# 2021 Environmental Scan
# Illinois Health IT Survey

**Illinois Health Information Technology Regional Extension Center**

**April 2021**

# Overview

**2021 Illinois Health IT Survey Report**

The 2021 Illinois Health IT Survey Report was prepared by the Illinois Health Information Technology Regional Extension Center (ILHITREC) at Northern Illinois University.

The purpose of the Survey was to determine the extent of health information technology use by providers and hospitals in Illinois.

The results are used to better facilitate the adoption of electronic health records (EHR) and Health Information Exchange (HIE) systems in Illinois through the Medicaid Promoting Interoperability (PI) Program.



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# Overview
**2021 Illinois Health IT Survey Report**

Where available and appropriate, comparative data from the Illinois Environmental Scan from 2011, 2016 and 2019 were included. Also included is comparative data from various CMS data sources such as HealthIT.gov and HealthData.gov.

Since the inception of the Medicaid PI program, the industry has changed, complicating appropriate comparative analysis. The industry has been consolidating practices, hospitals, and specialty clinics making comparisons from early years less appropriate for type of practice, urban/rural, and REC territory.

Additionally, early surveys were directed toward providers. As complexity around the program increased, most practices established a dedicated resource focusing on Medicaid PI. As a result, fewer providers respond today than did in the past and responses often reflect practice level information across multiple locations.

# Survey Highlights

**2021 Illinois Health IT Survey Report**

**Respondent Demographics**

✓  175 respondents completed the survey representing around 3,800 providers.

✓  Respondents to the 2021 survey were generally smaller in terms of number of providers. 69% of 2021 respondents indicated 10 or fewer providers in their practice compared to 51% in 2019.

✓  A greater percent of respondents represented primary care practices, critical access hospitals, and rural health clinics than past surveys.

# Survey Highlights
**2021 Illinois Health IT Survey Report**

**Medicaid PI Program Participants**

✓ Nearly 66% of respondents have providers enrolled in the Promoting Interoperability (PI) Program representing a minimum of 1,189 providers who are in the Medicaid PI program.

✓ Over 75% of respondents indicated that the Medicaid PI program encouraged or supported their adoption of CEHRT. And nearly 72% of respondents said the incentive payments were worth the effort for the adoption, implementation, or upgrade of EHR technology.

✓ The Illinois Medicaid PI program supports all four key goals from the Federal Health IT Strategy Plan 2020 - 2025: *https://www.healthit.gov/topic/2020-2025-federal-health-it-strategic-plan*
   - ✓ Promote Health and Wellness
   - ✓ Enhance the Delivery and Experience of Care
   - ✓ Build a Secure, Data-Driven Ecosystem to Accelerate Research and Innovation
   - ✓ Connect Healthcare with Health Data

# Survey Highlights

**2021 Illinois Health IT Survey Report**

**EHR Utilization**

✓ In 2011, 61% of Illinois providers had an EHR in place, compared to 100% of practices in 2021.

✓ Those participating in the Medicaid PI program are more likely to share information electronically, 74% of all 2021 respondents compared to 83% of those in the Medicaid PI program.

✓ Nearly 70% indicate their EHR is capable of bi-directional data exchanges in I-CARE. Of those, 70% are using this functionality and 15% are planning to.

# Survey Highlights
**2021 Illinois Health IT Survey Report**

**Hospital ADT Notifications**

✓ 77% of hospitals indicate their organization has a process to generate data related to inpatient and/or emergency room admission, discharge, and transfer (ADT). 100% indicate the process is automated through their hospital administrative system which could be part of an EHR or an ADT system.

✓ The three biggest challenges for hospitals to getting external data is *Conflicting information from different doctors*, *Different state rules/regulations*, and *Too much data from other doctors*.

# Survey Highlights

**2021 Illinois Health IT Survey Report**

**Provider ADT Notifications**

✓ An increasing number of providers indicate having a process in place to receive ADT notifications, 55% in 2016 compared to 70% in 2021. 89% of respondents indicate these notifications come directly from the hospital with 90% of those notifications coming via Fax.

✓ There is a substantial drop in ADT notifications over the past few years. 46% of 2019 respondents indicate receiving ADT notification for 75% or more of their patients, compared to just 27% in 2021.

✓ Half of respondents currently receive ADT notifications. Of those that do not currently receive ADT notifications, 15% are unable to receive them and 85% say hospitals do not send electronic notification despite 77% of hospitals reporting they have a process to send them.

✓ The biggest challenges, for providers, to getting data from outside their organization include: *Conflicting information from different doctors*, *Different state rules/regulations*, and *Too much data from other doctors*.

# Survey Highlights

**2021 Illinois Health IT Survey Report**

**Health Information Exchange**

✓ 73% indicated they would use an accurate directory of direct, secure electronic message addresses to send or receive data from other providers. CMS now offers a list of Direct addresses at NPI Files (cms.gov) however, population of this information and awareness of the data is still growing.

✓ Organizations participating in a HIE increased from 32% (2016) to 51% (2021). Of those participating in a HIE, 36% used Care Everywhere and 36% were using an EHR option.

✓ Barriers to health information exchange included lack of access to provider direct addresses (58%), referring provider refuses to accept direct messages (58%), and EHR vendor costs were prohibitive (46%).

Medicaid
Promoting Interoperability (PI) Participation

# Highlights Medicaid PI Program Participation

2021 Illinois Health IT Survey Report

## Key Takeaways

✓ Fewer 2021 survey respondents (66%) have providers participating in the Medicaid PI program compared to the 2016 survey (85%) due to program completions or challenges with meeting Stage 3 requirements. 4663 providers and 12 hospitals received payment for attestations in 2016 while the 2020 program year will have approximately 700 provider attestations and 0 hospital attestations.

✓ A greater number of practices plan to attest in 2021 (76%) than 2020 (67%).

✓ More practices are confident in meeting Stage 3 requirements in 2021 (68%) than in 2020 (63%).

✓ 76% of respondents indicated that the Medicaid PI program encouraged or supported their adoption of CEHRT.

  • The top three ways the Medicaid PI program has done this is through patient portals, I-CARE bidirectionality, and direct messaging.

# Highlights Medicaid PI Program Participation

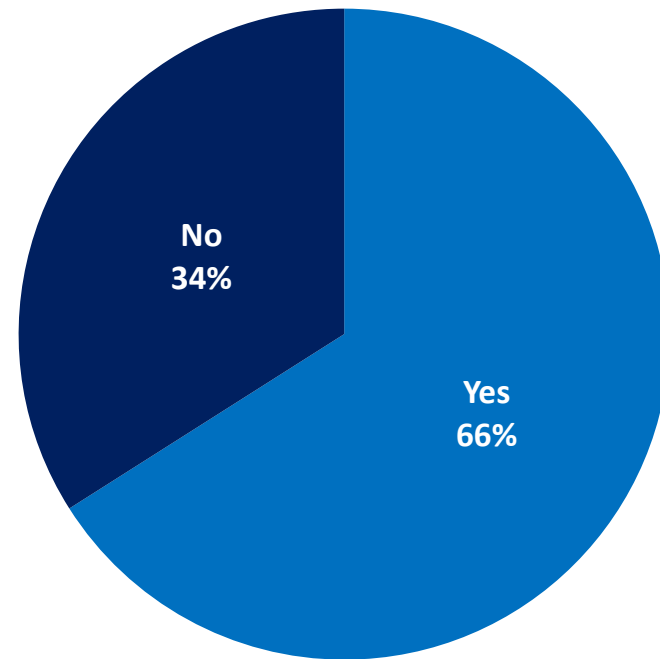2021 Illinois Health IT Survey Report

## Key Takeaways

- ✓ Nearly 72% of respondents indicate that the incentive payments were worth the effort for the adoption, implementation, or upgrade of EHR technology.

- ✓ 11% of respondents would not have invested in EHR technology without the incentive payments, while 46% would have invested without the incentive, but not as quickly.

- ✓ The top four ways adoption of a CHERT has improved practices is:

  - ✓ Decrease in medication errors      64%
  - ✓ Improved patient throughput      60%
  - ✓ Improved efficiency in reporting      60%
  - ✓ Improved referral process      57%

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**Percent of respondents participating in Medicaid PI**



No
34%

Yes
66%

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**Do you plan on attesting for the 2020 or 2021 program years?**
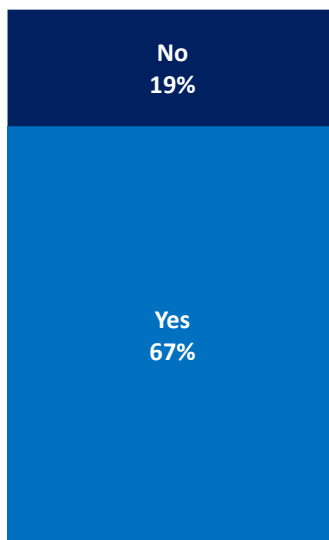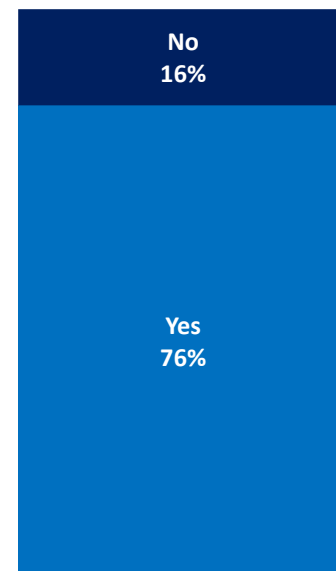


No
19%

Yes
67%

**2020**

No
16%

Yes
76%

**2021**

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**Do you anticipate meeting Stage 3 requirements for the 2020 and 2021 program year?**
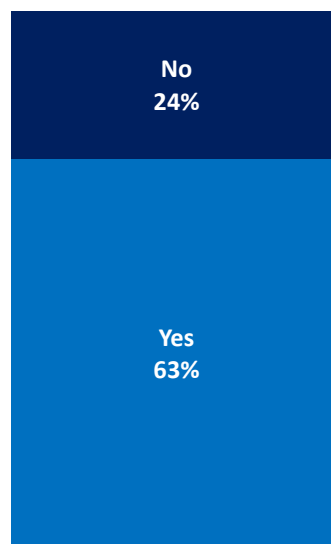


No
24%

Yes
63%

**2020**

No
20%

Yes
68%

**2021**

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**What method(s) do you use to obtain Medicaid PI Program information?**
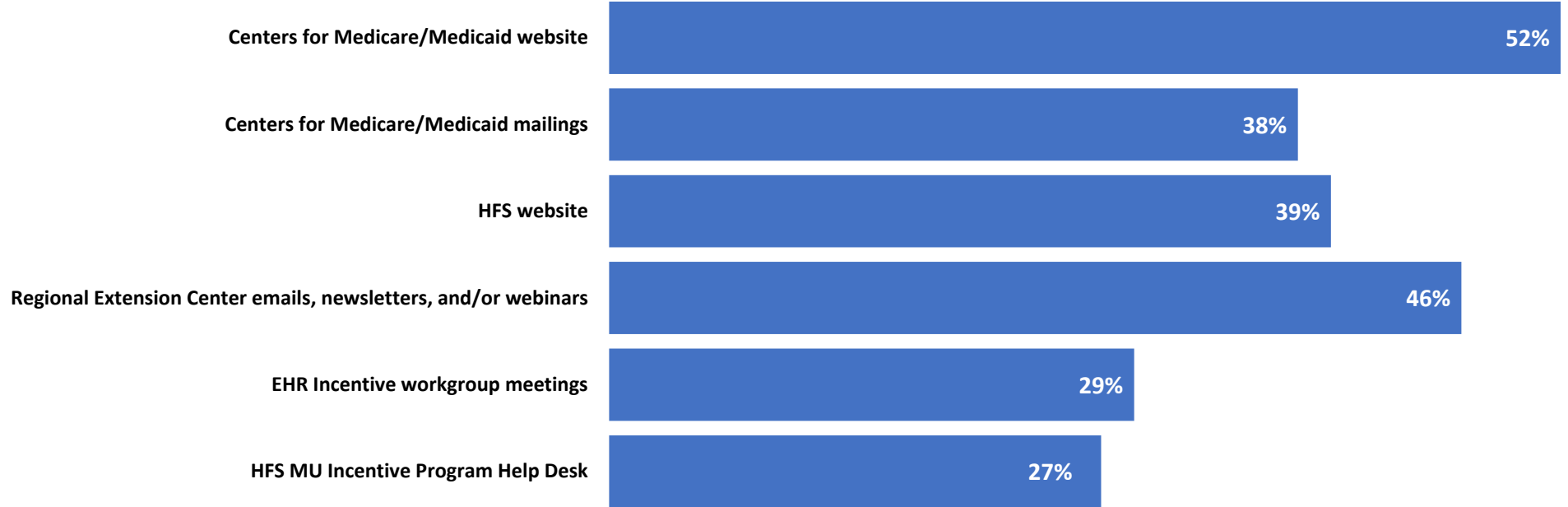
| Method | Percentage |
|---|---|
| Centers for Medicare/Medicaid website | 52% |
| Centers for Medicare/Medicaid mailings | 38% |
| HFS website | 39% |
| Regional Extension Center emails, newsletters, and/or webinars | 46% |
| EHR Incentive workgroup meetings | 29% |
| HFS MU Incentive Program Help Desk | 27% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**How would you categorize your knowledge of the Illinois Health IT (ILHITREC) and/or Chicago Health IT (CHITREC) Regional Extension Center activities in Illinois?**



**2016**
- Not Knowledgable 10%
- Somewhat Knowledgable 42%
- Very Knowledgable 48%

**2019**
- Not Knowledgable 27%
- Somewhat Knowledgable 52%
- Very Knowledgable 22%

**2021**
- Not Knowledgable 19%
- Somewhat Knowledgable 60%
- Very Knowledgable 20%

Medicaid PI Participation

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# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**Has the Medicaid PI Program encouraged or supported your adoption of CEHRT?**



No
24%

Yes
76%

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**How has the Medicaid PI program encouraged or supported your adoption of a CEHRT?**



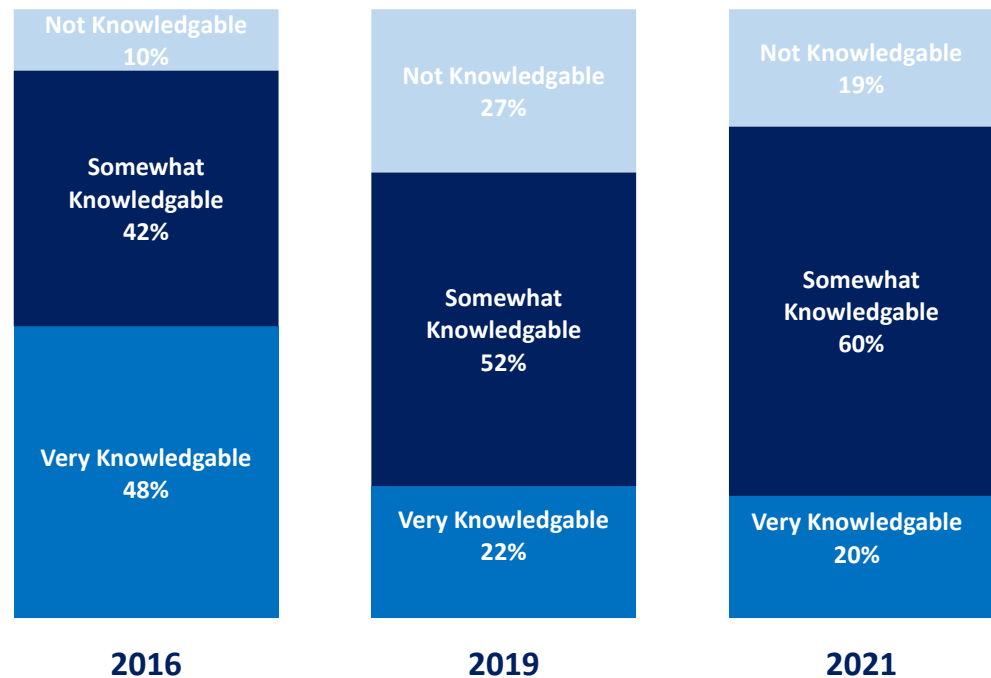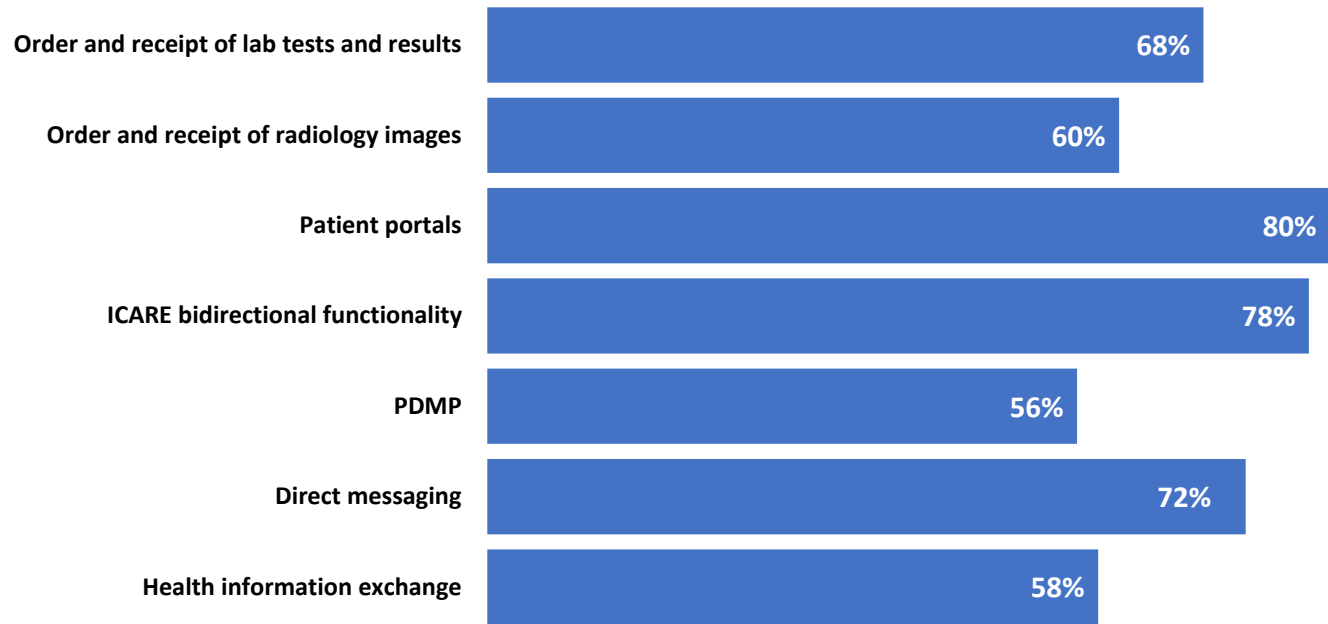| Category | Percentage |
|---|---|
| Order and receipt of lab tests and results | 68% |
| Order and receipt of radiology images | 60% |
| Patient portals | 80% |
| ICARE bidirectional functionality | 78% |
| PDMP | 56% |
| Direct messaging | 72% |
| Health information exchange | 58% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**Has the adoption of CEHRT improved your practice in any of the following areas?**

| Category | Percentage |
|---|---|
| Improved patient throughput | 60% |
| Decrease in medication errors | 64% |
| Improved referral process | 57% |
| Increased charge capture | 43% |
| Improved efficiency in HEDIS reporting or other payer required reporting | 60% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**Were the incentive payments worth the effort for the adoption, implementation, or upgrade of EHR technology?**
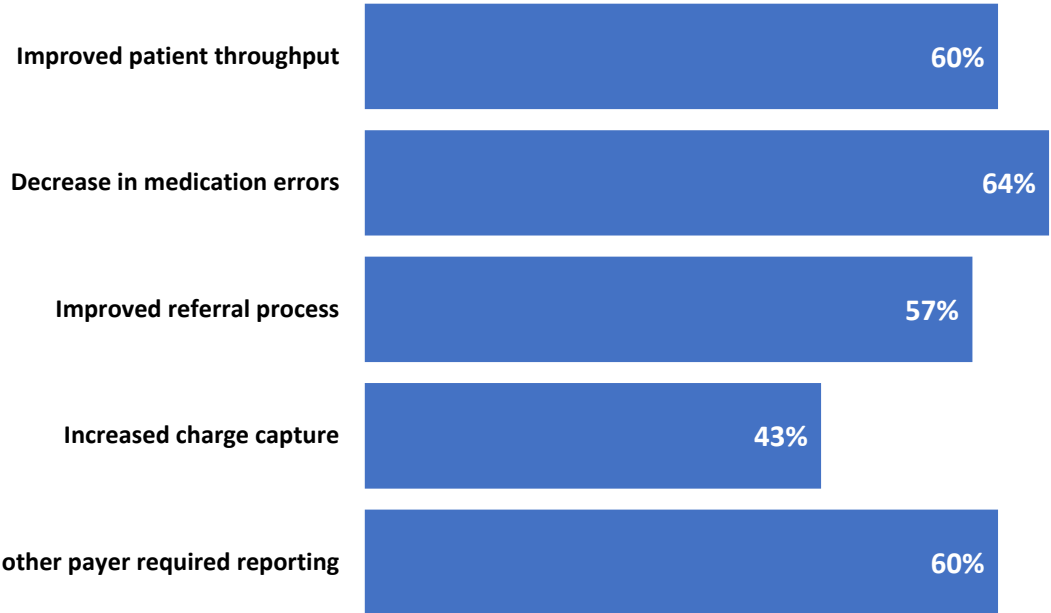
No
28%

Yes
72%
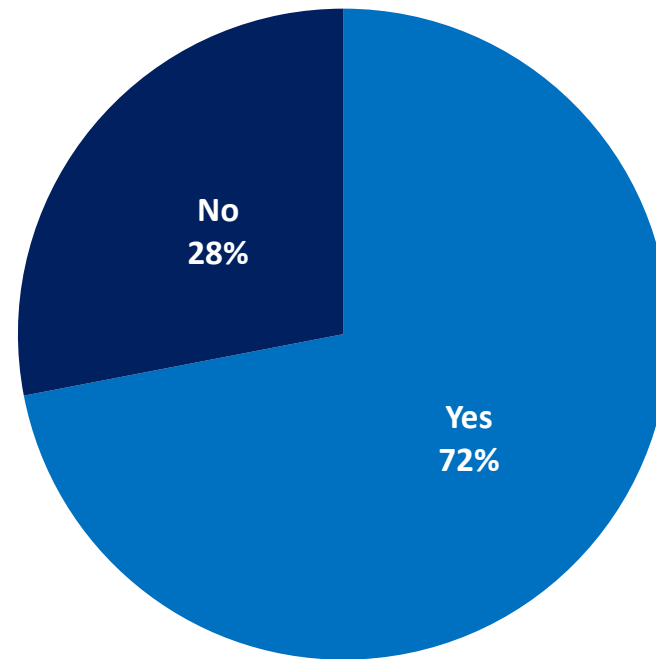
Medicaid PI Participation

# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**Would your organization have invested in EHR technology if the State had not provided incentive payments through PIP?**



Pie chart:
- Yes 49%
- Yes but not as quickly 46%
- No 11%

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# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**What were the most difficult challenges you experienced during your participation the program?**
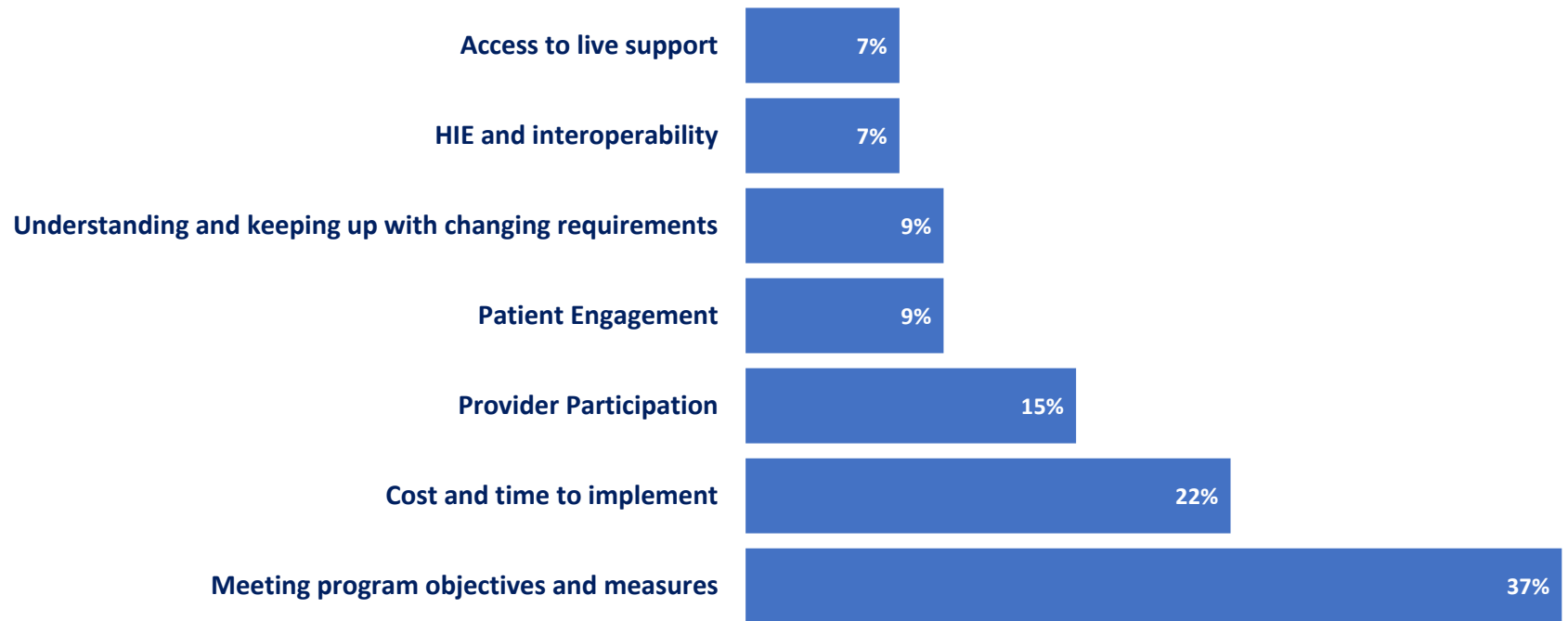
# Promoting Interoperability (PI) Participation

**2021 Illinois Health IT Survey Report**

**What could CMS or the State of Illinois have done better to improve your organization's experience with this program?**

| Category | Percentage |
|---|---|
| No changes needed | 9% |
| Increase direct technical assistance | 13% |
| Improve clarity on rules, standards and expectations | 19% |
| Ease requirements and simplify process | 44% |
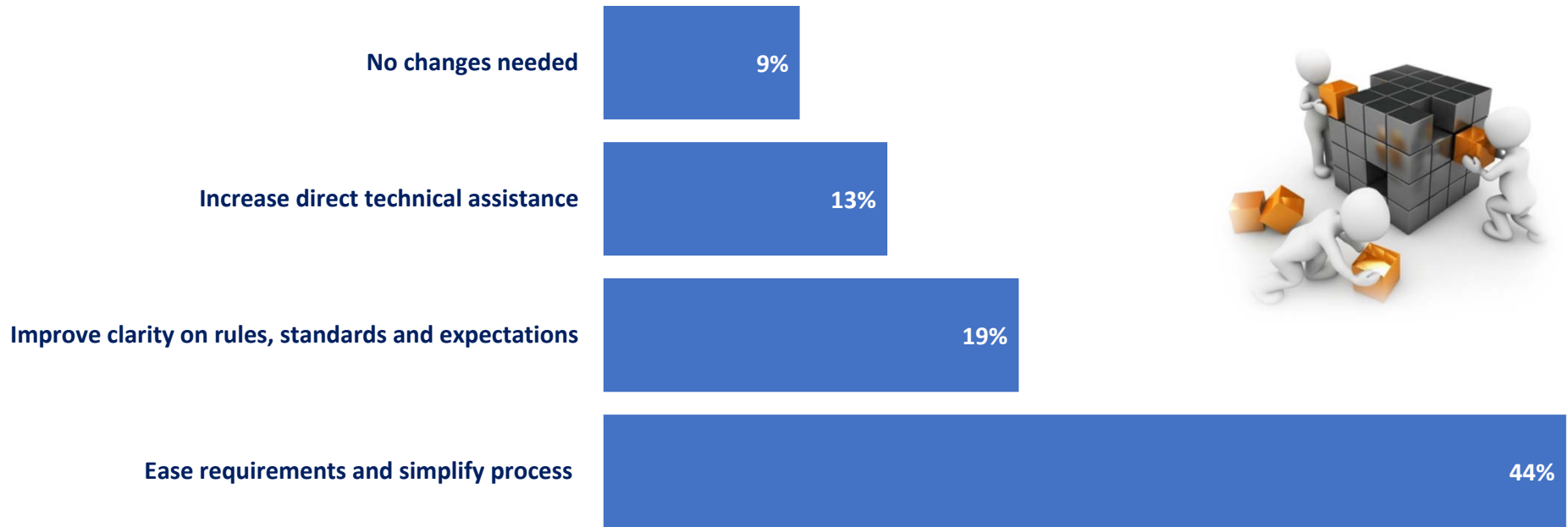
# EHR Utilization

# Highlights EHR Utilization

**2021 Illinois Health IT Survey Report**

## Key Takeaways

### EHR Adoption

✓ 2011 - 61% of Medicaid providers had EHRs (most served urban areas).

✓ 2016 - 91% of practices had EHRs.

✓ 2021 - 100% of practices had EHRs.

**Among survey respondents, the top 5 EHR vendors include:**

✓ 2011 - NextGen, EPIC, Allscripts, Centricity, Meditech.

✓ 2016 - eClinicalWorks, EPIC, Practice Fusion, Cerner, NextGen.

✓ 2021 - eClinicalWorks, EPIC, NextGen, Evident (CPSI), Meditech.

# EHR Utilization
**2021 Illinois Health IT Survey Report**

## Key Takeaways

✓ Respondents indicate sharing information with

| | | |
|---|---|---|
| • | State immunization registries | 65% |
| • | Patients | 55% |
| • | Other hospitals | 51% |
| • | Other clinicians | 50% |

✓ Those participating in the Medicaid PI program are more likely to share information electronically, 74% of all 2021 respondents compared to 83% of those in the Medicaid PI program.

✓ 69% indicate their EHR is capable of bi-directional data exchanges in I-CARE. Of those, 70% are using this functionality and 15% are planning to use it.

✓ In 2011, just over 50% nationwide were reporting electronically to immunization registries. In 2021, 74% of Illinois respondents report electronically to I-CARE. Electronic Reporting to Immunization Information Services (IIS) among Medicare Eligible Professionals, 2011-2014 (healthit.gov)

# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Which statement best describes your organization's EHR adoption?**

We have purchased an EHR, but are not yet using the system. — 1% / 0%

We have an EHR installed and we use it for some of the available functions. — 10% / 7%

We have an EHR implemented, and we use it for most (more than 90%) functions of our organization. — 89% / 93%

■ 2016 ■ 2021
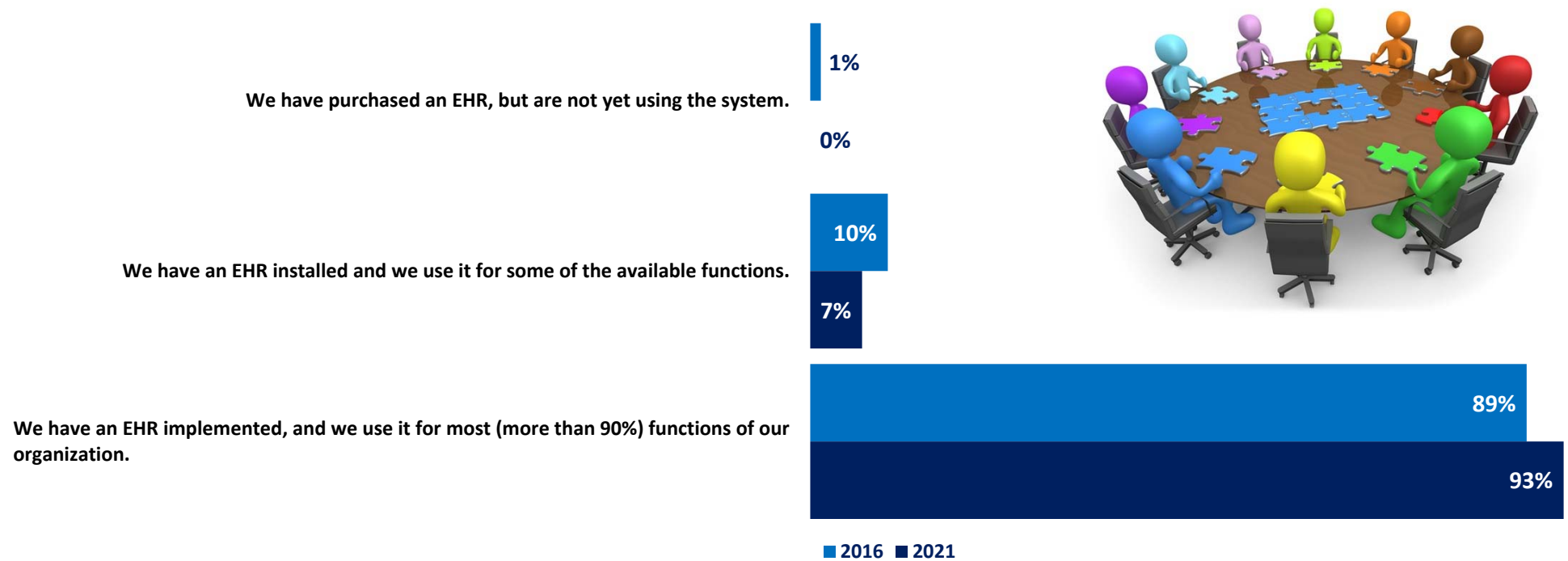
# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Top 10 EHRs in 2021 compared to 2019**

| 2021 Survey | Primary EHR | Secondary EHR | Tertiary EHR | Responses* |
|---|---|---|---|---|
| eClinicalWorks | 15 | 2 | 1 | 18 |
| EPIC | 14 | 1 | 2 | 17 |
| NextGen | 9 | 1 | -- | 10 |
| Evident (CPSI) | 9 | -- | -- | 9 |
| Meditech | 8 | 1 | -- | 9 |
| Cerner | 6 | -- | 1 | 7 |
| Allscripts | 3 | 2 | -- | 5 |
| Athenahealth | 3 | 1 | -- | 4 |
| Greenway | 4 | -- | -- | 4 |
| Practice Fusion | 3 | -- | -- | 3 |
| GE/Centricity | 0 | 1 | -- | 1 |
| McKesson | 1 | -- | -- | 1 |
| Acumen | -- | -- | -- | -- |
| Other | 18 | 3 | 2 | 23 |

| 2019 Survey | Primary EHR | Secondary EHR | Tertiary EHR | Responses* |
|---|---|---|---|---|
| Acumen | 2 | 0 | 1 | 3 |
| Allscripts | 6 | 4 | -- | 10 |
| Athenahealth | 18 | 2 | -- | 20 |
| Cerner | 17 | 0 | -- | 17 |
| CPSI | 13 | 2 | 1 | 16 |
| eClinicalWorks | 17 | 1 | -- | 18 |
| EPIC | 13 | 3 | 1 | 17 |
| GE/Centricity | 10 | -- | 1 | 11 |
| Greenway | 5 | -- | 1 | 6 |
| McKesson | 2 | -- | 1 | 3 |
| Meditech | 12 | 1 | -- | 13 |
| NextGen | 14 | 4 | -- | 18 |
| Practice Fusion | 7 | -- | -- | 7 |
| Other | 33 | 5 | -- | 38 |

*Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Did your EHR vendor adequately meet your staff's training needs?**



Pie chart:
- No: 21%
- Yes: 79%
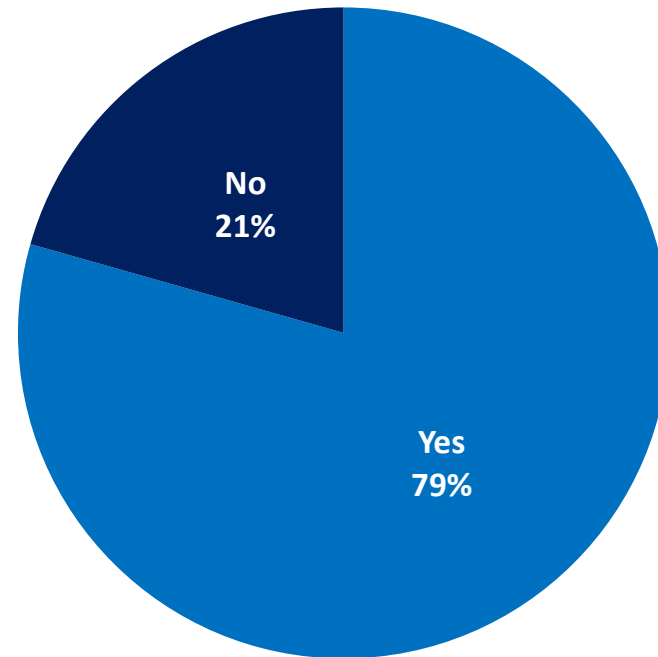
# EHR Utilization

**2021 Illinois Health IT Survey Report**

**How often does your organization use the following EHR functionality?**
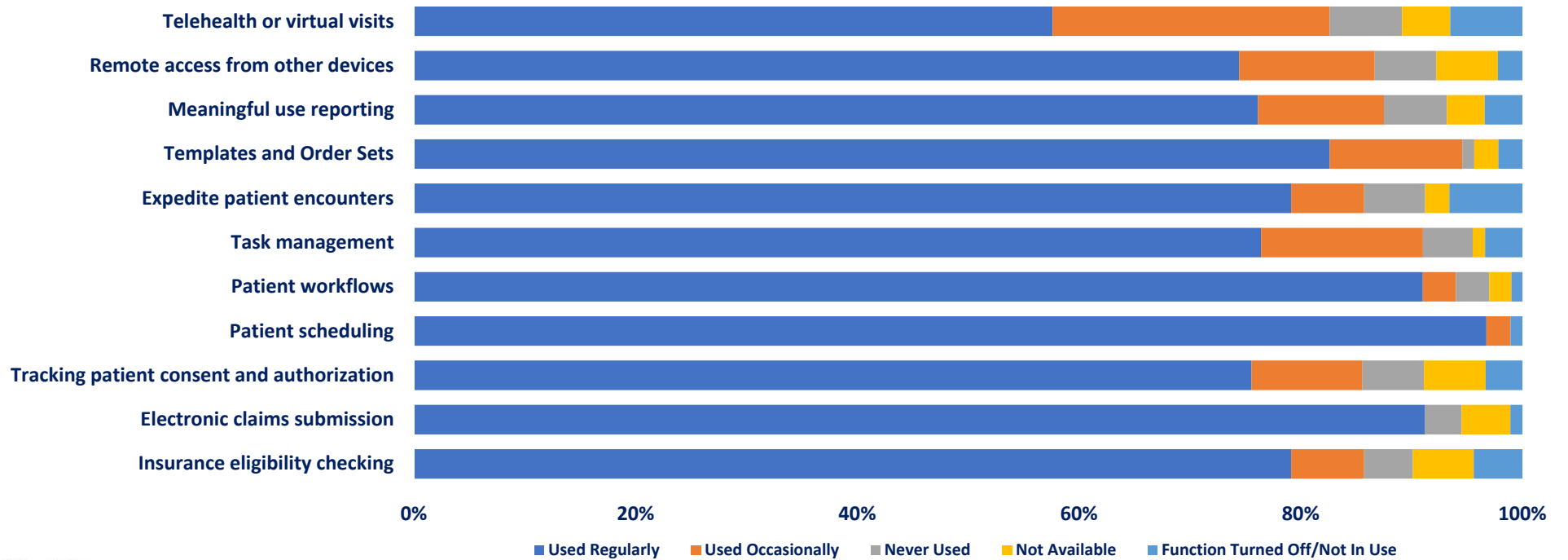
# EHR Utilization

## 2021 Illinois Health IT Survey Report

**Are you currently sharing information electronically using your EHR and with whom?**
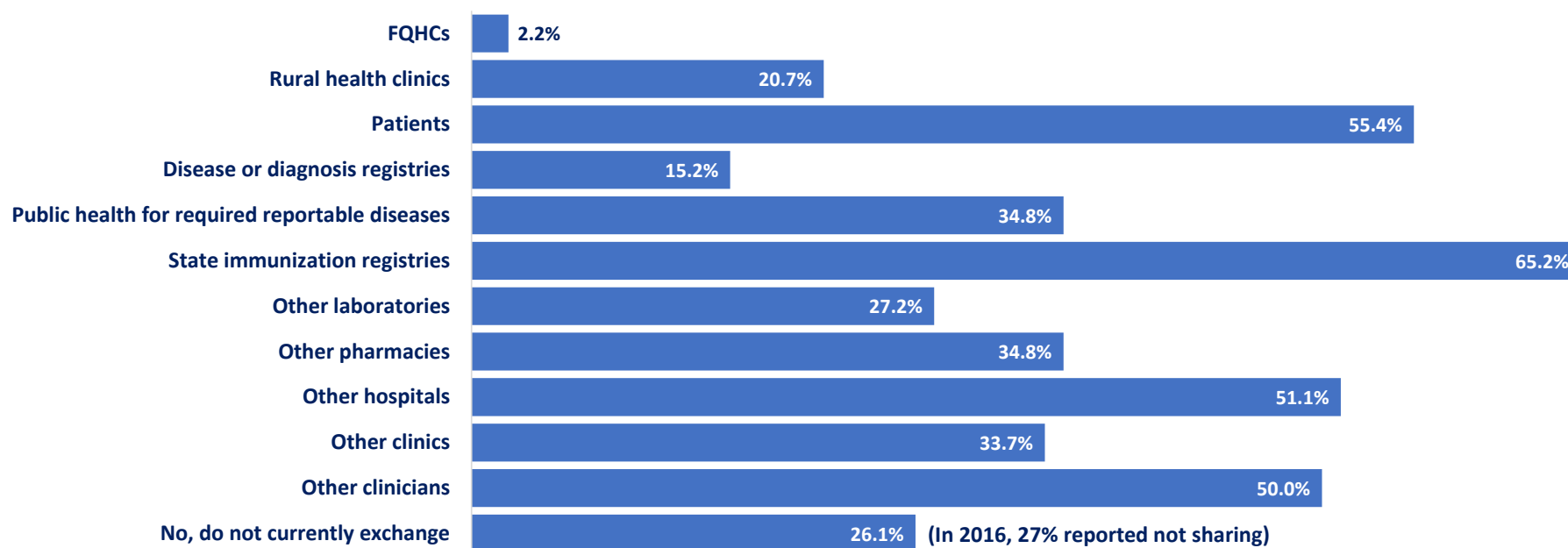
| Category | Percentage |
|---|---|
| FQHCs | 2.2% |
| Rural health clinics | 20.7% |
| Patients | 55.4% |
| Disease or diagnosis registries | 15.2% |
| Public health for required reportable diseases | 34.8% |
| State immunization registries | 65.2% |
| Other laboratories | 27.2% |
| Other pharmacies | 34.8% |
| Other hospitals | 51.1% |
| Other clinics | 33.7% |
| Other clinicians | 50.0% |
| No, do not currently exchange | 26.1% (In 2016, 27% reported not sharing) |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Are the laboratories at your facility capable of sending results electronically to providers?**



Pie chart:
- Yes 77%
- Not Applicable 13%
- No 10%

# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Are they capable of sending these results using LOINC or SNQMED coding?**

| Category | Percentage |
|---|---|
| LOINC Coding | 41% |
| SNQMED Coding | 22% |
| Not Sure | 56% |

# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Does your organization report CQM (clinical quality measures) or eCQMs for other government programs?**

| Program | Percentage |
|---|---|
| Qualified Health Plan (QHP) Quality Rating… | 21.6% |
| Prospective Payment System-Exempt Cancer… | 2.0% |
| Physician Compare | 7.8% |
| Million Hearts | 2.0% |
| Medicare Shared Savings Program | 27.5% |
| Medicare Part D Star Rating | 2.0% |
| Medicare Part C Star Rating | 2.0% |
| MACRA/MIPS | 52.9% |
| Hospital Value-Based Purchasing | 5.9% |
| Hospital Re-admission Reduction Program | 9.8% |
| Hospital Outpatient Quality Reporting | 31.4% |
| Hospital Inpatient Quality Reporting | 45.1% |
| Hospital Compare | 17.6% |
| Hospital Acquired Condition Reduction Program | 7.8% |
| Hospice Quality Reporting | 9.8% |
| Home Health Value-Based Purchasing | 2.0% |
| Home Health Quality Reporting | 7.8% |
| End-Stage Renal Disease Quality Incentive… | 7.8% |
| Ambulatory Surgical Center Quality Reporting | 3.9% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*
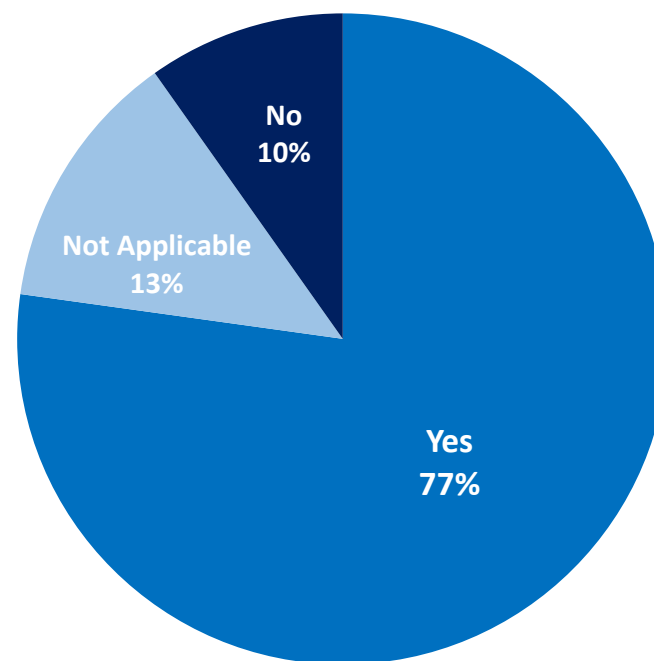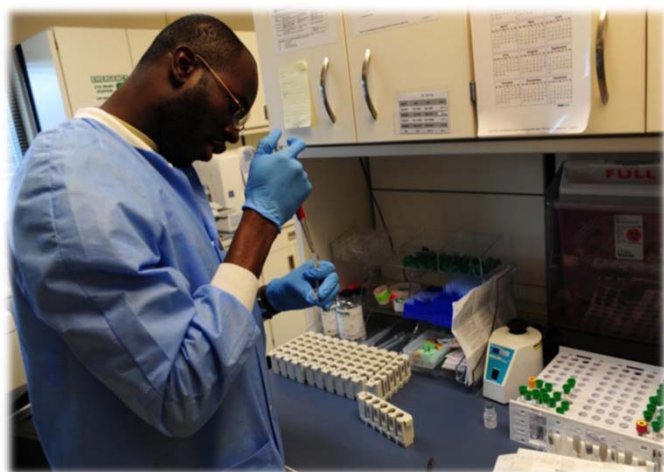
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# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Do you anticipate reporting CQMs electronically (eCQMs) via QRDA file?**



| | 2020 | 2021 |
|---|---|---|
| Yes | 42% | 47% |
| No | 31% | 20% |
| Don't Know | 27% | 33% |

■ 2020 ■ 2021

# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Which specialized registries does your organization utilize?**
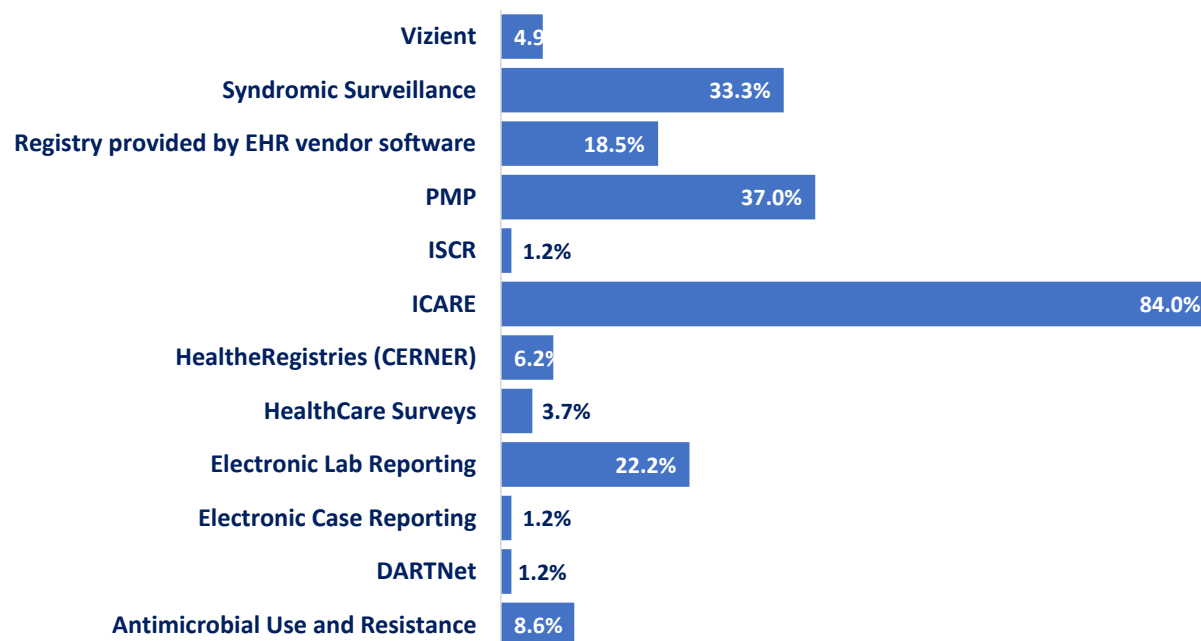


| Registry | Percentage |
|---|---|
| Vizient | 4.9 |
| Syndromic Surveillance | 33.3% |
| Registry provided by EHR vendor software | 18.5% |
| PMP | 37.0% |
| ISCR | 1.2% |
| ICARE | 84.0% |
| HealtheRegistries (CERNER) | 6.2% |
| HealthCare Surveys | 3.7% |
| Electronic Lab Reporting | 22.2% |
| Electronic Case Reporting | 1.2% |
| DARTNet | 1.2% |
| Antimicrobial Use and Resistance | 8.6% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# EHR Utilization
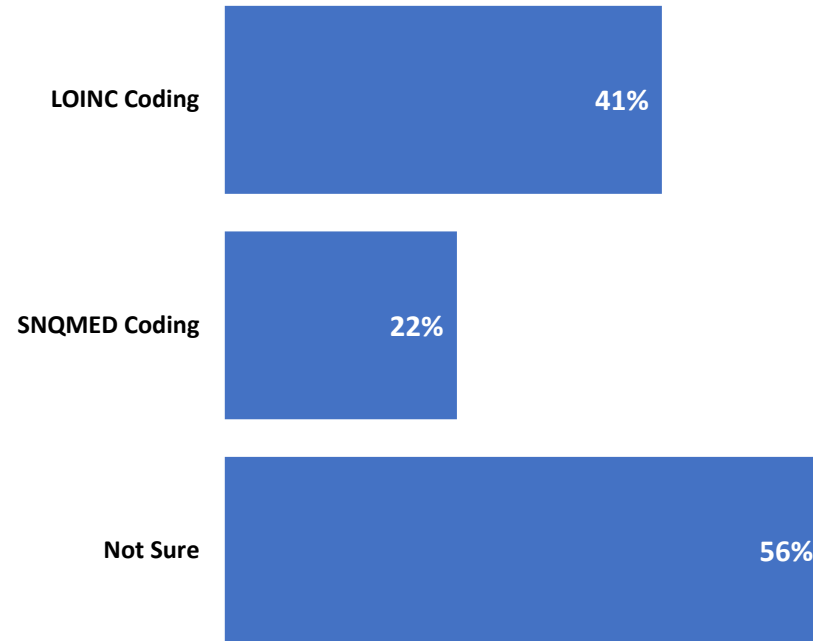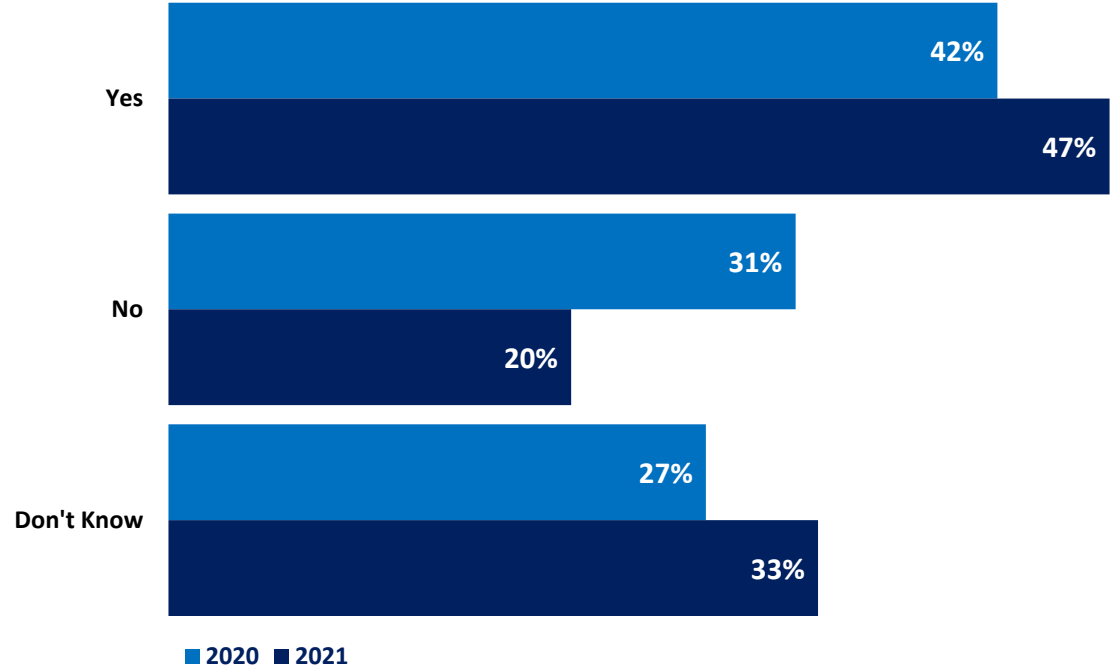
**2021 Illinois Health IT Survey Report**

**Do you send registry information using CCDA (consolidated clinical document architecture) or QRDA (quality reporting document architecture) standards?**



CCDA — 42%

QRDA — 18%
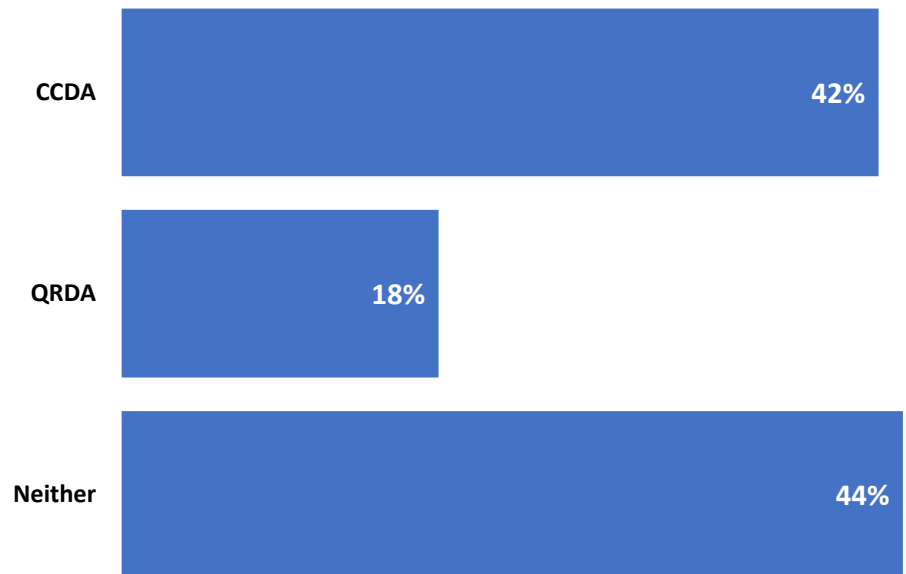
Neither — 44%

Only 28% of Medicaid PI program participants indicate Neither compared to 44% of all respondents

# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Is your EHR capable of bi-directional data exchanges in the Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE)?**



Not Sure 19%

No 12%

Yes 69%
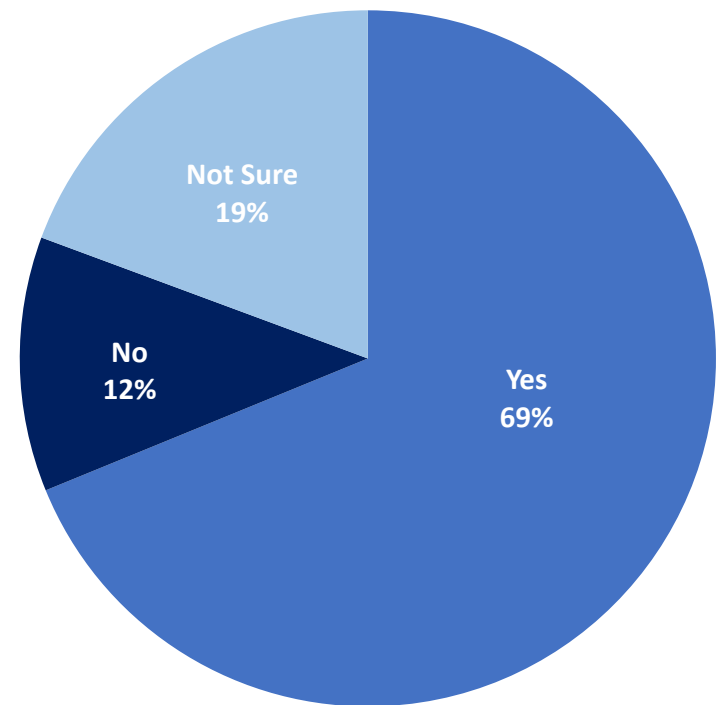
# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Are you utilizing this bi-directional exchange or if not, are you planning to?**



Yes, we are utilizing this exchange — 70%

No, but we are planning to — 15%

No and we are not planning to — 15%

# EHR Utilization

**2021 Illinois Health IT Survey Report**

**Is your organization planning on electronic case reporting?**



Yes
27%

No
75%
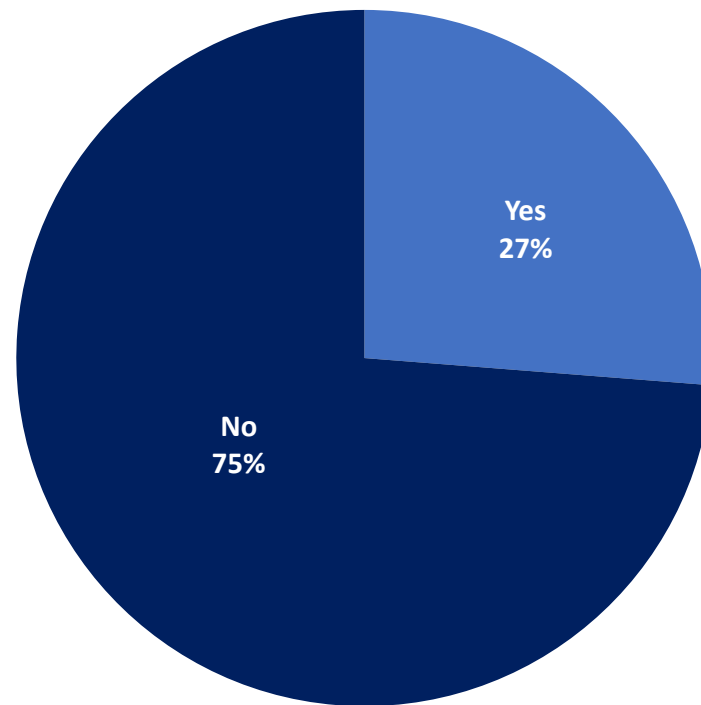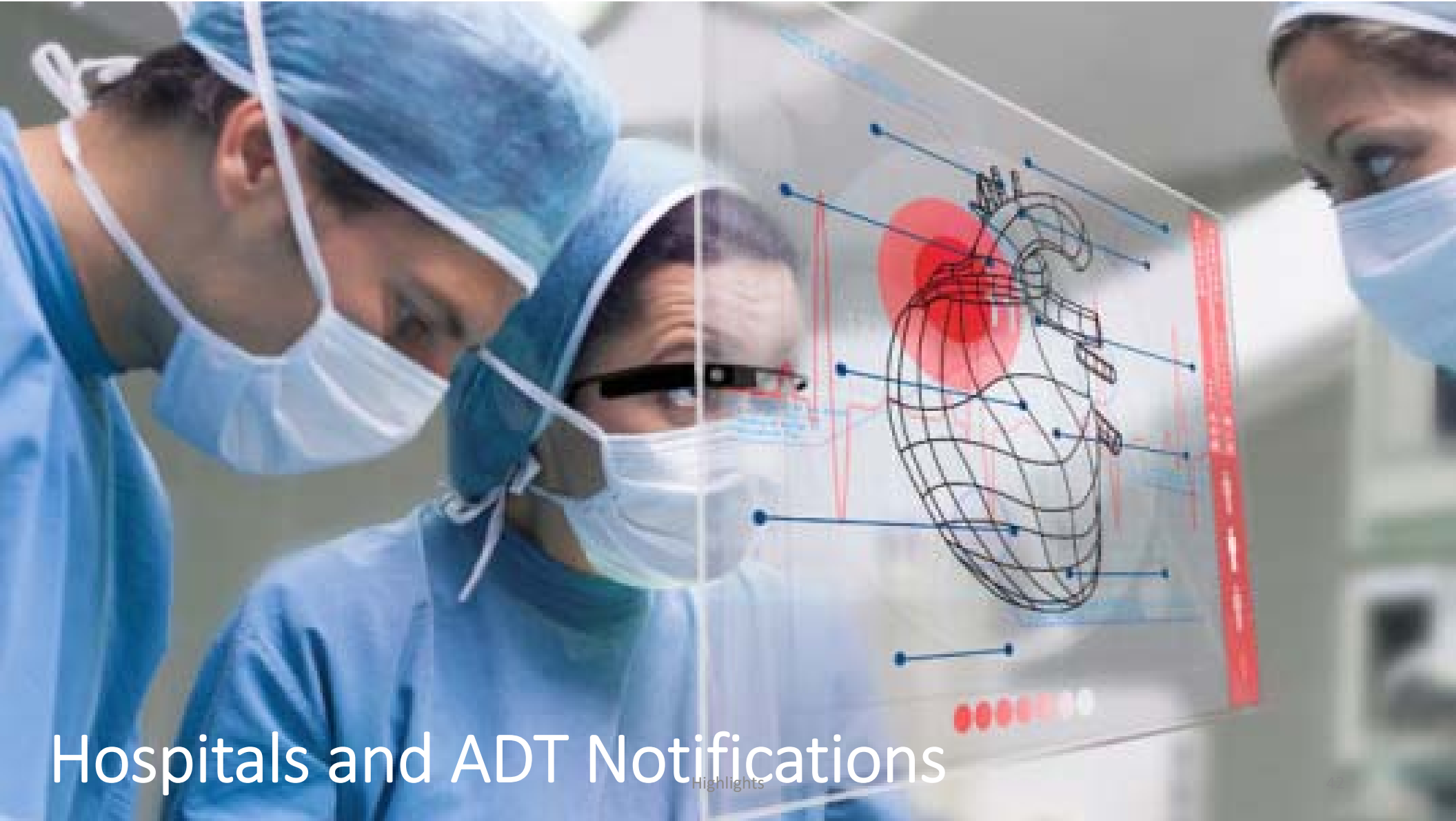
# Hospitals and ADT Notifications

Highlights

# Highlights Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

## Key Takeaways

✓ 77% of hospitals indicate their organization has a process to generate data related to inpatient and/or emergency room admission, discharge, and transfer (ADT) compared to 97% in 2016. This drop could be due in part to the change in mix of respondents as well as the loss of a HIE in 2019 offering ADT/HL7 functionality statewide. In 2013, only 41% of hospitals were able to send and receive secure electronic messages.  Hospital Capability to Send and Receive Secure Electronic Messages (healthit.gov)

✓ 100% indicate the process is automated through their hospital administrative system which could be part of their EHR or an ADT system.

✓ Only 5% report using care coordination software such as MHN or Patient Ping. A statewide ADT/HL7 system was initiated shortly after the implementation of this survey so subsequent increases are anticipated.

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# Highlights Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

## Key Takeaways

✓ Most respondents report the following data from outside their organization would help improve patient care:

- Discharge summaries
- Lab results
- Continuity of care documents
- List of medications prescribed by other providers*

✓ The biggest challenges to getting data from outside their organization include:

| | |
|---|---|
| Conflicting information from different doctors | 46% |
| Different state rules/regulations | 39% |
| Too much data from other doctors | 36% |
| Patient identity mismatch | 32% |
| Concerns with liability | 29% |

* CCDs do not consistently provide a complete medication list and often cannot be easily integrated into EHRs.

# Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

**Is your organization a hospital?**



Pie chart:
- Yes 36%
- No 64%
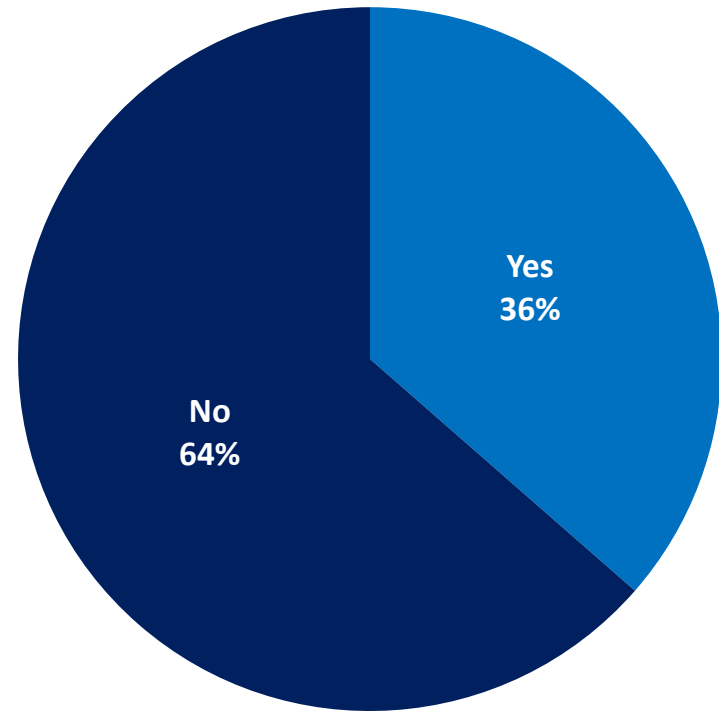
# Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

**Does your hospital have a process to generate data related to inpatient and/or emergency room admission, discharge, and transfer (ADT) notifications?**
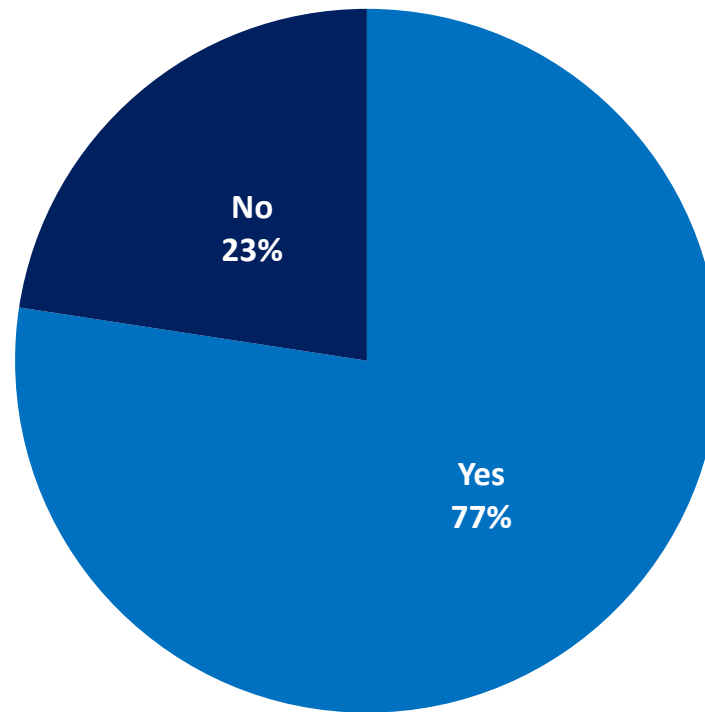
*Note: In 2016, 97% of survey participant answered "Yes".*

**No
23%**

**Yes
77%**

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# Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

**If your hospital has a process to generate data related to inpatient and/or emergency room admission, discharge, and transfer (ADT) notifications, how are the ADT notifications automated?**

**Care coordination software such as MHN and Patient Ping** 5%

**Hospital administrative system** 100%

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

**Where are the hospital's ADT notifications sent?**

| Category | Percentage |
|---|---|
| Within the hospital - clinical care team or case manager | 40% |
| Health system or parent organization | 8% |
| The patient's primary care provider outside your hospital/health system | 40% |
| Payer | 24% |
| Insurance company | 24% |
| Managed care organization | 24% |
| Patient health record portal | 52% |
| Hospitals | 44% |
| Clinics | 56% |
| Long-term/skilled care facilities | 4% |
| Laboratories | 20% |
| Imaging centers | 32% |
| Pharmacies | 20% |
| EMS | 4% |
| Behavioral health centers | 8% |
| Home health care | 4% |
| Medicaid | 20% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

**What data from outside your organization would most improve your ability to provide care to your patients/clients?**

| Category | Percentage |
|---|---|
| Electronic notification of patient admission, discharge or transfer from hospital | 35% |
| History of claims from other treating providers | 23% |
| List of medications prescribed to the patient by other providers | 55% |
| Health assessment data | 16% |
| Lab results and radiology reports | 58% |
| Discharge summaries | 61% |
| Care plans | 45% |
| Assessment data | 32% |
| Social determinants data | 32% |
| Clinical quality measures | 19% |
| Continuity of care documents | 58% |
| Public health reporting measures | 16% |
| PDMP data | 48% |
| EVV data | 3% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

**What are the biggest challenges to getting data about your patients from outside your organization?**



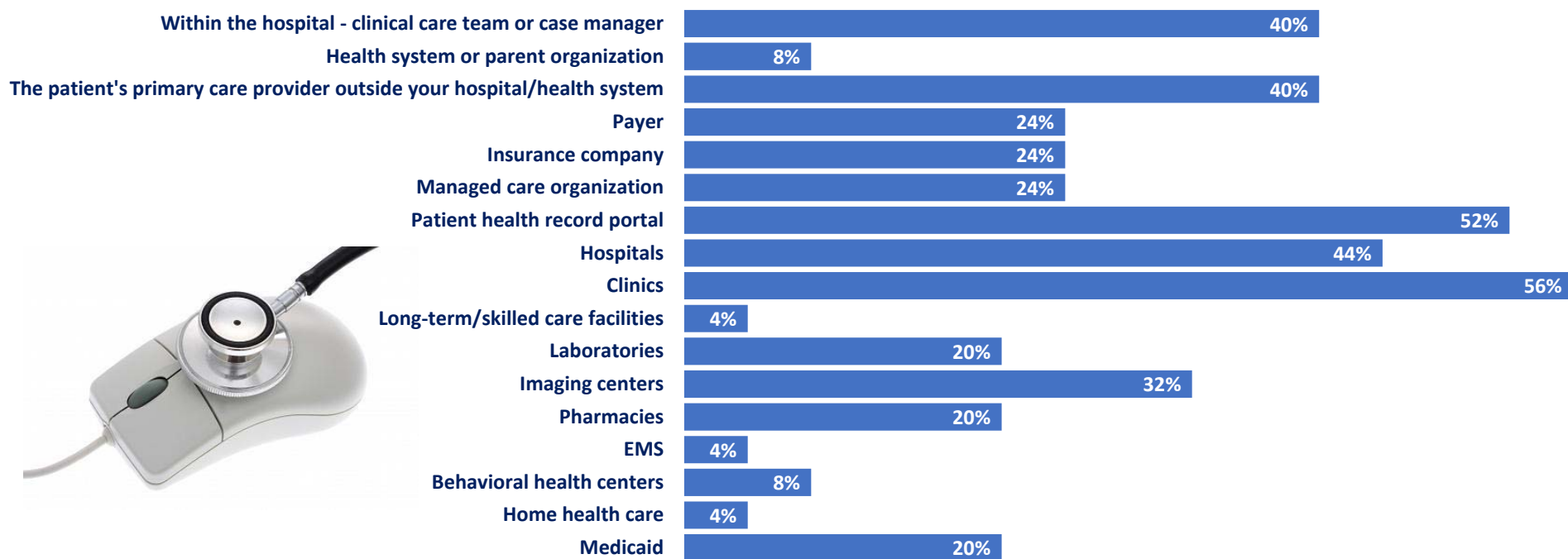| Challenge | Percentage |
|---|---|
| Conflicting information from different doctors | 46% |
| Too much data from other doctors | 36% |
| Different state rules/regulations | 39% |
| Patient identity mismatched | 32% |
| Concerns with liability | 29% |
| Data destroyed sooner than patient wants | 4% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Hospitals and ADT Notifications

**2021 Illinois Health IT Survey Report**

**Does your organization use additional health IT solutions to support your patients/clients care?**

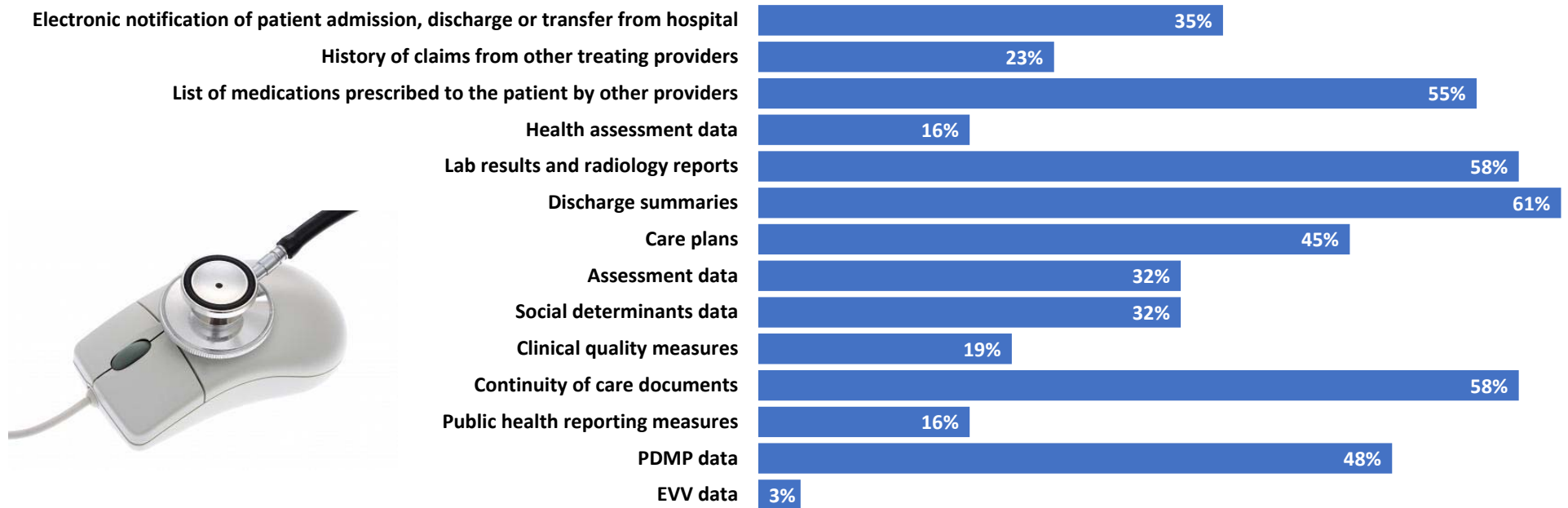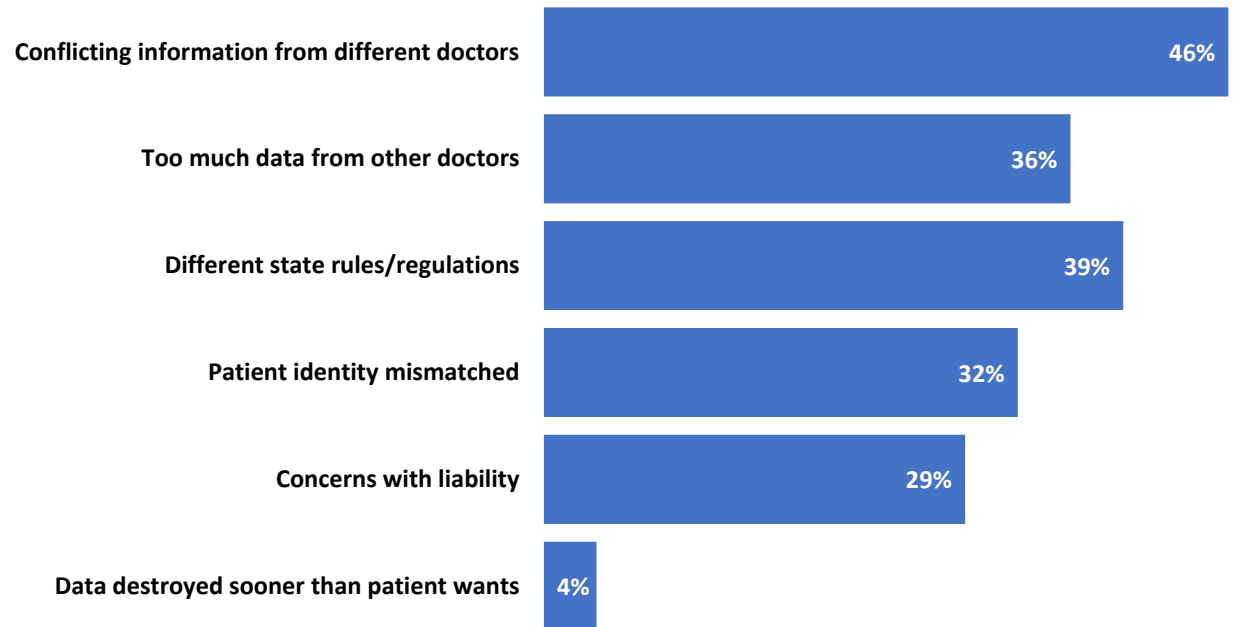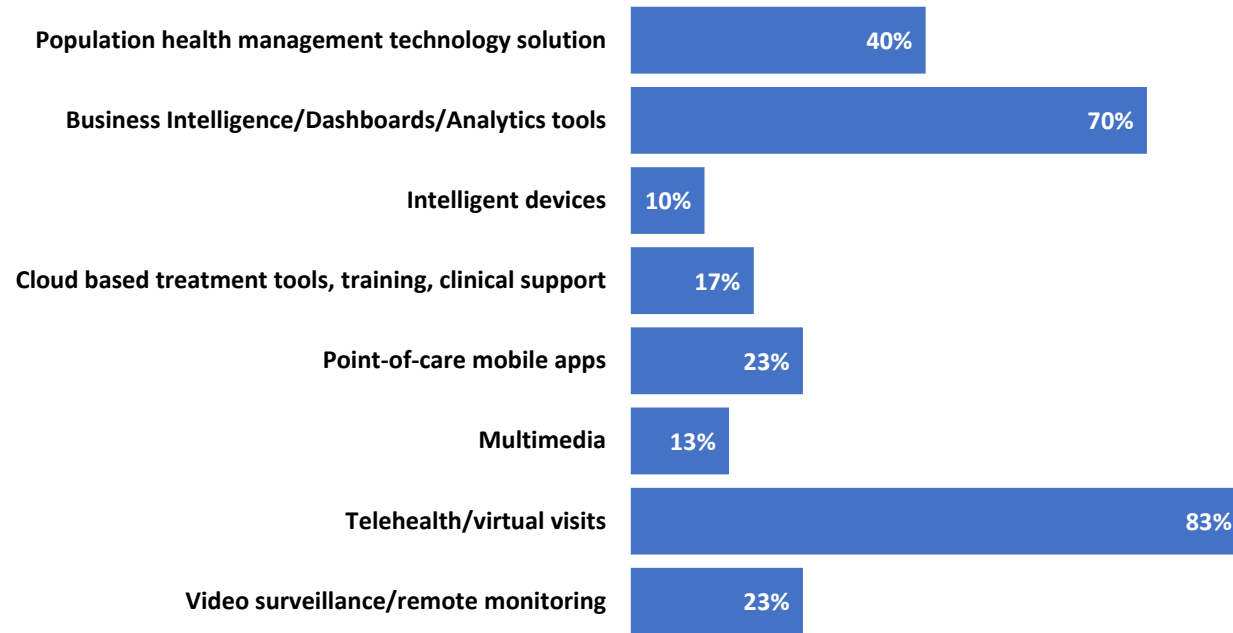| Category | Percentage |
|----------|-----------|
| Population health management technology solution | 40% |
| Business Intelligence/Dashboards/Analytics tools | 70% |
| Intelligent devices | 10% |
| Cloud based treatment tools, training, clinical support | 17% |
| Point-of-care mobile apps | 23% |
| Multimedia | 13% |
| Telehealth/virtual visits | 83% |
| Video surveillance/remote monitoring | 23% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Provider ADT Notifications

Highlights

# Highlights Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

## Key Takeaways

✓ A growing number of providers have a process in place to receive ADT notifications (55% in 2016, 63% in 2019, and 70% in 2021).  89% indicated these notifications come directly from the hospital with 90% of those coming via Fax.

✓ 75% use this information to make contact with the patient and 28% to inform the patient's primary care provider. When asked why they use ADT notifications, 73% said for efficiency (reduces staff workload) and 57% for convenience (questions to referral network/direct messaging easier to coordinate) .

✓ Fewer practices receive ADT notifications compared to past years. In 2019, 46% of respondents indicate receiving ADT notification for 75% or more of their patients, compared to only 27% in 2021.

✓ 82%  of respondents indicate ADT notifications are *valuable* or *very valuable*.

# Highlights Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

## Key Takeaways

✓ Half of respondents indicate currently receiving ADT notifications. Of those that do not currently receive ADT notifications, 15% are unable to receive them and 85% say hospitals do not send electronic notification despite 77% of hospitals reporting they have a process to send them.

✓ The biggest challenges to getting data from outside their organization include:

- Conflicting information from different doctors                    32%
- Different state rules/regulations                             28%
- Too much data from other doctors                          32%
- Patient identity mismatch                                 16%
- Concerns with liability                                      40%

✓ 73% indicate they would use an accurate directory of direct, secure electronic message address to send or receive data from other providers. CMS now offers a list of Direct addresses at NPI Files (cms.gov) however, population of this information and awareness of the data is still growing.

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**Does your organization have a process to receive admission, discharge, and transfer (ADT) notifications when your patients experience inpatient and/or emergency room visits?**

| 2016 | 2019 | 2021 |
|------|------|------|



2016: No 45%, Yes 55%
2019: No 37%, Yes 63%
2021: No 30%, Yes 70%
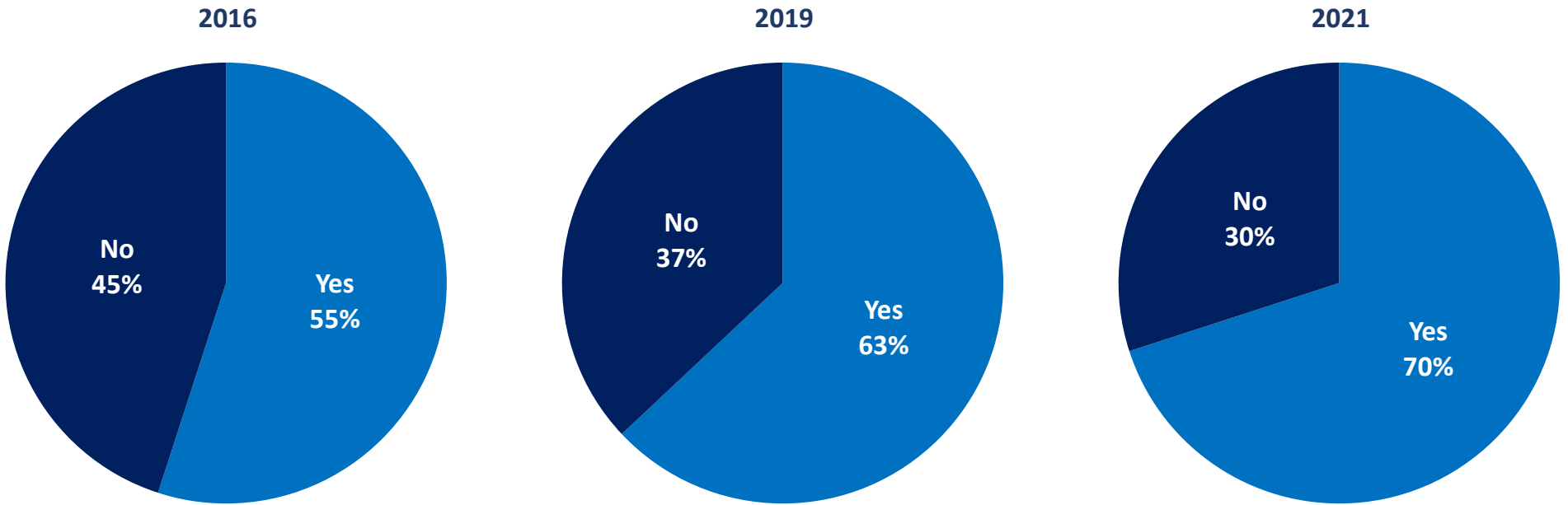
# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**If yes, where do the ADT notifications come from?**
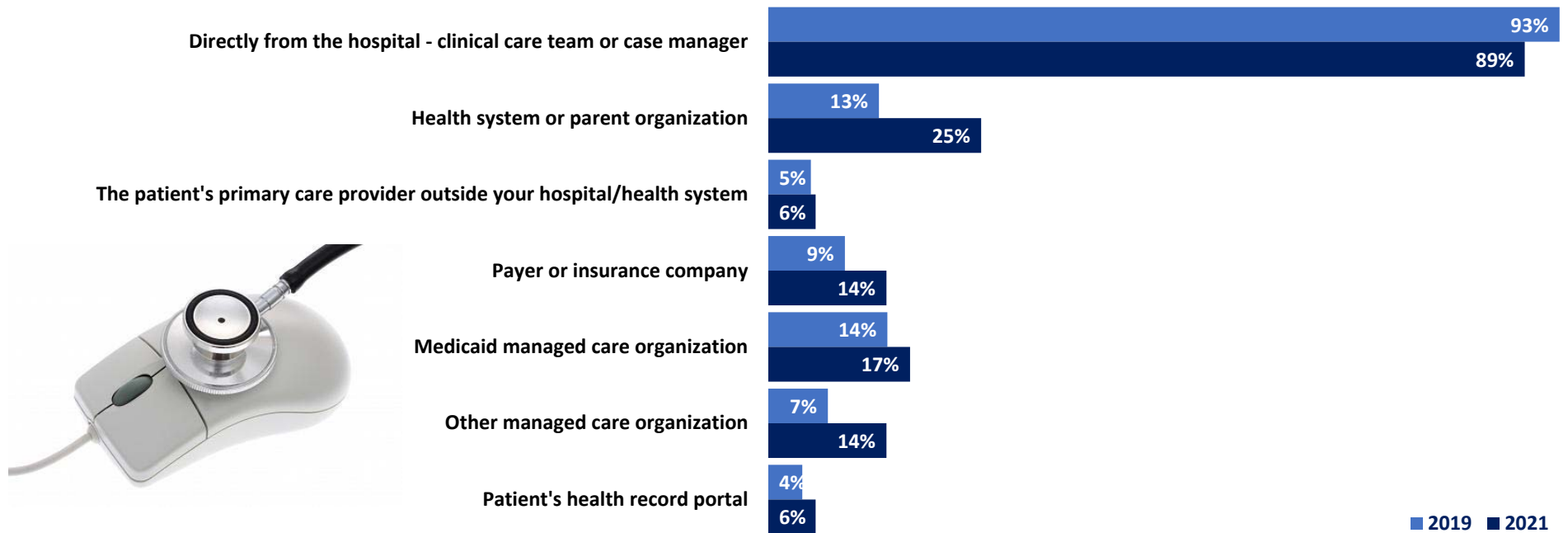
| Category | 2019 | 2021 |
|---|---|---|
| Directly from the hospital - clinical care team or case manager | 93% | 89% |
| Health system or parent organization | 13% | 25% |
| The patient's primary care provider outside your hospital/health system | 5% | 6% |
| Payer or insurance company | 9% | 14% |
| Medicaid managed care organization | 14% | 17% |
| Other managed care organization | 7% | 14% |
| Patient's health record portal | 4% | 6% |

■ 2019  ■ 2021

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**What proportion (percent) of ADT notifications are received by the following means?**



**Fax**
- 83% (2016)
- 82% (2019)
- 90% (2021)

**Telephone**
- 51% (2016)
- 40% (2019)
- 39% (2021)

**Regular mail**
- 36% (2016)
- 40% (2019)
- 39% (2021)

**Direct secure messaging**
- 40% (2016)
- 47% (2019)
- 39% (2021)

**Batch file through SFTP**
- 0% (2016)
- 21% (2019)
- 15% (2021)

**Other**
- 0% (2016)
- 33% (2019)
- 24% (2021)

Legend: ■ 2016  ■ 2019  ■ 2021

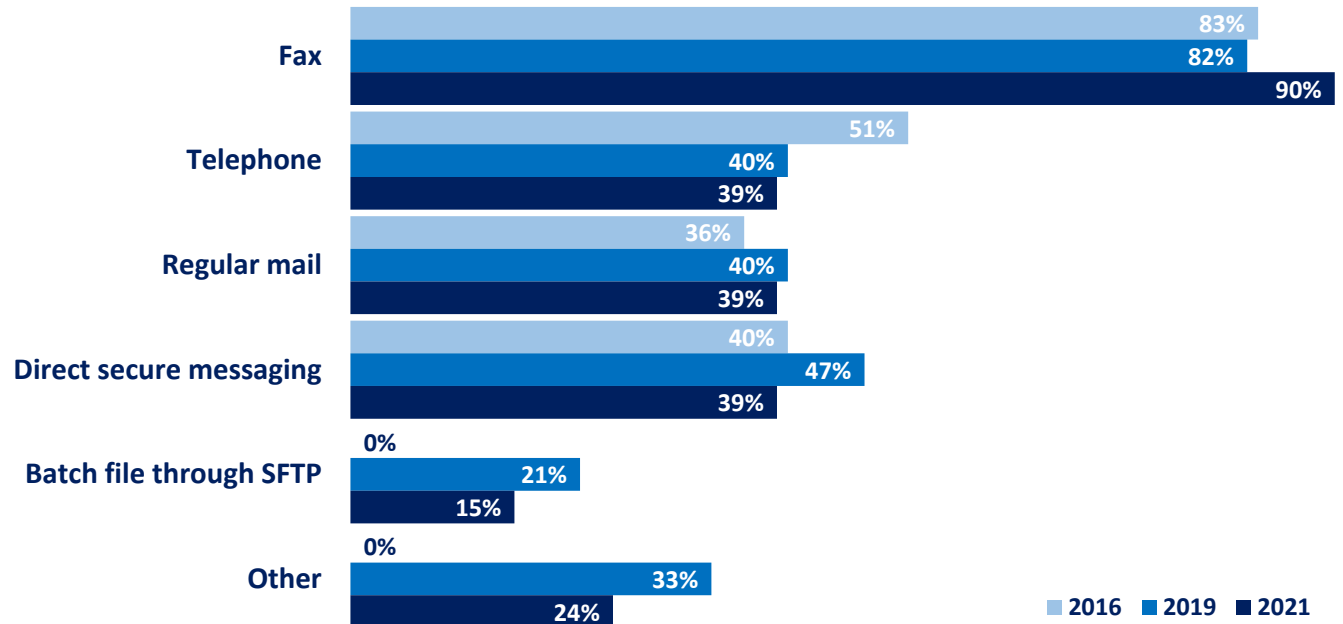*Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**How frequently does your organization prefer to receive ADT notification information?**

### 2016

Weekly
16%

Real-time, as ADT events occur
40%

Daily
45%

### 2019

Weekly
8%

Real-time, as ADT events occur
41%

Daily
48%

### 2021

Weekly
7%

Real-time, as ADT events occur
45%

Daily
48%

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**How does your organization use the ADT notification information?**



We don't use this information
- 25% (2019)
- 10% (2021)

Make contact with patient
- 71% (2019)
- 75% (2021)
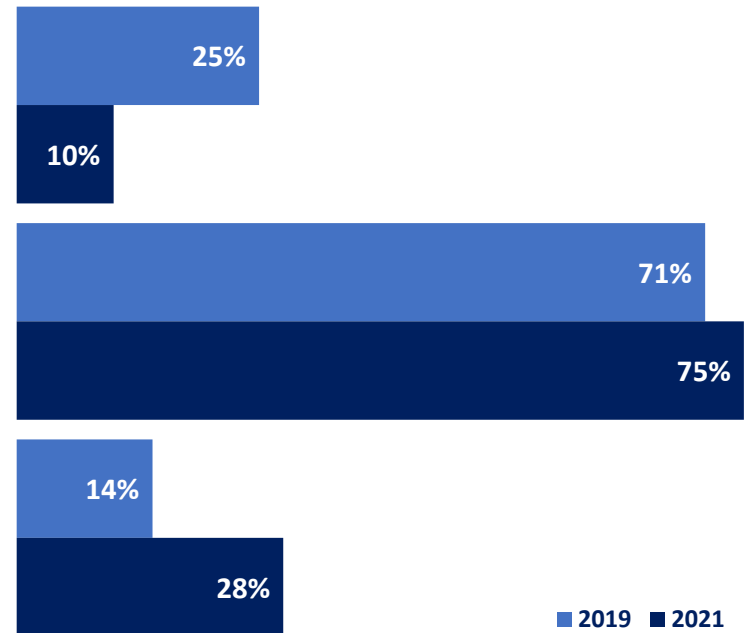
Inform the patient's primary care provider
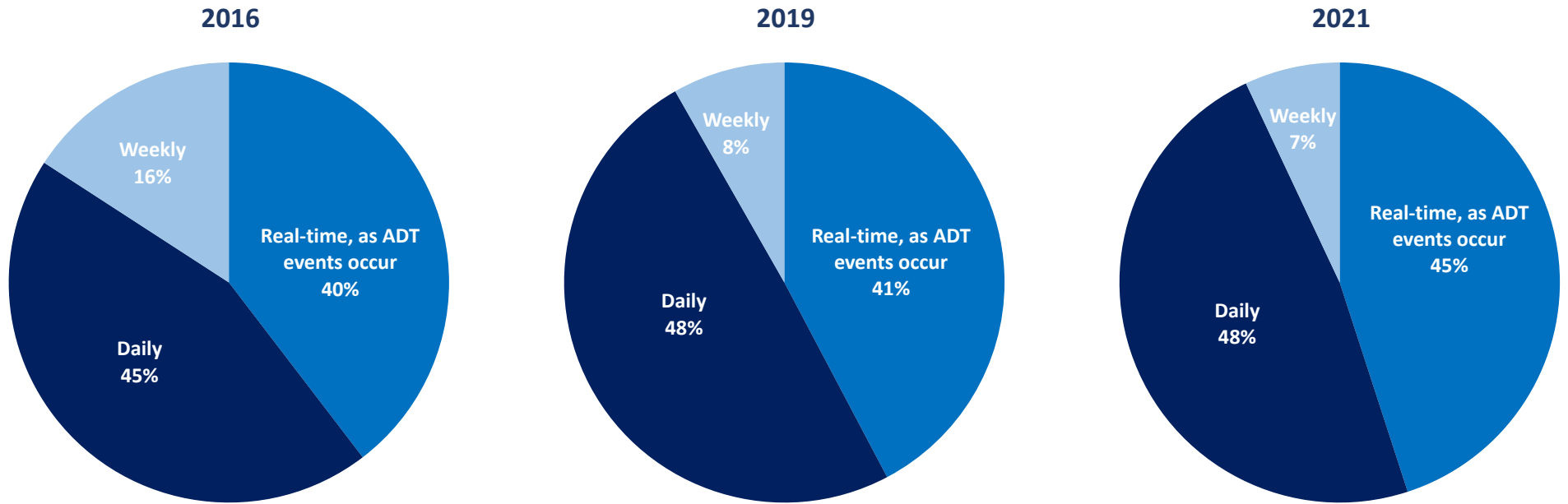- 14% (2019)
- 28% (2021)

■ 2019 ■ 2021

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**Why does your organization use ADT notification?**

| Category | Percentage |
|----------|------------|
| Cost savings - reduces costs for paper, fax, mailing patient information | 40% |
| Efficiency - reduces staff workload so they do not have to make copies of clinical data | 73% |
| Convenience - follow up questions to referral network - direct messaging easier to coordinate | 57% |
| Security - layers of encryption and authentication ensures HIPPA compliance | 33% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**For your patients who had ER and/or hospital visits this past year, what percentage of those patients did you receive an ADT notification when the ER and/or hospital visit occurred?**



**Legend:** ■ 2019  ■ 2021

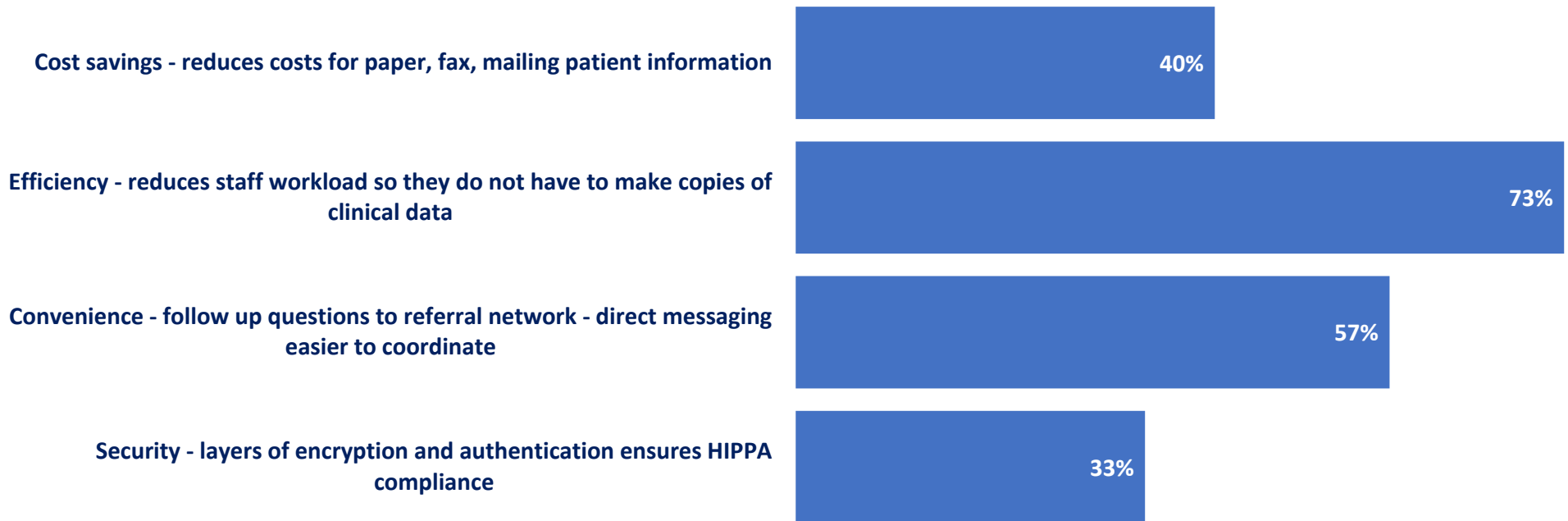| Category | 2019 | 2021 |
|---|---|---|
| None of the above | 0% | 11% |
| Less than 10% | 15% | 31% |
| 10% - 24% | 11% | 4% |
| 25% - 49% | 11% | 7% |
| 50% - 74% | 17% | 20% |
| 75% or greater | 46% | 27% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**How valuable does your organization perceive receiving ADT notifications to be?**



Legend: ■ 2019  ■ 2021

- Not valuable: 3.0% (2019), 0% (2021)
- Somewhat valuable: 14.0% (2019), 19% (2021)
- Valuable: 24.0% (2019), 35% (2021)
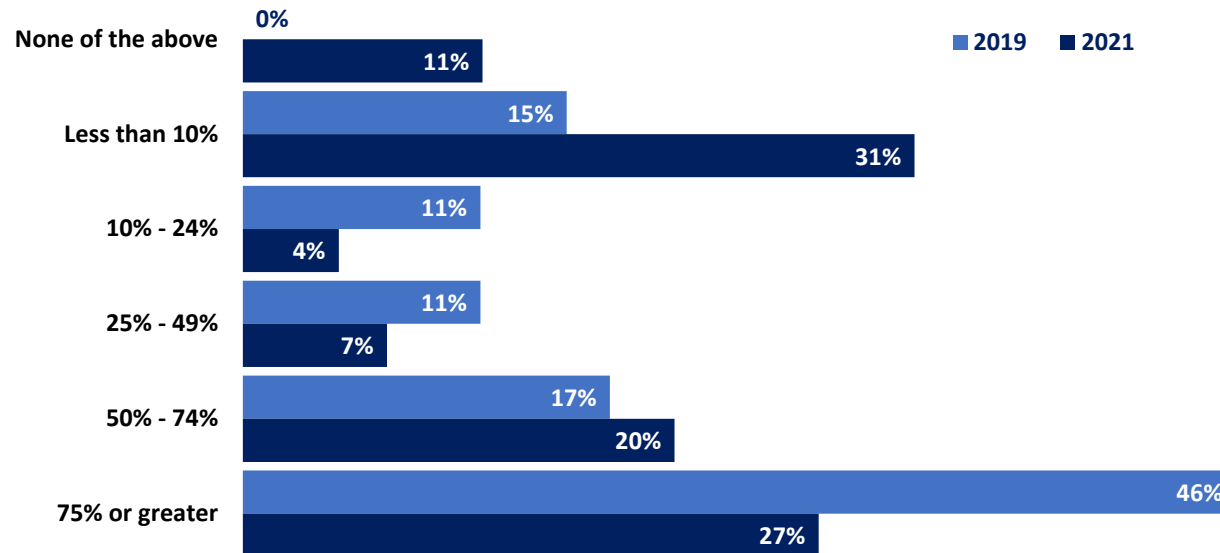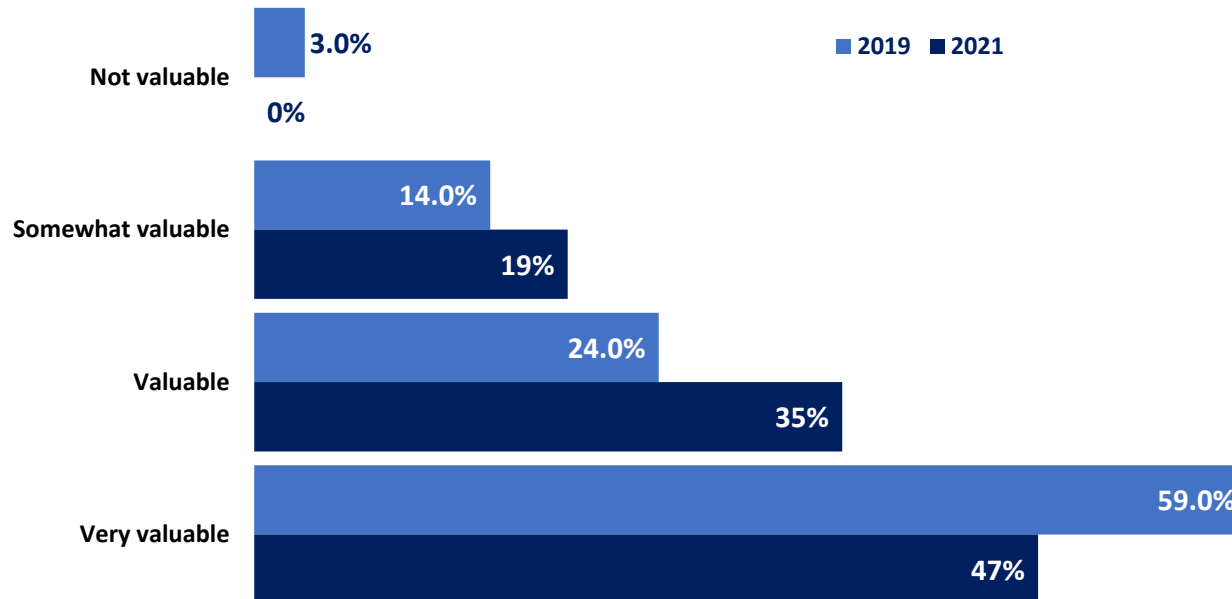- Very valuable: 59.0% (2019), 47% (2021)

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**Do you currently receive electronic notification from hospitals when your patients/clients are admitted, discharged or transferred?**

No
50%

Yes
50%

**If you do not currently receive electronic notification, why not?**

The hospitals do not send electronic notification — 85%

Unable to receive electronic notification — 15%

# Provider ADT Notifications

## 2021 Illinois Health IT Survey Report

**What data from outside your organization would most improve your ability to provide care to your patients/clients?**

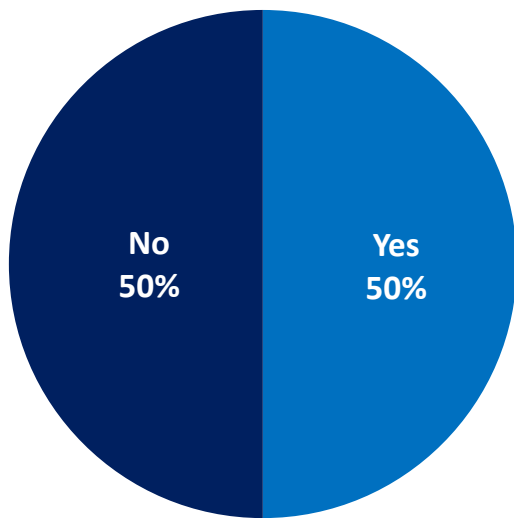| Category | Percentage |
|---|---|
| Electronic notification of patient admission, discharge or transfer from hospital | 57% |
| History of claims from other treating providers | 7% |
| List of medications prescribed to the patient by other providers | 57% |
| Health assessment data | 25% |
| Lab results and radiology reports | 75% |
| Discharge summaries | 75% |
| Care plans | 36% |
| Assessment data | 37% |
| Social determinants data | 20% |
| Clinical quality measures | 25% |
| Prescription data | 50% |
| Summary of care documents | 48% |
| Public health reporting measures | 16% |
| PDMP data | 18% |
| EVV data | 2% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*
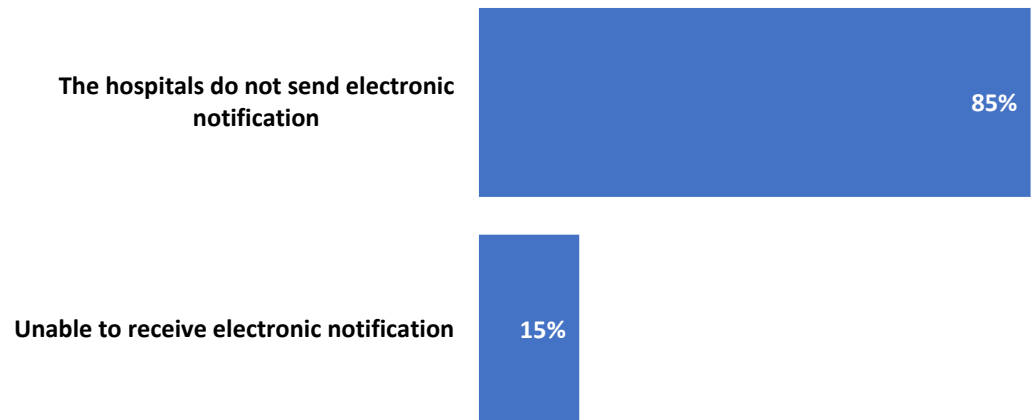
# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**What are the biggest challenges to getting data about your patients from outside your organization?**

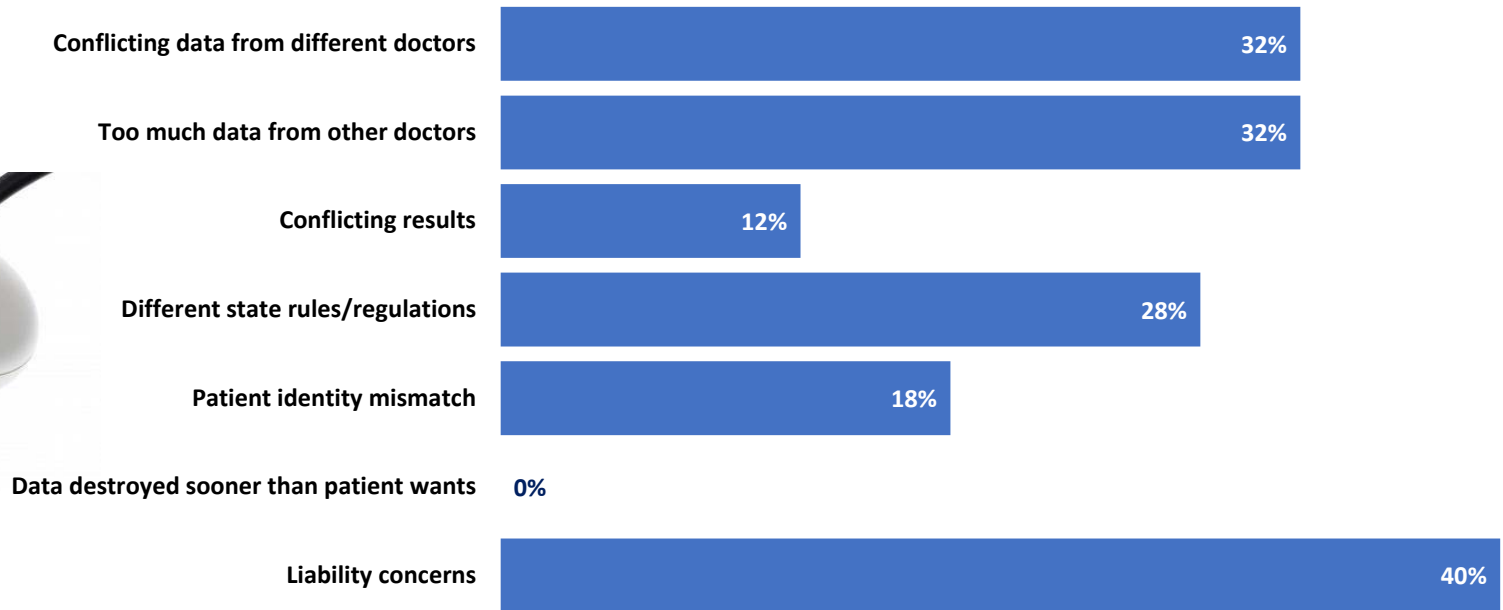| Challenge | Percentage |
|---|---|
| Conflicting data from different doctors | 32% |
| Too much data from other doctors | 32% |
| Conflicting results | 12% |
| Different state rules/regulations | 28% |
| Patient identity mismatch | 18% |
| Data destroyed sooner than patient wants | 0% |
| Liability concerns | 40% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

*CMS now offers a list of Direct addresses at NPI Files (cms.gov) however, population of this information and awareness of the data is still growing.

**If you had access to an accurate directory of direct, secure electronic message addresses would you use it frequently to send or receive data from other providers? Why or why not?***

*73% indicate Yes*

*"Yes, because it is efficient, quick, HIPAA compliant and accurate."*

*"Yes, but no one else seems to..."*

*"Yes, because it helps to provide accurate patient history and records."*

*"Yes, convenience, patient information readily available at the point of care."*

*"Yes, if it could be integrated directly into the patient EHR chart. If not, we would not utilize as much."*

*"Yes, it would be helpful for my doctors, to improve communication between providers."*

*15% indicate No*

*"No. Too much typing...hours on the computer."*

*"We don't send messages...doctors always call [telephone] ."*

*"Only if it was integrated into my EMR ... not likely to use if separate."*

*"No. Just too many ways to communicate.  Phone or text has always worked... no one takes the time."*

*"I would not use it because over the past 6 years our agency has requested direct messaging CCDA's instead of faxing discharge information and none of them would comply. We have 5 large health systems using CEHRT's but no process to send or receive direct messaging from EHR's other than their own. Epic to Epic yes, Epic to Cerner no, Cerner to Epic no, etc..."*

# Provider ADT Notifications

**2021 Illinois Health IT Survey Report**

**Does your organization use additional health IT solutions to support your patients/clients care?**



| Solution | Percentage |
|---|---|
| Population health management technology solution | 20% |
| Business Intelligence/Dashboards/Analytics tools | 34% |
| Intelligent devices | 5% |
| Cloud based treatment tools, training, clinical support | 22% |
| Point-of-care mobile apps | 17% |
| Multimedia | 5% |
| Telehealth/virtual visits | 93% |
| Video surveillance/remote monitoring | 7% |
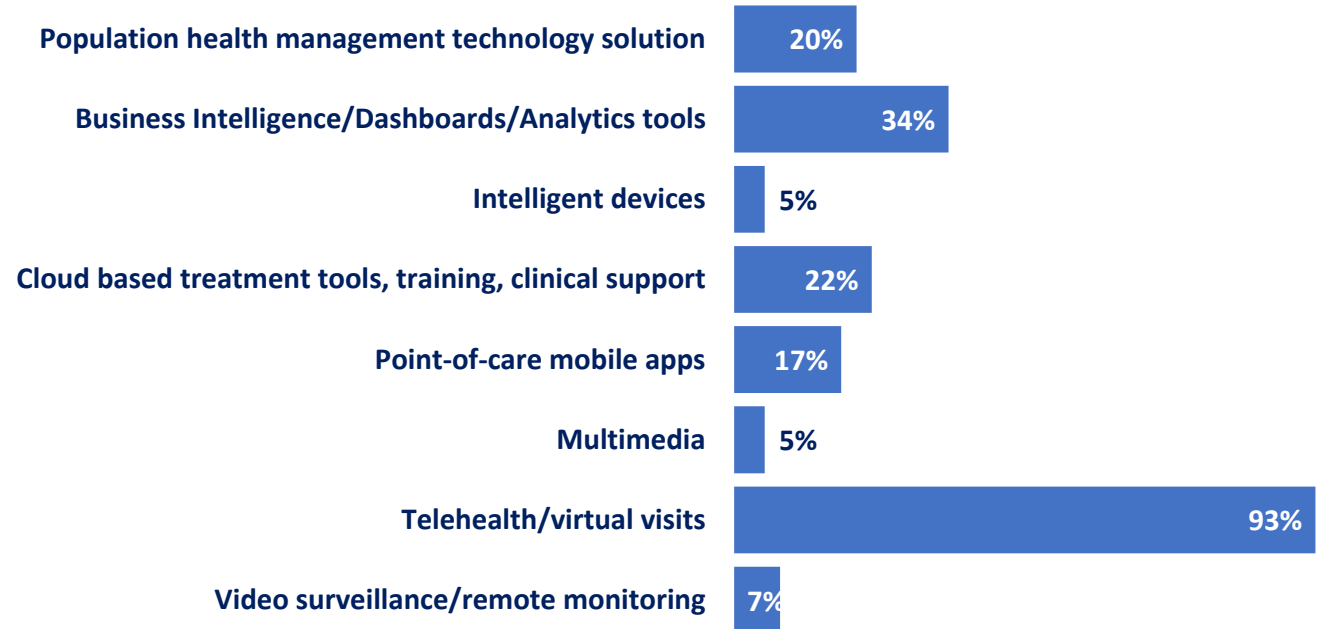
*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Health Information Exchange

Highlights

# Health Information Exchange
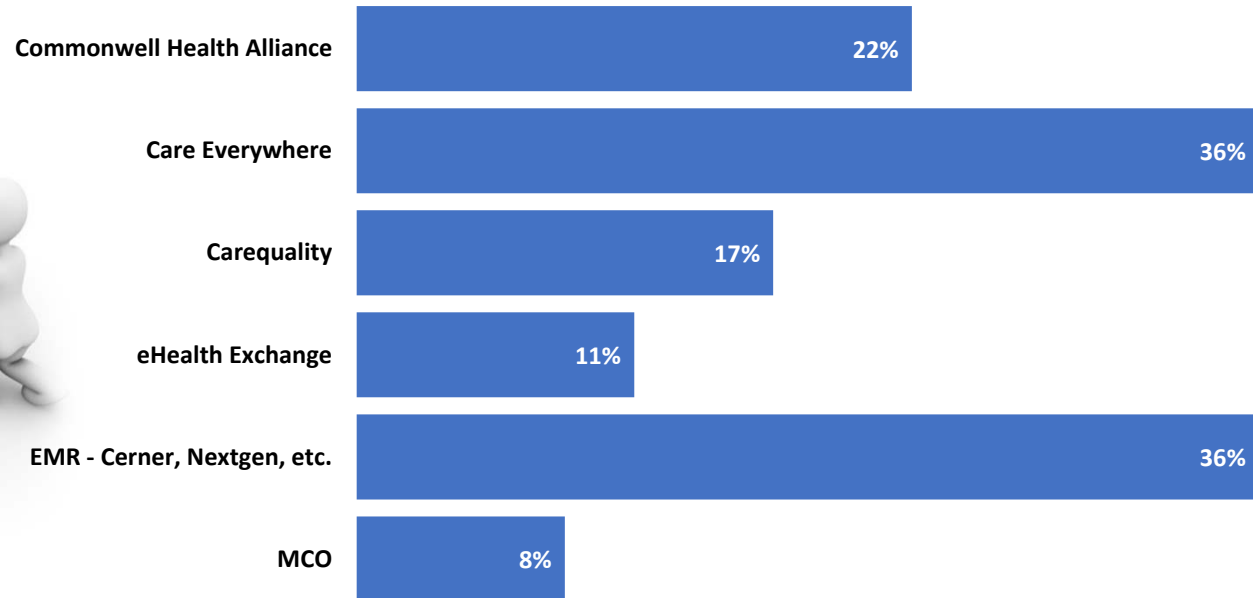
**2021 Illinois Health IT Survey Report**

## Key Takeaways

✓ What constitutes a HIE is generally not well defined or understood. Therefore, gauging who truly participates in a HIE is harder to determine. Available HIE options for Illinois include the combination of Epic Care Everywhere, and Carequality and Commonwell. Not all electronic sharing options meet the requirements of the Medicaid PI Incentive Program.

✓ Those participating in a HIE increased from 32% in 2016 to 51% in 2021. Of those, 36% use Care Everywhere, 36% are using an EHR option, and 22% are using Commonwell.

✓ Secure electronic services used include vendor mediated exchanges such as Epic Care Everywhere, 69% and Direct messages, 56%.

✓ Barriers to health information exchange include:

    ✓ lack of access to provider direct addresses         58%
    ✓ referring provider refuses to accept Direct messages   58%
    ✓ EHR vendor costs are prohibitive                 46%

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# Health Information Exchange

**2021 Illinois Health IT Survey Report**

**Which HIE does your organization connect to?**

| HIE | Percentage |
|-----|-----------|
| Commonwell Health Alliance | 22% |
| Care Everywhere | 36% |
| Carequality | 17% |
| eHealth Exchange | 11% |
| EMR - Cerner, Nextgen, etc. | 36% |
| MCO | 8% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Health Information Exchange

**2021 Illinois Health IT Survey Report**

**What secure electronic services does your organization use to share information with other healthcare organizations or clinicians? Secure electronic services can include ADT and/or critical lab values.**

Consumer mediated exchange such as Apple Health or other APIs or patient portals — 33%

Direct messages — 56%

Electronic notification services — 14%

Vendor mediated exchange such as Epic Care Everywhere, Commonwell, Carequality or eHealth exchange — 69%
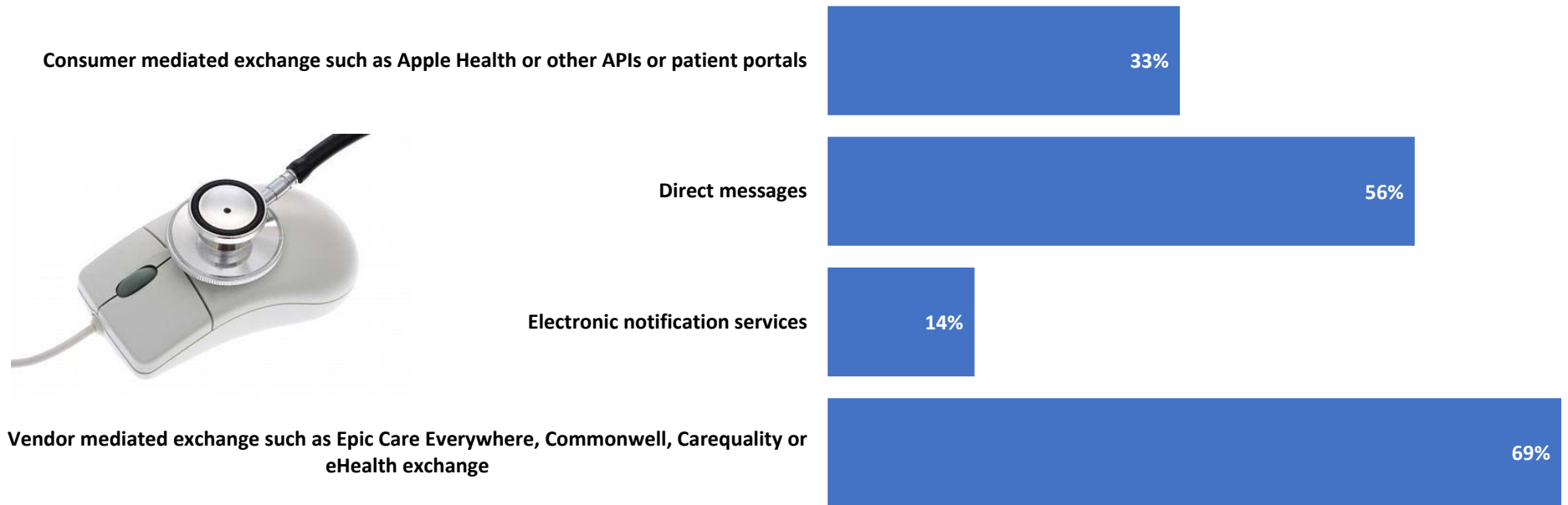
*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Health Information Exchange

**2021 Illinois Health IT Survey Report**

**Does your organization have electronic processes in place to make referrals to these social services for your patients as needed?**

Legend: 2016 | 2019 | 2021

**Crisis assistance/services**
- 2016: 37%
- 2019: 41%
- 2021: 28%

**Counseling/mental health care**
- 2016: 78%
- 2019: 65%
- 2021: 94%

**Substance abuse treatment**
- 2016: 52%
- 2019: 47%
- 2021: 56%

**Supportive housing**
- 2016: 15%
- 2019: 18%
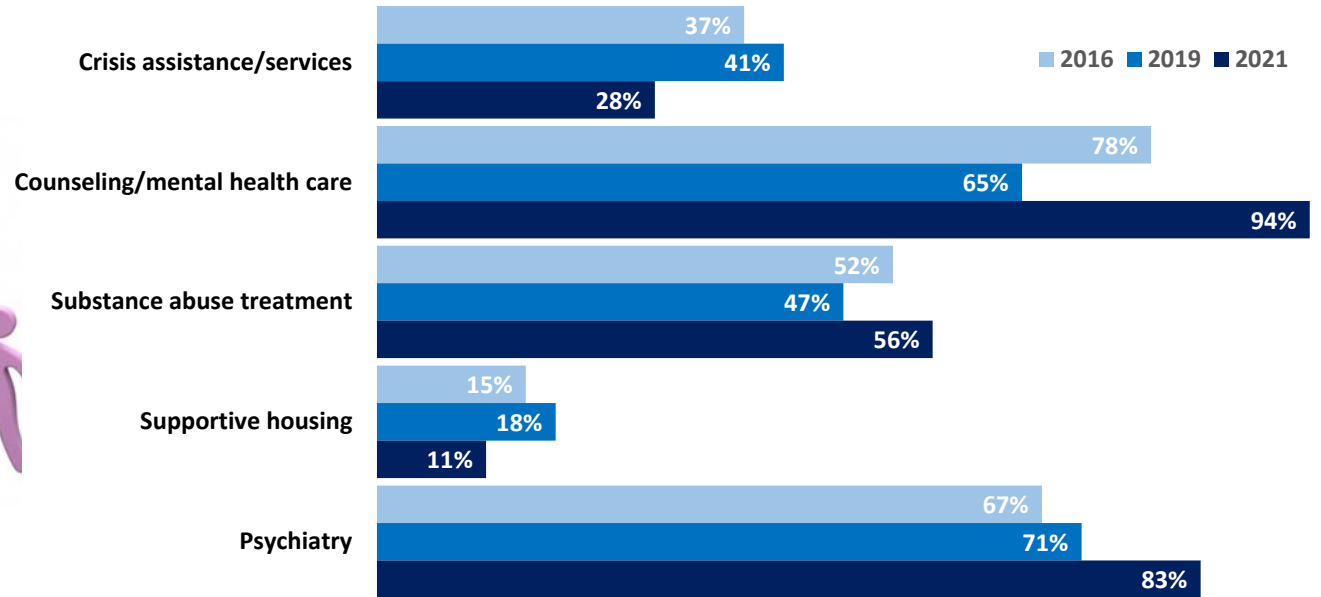- 2021: 11%

**Psychiatry**
- 2016: 67%
- 2019: 71%
- 2021: 83%

*Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Health Information Exchange

**2021 Illinois Health IT Survey Report**

**Has your practice experienced any of the following barriers to health information exchange?**



Bar chart legend: ■ 2019  ■ 2021

- EHR vendor does not support the technology: 2019: 22%, 2021: 25%
- EHR vendor costs are prohibitive: 2019: 30%, 2021: 46%
- Information blocking/other: 2019: 15%, 2021: 13%
- Lack of access to provider Direct address: 2019: 67%, 2021: 58%
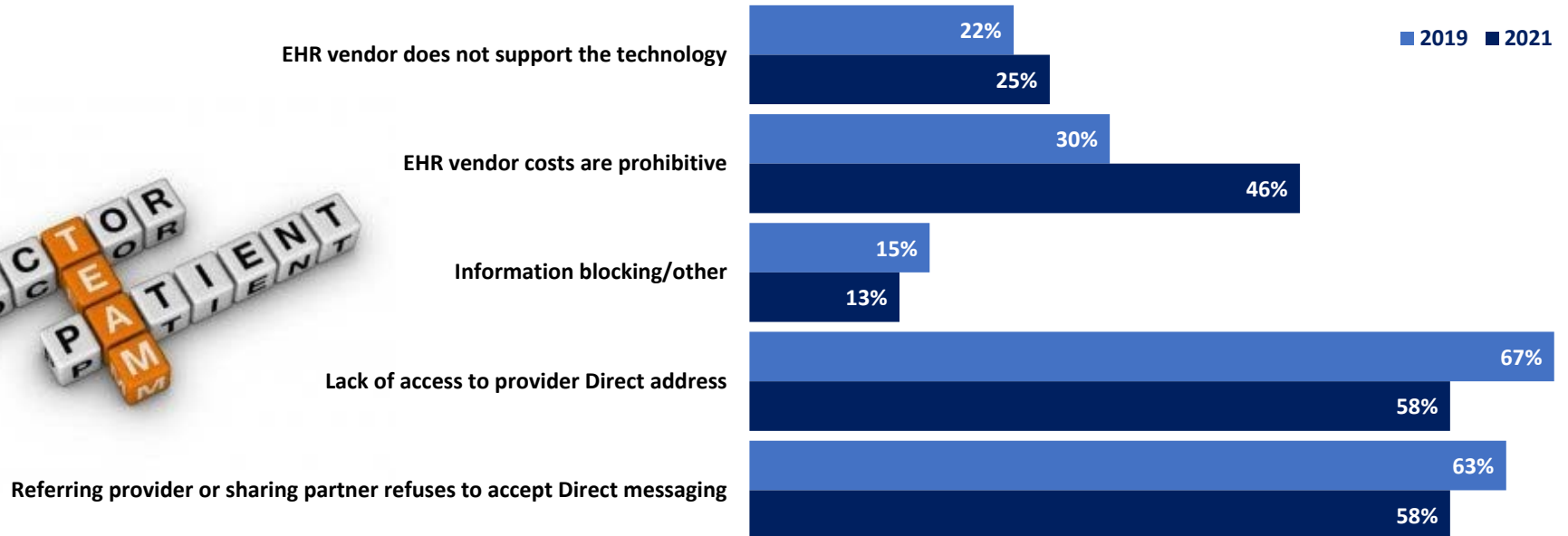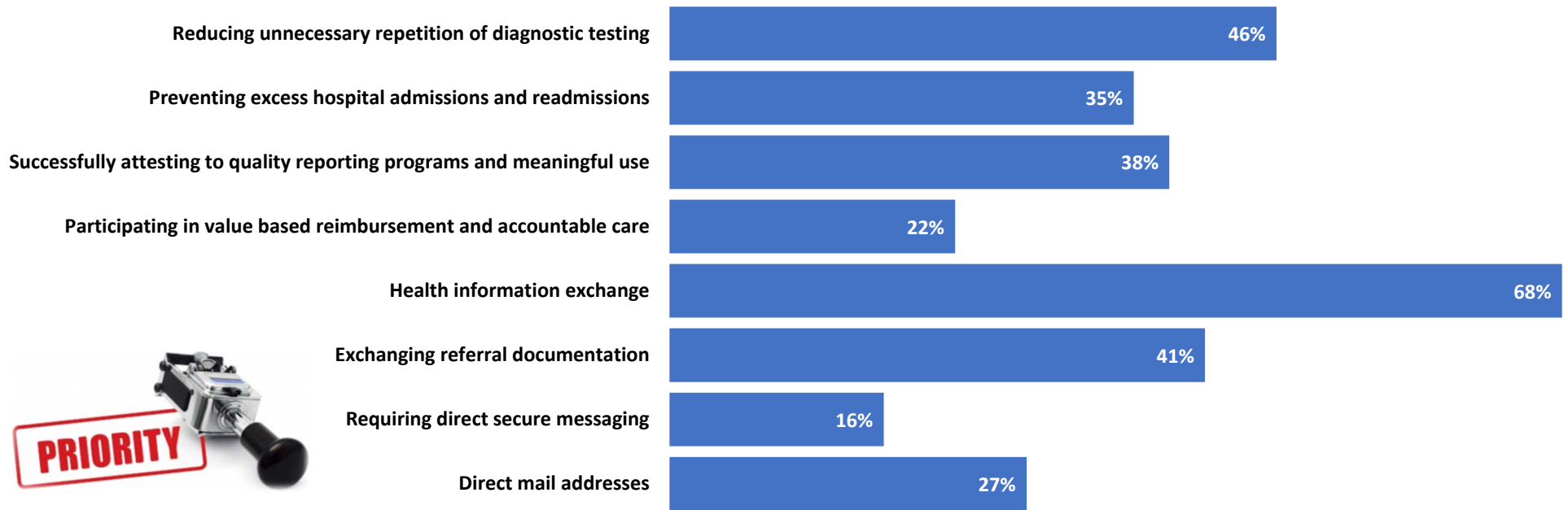- Referring provider or sharing partner refuses to accept Direct messaging: 2019: 63%, 2021: 58%

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Health Information Exchange

**2021 Illinois Health IT Survey Report**

**What use cases have value-add to your organization that you would like the State to prioritize?**

| Use Case | Percentage |
|----------|-----------|
| Reducing unnecessary repetition of diagnostic testing | 46% |
| Preventing excess hospital admissions and readmissions | 35% |
| Successfully attesting to quality reporting programs and meaningful use | 38% |
| Participating in value based reimbursement and accountable care | 22% |
| Health information exchange | 68% |
| Exchanging referral documentation | 41% |
| Requiring direct secure messaging | 16% |
| Direct mail addresses | 27% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*
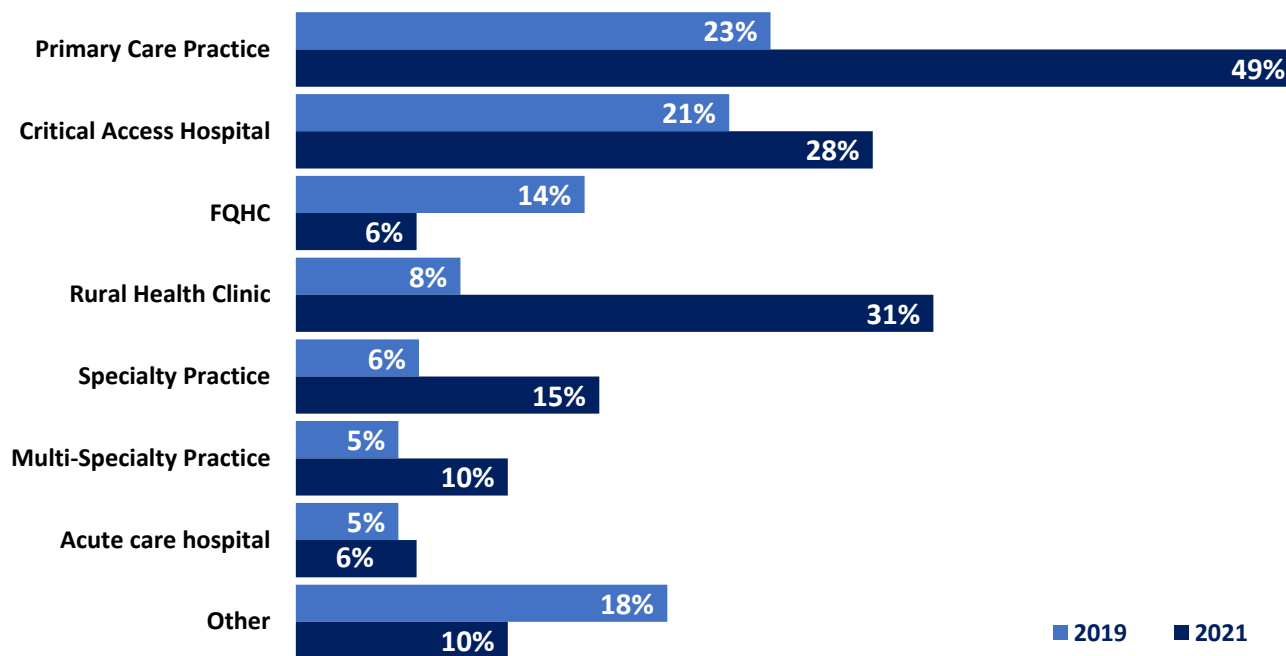
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Respondent Demographics

Highlights

# Respondent Organizations and Providers

**2021 Illinois Health IT Survey Report**

**Which of the following best describes your type of organization?**



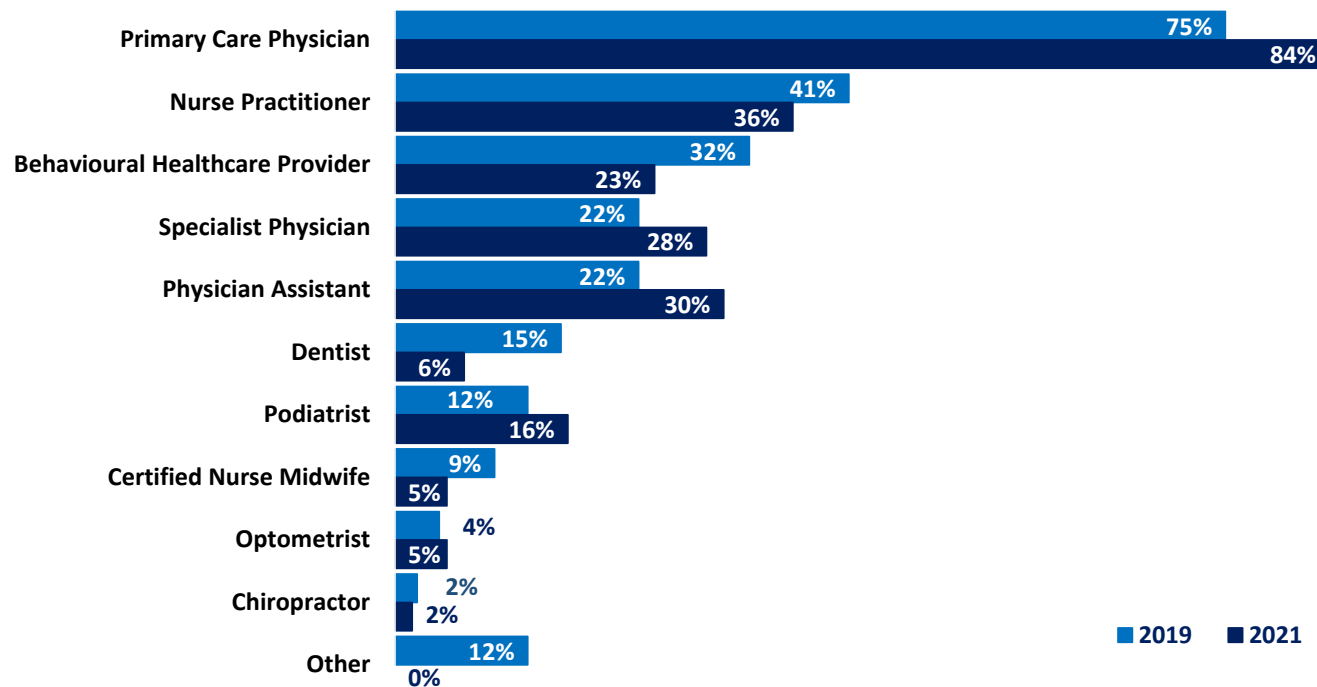| Organization Type | 2019 | 2021 |
|---|---|---|
| Primary Care Practice | 23% | 49% |
| Critical Access Hospital | 21% | 28% |
| FQHC | 14% | 6% |
| Rural Health Clinic | 8% | 31% |
| Specialty Practice | 6% | 15% |
| Multi-Specialty Practice | 5% | 10% |
| Acute care hospital | 5% | 6% |
| Other | 18% | 10% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Respondent Organizations and Providers

**2021 Illinois Health IT Survey Report**

**Which of the following best describes your provider type?**



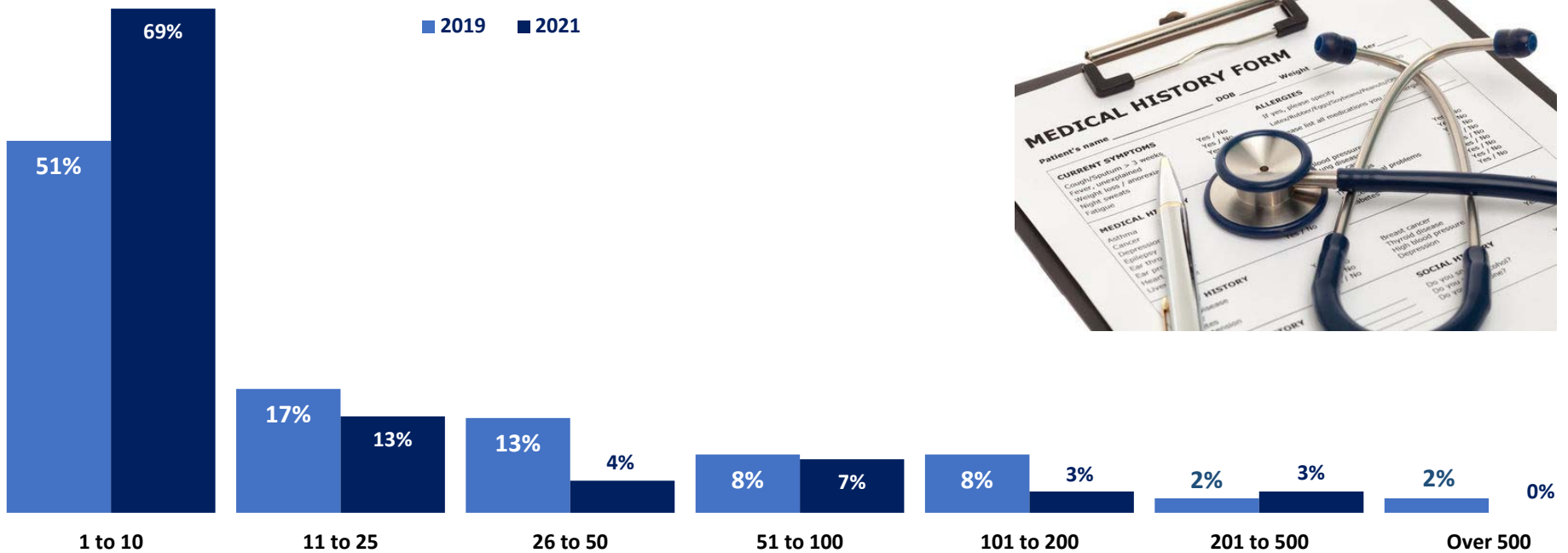| Provider Type | 2019 | 2021 |
|---|---|---|
| Primary Care Physician | 75% | 84% |
| Nurse Practitioner | 41% | 36% |
| Behavioural Healthcare Provider | 32% | 23% |
| Specialist Physician | 22% | 28% |
| Physician Assistant | 22% | 30% |
| Dentist | 15% | 6% |
| Podiatrist | 12% | 16% |
| Certified Nurse Midwife | 9% | 5% |
| Optometrist | 4% | 5% |
| Chiropractor | 2% | 2% |
| Other | 12% | 0% |

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

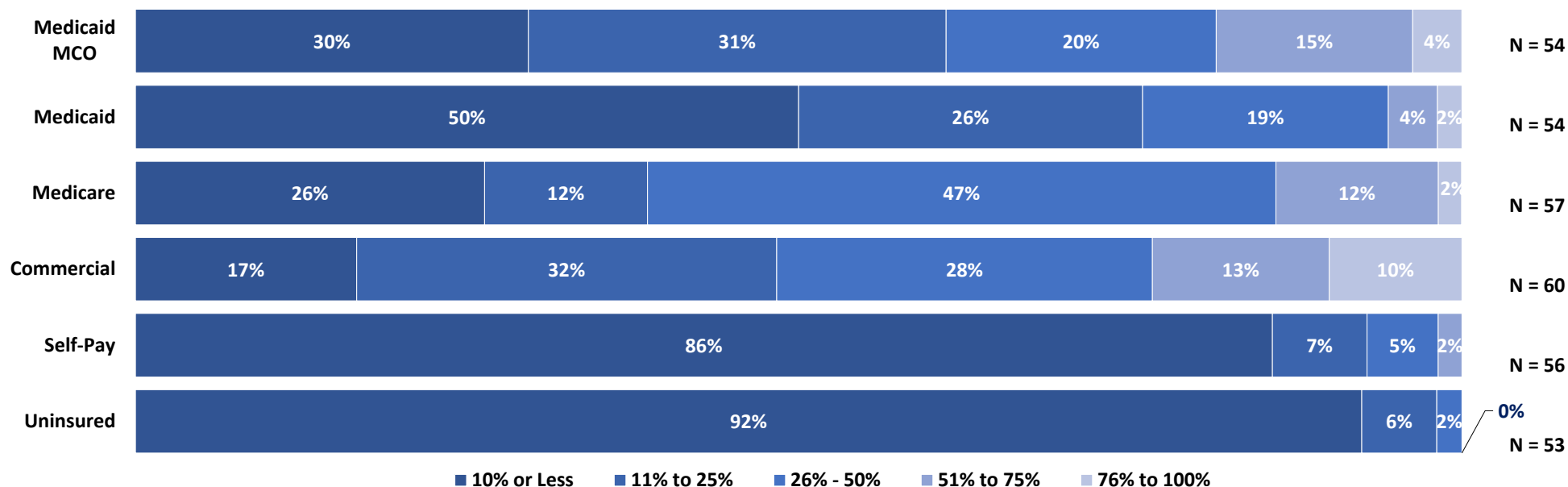# Respondent Organizations and Providers

**2021 Illinois Health IT Survey Report**

**How many providers are part of your organization?**



Legend: ■ 2019  ■ 2021

| | 1 to 10 | 11 to 25 | 26 to 50 | 51 to 100 | 101 to 200 | 201 to 500 | Over 500 |
|---|---|---|---|---|---|---|---|
| 2019 | 51% | 17% | 13% | 8% | 8% | 2% | 2% |
| 2021 | 69% | 13% | 4% | 7% | 3% | 3% | 0% |

# Respondent Organizations and Providers
**2021 Illinois Health IT Survey Report**

**What percentage of your patients fall into the following payer types (2021 Survey)?**

| Payer Type | 10% or Less | 11% to 25% | 26% - 50% | 51% to 75% | 76% to 100% | N |
|---|---|---|---|---|---|---|
| Medicaid MCO | 30% | 31% | 20% | 15% | 4% | N = 54 |
| Medicaid | 50% | 26% | 19% | 4% | 2% | N = 54 |
| Medicare | 26% | 12% | 47% | 12% | 2% | N = 57 |
| Commercial | 17% | 32% | 28% | 13% | 10% | N = 60 |
| Self-Pay | 86% | 7% | 5% | 2% | | N = 56 |
| Uninsured | 92% | 6% | 2% | 0% | | N = 53 |

Legend: ■ 10% or Less ■ 11% to 25% ■ 26% - 50% ■ 51% to 75% ■ 76% to 100%

*Note: Respondents completing this question could check multiple options. Therefore, the number of individual responses does not equal the total number of responses.*

# Respondent Organizations and Providers

**2021 Illinois Health IT Survey Report**

**How did you determine what percentage of your patients fell into different payer types (2021 Survey)?**



- Patients — 41%
- Visits — 44%
- Dollars — 11%
- Schedule Adjustments — 3%
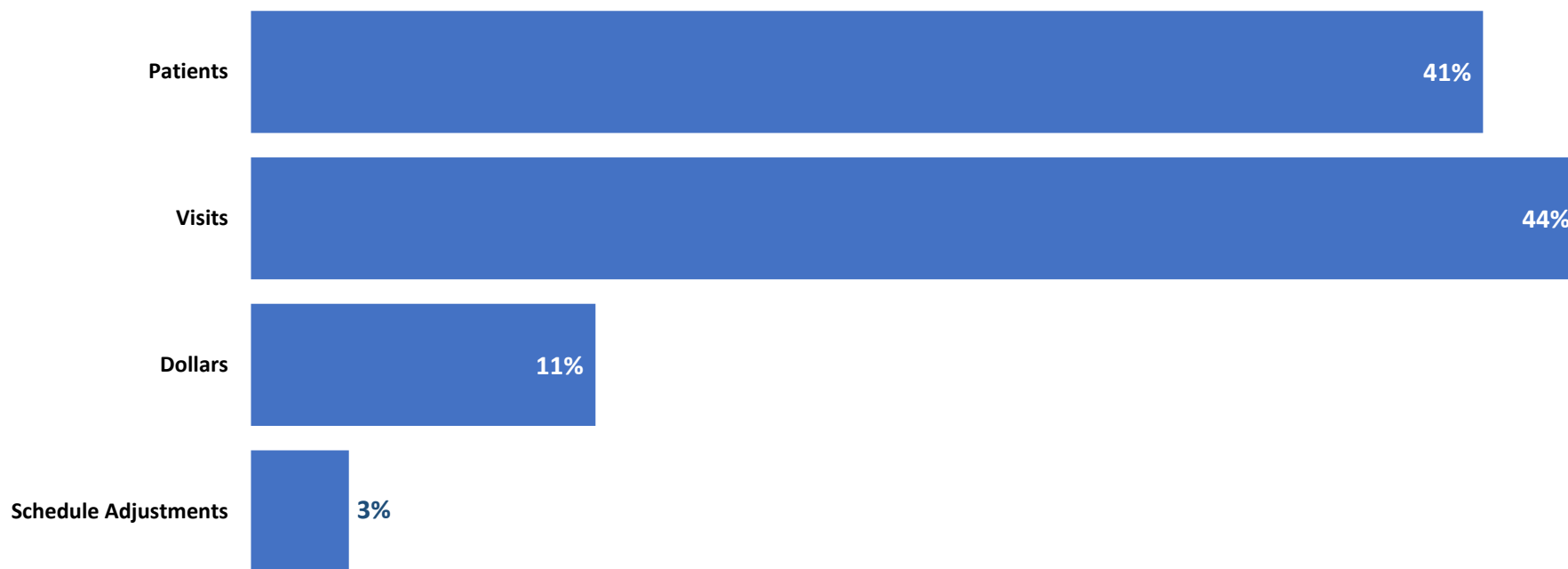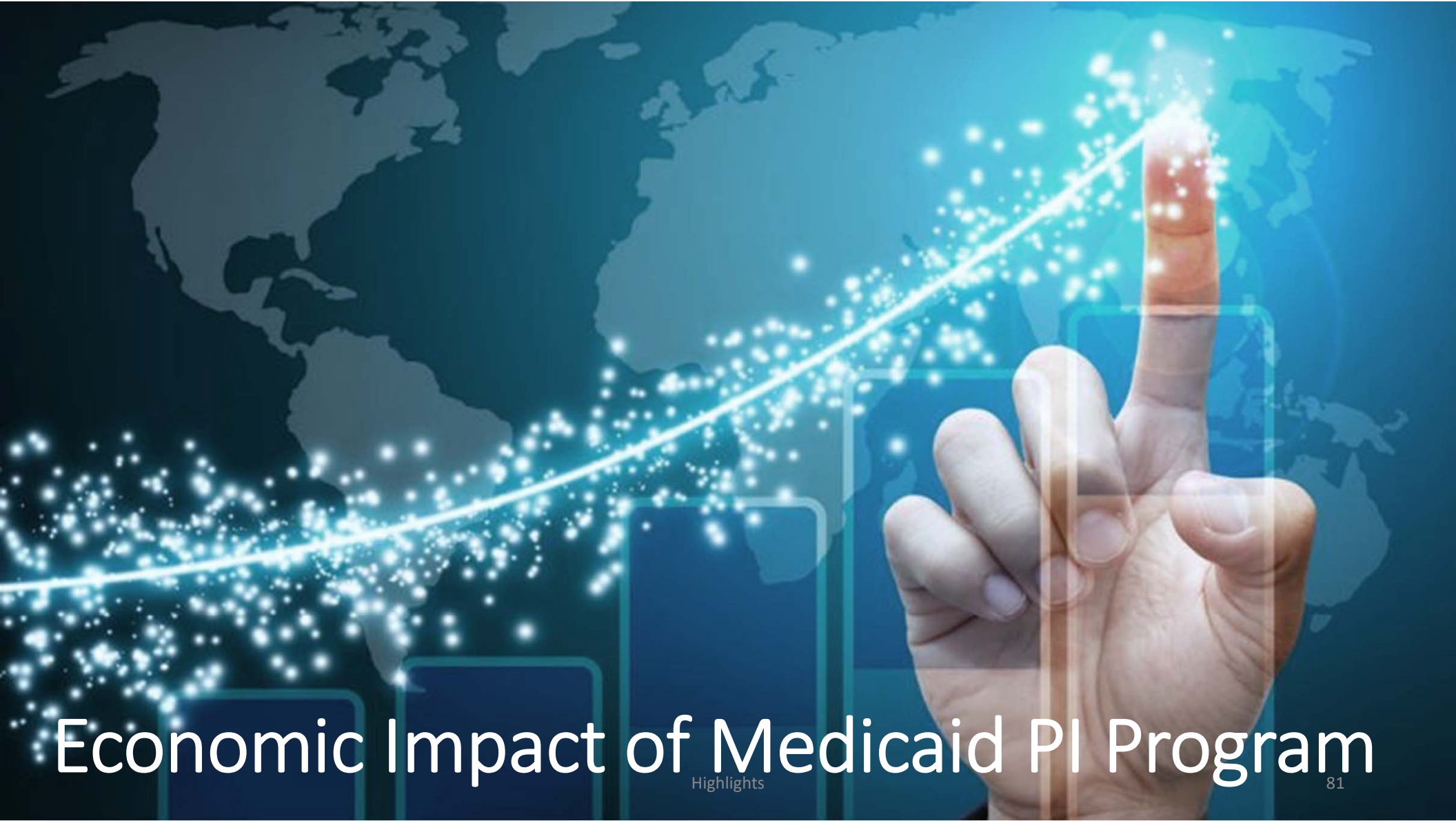
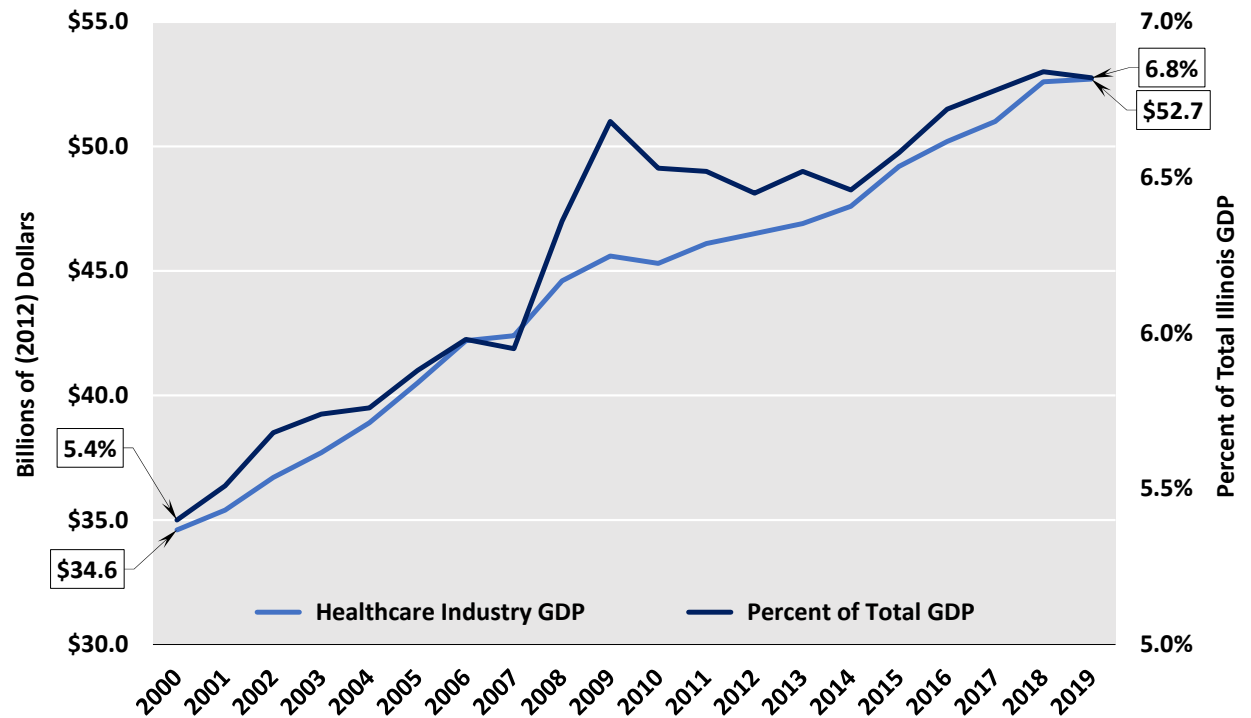Economic Impact of Medicaid PI Program

Highlights

# Economic Impact

## Healthcare Industry in the State of Illinois (2020)

The Healthcare Sector contributed over $52 billion to Illinois' Gross Domestic Product (GDP) in 2017.

Between 2000 and 2019, its contribution has increased by 52.3%.

In addition, the healthcare industry's share of the State's total GDP increased from 5.4% to 6.8%

### The Healthcare Industry's Contribution to Illinois GDP



Legend: Healthcare Industry GDP — Percent of Total GDP

*Note: GDP figures are stated in billions of constant (2012) dollars.*
*Source: U.S. Bureau of Economic Analysis, 2020.*

# Economic Impact

## Healthcare Industry in the State of Illinois (2020)

**DIRECT**
Jobs, wages and output (sales or revenue) sourced directly to Illinois Healthcare Providers

**INDIRECT**
Impact of the suppliers and vendors of Illinois Healthcare Providers

**INDUCED**
Impact of the spending of employees of Healthcare Providers on the Illinois economy

+

**TOTAL**
Sum of direct, indirect and induced impacts

For every **100 jobs** created by Illinois Healthcare Providers, an additional **71 jobs** are created or supported in other industries.

For every $1 million spent by Illinois Healthcare Providers, additional value is generated in other industries.

- **$874,000 in output** (sales/revenue)
- **$859,000 added to Illinois' GDP** (value-added)
- **$572,000 in labor income** to employees and self-employed workers.

## Estimated Contribution to the Illinois Economy (2020)

| State of Illinois | Direct | Indirect | Induced | Total | Multiplier |
|---|---|---|---|---|---|
| **Employment** | 672,842 | 218,535 | 257,479 | 1,148,856 | 1.71 |
| **Output ($ billions)** | $95.3 | $40.0 | $43.4 | $178.7 | 1.87 |
| **Value-added ($ billions)** | $58.0 | $23.6 | $26.2 | $107.7 | 1.86 |
| **Labor Income ($ billions)** | $49.1 | $15.0 | $13.1 | $77.2 | 1.57 |

*Source: IMPLAN; and the Illinois Health Information Technology Regional Extension Center, 2020.*

# Economic Impact

## Medicaid Incentive Payment Program: Hospitals and Healthcare Providers (2011 - 2020)

**DIRECT**
Jobs, wages and output (sales or revenue) sourced directly to Illinois Hospitals and Healthcare Providers

**INDIRECT**
Impact of the suppliers and vendors of Illinois Hospitals and Healthcare Providers

**INDUCED**
Impact of the spending of employees of Hospitals and Healthcare Providers on the Illinois economy

+

**TOTAL**
Sum of direct, indirect and induced impacts

The Illinois Hospitals and Healthcare Providers that participated in the Medicaid Incentive Payment program between 2011 and 2020 generated the following impacts of the States' economy:

- Created or sustained **8,063 jobs**.

- Generated over **$1.2 billion** in output (i.e. sales/revenue).

- Contributed **$755 million** to the States' GDP (value-added).

- Paid **$541 million** in labor income to workers in healthcare and other industries.

## Estimated Impacts on the Illinois Economy

| State of Illinois | Direct | Indirect | Induced | Total | Multiplier |
|---|---|---|---|---|---|
| **Employment** | 4,304 | 1,470 | 2,288 | 8,063 | 1.87 |
| **Output ($ millions)** | $608.6 | $266.5 | $377.4 | $1,252.5 | 2.06 |
| **Value-added ($ millions)** | $370.0 | $157.3 | $228.1 | $755.3 | 2.04 |
| **Labor Income ($ millions)** | $313.4 | $101.0 | $126.7 | $541.1 | 1.73 |

*Source: IMPLAN; and the Illinois Health Information Technology Regional Extension Center, 2020.*

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Economic Impact of Medicaid PI Program

# Economic Trends

## Healthcare Industry in the State of Illinois (2020)

Although the Healthcare sector accounts for a relatively small share of total employment in the State, it has grown rapidly.

From 2000 to 2020, healthcare employment has added more than 118,000 jobs, an increase of 23.8 %.

Although the COVID 19 crisis put considerable stress on the healthcare system, industry employment declined by over 30,000 or 4.8% between 2019 and 2020.

Although an aging population drives demand, automation and a declining working-age population may slow future job growth.



**Healthcare Employment in Illinois**
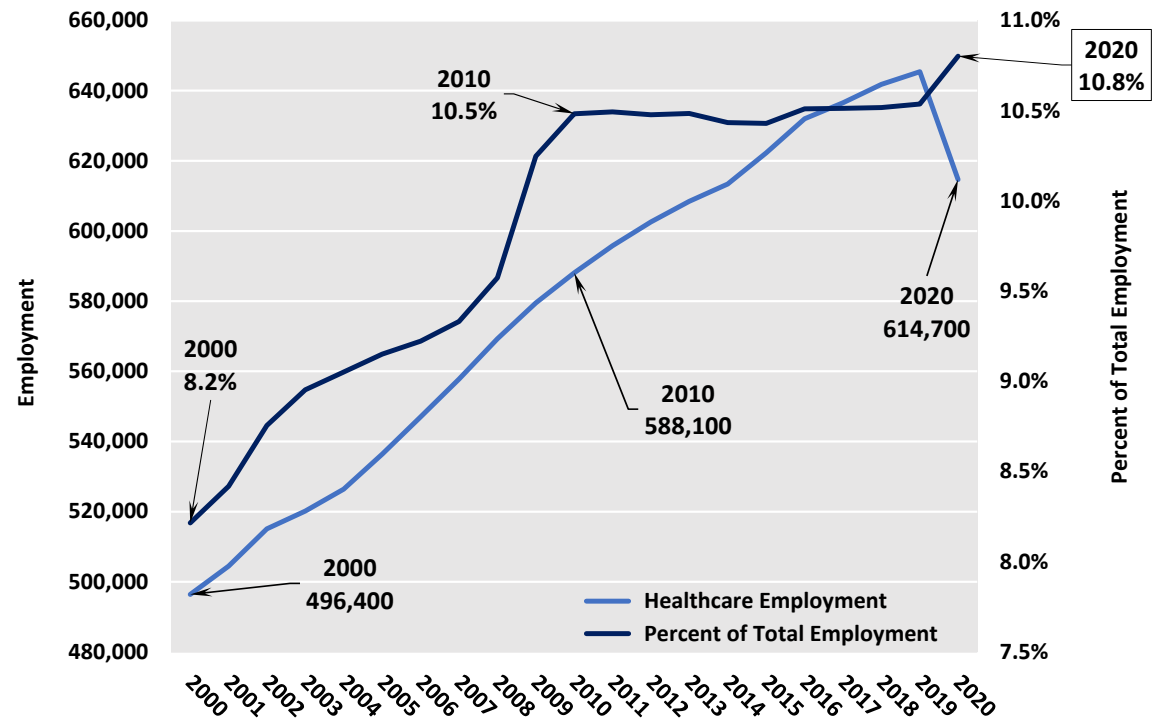
*Source: U.S. Bureau of Labor Statistics, 2021.*

# Further Information

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