Physician Perspectives on Care Delivery Reform:

Results from a Survey of Connecticut Physicians

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UCONN HEALTH
CENTER FOR PUBLIC HEALTH AND HEALTH POLICY

Yale SCHOOL OF PUBLIC HEALTH

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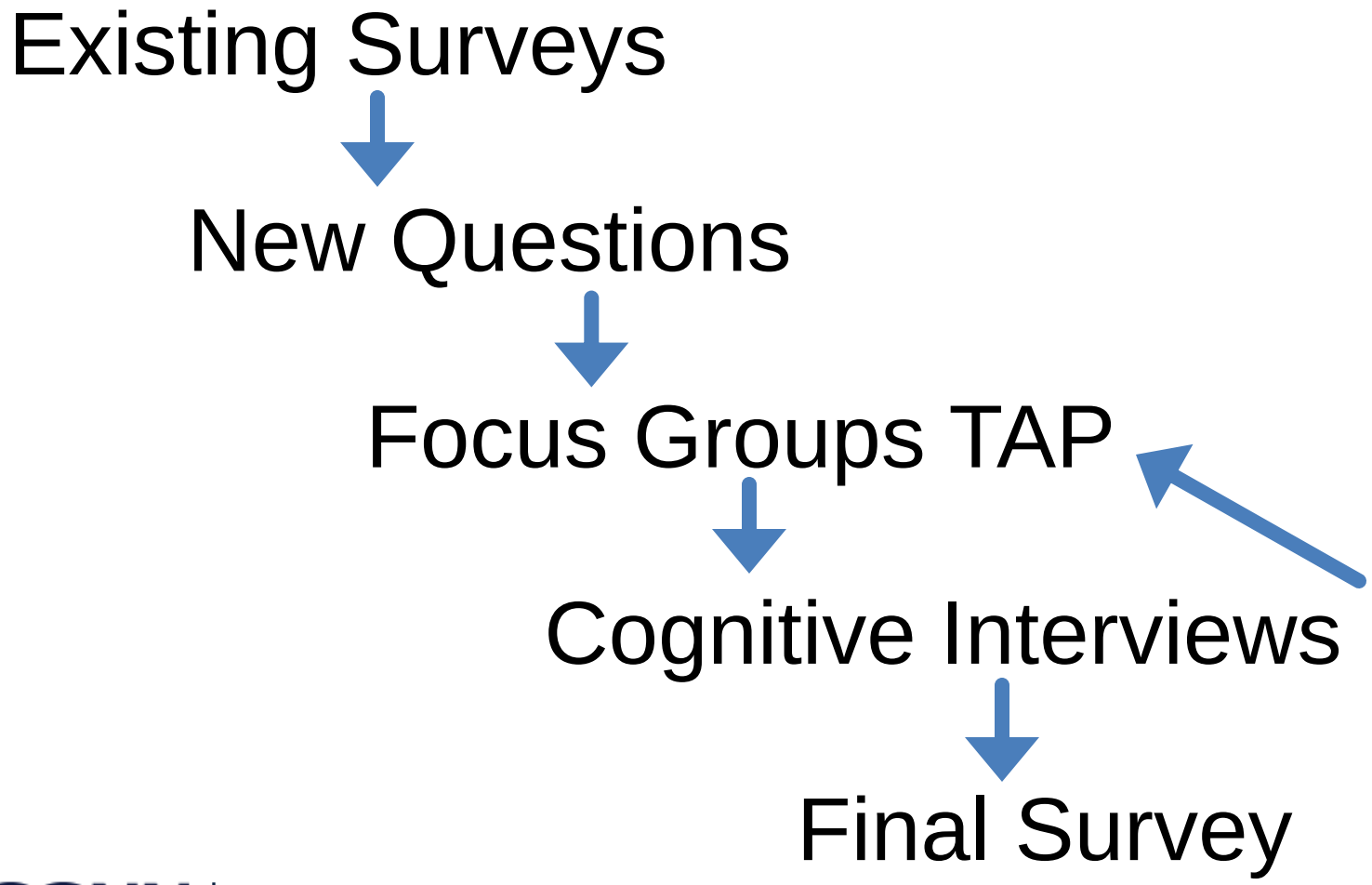
Survey Development



Existing Surveys

- National Survey of Physician Organizations
- Connecticut State Medical Society Health Disparities Survey 2009
- Massachusetts Medical Society Annual Member Survey 2003
- UCHC Health Information Exchange Survey
- Maslach Burnout Inventory (MBI)
- Readiness for the Patient-Centered Medical Home (Friedberg et al., 2008)
- 2007 Massachusetts Survey of Physicians and Computer Technology

Sample Distribution

	Total Surveys Mailed	Not Eligible	Eligible			Completed Surveys	Response Rate 1*	Response Rate 2**
			Refusal	Bad Address	Not Completed			
Cardiology	386	35	16	25	172	138	39%	40%
Endocrinology	145	17	3	19	68	38	30%	31%
Gastroenterology	280	23	2	12	154	89	35%	35%
OB/GYN	385	20	5	36	181	143	39%	41%
Pulmonology	204	7	5	22	95	75	38%	40%
Family Medicine /Internal Medicine	1,200	166	16	173	496	349	34%	36%
General Pediatrics	600	27	2	59	262	250	44%	45%

* Response Rate 1 = Complete / (Total Sample minus Not Eligible)

** Response Rate 2 = Complete / (Total Sample minus Not Eligible minus 33.5% of Bad Addresses)

Physician Demographics

	Gender	Ethnicity	Years Since Graduation			
	Male	White	< 10	10 to 19	20 to 29	30+
Overall	62%	79%	6%	22%	30%	40%
Family Medicine	62%	85%	9%	26%	27%	37%
Internal Medicine	71%	78%	5%	18%	33%	42%
General Pediatrics	40%	77%	7%	23%	33%	34%
Specialist	62%	81%	7%	24%	27%	41%

Practice Characteristics

	Participation in ACO/SSP	Practice Size				Among Those Accepting New Patients	
	Yes	1-5	6-19	20+	Accepting New Patients	Medicare	Husky Health, Medicaid, or CHIP
Overall	36%	52%	29%	15%	89%	81%	76%
Family Medicine	58%	59%	24%	16%	74%	83%	72%
Internal Medicine	39%	58%	19%	20%	79%	90%	61%
General Pediatrics	32%	54%	34%	7%	92%	N/A	90%
Specialist	32%	45%	37%	14%	97%	90%	82%

Advanced Primary Care

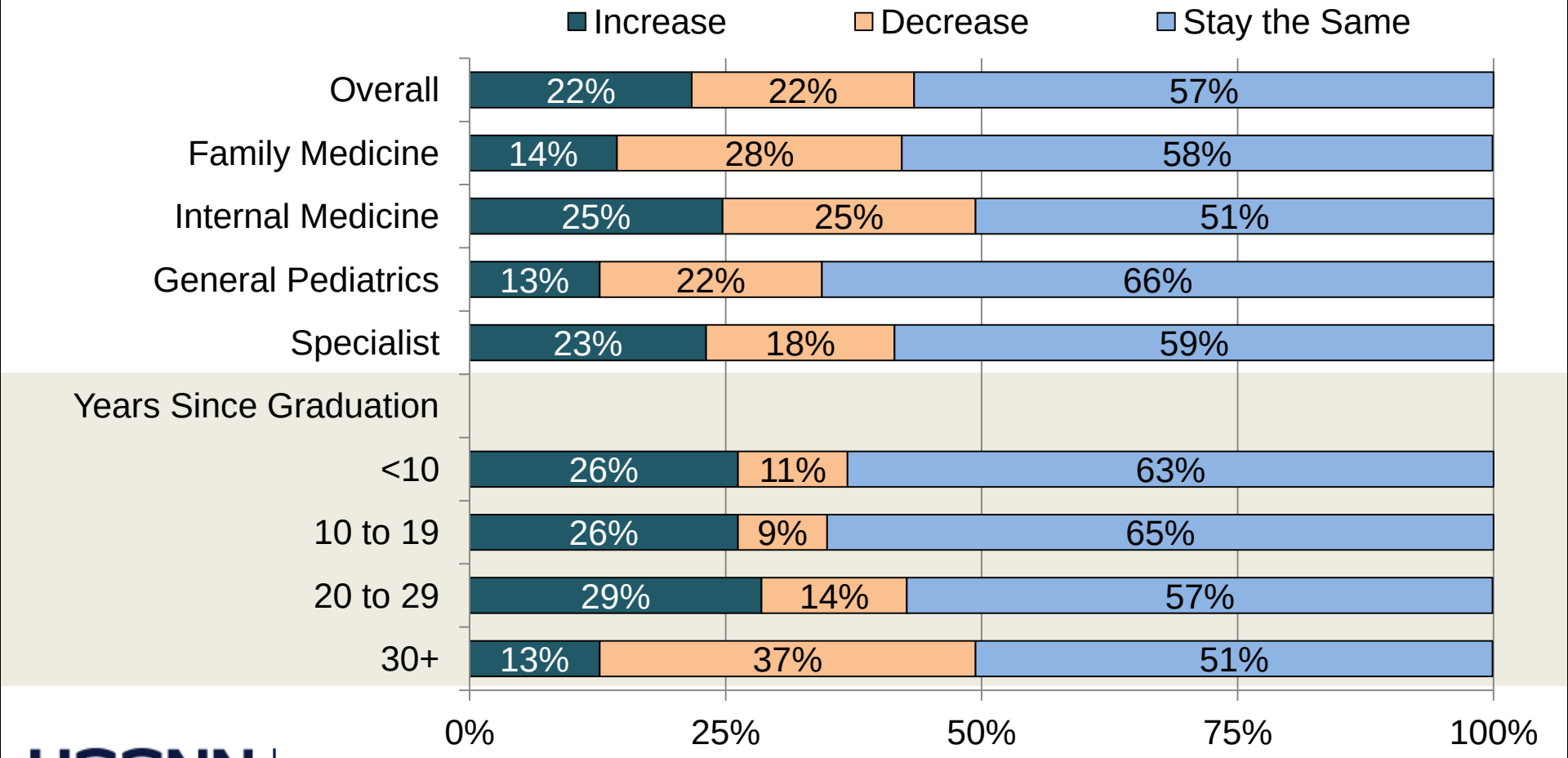
	Team-Based Care	Coordination Following Hospital Discharge	Open Access Scheduling
	Yes	Yes	Yes
Overall	13%	53%	49%
Family Medicine	25%	70%	62%
Internal Medicine	17%	63%	57%
General Pediatrics	15%	53%	75%
Specialist	9%	42%	32%

Quality Improvement

	Receives Quality of Care Feedback	Receives Results of Patient Experience Surveys
	Yes	Yes
Overall	56%	46%
Family Medicine	67%	61%
Internal Medicine	63%	50%
General Pediatrics	54%	39%
Specialist	50%	44%

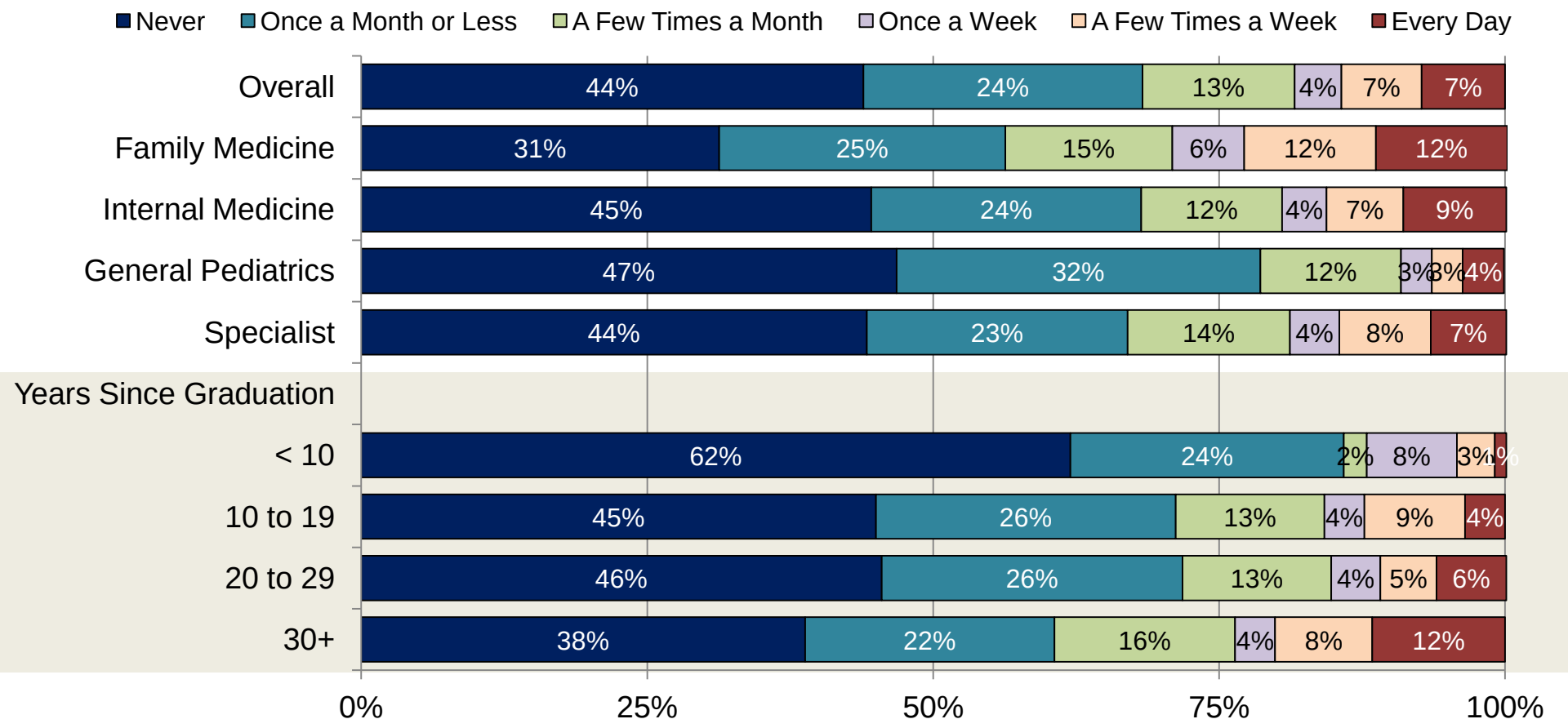
Physician Career Plans

Over the next three years do you expect the number of hours you spend providing direct patient care to increase, decrease, or stay the same?



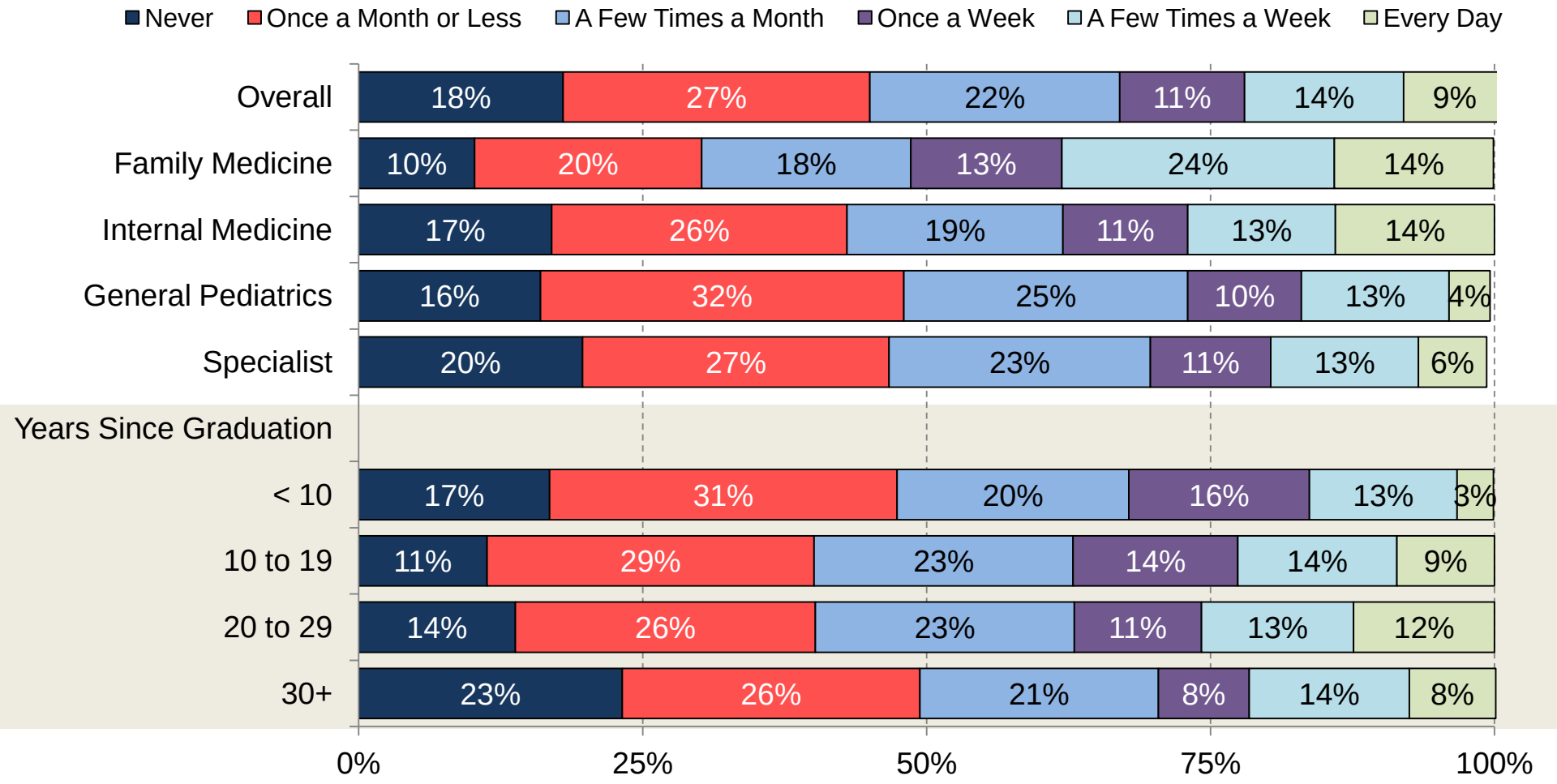
Physician Career Plans

In the last 12 months how often have you considered leaving clinical practice?



Physician Report of Burn Out

In the last 12 months how often have you felt burned out from your work?



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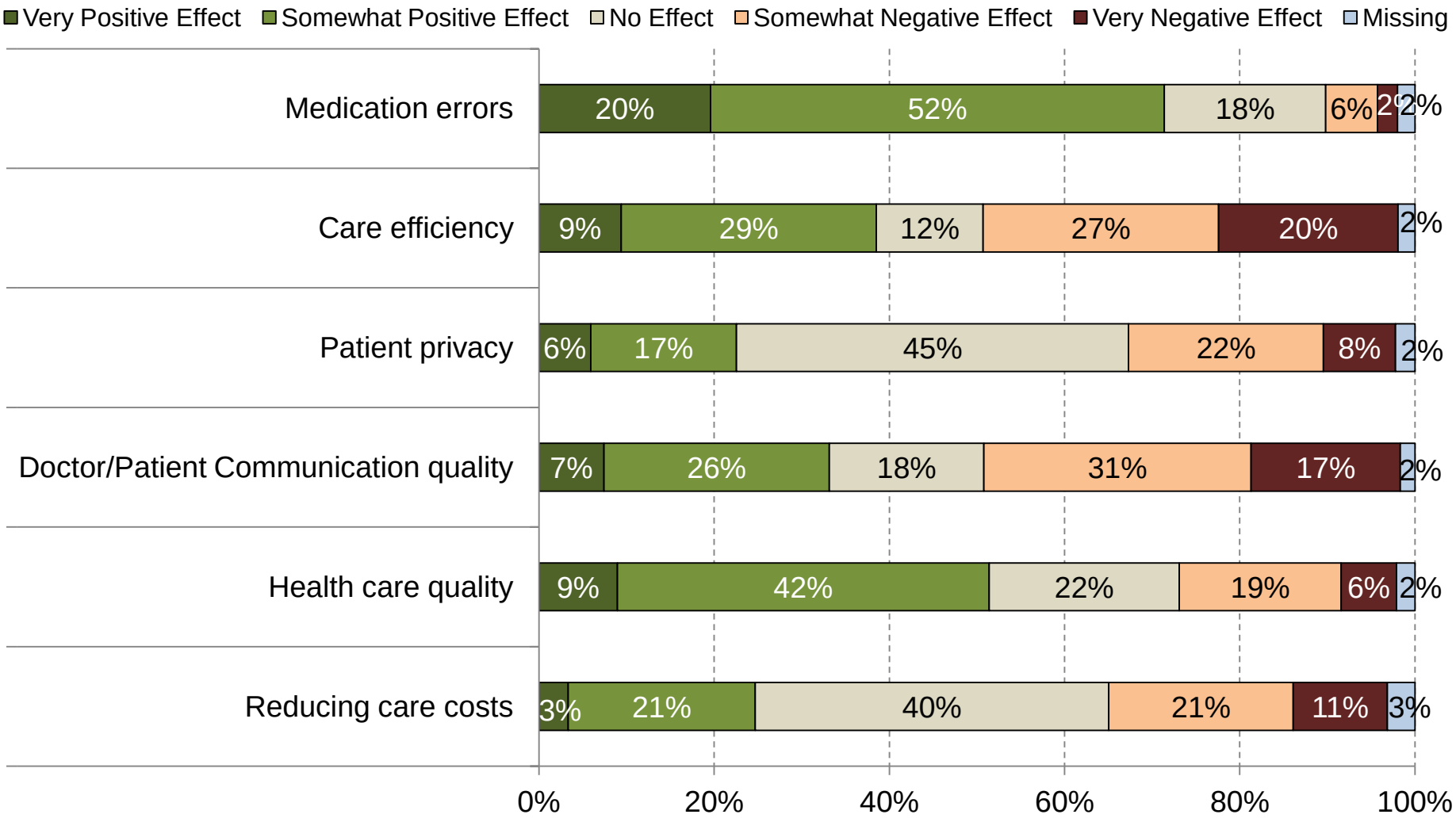
Physician Use of Health Information Technology

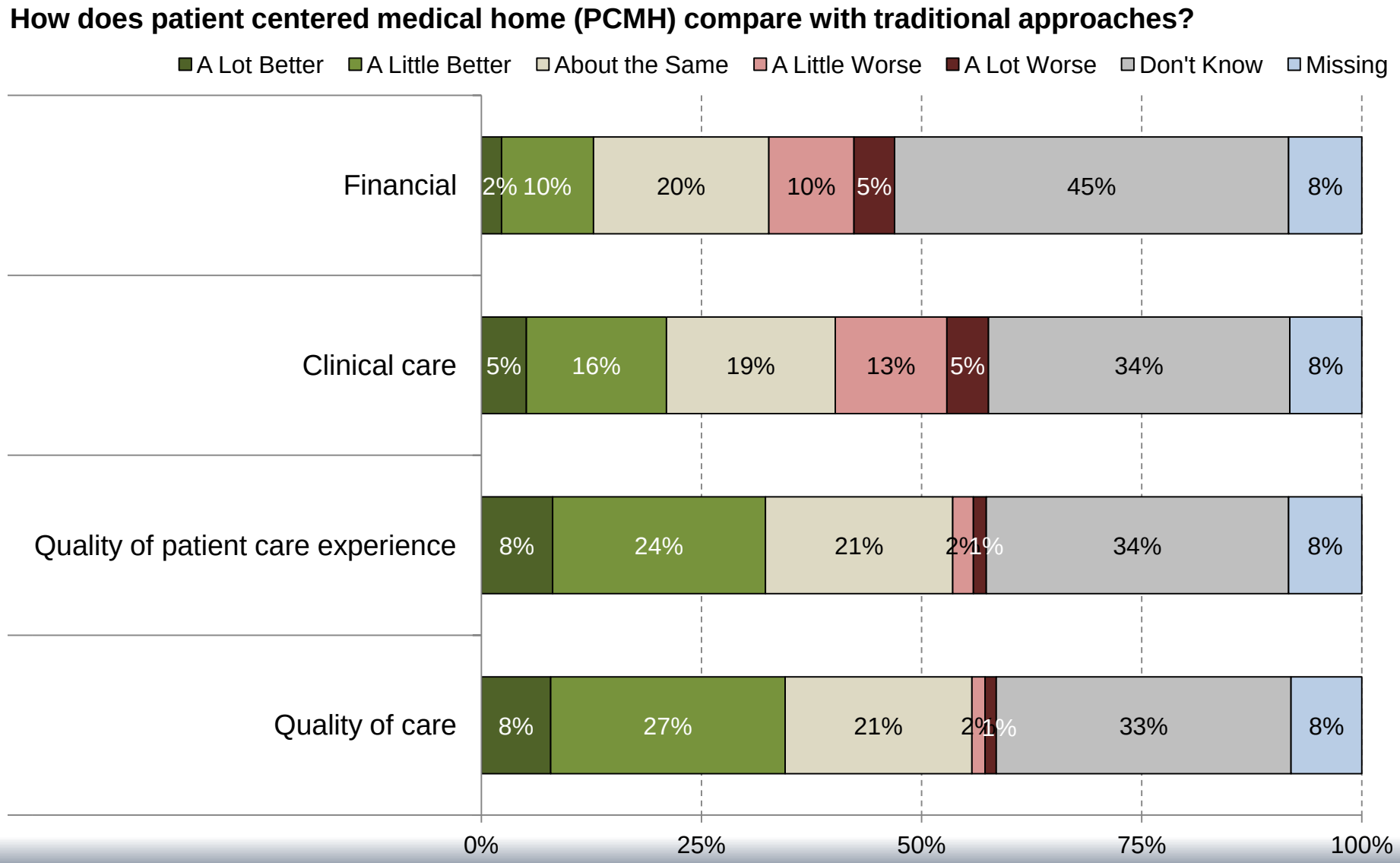
	Does Your Practice Have an EHR System?	In the Last 12 Months Did Your EHR Provide You With a List of Patients by:	
		Diagnosis?	Laboratory Results?
	Yes	Yes	Yes
Overall	82%	23%	13%
Family Medicine	89%	23%	15%
Internal Medicine	76%	28%	18%
General Pediatrics	80%	35%	13%
Specialist	86%	17%	10%

Physician Perspectives on Health Information Technology

What kind of effect do you think an EHR system has on each of the following outcomes?

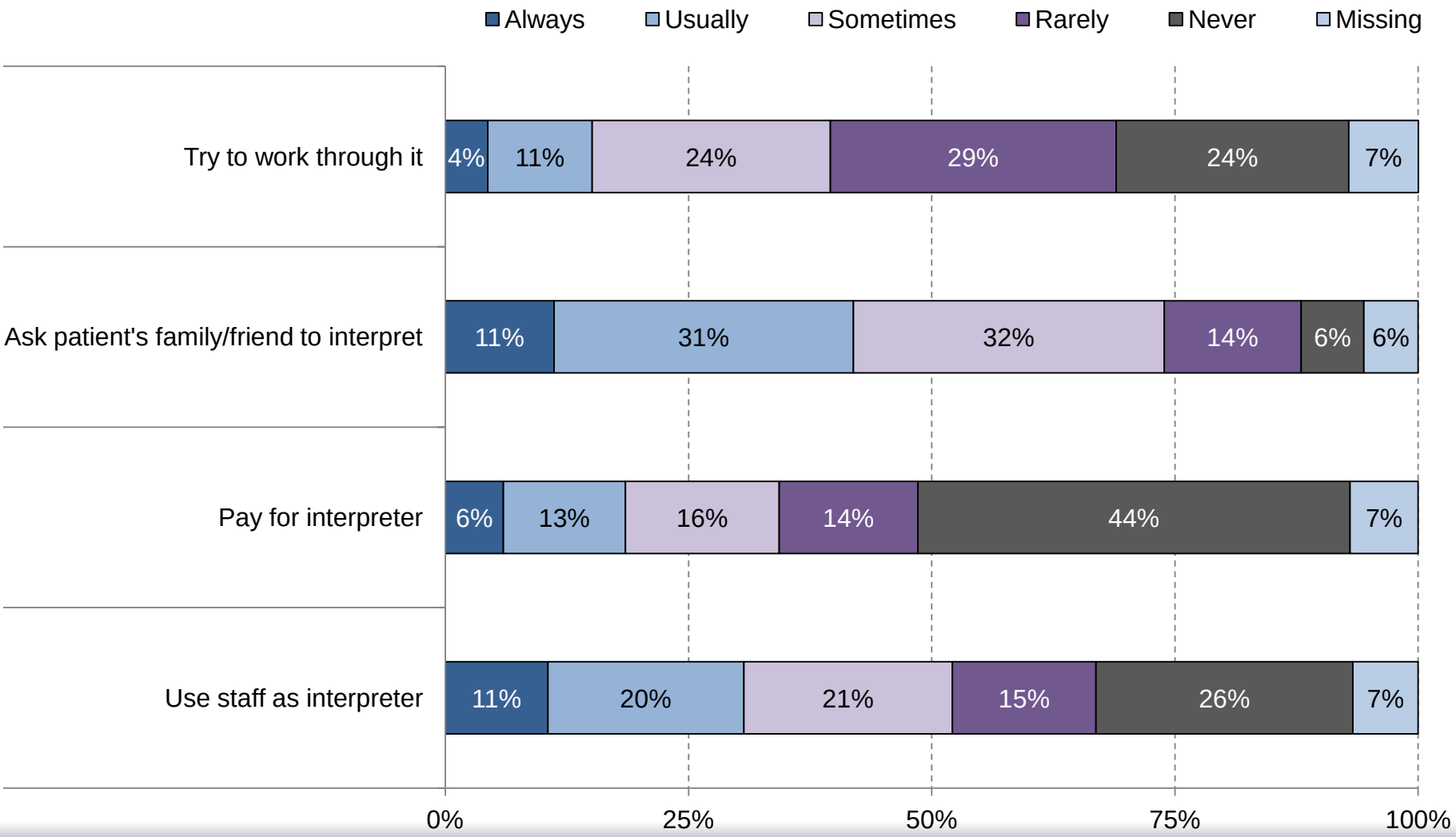
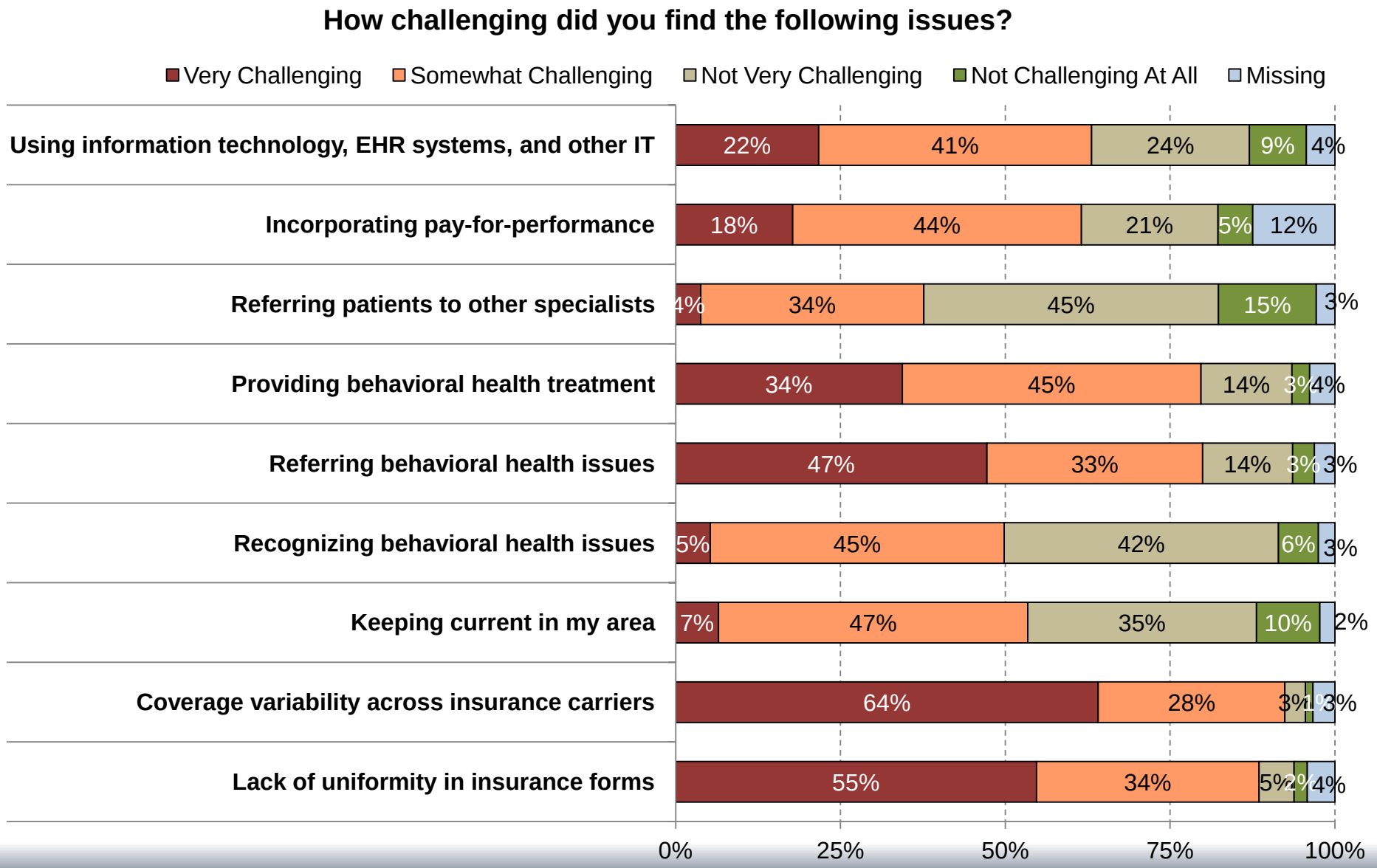


Physician Perspectives on Patient-Centered Medical Home Implementation



Cultural Competency

When faced with language barriers, how did you handle the situation?



Professional Challenges