

____________________________________

23. If you submit electronic information to patients, with approximately what percent of patients do you share data electronically? (Leave blank if unsure).

____________________________________

24. Does your pharmacy pay a transaction fee to receive e-prescribed transactions from prescribers?

☐ Yes

☐ No

☐ Don’t know
Overall, how do you think e-prescribing influences or could influence the following components of your practice?

25. Efficiency? (Efficiency is defined as competency in performance. An example of how eRx can improve efficiency is by streamlining workflow).

- Very positively
- Somewhat positively
- Neither positively nor negatively
- Somewhat negatively
- Very negatively
- Unsure

26. Safety? (Safety is defined as being free from danger, risk, or injury. An example of how eRx can improve patient safety is by enabling checks for drug interactions and drug allergies).

- Very positively
- Somewhat positively
- Neither positively nor negatively
- Somewhat negatively
- Very negatively
- Unsure

27. Patient-centeredness? (Patient-centeredness is defined as maintaining a focus on the well-being of individual patients. An example of how eRx can improve patient-centeredness is by reducing process time for patients).

- Very positively
28. Effectiveness? (Effectiveness is defined as the extent to which an activity fulfills its intended purpose. An example of how eRx can improve effectiveness is by improving the ability to track patient medication adherence).

☐ Very positively
☐ Somewhat positively
☐ Neither positively nor negatively
☐ Somewhat negatively
☐ Very negatively
☐ Unsure

29. Equity? (Equity is defined as fairness or impartiality. An example of how eRx can improve equity is by allowing equal access to information).

☐ Very positively
☐ Somewhat positively
☐ Neither positively nor negatively
☐ Somewhat negatively
☐ Very negatively
☐ Unsure
30. Timeliness? (Timeliness is defined as occurring at a suitable time. An example of how eRx can improve timeliness is by reducing turnaround time for prescriptions)

☐ Very positively
☐ Somewhat positively
☐ Neither positively nor negatively
☐ Somewhat negatively
☐ Very negatively
☐ Unsure

30. Of the factors below, please select those which you feel are preventing you from implementing e-prescribing: (Check all that apply)

☐ Start up costs and converting existing data into the e-prescribing system
☐ Maintenance costs
☐ Potential for an incomplete patient medication list
☐ Changes to existing workflow
☐ Prescription transaction fees
☐ Low prescriber activity
☐ Poor network connections in this area and/or network costs
☐ Bugs in e-prescribing process (e.g. poor software design, vendor support, downtime)
☐ Concerns about security of patient data
☐ Concerns about privacy of patient data
☐ Other: __________________________
31. How familiar are you with the Connecticut Health Information Exchange (HIE) Initiative?

☐ Very familiar
☐ Somewhat familiar
☐ A little familiar
☐ Not familiar at all

32. Overall, please rate how useful you believe a health information exchange (HIE) could be within the state of Connecticut:

Not useful at all  Somewhat useful  Very useful

33. Overall, please rate your level of satisfaction with the Connecticut Health Information Exchange (HIE) Initiative:

☐ Very dissatisfied
☐ Dissatisfied
☐ Neutral
☐ Satisfied
☐ Very satisfied

Comments regarding HIE in Connecticut:
34. In your opinion, will Connecticut be successful in implementing a statewide health information exchange (HIE) by 2014?

☐ Yes

☐ No

35. If yes, why?

Comment: ___________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

36. If no, why not?

Comment: ___________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

37. Lastly, please describe any challenges you faced while following standards for e-prescribing:

Comment: ___________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________