

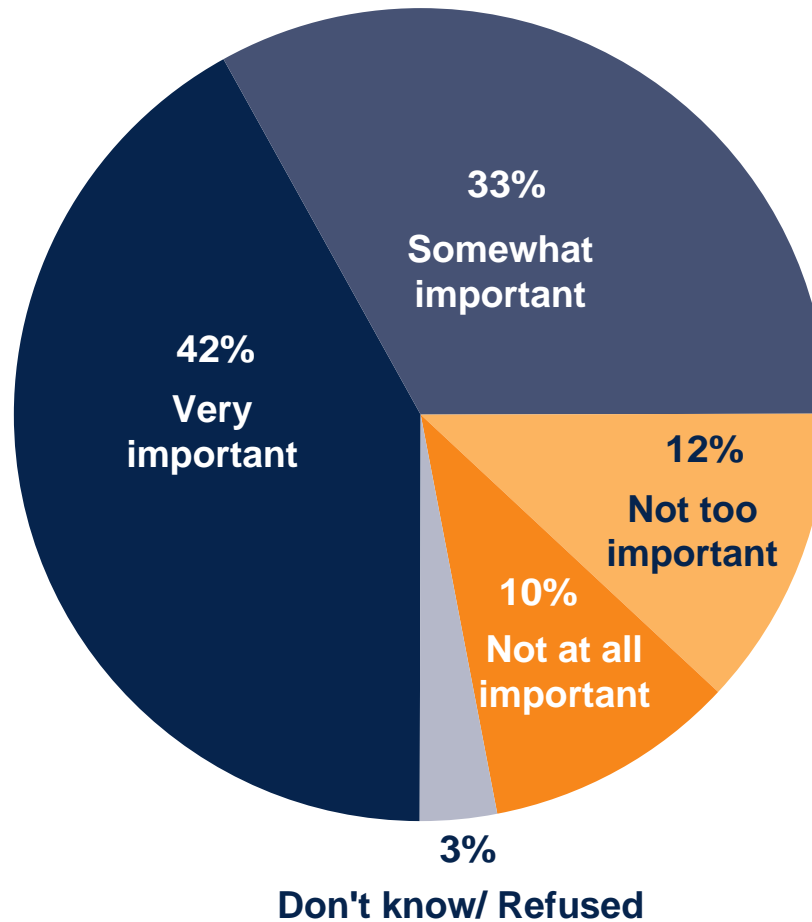


# HARVARD School of Public Health

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Health Editor/NPR  
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# Perceived Importance of EMR

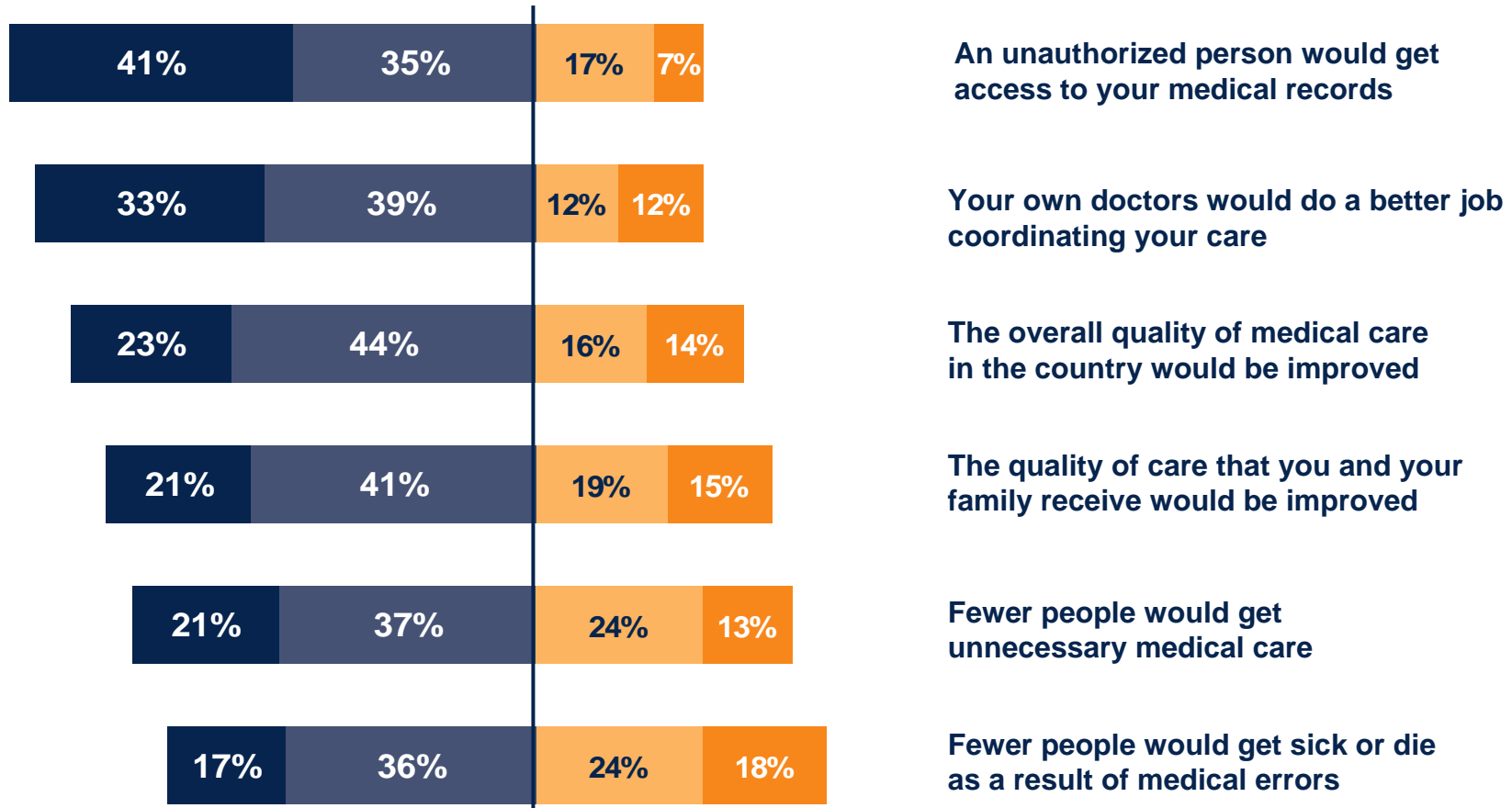
How important do you think it is for the health care providers you see to use electronic or computer-based medical records instead of using paper-based records?



# If the U.S. adopted EMR...

If the U.S. adopted a system where medical records were kept electronically and could be shared online, how likely do you think it is that...?

Very likely    Somewhat likely    Not too likely    Not at all likely

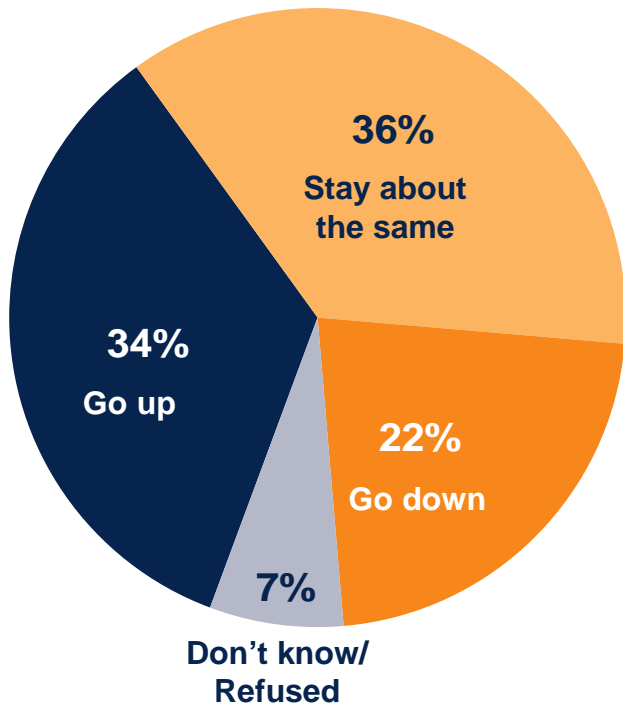


Note: Various items based on half samples; "Don't know/Refused" responses not shown.  
 Source: NPR/KFF/HSPH *The Public and the Health Care Delivery System* (Mar. 12-22, 2009)

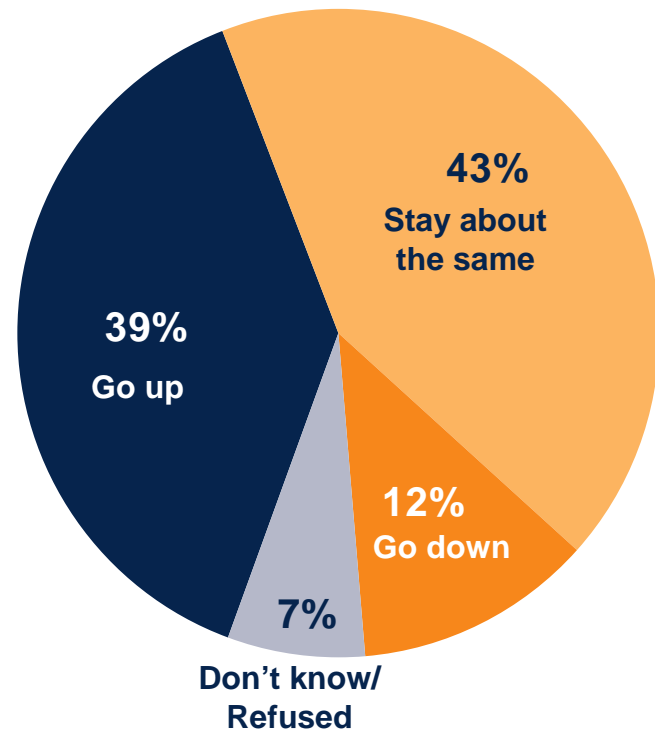
# Impact of Electronic Medical Records on Cost

If the U.S. adopted a system where medical records were kept electronically and could be shared online, do you think the overall cost of each of the following would go up, go down, or stay about the same?

Cost of health care in the country



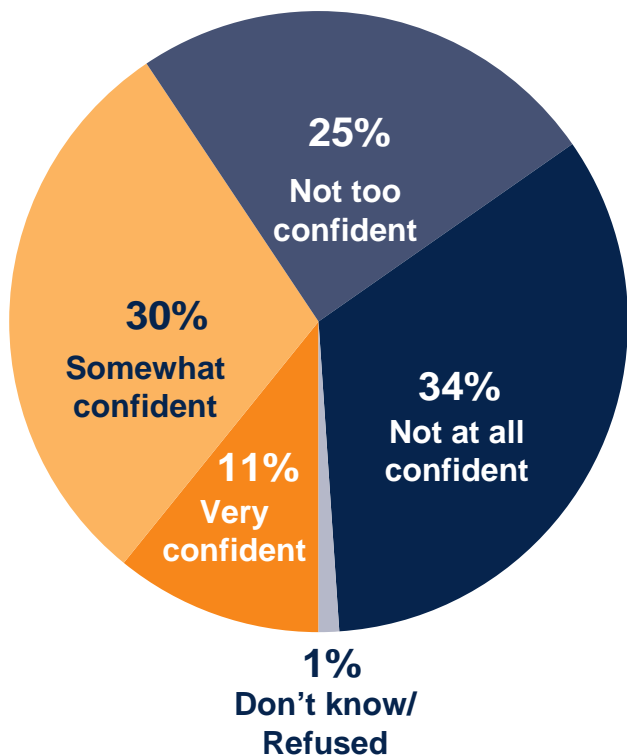
Your family's health care costs



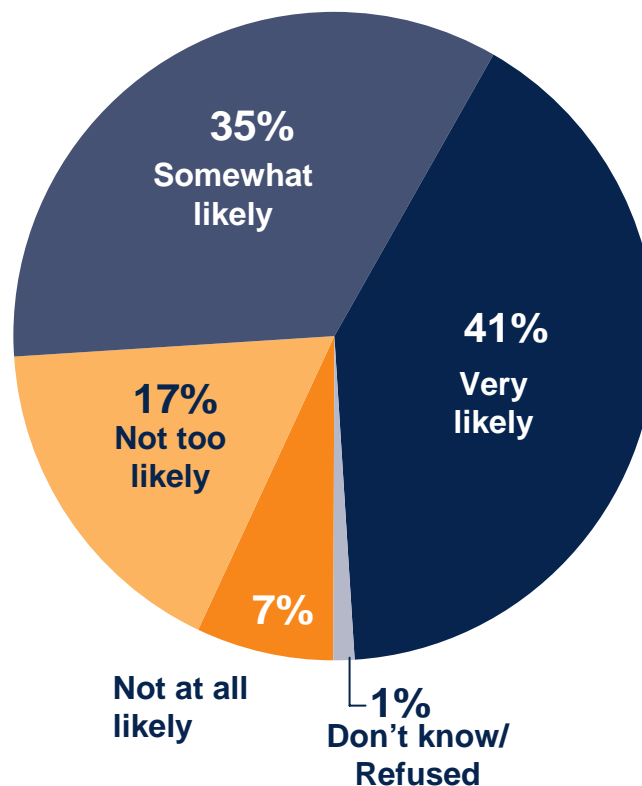
Note: Questions asked of separate half-samples.  
 Source: NPR/KFF/HSPH *The Public and the Health Care Delivery System* (Mar. 12-22, 2009)

# Confidence in Privacy of Medical Records

If your medical records and personal health information were to be stored electronically and could be shared online, how confident are you that those records and information would remain confidential?

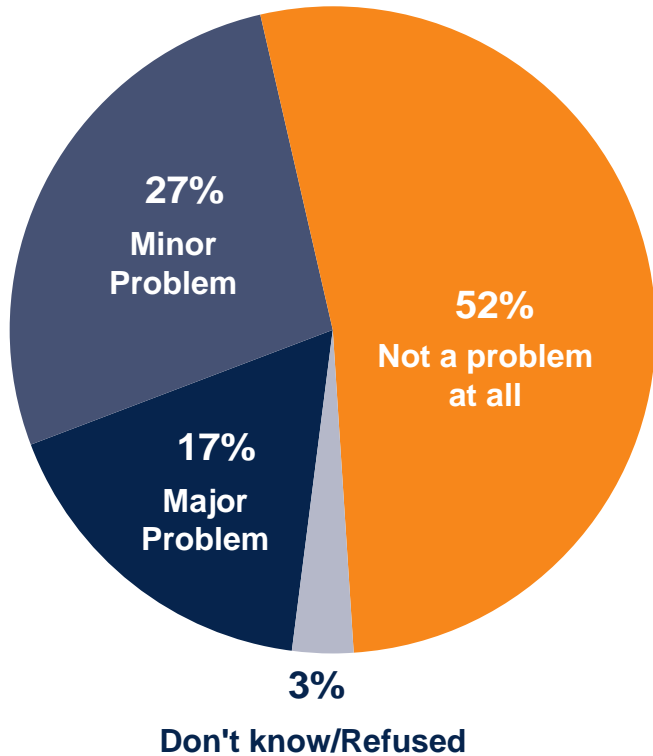


If the U.S. adopted a system where medical records were kept electronically and could be shared online, how likely do you think it is that an unauthorized person would get access to your medical records?

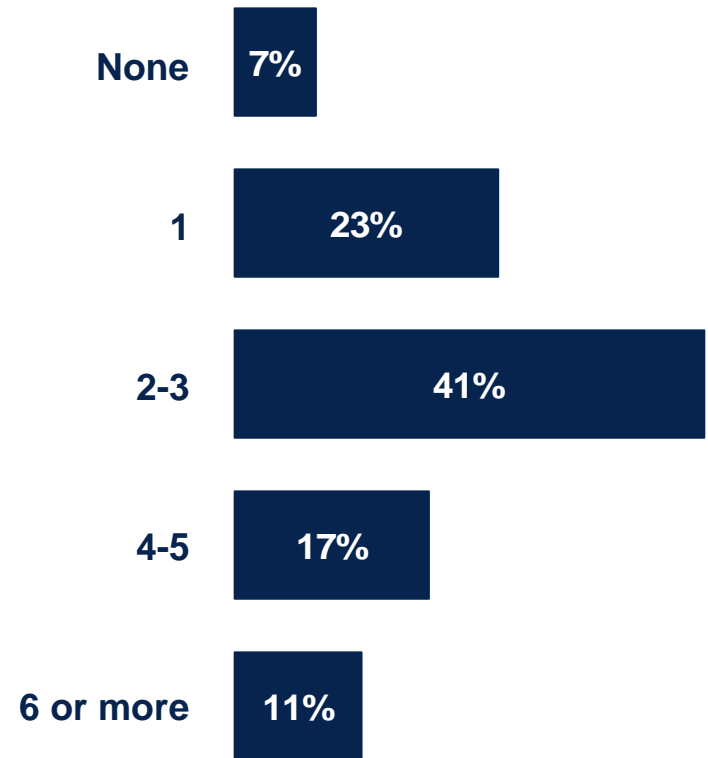


# Perceived Coordination of Care Problems

In general, do you think that coordination among all of the different health professionals that you see is a major problem, a minor problem, or not a problem at all?



How many different doctors and other health professionals have you seen in the past two years?

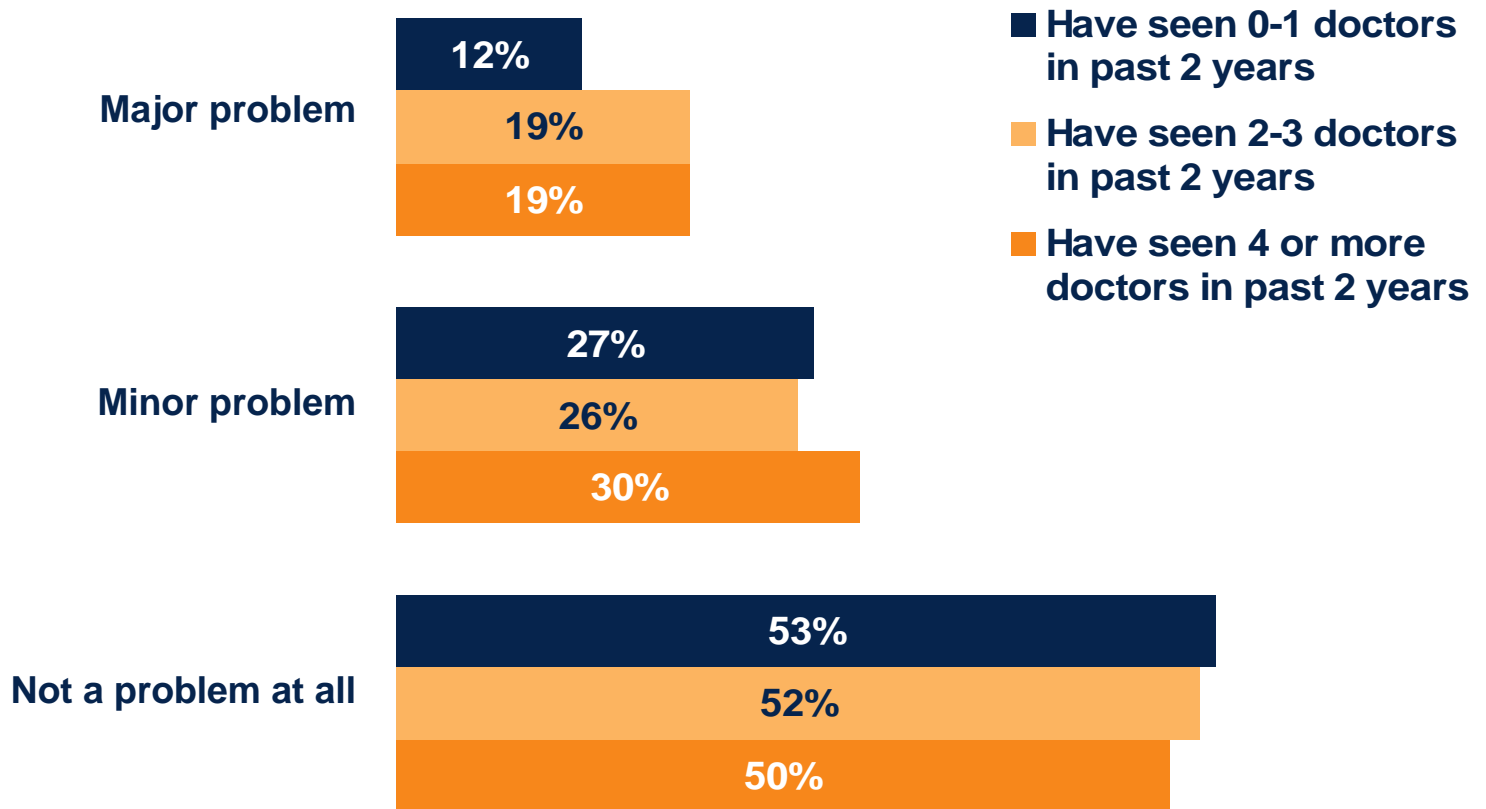


Note: "Don't know/Refused" responses not shown in the bar graph on the right.

Source: NPR/KFF/HSPH *The Public and the Health Care Delivery System* (Mar. 12-22, 2009)

# Perceived Coordination of Care Problems by Number of Doctors

In general, do you think that coordination among all of the different health professionals that you see is a major problem, a minor problem, or not a problem at all?

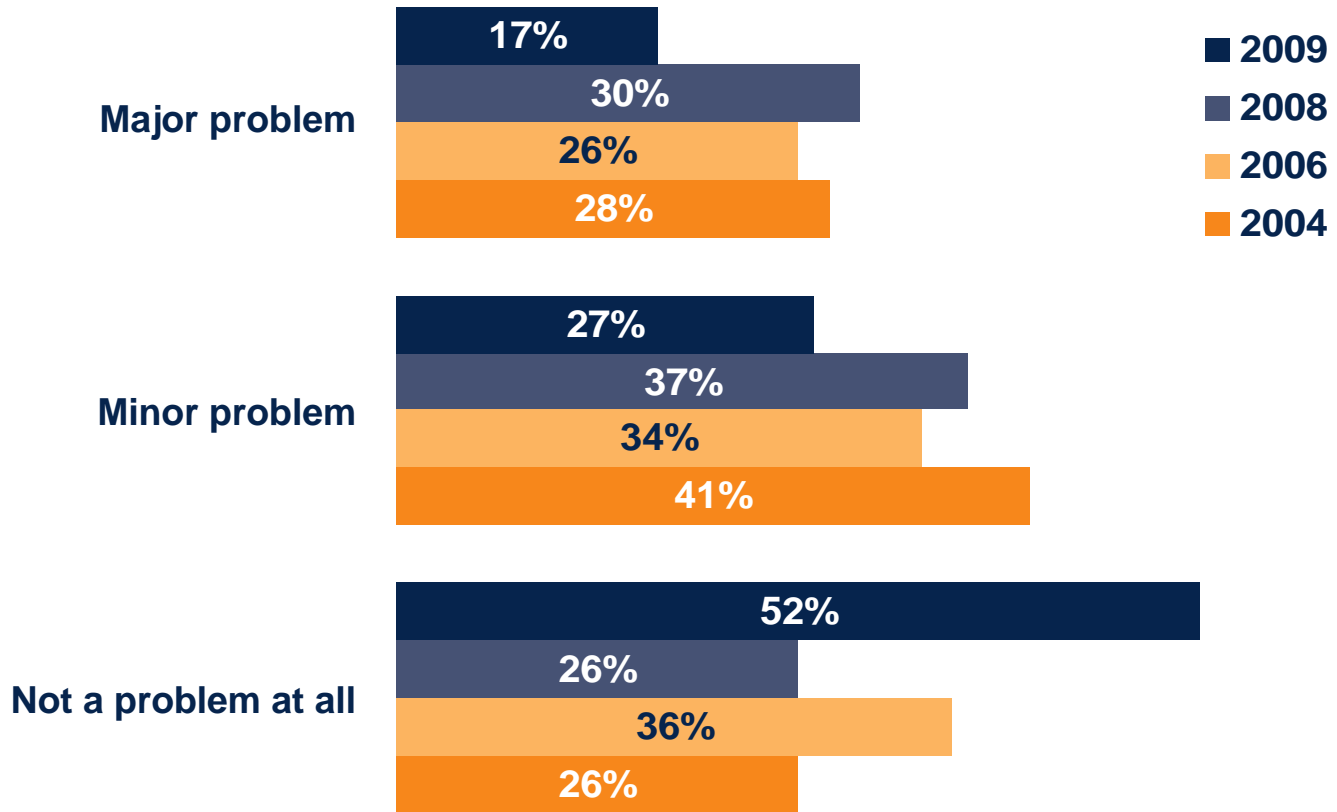


Note: "Don't know/Refused" responses not shown.

Sources: NPR/KFF/HSPH *The Public and the Health Care Delivery System* (Mar. 12-22, 2009)

# Coordination of Care: Time Trend

In general, do you think that coordination among all of the different health professionals that you see is a major problem, a minor problem, or not a problem at all?



Note: "Don't know/Refused" responses not shown.

Sources: NPR/KFF/HSPH *The Public and the Health Care Delivery System* (Mar. 12-22, 2009); *Kaiser Health Tracking Poll: Election 2008* (conducted Jul 29-Aug 6, 2008); *Kaiser Family Foundation Health Poll Report* (conducted Aug 3-8, 2006); *Kaiser Family Foundation/Agency for Healthcare Research and Quality/Harvard Consumers' Experiences with Patient Safety and Quality Information Survey* (conducted Jul 7-Sep 5, 2004)

# Coordination of Care: Personal Experiences

In the past two years, when getting care for a medical problem, was there ever a time when you have done each of the following, or not?

Percent saying “yes” to each of the following:

Had to bring an X-ray, MRI, or other type of test result with you to a doctor’s appointment

29%

Had to wait for test results longer than you thought reasonable

19%

Received conflicting information from different doctors or health care professionals

17%

Had to redo a test or procedure because the doctor didn’t have the earlier test results

12%

Had to come back for another appointment because a health professional did not have your medical information available

10%

Tried to get two of your doctors to talk to each other and failed

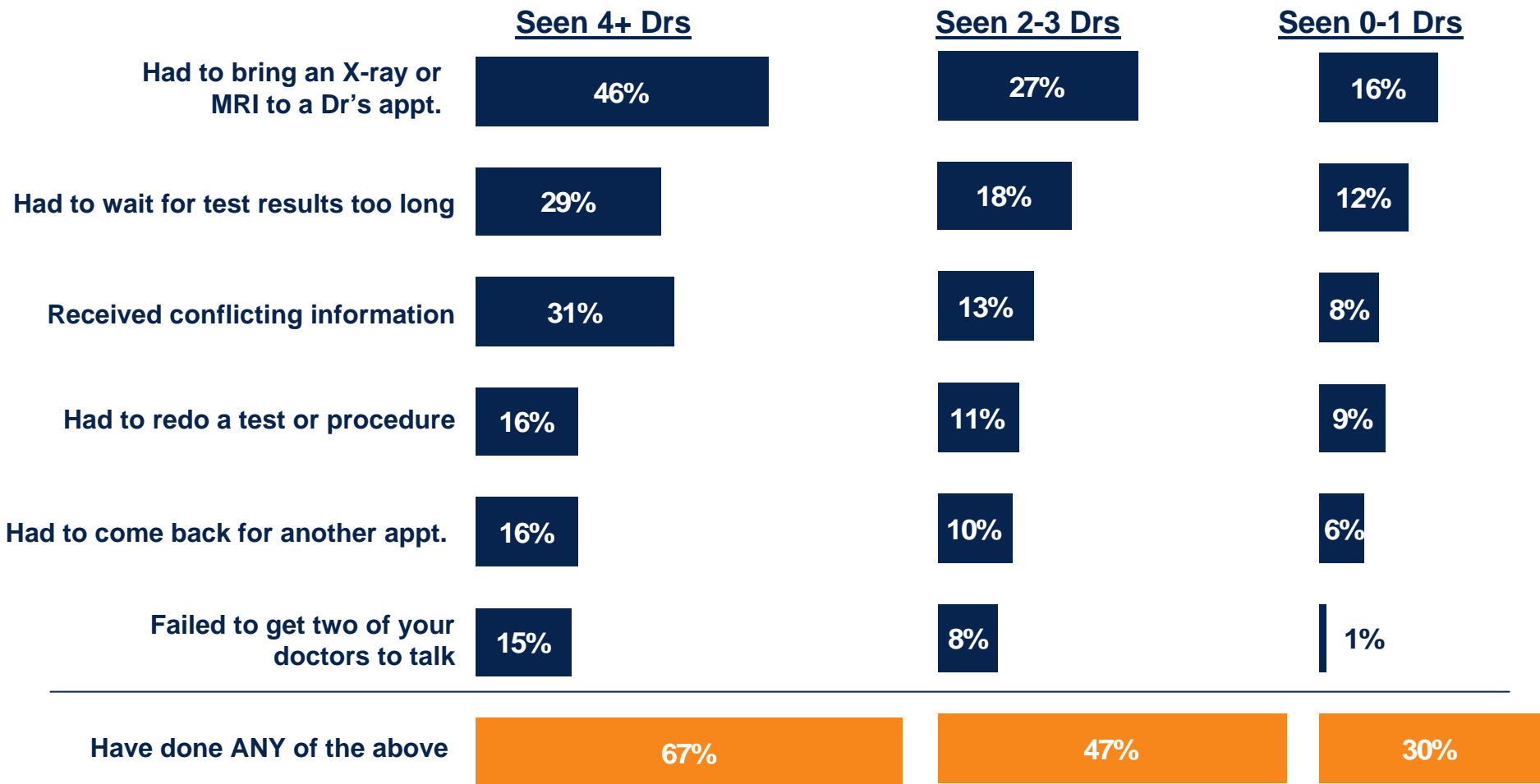
8%

Have done ANY of the above

49%

# Coordination Problems Rise Among Those with More Physicians

Percent among each group who say they have done each of the following in the past two years, when getting care for a medical problem.



# Methodology

The NPR/Kaiser Family Foundation/Harvard School of Public Health survey, *The Public and the Health Care Delivery System*, is part of a series of projects about health-related issues by NPR (National Public Radio), the Henry J. Kaiser Family Foundation, and the Harvard School of Public Health. Representatives of the three organizations worked together to develop the survey questionnaire and to analyze the results, with NPR maintaining sole editorial control over its broadcasts relating to the survey results. The survey research team included Mollyann Brodie, Ph.D., Liz Hamel, Claudia Deane and Carolina Gutierrez from the Kaiser Family Foundation; Professor Robert Blendon, Sc.D., and John Benson, M.A. of the Harvard School of Public Health; and Anne Gudenkauf, Joe Neel, Julie Rovner, Joanne Silberner, Richard Knox, Joseph Shapiro and April Fulton from NPR.

Fieldwork was done by telephone March 12 – March 22, 2009 among a nationally representative sample of 1,238 randomly selected respondents ages 18 and over by ICR/International Communications Research. All groups have been weighted to reflect their actual distribution in the nation. Interviews were conducted in English and Spanish.

The margin of sampling error for the survey is +/- 3.5 percentage points. For results based on smaller subsets of respondents the margin of sampling error is somewhat higher.

