



2019 Participant Survey

The quality & safety of patient care has seen the following impacts due to accessing the HIE:

1. Improved care processes
2. Improved care transition
3. Improved patient outcomes
4. Reduced medication errors
5. Improved patient satisfaction

“Decreases re-hospitalizations by communicating with nurses about patient when questions arise prior to discharge.”

My value to accessing the Community Health Record is:

1. When the patient cannot provide detailed information for another are setting event
2. To proactively prepare for upcoming patient visits
3. To support quality reporting (i.e. confirming encounters/closing care gaps)
4. For a patient under the care of multiple providers
5. To access patient data once the patient has arrived for their appointment

- ✓ 144 Responses Received
- ✓ 92% agree/strongly agree “Using the HIE has improved the overall efficiency in our practice/organization by reducing the time I search for or request information from another provider entity.”

“CCHIE has reduced medications errors in our veterans and has helped to provide seamless continuity of care for patient seeing multiple providers.”

HOW ARE YOU USING CCHIE TOOLS TO ACHIEVE QUALITY INITIATIVES?

- Assists us in meeting meaningful use criteria in being able to confirm home medications and enter complete health histories.
- Following up on patients using the ED frequently - we are able to see which of our patients have been in the ED and see why they were there and are able to call them and try to educate them on our office hours and what type of visits could possibly wait until the next day so they can be seen at our office and which visits they may should visit the ED.
- To close care gaps and reduce medication errors.