

Baseline Survey: Patients with Chronic Health Conditions and Case Managers

Geisinger Health System, Danville PA

This is a questionnaire designed to be completed by patients across a health care system. The tool includes questions to assess attitudes of users of health information exchange.

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Baseline Survey: Patients with Chronic Health Conditions and Case Managers

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KeyHIE® ®

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Executive Summary

759 respondents in the Geisinger service area, who have chronic health conditions and non-KBC case managers, completed a mailed survey (response rate 55%). This survey provides baseline information regarding attitudes about case management and electronic sharing of medical records, among older, chronically ill patients in the region. A follow-up survey will be conducted in late 2012, to compare these attitudes with those of KBC care managed patients.

- The majority of respondents were 65 years or older (76%); both genders equally represented. Almost all were non-Hispanic white. Respondents with three or more chronic conditions were more likely to report being in worse health than those with fewer conditions; those with three or more chronic conditions also had lower educational attainment. Most respondents (57%) reported not using a computer; among the remainder, 11% rated themselves as "beginners," 21% as "average," and 6% "advanced" computer users.
- Among those who were aware of having a case manager, about half spoke with their case manager less than once a month. Two-thirds reported that when they have a problem or question they can contact their case manager and receive a prompt response.
- Almost all (95%) were confident that a hospital emergency department could access their medical records quickly in an emergency.
- Nearly all respondents felt that their primary-care doctor and nurse should have access to all of their medical records. Most also indicated that clinicians providing specialty care, emergency care, or any other type of care should also have access to their medical information.
- Despite this willingness to share medical information, only 27% of respondents recalled ever being asked by a doctor, hospital, or case manager for permission to share their medical information with other health care providers. Even among those with a recent hospital stay or ED visit, only 31% reported that they had ever been asked to authorize sharing of their medical information.
- Nearly half of respondents were concerned about the security and privacy of electronic medical information systems (48%) and about not knowing who might be able to see their information (44%). All respondents (100%) felt that their employers should not have access to their personal medical information.

These survey results suggest two important opportunities.

(1) Improving Transition Case Management

About half of the respondents who acknowledged having a case manager also had a recent hospital episode (inpatient or ED). Among these, nearly half spoke with their case manager within six days of hospital discharge, and in two-thirds of cases the case manager called the patient, rather than the other way around. Sixty percent of respondents with recent hospital care

indicated that their case managers were aware of the hospital episode before the patient mentioned it (the remaining 40% were unsure, or reported that they brought the hospital episode to their care manager's attention.) Chronically ill patients who have no contact with their case managers after a hospital event, or not for several days, and those whose case managers are unaware of the hospital event, cannot receive optimal transition case management. Starting in 2012, it will be possible for case managers to be notified by KeyHIE® when their patients are admitted to a hospital or ED, so that case managers can quickly engage with their patients during acute episodes.

(2) Public Education/Outreach Regarding Authorization to Share Medical Records

Pennsylvania State law (and KeyHIE® policy) requires that each patient affirmatively authorize medical record sharing. Although almost all respondents were willing to authorize sharing of their medical records with any member of their care team, most did not recall ever being asked to do so. The great majority of respondents were confident that a hospital ED could quickly access their medical records in an emergency—but in fact this is often not the case. Unwarranted confidence about hospital access to medical records indicates a substantial opportunity to educate the public about the need to authorize record sharing – so that their records are indeed available to hospitals in an emergency. Public education and outreach about record sharing will need to address concerns about information security and privacy.

Respondents were somewhat more comfortable authorizing their physicians to share their medical records than giving this authority to hospitals. Efforts to educate patients about record sharing, and seek their consent for record sharing, may be most effective when undertaken by physician practices.

1. Background and Sample

In the spring of 2010, the Agency for Healthcare Research and Quality (AHRQ) funded Geisinger Health System to expand and evaluate the Keystone Health Information Exchange (KeyHIE®). At the same time, the Office of the National Coordinator of Health Information Technology (ONC) funded Geisinger to implement and evaluate the Keystone Beacon Community (KBC). KBC involves IT-supported transition care management for patients with congestive heart failure and/or chronic obstructive pulmonary disease. KeyHIE® serves as critical infrastructure for the KBC program and enables sharing of patient medical information among healthcare providers, with appropriate patient consent/authorization.

The two projects were proposed independently and have separate evaluation designs. The simultaneous awards and aligned project goals offered the opportunity to combine baseline data collection for both evaluations. Both the KBC and KeyHIE® evaluation designs are formative—to improve the programs while they are underway, and also summative—to understand the impact of these two related programs. Both summative evaluations employ a pre/post design.

In late 2011 an IRB-approved survey was conducted with case-managed patients in the Geisinger service area who have chronic health conditions. The survey contained two samples: one to serve as a baseline for the KBC pre/post evaluation, and the other to serve as a baseline for the KeyHIE® pre/post evaluation. The KeyHIE® baseline sample included patients in 31 largely rural Pennsylvania counties who had chronic heart failure (CHF), chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD) or diabetes and having case managers assigned by their insurer (Geisinger Health Plan), or the health system where they receive care (Geisinger Health System). These patients typically use many health services and their case managers can use KeyHIE® to assemble comprehensive information about their care. The KBC baseline sample included patients in five of the 31 counties, who had COPD and/or CHF and who also had case managers assigned by their insurer or health system. The KBC sample included all of the case-managed CHF and COPD patients in the five counties who were not selected for the KeyHIE® 31-county sample.

The two baseline surveys were conducted at the same time, among similar patients and with the same questionnaire; they are therefore combined in this report. The combined samples reflect the attitudes and experiences of case-managed patients with chronic health conditions, in the Geisinger service area. Because these were baseline surveys, the goal was to gather perceptions and experiences from patients not yet affected by either program; therefore none of the patients surveyed had any involvement with KBC care management. The follow-up KBC survey in 2012 will cover the five KBC counties and include KBC care-managed patients who have outpatient case managers. The follow-up KeyHIE® survey in 2014 will cover all 31 KeyHIE® counties and include patients whose case managers are assigned by their insurer or health system.

The analysis that follows describes survey respondents' demographics and explores the following research questions:

1. How satisfied are patients with case management and with rapid engagement of their case managers during acute episodes of illness? How actively involved are patients in managing their own chronic conditions? Does this vary by number or type of conditions or demographic factors (gender, age, race, education level)?
2. How experienced is this population of chronically-ill patients with computers and the Internet? Does this vary by number of conditions or demographic factors?
3. How comfortable are patients with electronic sharing of their medical records among their hospitals and physicians? How likely are they to authorize record sharing? Are they familiar with KeyHIE® ? Do any of these vary by number or type of conditions or demographic factors? By case manager interactions? By experience with the Internet and computers?

2. Methods

2.1 Procedure

A modified Dillman approach [1] was used for data collection. Potential respondents first received a letter explaining the goal of the study, and asking them to fill out an enclosed questionnaire and return it using a pre-stamped return envelope. One week later potential respondents received a reminder postcard. Two weeks later, those who had not returned the questionnaire received a similar package (letter, questionnaire, and pre-stamped envelope). Finally, a month after the first letter, those who had not yet returned a completed questionnaire received the same package a third time.

2.2 Questionnaire

The questionnaire contained 31 questions organized in four sections. Ten questions concerned experiences with case management (e.g. “Do you currently have a case manager who helps you manage your condition?”); seven questions concerned comfort with sharing medical information and records (e.g. “Has a doctor, hospital, or case manager ever asked your permission to share your medical information with other health care providers?”); six questions concerned experience with computers and the Internet (e.g. “Have you ever looked at your personal medical information online, such as lab test results or prescriptions, with or without help?”); and nine questions were about respondent demographics. Prior to implementation, the questionnaire underwent cognitive testing with chronic disease patients in active case management.

2.3 Response Rate

Response rate was 54.8% across the two combined samples.

Combined Sample	Ineligible		Eligible	Complete	Response Rate (complete/eligible)
	Deceased	Wrong Address			
1400	9	6	1385	759	54.8%

2.4 Non-Response Adjustment

The eligible population for the KeyHIE® baseline sample included patients in 31 largely rural Pennsylvania counties who had chronic heart failure (CHF), chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD) or diabetes, who also had case managers assigned by their insurer (Geisinger Health Plan), or the health system where they receive care (Geisinger Health System). The eligible population for the KBC sample included all of the case-managed CHF and COPD patients in the five counties who were not selected for the KeyHIE® 31-county sample. Because the KeyHIE® sample was a random sample, a sample weight was created.

KeyHIE® Sampling weight

For the KeyHIE® sample, 756 possible respondents were drawn from a total universe of 5422, proportionally allocated across the combination of the above-described comorbidities. The sampling fraction therefore, was 756/5422, and the corresponding sampling weight was $5422/756 = 7.17$ for each case in the KeyHIE® sample. Since all available cases with CHF and/or COPD were sampled for the KBC sample, the sampling weight was set to 1 for each case.

Non-response adjustment weight

To eliminate selection bias, a non-response adjustment was calculated so that the final results reflect the overall population from which the samples were drawn. Of the 756 sampled KeyHIE® potential respondents, 374 completed the survey. Of the 644 KBC potential respondents, 385 completed the survey. For those respondents we calculated the non-response adjustment factor for each combination of comorbidities (CoC), separately as follows:

$$\text{Non-response adjustment factor}_{\text{CoC}} = \frac{\text{Sum of sampling weights (Responders + Non-Responders)}_{\text{CoC}}}{\text{Sum of sampling weights (Responders)}_{\text{CoC}}}$$

and the non-response adjusted weight for each completed case in combination of comorbidities was:

$$\text{Non-response adjusted weight}_{\text{CoC}} = \text{Sampling weight} * \text{Non-response adjustment factor}_{\text{CoC}}$$

Final weight

Finally, we adjusted the non-response adjusted weight so that the weighted total in the combined (374 KeyHIE® + 385 KBC = 759) sample is equal to the sum of both the KeyHIE® and KBC populations, *i.e.* $5422 + 644 = 6066$. The final adjustment of weights was also done by combination of comorbidities as follows:

$$\text{Final Weight}_{\text{CoC}} = \text{Non-response adjusted weight}_{\text{CoC}} * \frac{\text{N of population}_{\text{CoC}}}{\text{Sum of Non-response adjusted weights}_{\text{CoC}}}$$

2.5 Tests of Significance

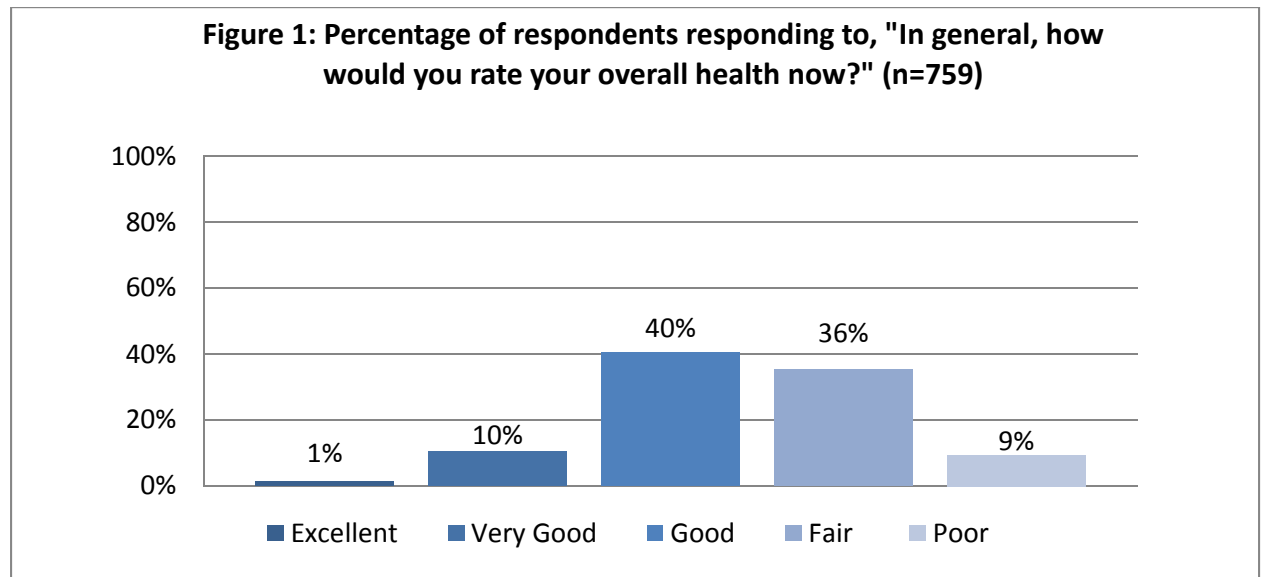
All figures provided below include weighted numbers (Ns). All tables provided in the Appendix include unweighted Ns, weighted Ns, and 95% confidence intervals for the corresponding population parameters. General associations were examined using adjusted Wald chi square tests, where sample size permitted. Although chi square tests could not be generated for variables with zeros in one or more of the response categories, if a 0 occurred in the “missing” data category, the “missing” category was dropped before conducting the chi square test. As a result, a slight bias may have been introduced due to unbalanced weights. Due to the small number of missing respondents in any given response category, however, this bias is likely minimal.

Primary research questions examined differences by type of disease condition (CHF, COPD, CAD, etc.) as defined in the sampling frame, for key variables such as self-reported health status, experiences with case managers, and willingness to share medical information. Additional pairwise comparisons were performed to further examine differences by disease condition. These multiple comparisons were performed using the procedure DESCRIPT in SAS-callable SUDAAN Release 10.0.1, which produces the difference in percentages between the disease conditions for the specified variables along with the significance level (p-value). Where applicable, these comparisons are reported in the tables located in the Appendix.

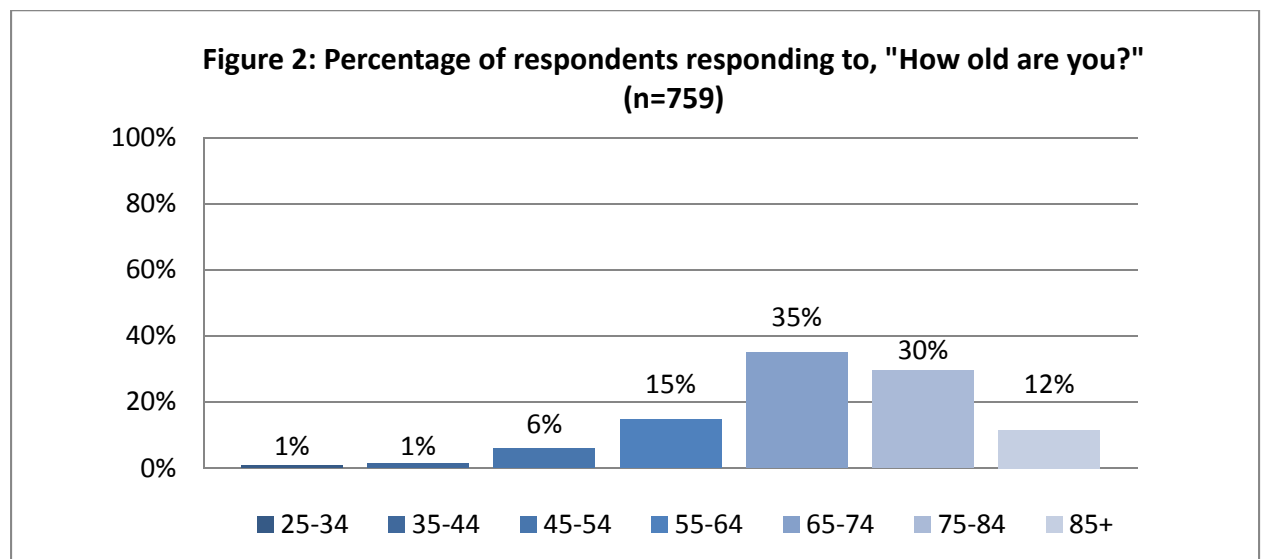
3. Results

3.1 Respondent Demographic Characteristics

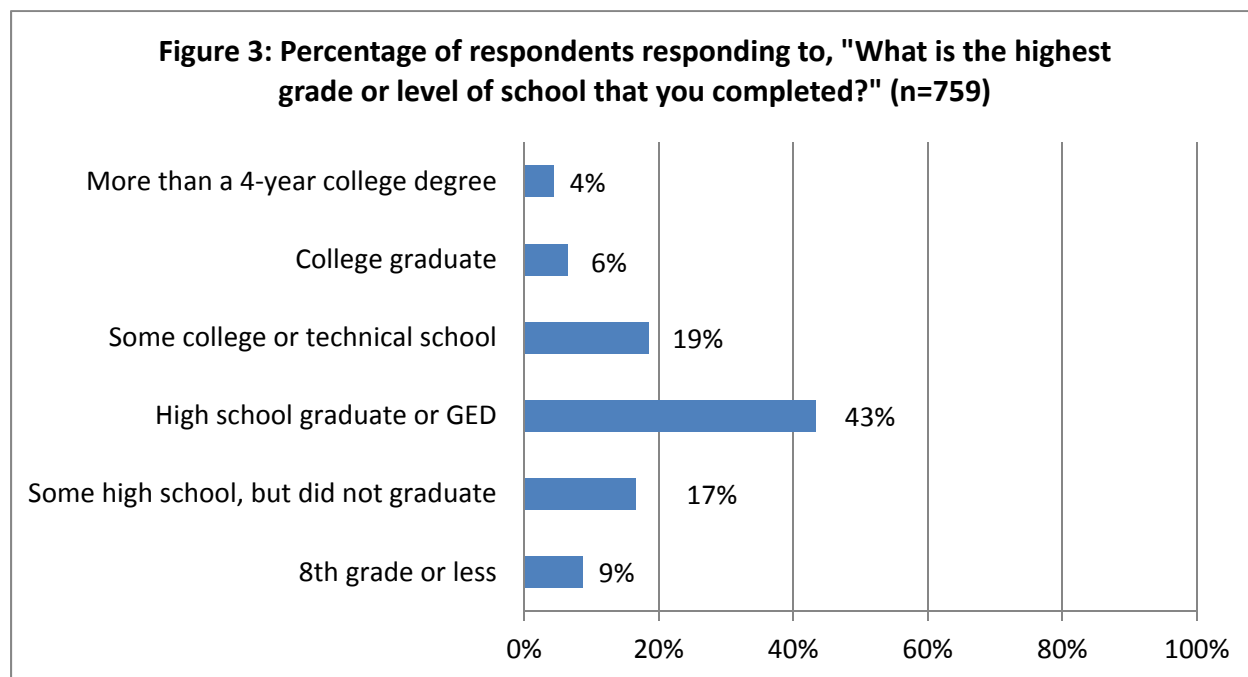
The patient questionnaire contained nine questions related to respondent demographics and characteristics. Respondents were first asked to rate their current overall health status on a scale of “Poor” to “Excellent” (Figure 1). The majority of respondents reported “Good” (40%) or “Fair” (36%) overall health; only a few reported their health to be “Excellent” (1%) or “Poor” (9%).



Most respondents reported their age to be in the 65-74 age range (Figure 2) and 77% of all respondents were age 65 years or older.



Both genders were represented equally among respondents. Two-thirds reported being retired; a minority reported working full-time outside of the home (13%) or were unable to work (11%). The majority of respondents reported that their highest grade or level of school completed was “High School graduate or GED” (Figure 3); less than one third reported more than a high school education.



Respondents were homogenous in terms of race and ethnicity, with almost all reporting that they were non-Hispanic white (96%).

In terms of insurance coverage (respondents could check all that apply), this elderly group of respondents was primarily covered by Medicare (73%), by a private insurance policy bought directly from an insurer (47%), and/or by private insurance offered by their current or former employer (19%).

The majority of respondents completed the survey themselves (90%) without assistance from anyone else.

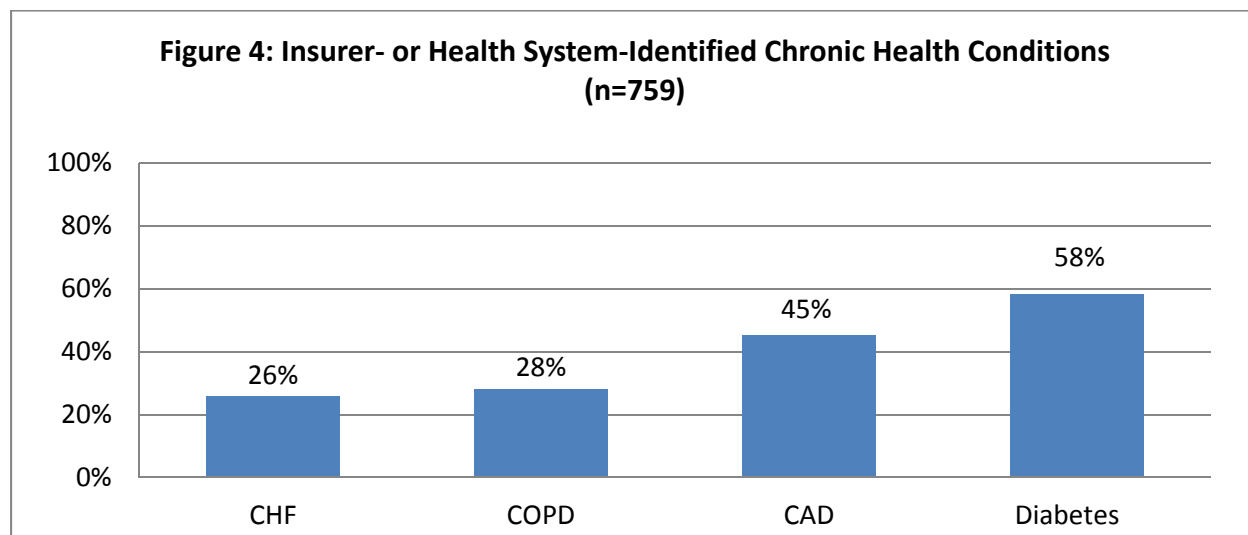
Appendix Table 1a presents patient demographics by number of disease conditions. Chi-square tests show significant differences by number of disease conditions for self-reported health status ($p < 0.001$), as well as age, employment status, and education level ($p < 0.01$). Respondents with three or more chronic health conditions reported being in the worst health (62% reported fair/poor health), were older (17% were 85 years of age or older), and had less education (15% had an 8th grade education or less) than those with fewer conditions. In addition, fewer respondents with three or more chronic health conditions were employed outside the home (6%) compared with those having just one chronic condition (24%).

Appendix Table 1b presents demographic characteristics by type of disease condition (CAD, CHF, COPD, Diabetes, comorbid COPD/CHF, and other combinations of comorbid conditions as determined from the sampling frame). Respondents with CHF were the oldest (24% were 85 years of age and older), and respondents with CHF, COPD, or comorbid COPD/CHF reported the lowest levels of employment outside the home. Respondents with CAD and COPD/CHF reported the lowest levels of educational attainment, while those with diabetes were the youngest and reported the highest levels of employment and educational attainment. (All results significant at $p < 0.001$)

Pairwise comparisons (Appendix Table 1b) reveal that respondents with comorbid COPD/CHF reported the worst health (70% reported fair or poor health) compared with those having other chronic health conditions; respondents with diabetes or CAD reported being in the best health ($p < 0.05$).

3.2 Case Management and Patient Activation

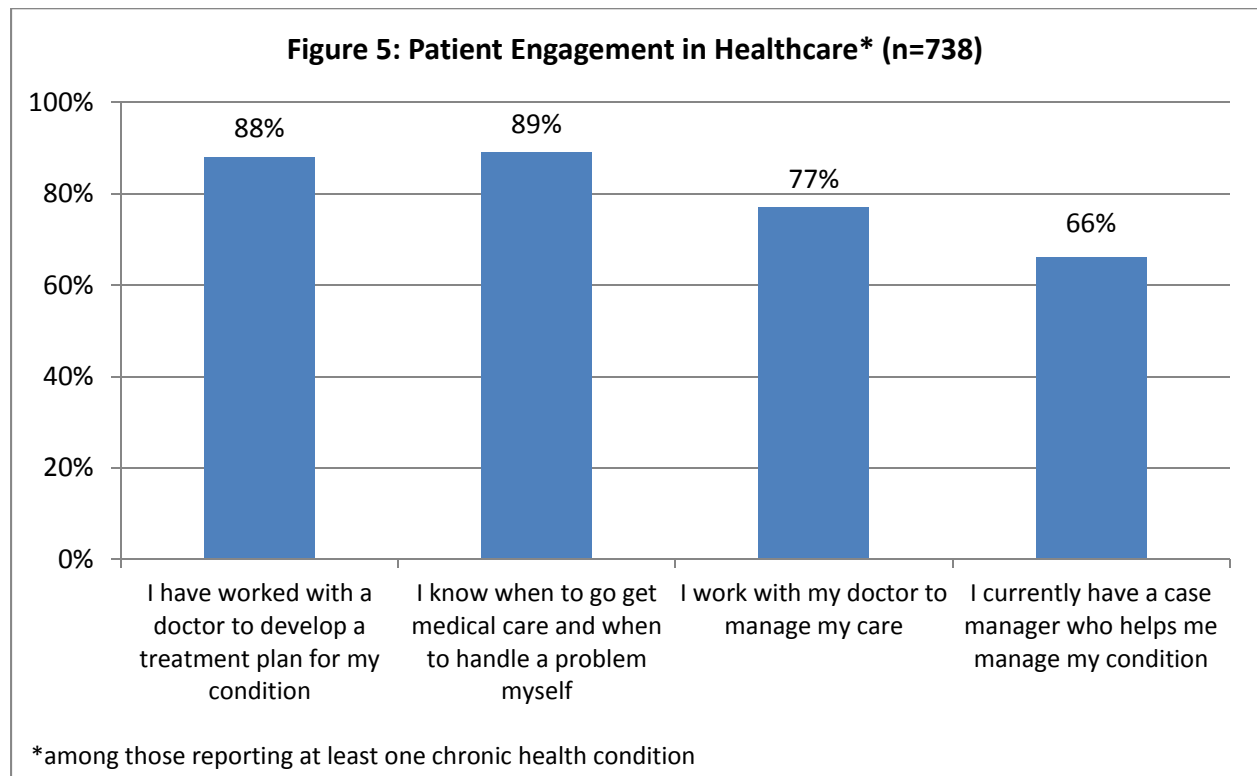
The survey asked about respondent’s experiences with case management, and the degree to which respondents actively engage in their own health care. The sample frame included respondents with four types of chronic health conditions, and many respondents had more than one: the largest number of respondents were identified by their insurer or health system as having diabetes (58%); 45% had CAD; 28% had COPD; and 26% had CHF (Figure 4).



Respondents were also asked to report their chronic conditions on the survey. Approximately 96% of respondents indicated that they did have a chronic health condition, and more than two thirds also reported having had surgery in the past ten years. However, 3% (n=21) of respondents did not acknowledge having a chronic health condition, despite having been identified by their insurer or health system as having one of the above-mentioned conditions. These 21 respondents did not answer questions about how they managed their chronic health conditions (because they denied having any) and are therefore not represented in Figures 5-7.

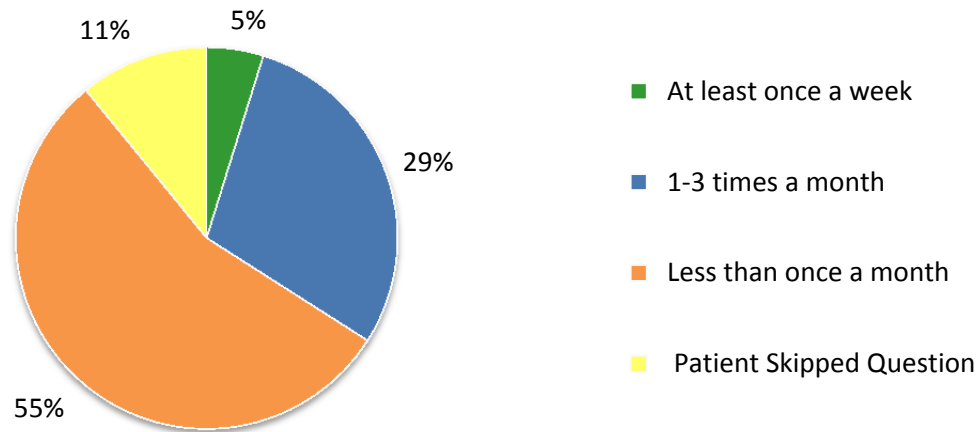
Excluding the 21 individuals who denied having a chronic health condition, the great majority of respondents reported working with their doctors to develop a treatment plan for their conditions, working with their doctors to manage their care, and knowing when to seek medical care rather than handling problems themselves (Figure 5). These survey questions were based on previously validated Patient Activation Measurement survey items.^{i,ii}

Only two-thirds of respondents reported having a case manager who helped them manage their conditions, although all had been assigned a case manager. Pairwise comparisons revealed that respondents with diabetes (and no other chronic conditions) were least likely to report having a case manager ($p < 0.01$).



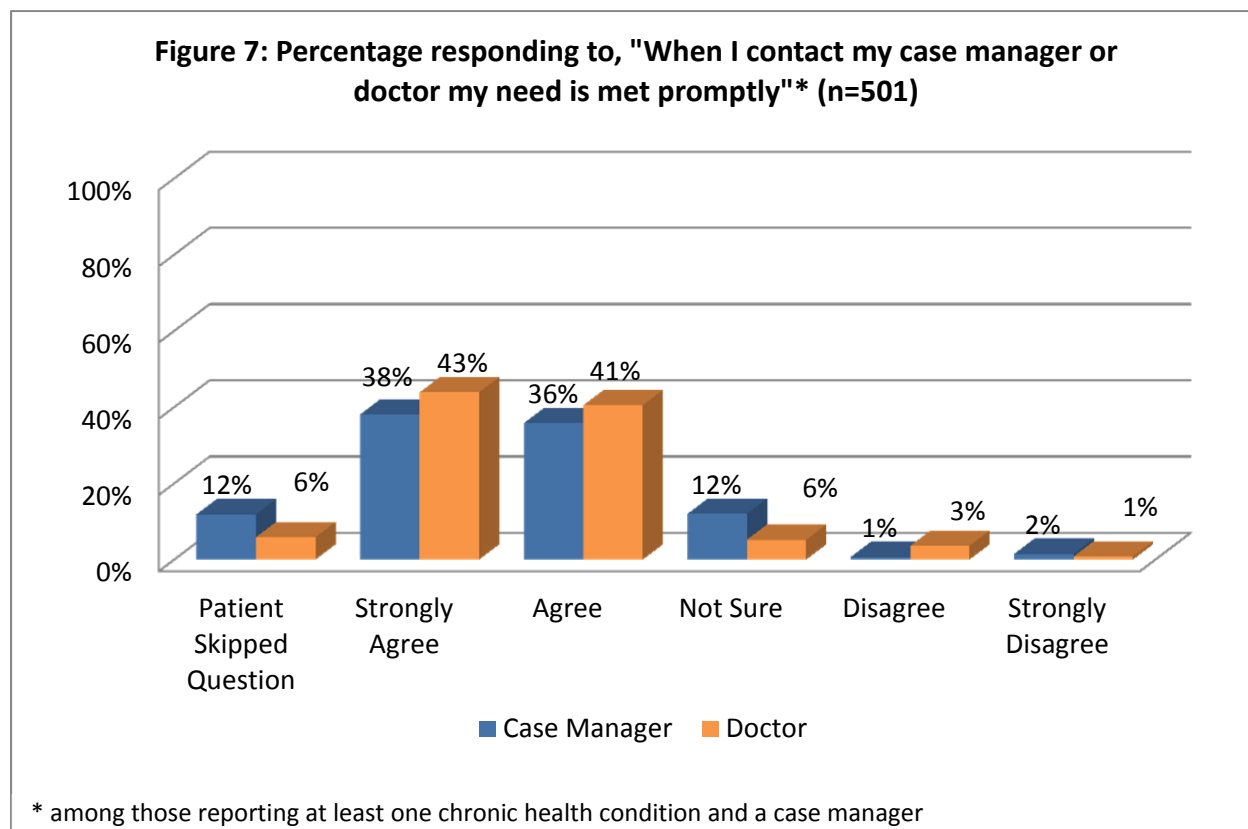
Respondents who reported having a chronic condition and acknowledged having a case manager (66%, n=501), were then asked questions about interactions with their case manager; the 34% who denied having a case manager skipped these questions. As seen in Figure 6, most of these 501 respondents spoke with their case manager less than once a month (55%), while a few (5%) spoke with their case manager at least once a week.

Figure 6: Frequency of Communication with Case Manager* (n=501)



* among those reporting at least one chronic health condition and a case manager

Three quarters of respondents who acknowledged having a case manager agreed or strongly agreed that when they had a problem or question they could contact their case manager and when they contacted their case manager their need was met promptly (Figure 7). More than 80% of respondents also agreed or strongly agreed that they could contact and obtain a prompt response from their doctors.



Among respondents who reported having at least one chronic condition (n=738) chi square tests (Appendix Table 2a) show significant differences by number of chronic health conditions for all case manager interactions.

- Respondents with three or more conditions were most likely to report having a case manager (81%) followed by those with two conditions (71%) and those with just one condition (60%; $p < 0.01$). Respondents with just one chronic health condition may have had less need for case management services, and hence may have forgotten that they had been assigned a case manager by their insurer or health system.
- Almost half of respondents with three or more chronic conditions spoke with their case managers frequently (one to three times a month) compared with 24% of those with one or two chronic health conditions ($p < 0.05$). Again, patients with multiple conditions may have had more need for frequent communication with their case managers.

- The majority of respondents indicated that they could contact their case manager with a problem, although those with just one condition were slightly less likely to report this ready access to their case manager ($p<0.05$).
- Almost all respondents agreed or strongly agreed that their need was met promptly when they contacted their case manager, although this was slightly less true for those with just one chronic condition ($p<0.05$).

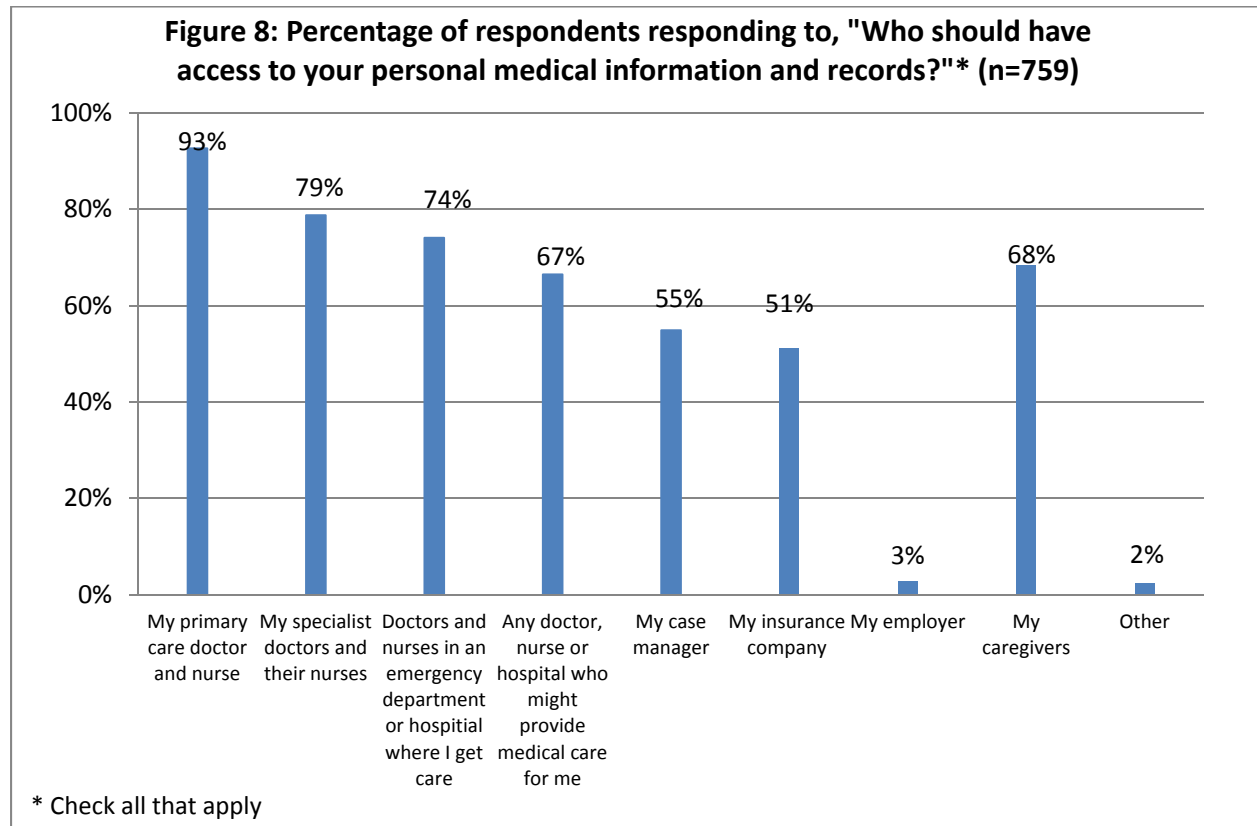
As shown in Appendix Table 2b, respondents with CHF spoke with their case managers most often and those with diabetes spoke to their case managers least often ($p<0.05$); this is consistent with the poorer health reported by those with CHF who likely require more case management.

215 respondents with a chronic condition, who acknowledged having a case manager, also reported being cared for in an emergency room or hospital within the past 6 months. These 215 respondents were asked how quickly they were in touch with their case manager when this acute medical need arose. Among these respondents, 20% spoke with their case manager within two days after discharge and another 24% reported speaking with their case manager within 3-6 days of their discharge from the hospital or ED. In addition, 68% of those with recent hospital care reported that their case managers called them, as opposed to the respondent initiating communication, and 60% believed that their case manager knew about their hospital care before the respondent mentioned it. The remaining 40% either told their unaware case managers about their hospital episode, or didn't know/recall whether their case manager knew about the episode before the respondent mentioned it.

3.3 Medical Information Sharing and Computer Use

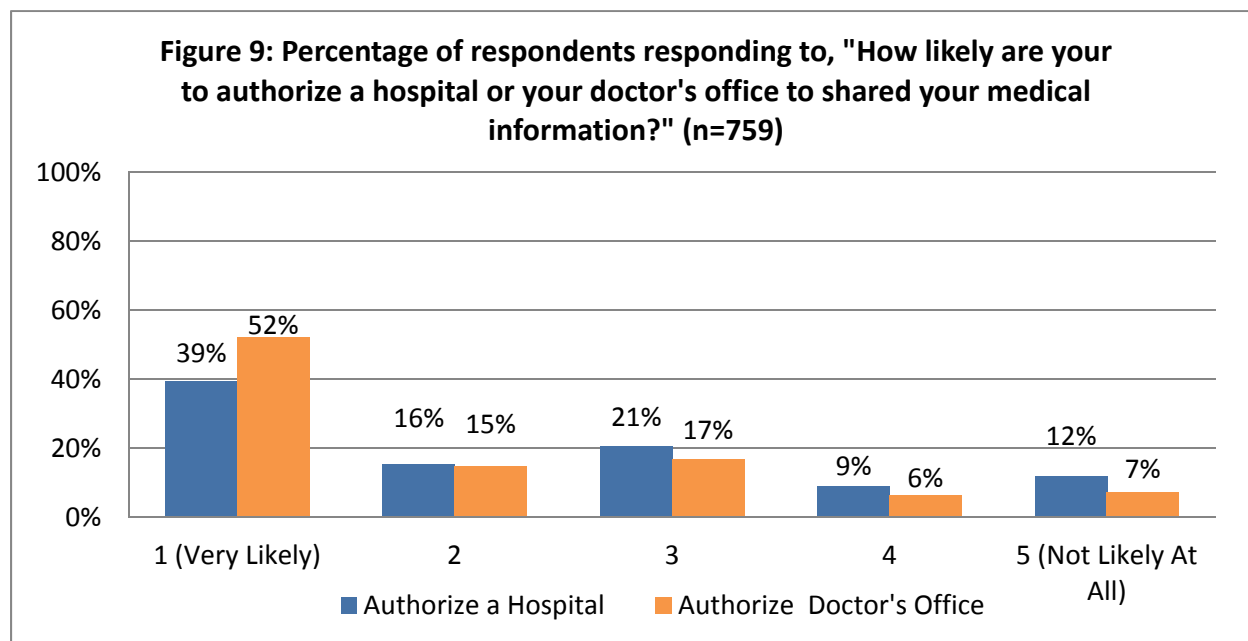
Sharing of Medical Information

The questionnaire contained seven questions regarding respondents' opinions about sharing their personal medical information and records. Respondents were asked about which individuals and organizations should have access to their personal medical information and records. As shown in Figure 8, almost all respondents indicated that their primary care doctor and nurse should have access to their medical information and more than two thirds wanted other types of clinicians providing care for them (specialty care, emergency care, any other care) to have access to their medical information. Approximately half of respondents indicated that their case manager (55%) or insurance company (51%) should also have access to their medical information. Respondents were unanimous in feeling that their employers should not have access to their personal medical information and records.



Respondents were next asked if they were confident that an ED could gain access to their medical records quickly in an emergency. Only 5% of respondents indicated that they were “Not Confident” that an emergency room could gain access to their medical records quickly, while 47% of respondents indicated that they were “Very Confident” this would be the case. Appendix Table 3b shows that respondents with COPD/CHF were the most confident that EDs could access their medical records during an emergency (79% “very confident”); significantly higher than among respondents with diabetes (63% very confident) or with other or multiple chronic conditions (61% very confident) (p<0.05).

Respondents were asked if they would authorize a hospital or their doctor's office to share their medical information with other doctors and hospitals (Figure 9). More than half of respondents indicated that they were "Very Likely" to authorize their doctor's office to share their medical information with other health care providers, and 39% of respondents indicated they would very likely authorize a hospital to do so.



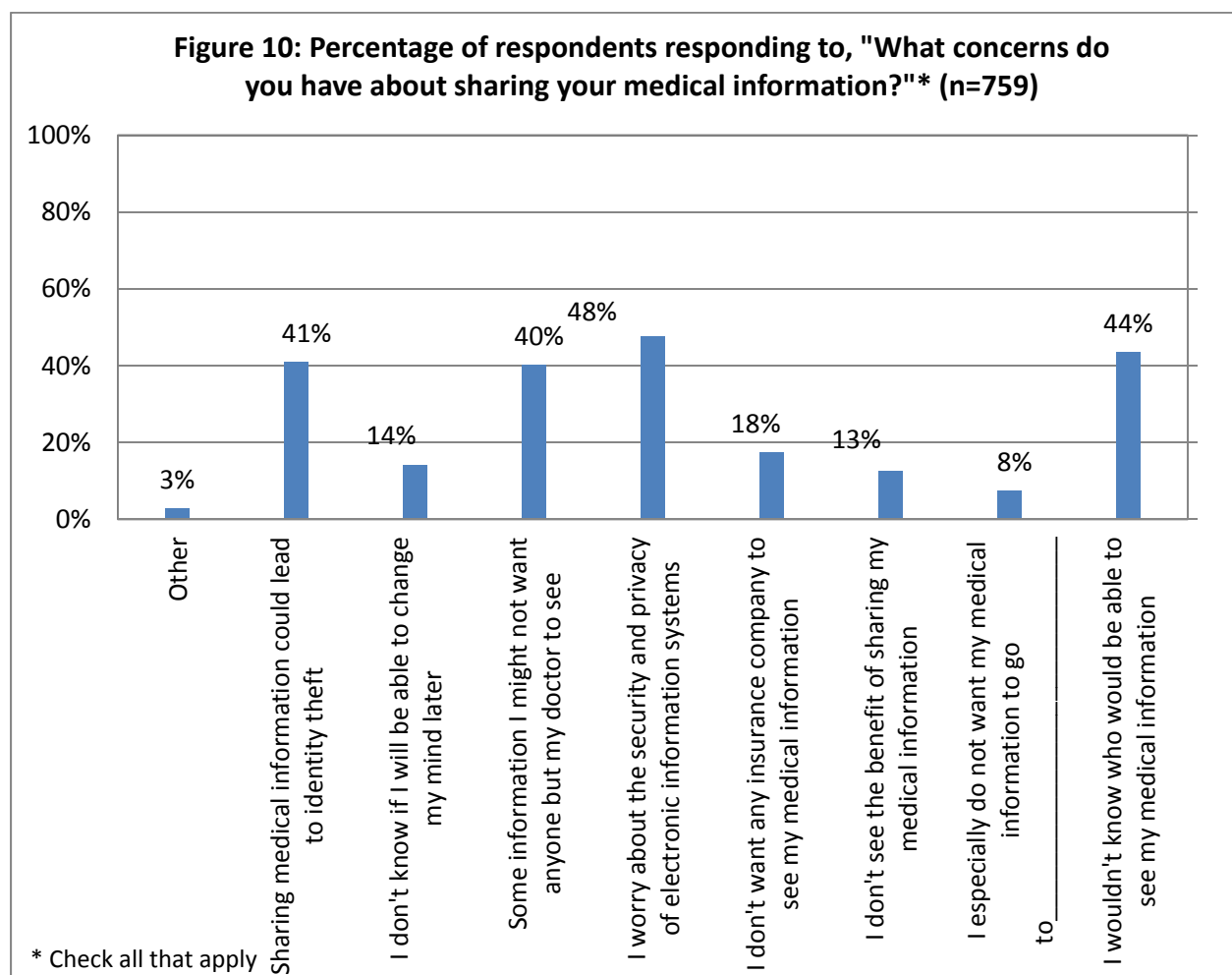
- Respondents with diabetes reported the lowest percentage of being "very likely" to authorize a hospital or their doctor to share their medical records; significantly lower than the percentages of respondents with CHF, COPD, COPD/CHF and other comorbid conditions ($p < 0.05$; Appendix Table 3b).
- More respondents with a case manager were very likely to authorize their doctor to share their medical records, than were respondents without a case manager ($p < 0.05$; Appendix Table 4b).
- More frequent and active involvement with a case manager did not affect willingness to authorize sharing of medical records (Appendix Table 4c).
- Those with advanced Internet/email skills were more likely to authorize record sharing than those with beginner Internet/email skills ($p < 0.001$; Appendix Table 4a).

Fully 82% of those with three or more chronic conditions—individuals with the most complex health care needs—felt that their caregivers should have access to their medical records (Appendix Tables 6a and 6b).

Despite this willingness to authorize the sharing of medical information, and desire for the clinical team to have access to these records, only 27% of respondents indicated that they had ever been asked to authorize sharing of medical information; the remainder indicated that they

had never been asked (47%), or did not recall if they had been asked (25%). Among those with a recent hospital stay or ED visit (an opportunity for a hospital to seek patient authorization), only 31% reported that they had ever been asked to authorize sharing of their medical information.

Although sharing of medical information was endorsed by this population, respondents were asked to indicate any concerns they had about sharing their personal medical information (Figure 10). Security and privacy of electronic information systems (48%) and not knowing who would be able to see their medical information (44%), were the most common concerns. Respondents with excellent/very good health indicated more concerns about sharing medical information than did respondents with fair/poor health (Appendix Table 7c). Respondents with a high school or higher education were generally more worried about security and identity theft than were those with less education (Table 7e, and younger respondents were more concerned about sharing information than older respondents (Table 7f). Finally, respondents who were not likely to authorize medical record sharing by a hospital or doctor were more likely to feel that only their personal doctor should see their medical information (Appendix Tables 7g and 7h).

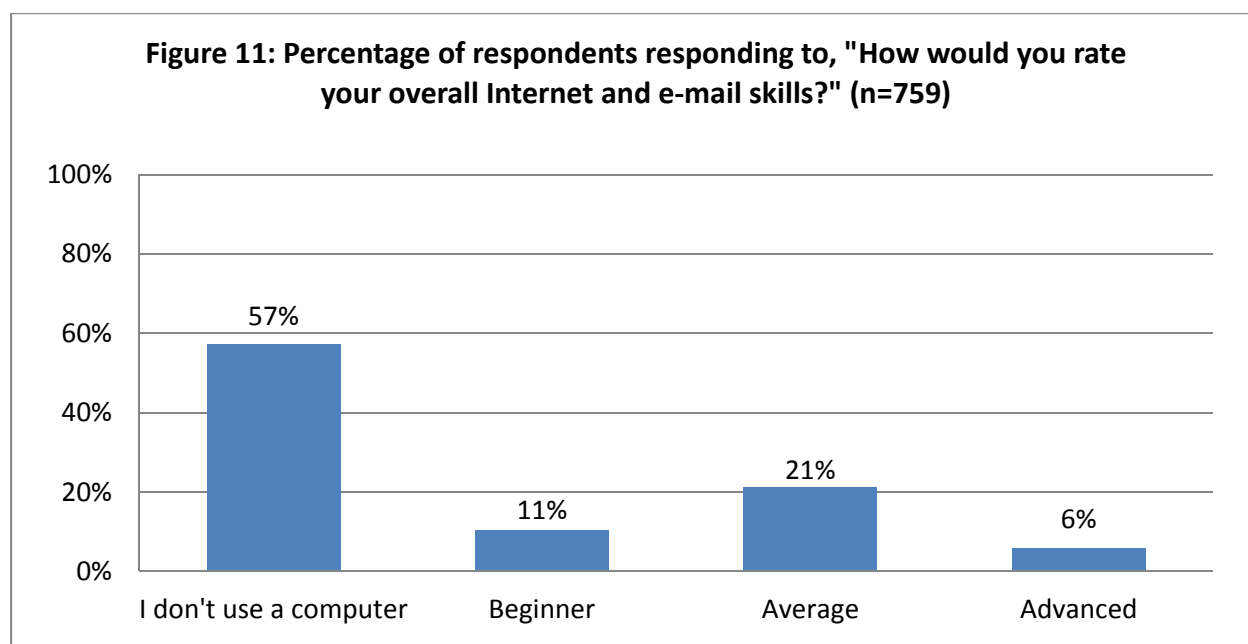


Respondents could also write-in who they especially did *not* want their medical information shared with. Eight percent of respondents used this option and indicated that their medical information should not be shared with entities such as governmental agencies, employers, businesses, researchers, or with the general public.

Respondents were asked if they had heard of the Keystone Health Information Exchange (KeyHIE®), and only 4% had. This is not surprising, given the KeyHIE® management decision not to “brand” the information exchange – the goal is for the exchange of information to be transparent to patients. The few respondents who had heard of KeyHIE®, explained that they understood it to be a means by which to make medical information made available at the point of care.

Computers and the Internet

The questionnaire contained six questions related to respondents’ use of computers and the Internet (Figure 11). More than half of the respondents from this elderly, rural population indicated that they did not use a computer, and only a few considered themselves to be advanced users of the Internet and e-mail.



614 respondents indicated that they use a computer and the internet by themselves, or with help from someone else. These 614 respondents were asked how often they used the Internet or e-mail; 23% are online every day, and the rest are online much less. In terms of the location where they most often used the Internet and e-mail, “At home” was the most common location (42%); only 8% use the Internet at work, because most are retired.

Respondents with lower levels of education reported lower computer skills and Internet/email use than those with more education ($p < 0.001$; Appendix Table 3e). A higher percentage of respondents in excellent/very good health reported using a computer, than was true among those

in fair/poor health. Among those who did use a computer (with or without assistance), far more respondents in very good/excellent health reported going online every day (46%) than did those with very fair/poor health (15%; $p < 0.01$) (Appendix Table 3c). Moreover, respondents with just one chronic condition used the Internet most frequently, compared to those with two or three or more chronic conditions ($p < 0.05$) (Appendix Table 3a).

Among respondents who use computers and the Internet, 29% (n=175) had looked at their personal medical information online with or without assistance (e.g., via patient portals, which are available to many people in the Geisinger service area). Figure 12 shows that these 175 respondents found that the experience of going online to look at their personal medical information easy to do, and the information they found was beneficial. Far fewer elderly respondents had ever looked at their medical information online, compared with younger respondents ($p < 0.001$; Appendix Table 3f).

Figure 12: What are your impressions about going online to look at your personal medical information? (n=175)	
I find useful information about my medical care, such as my lab test results or drug prescriptions	94%
I find useful reminders about preventive care I should get, such as flu shots and screening tests.	92%
I am able to use the online system to send private emails to my doctor, nurse or case manager.	83%
The online system is easy to learn and easy to use.	86%
I will probably use the online system again in the future, to look at my personal medical information or send emails to my doctor.	93%

4. Discussion

Survey respondents were chronically ill, case managed, elderly, retired, and almost exclusively non-Hispanic White; most reported fair to poor health. The subset with three or more chronic health conditions was less healthy, older, less likely to be working, less educated and less likely to use computers and the Internet than those with fewer chronic health conditions.

Survey results indicate two important opportunities for KeyHIE® :

(1) Improving Transition Case Management

Most respondents acknowledged having a case manager, although those with only one chronic condition were less likely to report having a case manager – perhaps they had little need for a case manager and did not remember that one was available to them. Those who acknowledged having a case manager were quite satisfied with that relationship, felt they could contact their case manager when needed, and felt their needs were addressed promptly – despite the fact that the most spoke with their case manager less than once a month.

About half of the respondents who had a case manager also had a recent hospital episode (inpatient or ED). Among these, nearly half spoke with their case manager within six days of hospital discharge, and in two-thirds of cases the case manager called the patient, rather than the other way around. Sixty percent of respondents with recent hospital care indicated that their case managers were aware of the hospital episode before the patient mentioned it; the remaining 40% were unsure, or reported that they brought the hospital episode to their care manager's attention.

Chronically ill patients who have no contact with their case managers after a hospital event, or not for several days, and those whose case managers are unaware of the hospital event, cannot receive optimal transition coordination. Starting in 2012, it will be possible for case managers to be notified by KeyHIE® when their patients are admitted to a hospital or ED, so that case managers can quickly reengage with their patients to ensure appropriate discharge transitions.

(2) Public Education/Outreach Regarding KeyHIE® Authorization

KeyHIE® policy requires that each patient affirmatively authorize medical record. Although the great majority of respondents were willing to authorize sharing of their medical records with any clinician taking care of them, most did not recall ever being asked to authorize record sharing. Even among those with a recent hospital stay or ED visit – opportunities when authorization could be solicited – only 31% reported that they had ever been asked to authorize sharing of their medical information.

Respondents were somewhat more comfortable authorizing their physicians to share their medical records than giving this authority to hospitals. Efforts to educate patients about record sharing, and seek their consent for record sharing, may be most effective when undertaken by physician practices.

Most respondents were confident that a hospital ED could quickly access their medical records in an emergency. Rapid access to medical records would only be possible, however, if the patient received most of their care at that hospital (i.e., no record sharing required), or if the hospital participated in KeyHIE® or another electronic record sharing arrangement, and the patient had authorized record sharing. Patient confidence about hospital access to medical records may be unwarranted, and indicates the need for public education about the need for patient authorization. Since most chronically ill patients who use hospital care are willing to authorize record sharing, but have not yet been asked, there is a substantial opportunity to solicit patient authorization.

More than half of the elderly, chronically ill respondents do not use a computer. Many were, however concerned about the security and privacy of electronic information systems, and their ability to control who could see their medical records. Respondents with more education and computer experience had more concerns about information sharing than others. Public education and outreach about authorizing record sharing will need to address these concerns.

Appendix. Baseline Patient Survey Results

(Percentages – Weighted; “N’s” – Unweighted)

4.1 Part I: Care Management

1. In general, how would you rate your overall health now (n=759)?

a. Excellent	1.3% (n=8)
b. Very Good	10.4% (n=76)
c. Good	40.4% (n=287)
d. Fair	35.5% (n=295)
e. Poor	9.4% (n=72)
f. Patient Skipped Question	3% (n=21)

2. Have you had surgery in the past 10 years (n=759)?

a. Yes	68.6% (n=525)
b. No (Skip to Question 3)	28.2% (n=206)
c. Patient Skipped Question	3.2% (n=28)

2a. In what year was your most recent surgery (n=525)?

a. 2000-2005	16% (n=83)
b. 2006-2010	46.4% (n=255)
c. 2011	30.0% (n=151)
d. Don't Recall	2.2% (n=14)
e. Patient Skipped Question	5.4% (n=22)

**3. Has a doctor ever told you that you have any of the following conditions (n=759)?
(Please check all that apply)**

a. Clogged or hardened arteries (arteriosclerosis)	22.6% (n=162)
b. High blood pressure (hypertension)?	66.1% (n=505)
c. Angina or heart disease?	27% (n=210)
d. Heart failure (CHF)?	18.4% (n=173)
e. Diabetes (high blood sugar)?	57.8% (n=364)
f. Emphysema, chronic bronchitis, or COPD?	22.6% (n=228)
g. Another condition? (specify)	22.6% (n=171)
h. None of the above	2.5% (n=21)

3. Has a doctor ever told you that you have any of the following conditions? Another condition? (specify)

<ul style="list-style-type: none"> • Epilepsy, Thyroid, Atrial Fibrillation • ESRD • Essential Tremor • Eyes Water & Sneezing • Failed Back • Fibromyalgia, Early Parkinson's & More • Glaucoma, Osteoporosis • Glaucoma • Gout • Gout, Obesity • Gout, Retinal Pucker, Shortness of Breath & Walking Instability • Grave's Disease • Gullian Barre • Had Stroke • Heat Attack • Heart Cath • Heart out of rhythm • Heart Stints • High Cholesterol, Osteoporosis • High Cholesterol • Hip Problem • Hodgkin's (Cancer) 	<ul style="list-style-type: none"> • Hypercholes Teremia • Hypothyroid – High Cholesterol • Hypothyroidism, Kidney Failure and More • I have a Pace Maker • IBS • ICD Implant • Illiostomy, Small Intestine • ITP • Joint Replacement, Dementia • Kidney • Kidney Disease • Kidney Failure • Kidney Failure (Fistula) • Kidney not producing hormone to produce blood cells • Kidney Stage III • Kidney stones, prostate use catheter • Liver Disease, Acute Renal Failure • Lung Cancer • Lung Disease • Lung Infection-Undiagnosed • Lymphoma • Macular degeneration/Rheumatoid Arthritis
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4. I have worked with my doctor to develop a treatment plan or action plan for my condition (n=738).

a. Yes	87.5% (n=655)
b. No	4.3% (n=31)
c. Patient Skipped Question	8.2% (n=52)

5. I know when to go get medical care and when I can handle a problem myself (n=738).

a. Yes	89.0% (n=656)
b. No	3.9% (n=35)
c. Don't Know	0.2% (n=1)
d. Patient Skipped Question	6.9% (n=46)

6. How do you manage your health care (n=738)?

a. I manage my care myself.	8.1% (n=58)
b. I work with my doctor to manage my care.	77.2% (n=568)
c. I let my doctor manage my care.	8.6% (n=70)
d. Don't Know	0.1% (n=1)
e. Patient Skipped Question	6.1% (n=41)

7. Do you currently have a case manager who helps you manage your condition (n=738)?

a. Yes	65.9% (n=501)
b. No (Please Skip to Question 11)	22.4% (n=148)
c. Don't Know	7.8% (n=58)
d. Patient Skipped Question	4.0% (n=31)

8. In general, how often do you talk with your case manager, by phone or in person (n=501)?

a. At least once a week	4.8% (n=25)
b. 1-3 times a month	29.2% (n=159)
c. Less than once a month	55% (n=270)
d. Patient Skipped Question	10.9% (n=47)

9. Have you been cared for in an emergency room or hospital in the past 6 months (n=501)?

a. Yes	46% (n=215)
b. No (Please Skip to Question 10)	49% (n=260)
c. Don't Know (Please Skip to Question 10)	0.3% (n=4)
d. Patient Skipped Question	4.7% (n=22)

9a. After you left the hospital or emergency room, how much time passed before you talked with your case manager (n=215)?

a. Less than 2 days	20% (n=50)
b. 3-6 days	24.3% (n=53)
c. 1-2 weeks	12.9% (n=24)
d. 3-4 weeks	4.0% (n=9)
e. More than 4 weeks	8.0% (n=15)
f. Don't Know	22.3% (n=46)
g. Patient Skipped Question	8.5% (n=18)

9b. Who made the first call after your hospital care, you or your case manager (n=215)?

a. I called my case manager	7.8% (n=19)
b. My case manager called me	67.9% (n=142)
c. Don't Know	19.9% (n=43)
d. Patient Skipped Question	4.4% (n=11)

9c. Do you believe that your case manager knew about your hospital care, before you mentioned it (n=215)?

a. Yes	60.1% (n=137)
b. No	18.6% (n=33)
c. Don't Know	18.5% (n=40)
d. Patient Skipped Question	2.8% (n=5)

10. How strongly do you agree or disagree (n=501)?

	Patient Skipped Question	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
a) When I have a problem or question I am able to contact my case manager.	8.5% (n=34)	37.4% (n=191)	36.7% (n=195)	14.6% (n=64)	1.5% (n=9)	1.4% (n=8)
b) When I contact my case manager my need is met promptly.	11.9% (n=57)	38.1% (n=192)	35.8% (n=188)	12.0% (n=55)	0.7% (n=3)	1.5% (n=6)
c) I understand my personal action plan for my condition.	10.7% (n=49)	32.2% (n=166)	48.3% (n=237)	7.7% (n=44)	0.7% (n=2)	0.5% (n=3)
d) When I have a problem or question I am able to contact my doctor.	6.3% (n=31)	42.6% (n=208)	41.4% (n=210)	5.7% (n=33)	3.3% (n=14)	0.8% (n=5)
e) When I contact my doctor my need is met promptly.	5.9% (n=29)	43.9% (n=217)	40.5% (n=210)	5.2% (n=28)	3.6% (n=14)	0.8% (n=3)
f) I am satisfied with my case manager	9.2% (n=37)	44.5% (n=228)	37.8% (n=194)	7.1% (n=34)	0.1% (n=2)	1.3% (n=6)
g) I am able to speak with my doctor when I need to.	5.9% (n=28)	36.8% (n=179)	37.9% (n=197)	11.4% (n=60)	6.2% (n=28)	1.8% (n=9)

4.2 Part II: Medical Information and Records

**11. Who *should* have access to your personal medical information and records (n=759)?
(Please check all that apply)**

a. My primary care doctor and nurses	92.7% (n=701)
b. My specialist doctors and their nurses	78.8% (n=587)
c. Doctors and nurses in an emergency department or hospital where I get care	74.1% (n=562)
d. Any doctor, nurse, or hospital who might provide medical care for me	66.5% (n=502)
e. My case manager (if you have one)	54.9% (n=426)
f. My insurance company (including Medicare & Medicaid)	51.2% (n=384)
g. My employer	2.7% (n=16)
h. My caregivers (for example a spouse, family member or close friend)	68.4% (n=527)
i. Other	2.4% (n=16)

11. Who *should* have access to your personal medical information and records? (Please check all that apply) – Other.

<ul style="list-style-type: none"> • Focus Health • Geis Office & Bloomberg • Home Health • I am not happy w/any nursing knowing my personal records. • Medical personnel with a need to know to take care of me. • My attorney • My medical info should never be used for search. 	<ul style="list-style-type: none"> • Only my Dr's. • POA • Redacted • SS Administration • VA Hospital Wilkes Barre • VA Med Center Wilkes Barre PA • VA Med. CTRE Wilkes Barre PA
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12. If an emergency happened tomorrow, how confident are you that an emergency room could get access to your medical records fast (n=759)?

a. 1 (Very Confident)	47.3% (n=395)
b. 2	17.5% (n=131)
c. 3	20.4% (n=135)
d. 4	8% (n=44)
e. 5 (Not Confident)	5.1% (n=35)
f. Don't Know	0.04% (n=1)
g. Patient Skipped Question	1.7% (n=14)

13. Has a doctor, hospital, or case manager ever asked for your permission to share your medical information with other healthcare providers (n=759)?

a. Yes	27.1% (n=195)
b. No	47.2% (n=366)
c. Don't Know	24.6% (n=187)
d. Patient Skipped Question	1.5% (n=11)

14. How likely are you to authorize a hospital to share your medical information (n=759)?

a. 1 (Very Likely)	39.4% (n=308)
b. 2	15.5% (n=121)
c. 3	20.7% (n=148)
d. 4	9.0% (n=61)
e. 5 (Not Likely At All)	11.9% (n=90)
f. Patient Skipped Question	3.6% (n=31)

15. How likely are you to authorize your doctor's office to share your medical information with other doctors and hospitals (n=759)?

a. 1 (Very Likely)	52.1% (n=395)
b. 2	14.8% (n=134)
c. 3	16.9% (n=116)
d. 4	6.4% (n=39)
e. 5 (Not Likely At All)	7.4% (n=55)
f. Patient Skipped Question	2.3% (n=20)

16. What concerns do you have about sharing your medical information (n=759)? (Please check all that apply)

a. I wouldn't know who would be able to see my medical information.	43.6% (n=336)
b. I especially do not want my medical information to go to _____	7.5% (n=58)
c. I don't see the benefits of sharing my medical information	12.5% (n=96)
d. I don't want any insurance company to see my medical information.	17.5% (n=125)
e. I worry about the security and privacy of electronic information systems.	47.7% (n=350)
f. Some information I might not want anyone but my doctor to see.	40.2% (n=294)
g. I don't know if I will be able to change my mind later.	14.2% (n=115)
h. Sharing medical information could lead to identify theft.	41.1% (n=298)
i. Other	3% (n=21)

16. What concerns do you have about sharing your medical information? I especially do not want my medical information to go to _____.

<ul style="list-style-type: none"> • A new insurance company • Advertisements • Any but medical personnel, doctors, nurses, family • Any governmental agency • Any med personnel or attorney without my permission. • Any non-medical endity • Anyone else other than Dr's • Any private facility – other ins co beside my current • Anyone not providing medical care for me • Anyone • Boston Office-Secretary • Business • Close Friend • Co-Workers • Employer • Federal Government 	<ul style="list-style-type: none"> • Former Wife • Insurance Company • Just Anybody • Media • MT PCOMO CPSL Nursing staff • My co-workers and anyone else with not authority • Newspaper, private person • Non Health Care providers • Non Medical Person • Non except my Dr. who knows me best • Nosy People who know me • Outside of my family, Dr, Dearth Dr & Hosp I am in • Public • Research • Some Family • Strangers • Unauthorized Personnel • Wrong Person
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16. What concerns do you have about sharing your medical information?

<ul style="list-style-type: none"> • Any Dr. or Hospital can see my records • Do not want to participate in any government mandate to buy health insurance • Don't see how it makes any difference who see's it. • Dr's, Nurses, Evan Hosp, Gesuguer. • Emergency only • How can I receive adequate care without Dr/Hosp knowing my history. • I don't care • I have problems with all nurses knowing my records. • I receive lots of calls investing changing insurance companies. • I think care givers should only know what they need to know. • I want to be in control of who sees 	<ul style="list-style-type: none"> • I want to be told who is looking. • I would be willing to share my med records if it would help someone else. • Not really concerned, feel it is a secure system. • Only to my Wife. • Permissible to share with my children • See #11 Question – no other should have access. • Should be given to those who need to know in order to help in my med treatment. • There is no such thing as confidentiality in a hospital, even papers signed. • Working at Geisinger only Dr & Nurses, Case Workers.
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17. Have you heard of the Keystone Health Information Exchange (KeyHIE®) that lets doctors, hospitals and case managers in many locations share your medical information electronically (n=759)?

a. No	93.4% (n=711)
b. Yes, What have you heard? _____	4.2% (n=26)
c. Don't Know	0.05% (n=1)
d. Patient Skipped Question	2.3% (n=21)

4.3 Part III: Computers and the Internet

18. How would you rate your overall Internet and e-mail skills (n=759)?

a. I don't use a computer	57.2% (n=468)
b. Beginner	10.5% (n=73)
c. Average	21.2% (n=134)
d. Advanced	5.9% (n=36)
e. Patient Skipped Question	5.2% (n=48)

19. When you need to look something up on the computer, do you do this yourself or does someone help you (n=759)? (Please check one)

a. I do it myself	25.8% (n=162)
b. I do it myself with some help	8.6% (n=60)
c. Someone else does it for me	44.1% (n=347)
d. Patient Skipped Question	21.5% (n=190)

**20. Where do you use the Internet and e-mail most often, with or without help (n=614)?
(Please check one)**

a. At home	41.8% (n=242)
b. At work	7.8% (n=36)
c. Friend or family member's home	9.9% (n=58)
d. Library	1.4% (n=6)
e. I don't use them	14% (n=85)
f. Other	0.05% (n=1)
g. Patient Skipped Question	25.1% (n=186)

21. In general, how often do you go online to use the internet or e-mail, with or without help (n=614)? (Please check one)

a. Every day	23.4% (n=130)
b. 3 to 5 days a week	10.3% (n=49)
c. 1 to 2 days a week	5.3% (n=34)
d. Once or twice a month	5.0% (n=29)
e. Less than once a month	7.4% (n=47)
f. Never	20.2% (n=125)
g. Patient Skipped Question	28.4% (n=200)

22. Have you ever looked at your personal medical information online, such as lab test results or prescriptions, with or without help (n=614)?

a. Yes	29.1% (n=175)
b. No (Please skip to Question 24)	44.1% (n=251)
c. Patient Skipped Question	26.8% (n=188)

23. What are your impressions about going online to look at your personal medical information (n=175)?

	Patient Skipped Question	Agree	Disagree	Don't Know
a) I find useful information about my medical care, such as my lab test results or drug prescriptions.	1.8% (n=2)	94% (n=167)	4.2% (n=6)	0
b) I find useful reminders about preventive care I should get, such as flu shots and screening tests.	1.5% (n=4)	91.9% (n=159)	6.6% (n=12)	0
c) I am able to use the online system to send private emails to my doctor, nurse or case manager.	3.9% (n=5)	83.0% (n=149)	13.1% (n=21)	0
d) The online system is easy to learn and easy to use.	3.2% (n=6)	85.9% (n=147)	10.1% (n=21)	0.9% (n=1)
e) I will probably use the online system again in the future, to look at my medical information or send emails to my doctor.	1.3% (n=3)	92.6% (n=161)	6.1% (n=11)	0

4.4 Part IV: About You

24. How old are you (n=759)?

a. 25-34	0.7% (n=3)
b. 35-44	1.4% (n=7)
c. 45-54	5.8% (n=35)
d. 55-64	14.6% (n=96)
e. 65-74	35.0% (n=231)
f. 75-84	29.5% (n=275)
g. 85+	11.5% (n=102)
h. Patient Skipped Question	1.5% (n=10)

25. What is your gender (n=759)?

a. Male	49.7% (n=386)
b. Female	49.2% (n=365)
c. Patient Skipped Question	1.1% (n=8)

26. What is your current work status (n=759)? (Please check one)

a. Full time outside the home	12.8% (n=66)
b. Part time outside the home	6.6% (n=40)
c. Full-time homemaker	2.0% (n=18)
d. Out of work	0.7% (n=4)
e. Retired	65.9% (n=535)
f. Unable to work	10.6% (n=88)
g. Patient Skipped Question	1.4% (n=8)

27. What is the highest grade or level of school that you completed (n=759)? (Please check one)

a. 8 th grade or less	8.7% (n=64)
b. Some high school, but did not graduate	16.6% (n=129)
c. High school graduate or GED	43.3% (n=345)
d. Some college or technical school	18.5% (n=135)
e. College graduate	6.4% (n=44)
f. More than a 4-year college degree	4.4% (n=29)
g. Patient Skipped Question	2.1% (n=13)

28. Are you Hispanic or Latino heritage (n=759)?

a. Yes	1.2% (n=11)
b. No	94.3% (n=716)
c. Don't Know	0.05% (n=1)
d. Patient Skipped Question	4.4% (n=31)

29. How would you describe your race (n=759)?

a. White or Caucasian	95.5% (n=733)
b. American Indian or Alaskan Native	0.6% (n=7)
c. Asian or Asian-American	0.2% (n=1)
d. Black or Africa-American	1.3% (n=8)
e. Native Hawaiian or other Pacific Islander	0
f. Other	1.3% (n=6)
g. Patient Skipped Question	1.1% (n=4)

30. Are you currently covered by any of the following health insurance plans (n=759)? Do not include accident (e.g. care insurance) or disability insurance. (Please check all that apply)

Private Health Insurance

a) Private insurance bought directly from the insurer	46.5% (n=354)
b) Private insurance through your own current or former employer	18.9% (n=121)
c) Private insurance through your spouse or partner's current or former employer	11.5% (n=83)
d) Private insurance through your current or former labor union	0.08% (n=2)
e) Private insurance through your spouse or partner's current or former labor union	0.15% (n=4)

Government Health Insurance

a) Medicare	73% (n=582)
b) Medicaid, or other need-based government insurance	12.7% (n=97)
c) CHAMPUS, TRICARE or other government insurance for military personnel or veterans	1.0% (n=11)

31. Please check whichever statement is correct (n=759)?

a. I am the person to whom this survey was addressed.	89.4% (n=665)
b. I filled this survey out, or helped fill it out, for someone else.	7.0% (n=62)
c. Patient Skipped Question	3.5% (n=32)

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- ⁱ Judith H Hibbard, Jean Stockard, Eldon R Mahoney, and Martin Tusler; *Development of the Patient Activation Measure (PAM): Conceptualizing and Measuring Activation in Patients and Consumers*. Health Serv Res. 2004 August; 39(4 Pt 1): 1005–1026.
 - ⁱⁱ Judith H Hibbard, Eldon R Mahoney, Jean Stockard, and Martin Tusler; *Development and Testing of a Short Form of the Patient Activation Measure*. Health Serv Res. 2005 December; 40(6 Pt 1): 1918–1930.

Table 1.a: Demographic Summary by Number of Conditions with χ^2 Tests of Difference across Number of Conditions (Unweighted N=759)

Demographic Characteristic	Full Sample			1 Condition			2 Conditions			3+ Conditions			χ^2 Test of Difference Across All Groups
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Self-reported Health Status													
Excellent/Very good	84	710.2	11.7(8.9,14.5)	71	545	15.6(11.6,19.6)	10	123.1	6.9(2.1,11.6)	3	42.2	5.4(0.0,11.3)	p<0.001
Good	287	2452.2	40.4(36.1,44.8)	215	1541.7	44.2(38.9,49.5)	55	665.9	37.2(28.5,45.9)	17	244.6	31.0(18.7,43.3)	
Fair/Poor	367	2723	44.9(40.5,49.3)	240	1319.9	37.9(32.8,42.9)	91	914.9	51.1(42.1,60.1)	36	488.3	62.0(49.1,74.8)	
Missing	21	180.6	3.0(1.4,4.5)	13	80.5	2.3(0.7,3.9)	7	87.2	4.9(0.9,8.9)	1	12.9	1.6(0.0,4.8)	
Age (years)													
<65	141	1361.9	22.5(18.7,26.2)	113	1012.8	29.0(24.0,34.1)	22	266.3	14.9(8.5,21.2)	6	82.8	10.5(2.4,18.6)	p<0.01
65-74	231	2124.5	35.0(30.7,39.3)	154	1071.8	30.7(25.8,35.7)	56	762.4	42.6(33.5,51.6)	21	290.3	36.8(24.1,49.6)	
75-84	275	1787	29.5(25.6,33.3)	196	1000.5	28.7(24.1,33.3)	58	503.4	28.1(20.4,35.8)	21	283	35.9(23.3,48.5)	
85+	102	700.1	11.5(8.8,14.3)	69	338.6	9.7(6.8,12.6)	24	229.5	12.8(7.1,18.5)	9	132	16.7(6.8,26.7)	
Missing	10	92.6	1.5(0.5,2.6)	7	63.2	1.8(0.3,3.3)	3	29.4	1.6(0.0,3.7)	0			
Gender													
Male	386	3016.7	49.7(45.3,54.1)	265	1619.2	46.4(41.1,51.7)	89	948.6	53.0(44.0,62.0)	32	448.9	57.0(43.9,70.0)	NS
Female	365	2982.8	49.2(44.8,53.6)	268	1827.9	52.4(47.1,57.7)	72	815.7	45.5(36.6,54.5)	25	339.1	43.0(30.0,56.1)	
Missing	8	66.5	1.1(0.2,2.0)	6	39.8	1.1(0.0,2.3)	2	26.7	1.5(0.0,3.5)	0			
Work Status													
Employed outside home	106	1174.7	19.4(15.7,23.0)	80	836.3	24.0(19.1,28.9)	23	292.6	16.3(9.5,23.2)	3	45.8	5.8(0.0,12.2)	p<0.01
Retired	535	3999.9	65.9(61.7,70.2)	373	2144.2	61.5(56.2,66.8)	117	1231.5	68.8(60.3,77.2)	45	624.2	79.2(68.5,89.9)	
Other	110	804.9	13.3(10.3,16.2)	81	468.8	13.4(9.9,17.0)	20	218.1	12.2(6.3,18.1)	9	118	15.0(5.7,24.3)	
Missing	8	86.5	1.4(0.3,2.6)	5	37.7	1.1(0.0,2.2)	3	48.8	2.7(0.0,5.9)	0			
Education													
8th grade or less	64	527.9	8.7(6.2,11.2)	41	251.3	7.2(4.5,9.9)	15	159	8.9(3.6,14.2)	8	117.6	14.9(5.4,24.5)	p<0.01
Some high school, but did not graduate	129	1007.9	16.6(13.4,19.9)	76	424	12.2(8.8,15.5)	31	284.1	15.9(9.5,22.2)	22	299.8	38.0(25.3,50.8)	
High school graduate or ged	345	2626	43.3(38.9,47.6)	251	1563.5	44.8(39.5,50.1)	77	838.3	46.8(37.8,55.8)	17	224.1	28.4(16.7,40.2)	
Some college or technical school	135	1122.9	18.5(15.1,22.0)	102	698.3	20.0(15.7,24.4)	27	338.1	18.9(11.7,26.1)	6	86.5	11.0(2.7,19.3)	
College graduate or more	73	657	10.8(8.1,13.6)	59	467.3	13.4(9.6,17.2)	10	129.7	7.2(2.7,11.7)	4	60	7.6(0.4,14.8)	
Missing	13	124.3	2.0(0.8,3.3)	10	82.7	2.4(0.7,4.1)	3	41.6	2.3(0.0,4.9)	0			
Race/Ethnicity													
White, nonHispanic	725	5766.5	95.1(93.2,97.0)	513	3303.1	94.7(92.3,97.2)	156	1690.7	94.4(90.4,98.5)	56	772.6	98.0(94.3,100.0)	NS
Other	34	299.5	4.9(3.0,6.8)	26	183.9	5.3(2.8,7.7)	7	100.3	5.6(1.5,9.6)	1	15.4	2.0(0.0,5.7)	

Table 1.b: Demographic Summary by Type of Condition with χ^2 Tests of Difference across Type of Condition (Unweighted N=759)

Demographic Characteristic	Full Sample			CAD			CHF			COPD			Diabetes			COPD/CHF			Other Comorbid Conditions			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Self-reported Health Status																						
Excellent/Very good	84	710.2	11.7(8.9,14.5)	8	105.3	14.8(5.3,24.3)	20	48.5	11.7(6.8,16.6)	19	67	10.6(6.0,15.1)	24	324.2	18.8(12.0,25.5)	3	8.1	4.8(0.0,10.1)	10	157.2	6.5(2.5,10.5)	p<0.001
Good	287	2452.2	40.4(36.1,44.8)	29	381.8	53.7(40.4,67.0)	58	137.2	33.1(26.1,40.2)	70	239.1	37.8(30.7,44.8)	58	783.5	45.3(36.7,54.0)	14	37.7	22.3(11.7,32.9)	58	872.8	36.2(28.6,43.8)	
Fair/Poor	367	2723	44.9(40.5,49.3)	15	197.5	27.8(15.8,39.8) ^{a,b,c,d}	89	216.6	52.3(44.8,59.9)	92	311.4	49.2(41.9,56.5)	44	594.3	34.4(26.1,42.6) ^{a,b,c,d}	40	117.8	69.7(57.9,81.5) ^{a,b}	87	1285.3	53.3(45.4,61.2) ^c	
Missing	21	180.6	3.0(1.4,4.5)	2	26.3	3.7(0.0,8.8)	5	11.7	2.8(0.4,5.3)	4	15.4	2.4(0.1,4.8)	2	27	1.6(0.0,3.7)	2	5.4	3.2(0.0,7.6)	6	94.7	3.9(0.8,7.1)	
Age (years)																						
<65	141	1361.9	22.5(18.7,26.2)	13	171.2	24.1(12.6,35.5)	19	49.6	12.0(6.8,17.2)	30	103.1	16.3(10.9,21.7)	51	688.9	39.8(31.3,48.3)	6	21.2	12.6(2.1,23.0)	22	327.8	13.6(8.2,19.0)	p<0.001
65-74	231	2124.5	35.0(30.7,39.3)	11	144.8	20.4(9.6,31.1)	33	77.1	18.6(12.8,24.4)	63	215	34.0(27.1,40.8)	47	634.9	36.7(28.3,45.1)	13	35	20.7(10.4,31.0)	64	1017.7	42.2(34.3,50.1)	
75-84	275	1787	29.5(25.6,33.3)	18	237	33.3(20.7,45.9)	81	189.2	45.7(38.2,53.2)	73	250.1	39.5(32.4,46.6)	24	324.2	18.8(12.0,25.5)	29	83.2	49.2(35.8,62.6)	50	703.2	29.2(22.2,36.2)	
85+	102	700.1	11.5(8.8,14.3)	10	131.7	18.5(8.1,28.9)	39	98.1	23.7(17.1,30.3)	16	54.9	8.7(4.6,12.8)	4	54	3.1(0.1,6.1)	10	26.9	15.9(6.7,25.2)	23	334.5	13.9(8.5,19.2)	
Missing	10	92.6	1.5(0.5,2.6)	2	26.3	3.7(0.0,8.8)	0			3	9.9	1.6(0.0,3.3)	2	27	1.6(0.0,3.7)	1	2.7	1.6(0.0,4.7)	2	26.7	1.1(0.0,2.6)	
Gender																						
Male	386	3016.7	49.7(45.3,54.1)	23	302.8	42.6(29.4,55.8)	81	194.4	47.0(39.4,54.5)	104	352	55.6(48.4,62.8)	57	769.9	44.5(35.9,53.2)	34	96.6	57.2(43.8,70.5)	87	1300.9	54.0(46.1,61.9)	NS
Female	365	2982.8	49.2(44.8,53.6)	30	395	55.6(42.3,68.8)	91	219.6	53.0(45.5,60.6)	77	267.8	42.3(35.1,49.5)	70	945.5	54.7(46.0,63.3)	25	72.4	42.8(29.5,56.2)	72	1082.4	44.9(37.0,52.8)	
Missing	8	66.5	1.1(0.2,2.0)	1	13.2	1.9(0.0,5.5)	0			4	13.1	2.1(0.1,4.1)	1	13.5	0.8(0.0,2.3)	0			2	26.7	1.1(0.0,2.6)	
Work Status																						
Employed outside home	106	1174.7	19.4(15.7,23.0)	16	210.7	29.6(17.4,41.8)	7	18.1	4.4(1.1,7.6)	16	53.7	8.5(4.5,12.5)	41	553.8	32.0(23.9,40.1)	6	16.2	9.6(2.2,16.9)	20	322.3	13.4(7.8,18.9)	p<0.001
Retired	535	3999.9	65.9(61.7,70.2)	35	460.8	64.8(52.0,77.6)	132	313.6	75.7(69.1,82.4)	140	478.3	75.6(69.3,81.8)	66	891.5	51.6(42.9,60.2)	45	126.2	74.7(62.5,86.9)	117	1729.5	71.8(64.6,79.0)	
Other	110	804.9	13.3(10.3,16.2)	2	26.3	3.7(0.0,8.8)	33	82.3	19.9(13.7,26.0)	26	90	14.2(9.1,19.3)	20	270.2	15.6(9.3,21.9)	8	26.6	15.7(4.8,26.7)	21	309.4	12.8(7.5,18.1)	
Missing	8	86.5	1.4(0.3,2.6)	1	13.2	1.9(0.0,5.5)	0			3	11	1.7(0.0,3.7)	1	13.5	0.8(0.0,2.3)	0			3	48.8	2.0(0.0,4.4)	
Education																						
8th grade or less	64	527.9	8.7(6.2,11.2)	8	105.3	14.8(5.3,24.3)	9	22.8	5.5(1.9,9.1)	20	69.1	10.9(6.4,15.5)	4	54	3.1(0.1,6.1)	7	23.9	14.1(3.4,24.9)	16	252.7	10.5(5.5,15.5)	p<0.001
Some high school, but did not graduate	129	1007.9	16.6(13.4,19.9)	3	39.5	5.6(0.0,11.7)	23	55.5	13.4(8.2,18.6)	34	112.9	17.8(12.4,23.3)	16	216.1	12.5(6.8,18.2)	15	40.4	23.9(13.0,34.8)	38	543.5	22.6(16.1,29.0)	
High school graduate or ged	345	2626	43.3(38.9,47.6)	27	355.5	50.0(36.6,63.4)	88	209.1	50.5(42.9,58.1)	83	283	44.7(37.5,51.9)	53	715.9	41.4(32.9,50.0)	29	83.2	49.2(35.8,62.6)	65	979.3	40.6(32.9,48.4)	
Some college or technical school	135	1122.9	18.5(15.1,22.0)	9	118.5	16.7(6.7,26.6)	30	71.8	17.3(11.6,23.1)	34	116.3	18.4(12.7,24.0)	29	391.7	22.7(15.4,29.9)	7	18.9	11.2(3.3,19.0)	26	405.8	16.8(10.8,22.9)	
College graduate or more	73	657	10.8(8.1,13.6)	6	79	11.1(2.7,19.5)	21	52.5	12.7(7.5,17.9)	10	38.6	6.1(2.4,9.8)	22	297.2	17.2(10.6,23.7)	1	2.7	1.6(0.0,4.7)	13	187.1	7.8(3.7,11.8)	
Missing	13	124.3	2.0(0.8,3.3)	1	13.2	1.9(0.0,5.5)	1	2.3	0.6(0.0,1.7)	4	13.1	2.1(0.1,4.1)	4	54	3.1(0.1,6.1)	0			3	41.6	1.7(0.0,3.7)	
Race/Ethnicity																						
White, nonHispanic	725	5766.5	95.1(93.2,97.0)	53	697.8	98.1(94.5,100.0)	166	400	96.6(93.9,99.3)	175	597.9	94.4(91.1,97.8)	119	1607.4	93.0(88.5,97.4)	59	169	100.0(100.0,100.0)	153	2294.4	95.2(91.9,98.5)	
Other	34	299.5	4.9(3.0,6.8)	1	13.2	1.9(0.0,5.5)	6	14	3.4(0.7,6.1)	10	35.1	5.6(2.2,8.9)	9	121.6	7.0(2.6,11.5)	0			8	115.6	4.8(1.5,8.1)	

^a vs. CHF, p<0.05

^b vs. COPD, p<0.05

^c vs. COPD/CHF, p<0.05

^d vs. Other comorbid conditions, p<0.05

Table 2.a: Case Management Summary by Number of Conditions with χ^2 Tests of Difference across Number of Conditions
(subset of respondents who have a medical condition, unweighted N=738)

Case Manager Interactions	Full Sample			1 condition			2 conditions			3+ conditions			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Do you have a current case manager													
Yes	501	3896	65.9(61.6,70.2)	341	2036.6	59.9(54.6,65.3)	115	1245.9	71.0(62.5,79.4)	45	613.4	80.8(70.0,91.5)	p<0.01
No	148	1324.9	22.4(18.6,26.2)	113	910.1	26.8(21.8,31.7)	29	327.6	18.7(11.2,26.1)	6	87.1	11.5(2.8,20.1)	
Missing	89	692.8	11.7(8.9,14.6)	68	451.3	13.3(9.6,17.0)	17	182.5	10.4(4.8,16.0)	4	59	7.8(0.4,15.1)	
Frequency talk with case manager (among those who have a medical condition and a current case manager, unweighted n=501)													
At least once a week	25	187.7	4.8(2.6,7.1)	19	138.5	6.8(3.2,10.4)	4	20.9	1.7(0.0,3.8)	2	28.3	4.6(0.0,10.9)	p<0.05
1-3 times a month	159	1137.7	29.2(24.3,34.1)	101	490.7	24.1(18.5,29.7)	37	363.4	29.2(19.6,38.7)	21	283.6	46.2(31.4,61.1)	
Less than once a month	270	2144.3	55.0(49.6,60.5)	191	1205.6	59.2(52.5,65.9)	59	665.1	53.4(42.8,63.9)	20	273.6	44.6(29.8,59.4)	
Missing	47	426.3	10.9(7.4,14.5)	30	201.8	9.9(5.7,14.1)	15	196.5	15.8(7.7,23.8)	2	28	4.6(0.0,10.8)	
Able to contact case manager with problem (among those who have a medical condition and a current case manager, unweighted n=501)													
Strongly agree/Agree	386	2885.7	74.1(69.2,78.9)	266	1513.2	74.3(68.1,80.4)	86	905.8	72.7(63.2,82.2)	34	466.7	76.1(63.4,88.7)	p<0.05
Not sure	64	569.6	14.6(10.7,18.6)	42	312	15.3(10.2,20.5)	17	196.8	15.8(7.9,23.6)	5	60.9	9.9(1.2,18.6)	
Disagree/Strongly disagree	17	110.6	2.8(1.1,4.5)	15	95	4.7(1.7,7.6)	1	2.7	0.2(0.0,0.6)	1	12.9	2.1(0.0,6.2)	
Missing	34	330.1	8.5(5.3,11.7)	18	116.5	5.7(2.5,9.0)	11	140.7	11.3(4.5,18.1)	5	72.9	11.9(2.1,21.7)	
Need is met promptly when contact case manager (among those who have a medical condition and a current case manager, unweighted n=501)													
Strongly agree/Agree	380	2876.6	73.8(69.0,78.7)	255	1447.8	71.1(64.8,77.4)	92	968.8	77.8(68.8,86.7)	33	459.9	75.0(62.2,87.7)	p<0.05
Not sure	55	466.5	12.0(8.4,15.6)	42	315.8	15.5(10.3,20.7)	9	105	8.4(2.2,14.6)	4	45.8	7.5(0.0,14.9)	
Disagree/Strongly disagree	9	88.4	2.3(0.6,3.9)	7	72.8	3.6(0.7,6.4)	1	2.7	0.2(0.0,0.6)	1	12.9	2.1(0.0,6.2)	
Missing	57	464.5	11.9(8.4,15.5)	37	200.2	9.8(5.9,13.8)	13	169.4	13.6(6.2,21.0)	7	94.8	15.5(4.7,26.2)	
Satisfied with case manager (among those who have a medical condition and a current case manager, unweighted n=501)													
Strongly agree/Agree	422	3207.6	82.3(78.1,86.6)	293	1711.6	84.0(78.9,89.2)	90	956.6	76.8(67.8,85.8)	39	539.4	87.9(78.5,97.4)	
Not sure	34	277.3	7.1(4.4,9.9)	22	166.8	8.2(4.2,12.2)	10	95.1	7.6(2.3,13.0)	2	15.3	2.5(0.0,6.0)	
Disagree/Strongly disagree	8	53.5	1.4(0.2,2.6)	7	50.8	2.5(0.2,4.8)	1	2.7	0.2(0.0,0.6)	0			
Missing	37	357.6	9.2(5.8,12.5)	19	107.4	5.3(2.3,8.3)	14	191.5	15.4(7.5,23.3)	4	58.7	9.6(0.6,18.5)	

Table 2.b: Case Management Summary by Type of Condition with χ^2 Tests of Difference across Type of Conditions
(subset of respondents who have a medical condition, unweighted N=738)

Case Manager Interactions	Full Sample			CAD			CHF			COPD			Diabetes			COPD/CHF			Other Comorbid Conditions			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Do you have a current case manager																						
Yes	501	3896	65.9(61.6,70.2)	34	447.7	65.4(52.4,78.3)	126	301.3	75.1(68.5,81.7)	115	396.1	66.4(59.4,73.4)	66	891.5	52.0(43.3,60.7) ^{a, b, c}	40	112.8	66.7(53.8,79.6)	120	1746.6	74.4(67.2,81.6)	p<0.01
No	148	1324.9	22.4(18.6,26.2)	13	171.2	25.0(13.2,36.8)	23	55.5	13.8(8.5,19.1)	35	116.2	19.5(13.6,25.3)	42	567.3	33.1(24.9,41.3)	12	32.3	19.1(9.2,29.1)	23	382.5	16.3(10.1,22.5)	
Missing	89	692.8	11.7(8.9,14.6)	5	65.8	9.6(1.6,17.6)	19	44.4	11.1(6.4,15.8)	25	84.4	14.1(9.0,19.3)	19	256.6	15.0(8.7,21.2)	7	23.9	14.1(3.4,24.9)	14	217.6	9.3(4.5,14.0)	
Frequency talk with case manager (among those who have a medical condition and a current case manager, unweighted n=501)																						
At least once a week	25	187.7	4.8(2.6,7.1)	5	65.8	14.7(2.8,26.7)	6	15.8	5.2(1.0,9.4)	5	16.4	4.1(0.6,7.7)	3	40.5	4.5(0.0,9.6)	3	8.1	7.2(0.0,15.0)	3	41.1	2.4(0.0,5.0)	p<0.05
1-3 times a month	159	1137.7	29.2(24.3,34.1)	9	118.5	26.5(11.6,41.4)	49	116.2	38.6(30.0,47.1)	32	107.4	27.1(19.0,35.2)	11	148.6	16.7(7.6,25.7)	16	43.1	38.2(22.9,53.6)	42	603.9	34.6(25.9,43.2)	
Less than once a month	270	2144.3	55.0(49.6,60.5)	14	184.3	41.2(24.6,57.8)	61	146	48.4(39.6,57.3)	69	240.4	60.7(51.7,69.7)	47	634.9	71.2(60.3,82.2)	18	53.5	47.5(31.2,63.7)	61	885.1	50.7(41.6,59.8)	
Missing	47	426.3	10.9(7.4,14.5)	6	79	17.6(4.8,30.5)	10	23.4	7.8(3.1,12.4)	9	31.9	8.0(2.9,13.1)	5	67.5	7.6(1.2,14.0)	3	8.1	7.2(0.0,15.0)	14	216.4	12.4(6.2,18.6)	
Able to contact case manager with problem (among those who have a medical condition and a current case manager, unweighted n=501)																						
Strongly agree/Agree	386	2885.7	74.1(69.2,78.9)	25	329.2	73.5(58.6,88.4)	104	249.9	82.9(76.4,89.5)	91	312.7	78.9(71.4,86.5)	46	621.4	69.7(58.6,80.8)	32	91.2	80.9(68.8,93.0)	88	1281.3	73.4(65.3,81.4)	NS
Not sure	64	569.6	14.6(10.7,18.6)	6	79	17.6(4.8,30.5)	12	28	9.3(4.3,14.3)	12	42.9	10.8(5.0,16.7)	12	162.1	18.2(8.8,27.5)	5	13.5	11.9(2.0,21.9)	17	244.2	14.0(7.6,20.3)	
Disagree/Strongly disagree	17	110.6	2.8(1.1,4.5)	2	26.3	5.9(0.0,13.8)	5	11.7	3.9(0.5,7.2)	5	16.4	4.1(0.6,7.7)	3	40.5	4.5(0.0,9.6)	1	2.7	2.4(0.0,7.0)	1	12.9	0.7(0.0,2.2)	
Missing	34	330.1	8.5(5.3,11.7)	1	13.2	2.9(0.0,8.6)	5	11.7	3.9(0.5,7.2)	7	24.1	6.1(1.7,10.5)	5	67.5	7.6(1.2,14.0)	2	5.4	4.8(0.0,11.3)	14	208.2	11.9(6.0,17.9)	
Need is met promptly when contact case manager (among those who have a medical condition and a current case manager, unweighted n=501)																						
Strongly agree/Agree	380	2876.6	73.8(69.0,78.7)	23	302.8	67.6(51.9,83.4)	102	245.2	81.4(74.6,88.2)	85	291.9	73.7(65.5,81.8)	45	607.9	68.2(56.9,79.5)	34	96.6	85.7(74.9,96.4)	91	1332.2	76.3(68.5,84.0)	NS
Not sure	55	466.5	12.0(8.4,15.6)	6	79	17.6(4.8,30.5)	8	18.7	6.2(2.0,10.4)	16	56	14.1(7.7,20.6)	12	162.1	18.2(8.8,27.5)	3	8.1	7.2(0.0,15.0)	10	142.7	8.2(3.1,13.3)	
Disagree/Strongly disagree	9	88.4	2.3(0.6,3.9)	1	13.2	2.9(0.0,8.6)	1	2.3	0.8(0.0,2.3)	1	3.3	0.8(0.0,2.5)	4	54	6.1(0.3,11.8)	1	2.7	2.4(0.0,7.0)	1	12.9	0.7(0.0,2.2)	
Missing	57	464.5	11.9(8.4,15.5)	4	52.7	11.8(0.9,22.6)	15	35	11.6(6.1,17.2)	13	45	11.4(5.5,17.2)	5	67.5	7.6(1.2,14.0)	2	5.4	4.8(0.0,11.3)	18	258.9	14.8(8.4,21.3)	
Satisfied with case manager (among those who have a medical condition and a current case manager, unweighted n=501)																						
Strongly agree/Agree	422	3207.6	82.3(78.1,86.6)	29	381.8	85.3(73.3,97.2)	109	261.6	86.8(80.9,92.7)	102	352.3	88.9(83.2,94.7)	53	715.9	80.3(70.7,89.9)	33	93.9	83.3(71.8,94.8)	96	1402.1	80.3(73.0,87.5)	
Not sure	34	277.3	7.1(4.4,9.9)	3	39.5	8.8(0.0,18.4)	7	16.4	5.4(1.5,9.4)	5	16.4	4.1(0.6,7.7)	7	94.6	10.6(3.2,18.1)	4	10.8	9.6(0.6,18.5)	8	99.7	5.7(1.7,9.7)	
Disagree/Strongly disagree	8	53.5	1.4(0.2,2.6)	0			3	7	2.3(0.0,4.9)	1	3.3	0.8(0.0,2.5)	3	40.5	4.5(0.0,9.6)	1	2.7	2.4(0.0,7.0)	0			
Missing	37	357.6	9.2(5.8,12.5)	2	26.3	5.9(0.0,13.8)	7	16.4	5.4(1.5,9.4)	7	24.1	6.1(1.7,10.5)	3	40.5	4.5(0.0,9.6)	2	5.4	4.8(0.0,11.3)	16	244.9	14.0(7.6,20.5)	

^a vs. CHF, p<0.05

^b vs. COPD, p<0.05

^c vs. other comorbid conditions

Table 3.a: Medical Information Sharing and Computer Use by Number of Conditions with χ^2 Tests of Difference across Number of Conditions (Unweighted N=759)

Med Information Sharing and Computer Use	Full Sample			1 condition			2 conditions			3+ conditions			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Confidence in access to med recs during emergency													
Very confident	526	3929.5	64.8(60.5,69.0)	383	2329.5	66.8(61.7,71.9)	107	1088.5	60.8(51.9,69.6)	36	511.5	64.9(52.4,77.4)	NS
Neutral	135	1238.6	20.4(16.8,24.1)	87	634.3	18.2(14.0,22.4)	36	438.6	24.5(16.7,32.3)	12	165.7	21.0(10.2,31.8)	
Not confident	83	790.3	13.0(10.0,16.1)	55	430.6	12.3(8.7,16.0)	19	249	13.9(7.5,20.3)	9	110.7	14.1(5.3,22.8)	
Missing	15	107.6	1.8(0.7,2.9)	14	92.6	2.7(0.9,4.4)	1	14.9	0.8(0.0,2.5)	0			
Ever asked permission to share health information													
Yes	195	1643.5	27.1(23.2,31.0)	132	924.3	26.5(21.7,31.3)	44	453.9	25.3(17.6,33.1)	19	265.2	33.7(21.2,46.2)	NS
No	366	2860.2	47.2(42.8,51.5)	266	1699.2	48.7(43.4,54.1)	78	867.5	48.4(39.4,57.4)	22	293.4	37.2(24.6,49.9)	
Don't know	187	1489.9	24.6(20.7,28.4)	131	803.8	23.1(18.6,27.5)	40	456.7	25.5(17.5,33.5)	16	229.3	29.1(17.0,41.2)	
Missing	11	72.5	1.2(0.3,2.1)	10	59.7	1.7(0.4,3.1)	1	12.8	0.7(0.0,2.1)	0			
Likelihood of authorizing hospital to share med information													
Very likely	429	3330.2	54.9(50.5,59.3)	296	1774.6	50.9(45.5,56.2)	102	1115.6	62.3(53.5,71.0)	31	439.9	55.8(42.8,68.9)	p<0.01
Neutral	148	1252.9	20.7(17.1,24.2)	105	712.1	20.4(16.1,24.8)	25	295.8	16.5(9.8,23.2)	18	245	31.1(18.9,43.3)	
Not likely	151	1267.6	20.9(17.3,24.5)	114	847.9	24.3(19.6,29.0)	31	343.7	19.2(12.0,26.4)	6	76	9.6(2.1,17.2)	
Missing	31	215.3	3.5(2.0,5.1)	24	152.4	4.4(2.2,6.6)	5	35.8	2.0(0.0,4.2)	2	27.1	3.4(0.0,8.1)	
Likelihood of authorizing doctor's office to share med information													
Very likely	529	4059.8	66.9(62.7,71.1)	376	2288.3	65.6(60.5,70.8)	113	1229.2	68.6(60.3,77.0)	40	542.4	68.8(56.5,81.1)	NS
Neutral	116	1027.5	16.9(13.6,20.3)	79	594.9	17.1(12.9,21.2)	26	272.8	15.2(8.9,21.6)	11	159.8	20.3(9.6,31.0)	
Not likely	94	839.1	13.8(10.7,17.0)	68	495.3	14.2(10.4,18.0)	21	270.8	15.1(8.5,21.8)	5	72.9	9.3(1.5,17.0)	
Missing	20	139.6	2.3(1.1,3.5)	16	108.5	3.1(1.2,5.0)	3	18.2	1.0(0.0,2.5)	1	12.9	1.6(0.0,4.8)	
Ever heard of KeyHIE													
No	711	5668.9	93.5(91.3,95.6)	502	3245.3	93.1(90.4,95.7)	153	1651	92.2(87.3,97.1)	56	772.6	98.0(94.3,100.0)	NS
Yes	26	252	4.2(2.3,6.0)	19	141.9	4.1(1.9,6.2)	6	94.7	5.3(1.1,9.5)	1	15.4	2.0(0.0,5.7)	
Missing	22	145.1	2.4(1.2,3.6)	18	99.7	2.9(1.2,4.5)	4	45.4	2.5(0.0,5.2)	0			
Overall internet / email skills													
Don't use a computer	468	3470	57.2(52.8,61.6)	321	1806.3	51.8(46.4,57.2)	102	1042.6	58.2(49.3,67.1)	45	621.1	78.8(68.0,89.6)	p<0.05
Beginner	73	637.6	10.5(7.8,13.2)	54	404.6	11.6(8.1,15.1)	16	190.8	10.7(5.1,16.2)	3	42.2	5.4(0.0,11.3)	
Average	134	1284	21.2(17.5,24.9)	102	849.9	24.4(19.6,29.1)	25	339.9	19.0(11.6,26.3)	7	94.2	12.0(3.5,20.4)	
Advanced	36	358.3	5.9(3.8,8.0)	27	251	7.2(4.2,10.2)	7	76.9	4.3(0.8,7.8)	2	30.5	3.9(0.0,9.1)	
Missing	48	316.1	5.2(3.4,7.1)	35	175.2	5.0(2.9,7.2)	13	140.9	7.9(3.2,12.5)	0			
Frequency go online to use internet/email (among subset of respondents who use a computer or have someone help them use a computer, n=614)													
Every day	130	1187.4	23.4(19.3,27.6)	97	783.5	26.9(21.6,32.3)	26	310.6	20.2(12.4,28.0)	7	93.2	15.0(4.5,25.4)	p<0.05
At least once a week	83	794.3	15.7(12.1,19.3)	64	553.5	19.0(14.2,23.9)	15	181.1	11.8(5.4,18.1)	4	59.8	9.6(0.6,18.5)	
Once or twice a month	29	252.9	5.0(2.8,7.2)	20	111.3	3.8(1.7,6.0)	6	96.9	6.3(1.3,11.3)	3	44.7	7.2(0.0,15.0)	
Less than once a month/Never	172	1398.9	27.6(23.2,31.9)	109	645.1	22.2(17.4,27.0)	44	492.6	32.0(22.9,41.2)	19	261.1	41.9(27.3,56.5)	
Missing	200	1437.3	28.3(24.0,32.6)	144	814.7	28.0(22.9,33.2)	44	457.9	29.8(20.9,38.6)	12	164.7	26.4(13.4,39.4)	
Ever looked at personal medical info online (among subset of respondents who use a computer or have someone help them use a computer, n=614)													
Yes	175	1474.7	29.1(24.7,33.5)	135	1000.9	34.4(28.7,40.1)	29	319.4	20.8(13.0,28.5)	11	154.4	24.8(11.9,37.6)	p<0.05
No	251	2237.5	44.1(39.3,49.0)	164	1139.9	39.2(33.4,45.0)	65	793.2	51.5(41.8,61.3)	22	304.3	48.8(34.0,63.6)	
Missing	188	1358.4	26.8(22.6,31.0)	135	767.4	26.4(21.3,31.4)	41	426.4	27.7(19.1,36.3)	12	164.7	26.4(13.4,39.4)	

Table 3.b: Medical Information Sharing and Computer Use by Type of Condition with χ^2 Tests of Difference across Type of Conditions (Unweighted N=759)

Medical Information Sharing Computer Use	Full Sample			CAD			CHF			COPD			Diabetes			COPD/CHF			Other			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Confidence in access to med recs during emergency																						
Very confident	526	3929.5	64.8(60.5,69.0)	35	460.8	64.8(52.0,77.6)	136	324.7	78.4(72.1,84.8)	131	449.9	71.1(64.5,77.6) ^b	81	1094.1	63.3(54.9,71.7) ^{a,d}	46	134	79.3(69.0,89.6) ^b	97	1466	60.8(53.1,68.5) ^a	p<0.05
Neutral	135	1238.6	20.4(16.8,24.1)	13	171.2	24.1(12.6,35.5)	22	54.9	13.3(8.0,18.5)	29	97.6	15.4(10.2,20.6)	23	310.7	18.0(11.3,24.6)	9	24.2	14.3(5.5,23.2)	39	580.1	24.1(17.3,30.8)	
Not confident	83	790.3	13.0(10.0,16.1)	4	52.7	7.4(0.4,14.4)	10	25.1	6.1(2.3,9.8)	20	69.1	10.9(6.4,15.5)	21	283.7	16.4(10.0,22.8)	4	10.8	6.4(0.3,12.5)	24	348.9	14.5(8.9,20.0)	
Missing	15	107.6	1.8(0.7,2.9)	2	26.3	3.7(0.0,8.8)	4	9.3	2.3(0.1,4.5)	5	16.4	2.6(0.3,4.8)	3	40.5	2.3(0.0,5.0)	0			1	14.9	0.6(0.0,1.8)	
Ever asked permission to share health information																						
Yes	195	1643.5	27.1(23.2,31.0)	17	223.8	31.5(19.1,43.9)	43	100.5	24.3(17.9,30.6)	37	127.3	20.1(14.3,25.9)	35	472.8	27.3(19.6,35.1)	18	53.5	31.7(18.9,44.4)	45	665.6	27.6(20.6,34.6)	NS
No	366	2860.2	47.2(42.8,51.5)	22	289.7	40.7(27.6,53.9)	82	196.8	47.5(40.0,55.1)	97	334.7	52.9(45.6,60.1)	65	878	50.8(42.1,59.5)	27	72.7	43.0(30.0,56.1)	73	1088.3	45.2(37.3,53.0)	
Don't know	187	1489.9	24.6(20.7,28.4)	12	158	22.2(11.1,33.3)	44	109.8	26.5(19.7,33.3)	47	157.9	24.9(18.7,31.2)	28	378.2	21.9(14.7,29.1)	14	42.8	25.3(13.1,37.5)	42	643.3	26.7(19.6,33.8)	
Missing	11	72.5	1.2(0.3,2.1)	3	39.5	5.6(0.0,11.7)	3	7	1.7(0.0,3.6)	4	13.1	2.1(0.1,4.1)	0			0			1	12.8	0.5(0.0,1.6)	
Likelihood of authorizing hospital to share med information																						
Very likely	429	3330.2	54.9(50.5,59.3)	31	408.2	57.4(44.2,70.6)	108	261	63.0(55.8,70.3)	101	349	55.1(47.9,62.3)	56	756.4	43.8(35.1,52.4) ^{a,b,c,d}	37	109.8	64.9(52.6,77.3)	96	1445.8	60.0(52.3,67.7)	p<0.01
Neutral	148	1252.9	20.7(17.1,24.2)	14	184.3	25.9(14.2,37.6)	33	77.1	18.6(12.8,24.4)	33	113	17.9(12.3,23.4)	25	337.7	19.5(12.6,26.4)	7	18.9	11.2(3.3,19.0)	36	521.9	21.7(15.2,28.1)	
Not likely	151	1267.6	20.9(17.3,24.5)	7	92.2	13.0(4.0,21.9)	23	57.2	13.8(8.5,19.2)	43	144.7	22.9(16.8,28.9)	41	553.8	32.0(23.9,40.1)	12	32.3	19.1(9.2,29.1)	25	387.4	16.1(10.2,22.0)	
Missing	31	215.3	3.5(2.0,5.1)	2	26.3	3.7(0.0,8.8)	8	18.7	4.5(1.4,7.6)	8	26.3	4.2(1.3,7.0)	6	81	4.7(1.0,8.4)	3	8.1	4.8(0.0,10.1)	4	54.9	2.3(0.1,4.5)	
Likelihood of authorizing doctor's office to share med information																						
Very likely	529	4059.8	66.9(62.7,71.1)	43	566.2	79.6(68.9,90.4) ^c	132	315.3	76.2(69.6,82.7)	130	447.7	70.7(64.2,77.3)	71	959.1	55.5(46.8,64.1) ^{a,b,c,d}	42	123.2	72.9(61.5,84.3)	111	1648.3	68.4(61.0,75.8)	p<0.05
Neutral	116	1027.5	16.9(13.6,20.3)	6	79	11.1(2.7,19.5)	21	54.3	13.1(7.8,18.5)	24	83.4	13.2(8.2,18.1)	28	378.2	21.9(14.7,29.1)	10	26.9	15.9(6.7,25.2)	27	405.7	16.8(11.0,22.7)	
Not likely	94	839.1	13.8(10.7,17.0)	3	39.5	5.6(0.0,11.7)	14	32.7	7.9(3.9,11.9)	26	85.4	13.5(8.6,18.4)	25	337.7	19.5(12.6,26.4)	5	13.5	8.0(1.2,14.7)	21	330.3	13.7(8.2,19.3)	
Missing	20	139.6	2.3(1.1,3.5)	2	26.3	3.7(0.0,8.8)	5	11.7	2.8(0.4,5.3)	5	16.4	2.6(0.3,4.8)	4	54	3.1(0.1,6.1)	2	5.4	3.2(0.0,7.6)	2	25.8	1.1(0.0,2.5)	
Ever heard of KeyHIE																						
No	711	5668.9	93.5(91.3,95.6)	48	632	88.9(80.5,97.3)	166	398.2	96.2(93.1,99.3)	166	567.1	89.6(85.1,94.1)	122	1648	95.3(91.6,99.0)	58	166.3	98.4(95.3,100.0)	151	2257.3	93.7(89.8,97.5)	
Yes	26	252	4.2(2.3,6.0)	4	52.7	7.4(0.4,14.4)	4	11.1	2.7(0.0,5.4)	7	24.1	3.8(1.0,6.6)	4	54	3.1(0.1,6.1)	0			7	110	4.6(1.2,7.9)	
Missing	22	145.1	2.4(1.2,3.6)	2	26.3	3.7(0.0,8.8)	2	4.7	1.1(0.0,2.7)	12	41.7	6.6(3.0,10.2)	2	27	1.6(0.0,3.7)	1	2.7	1.6(0.0,4.7)	3	42.7	1.8(0.0,3.8)	
Overall internet / email skills																						
Don't use a computer	468	3470	57.2(52.8,61.6)	31	408.2	57.4(44.2,70.6)	121	289.6	70.0(63.0,76.9)	116	392.6	62.0(54.9,69.1)	53	715.9	41.4(32.9,50.0)	43	120.9	71.5(59.0,84.0)	104	1542.8	64.0(56.4,71.6)	p<0.001
Beginner	73	637.6	10.5(7.8,13.2)	6	79	11.1(2.7,19.5)	11	25.7	6.2(2.6,9.8)	20	70.3	11.1(6.5,15.7)	17	229.6	13.3(7.4,19.2)	5	18.5	11.0(0.8,21.1)	14	214.4	8.9(4.4,13.4)	
Average	134	1284	21.2(17.5,24.9)	15	197.5	27.8(15.8,39.8)	22	54.9	13.3(8.0,18.5)	28	97.7	15.4(10.1,20.7)	37	499.8	28.9(21.0,36.8)	5	13.5	8.0(1.2,14.7)	27	420.7	17.5(11.3,23.6)	
Advanced	36	358.3	5.9(3.8,8.0)	1	13.2	1.9(0.0,5.5)	4	11.1	2.7(0.0,5.4)	7	24.1	3.8(1.0,6.6)	15	202.6	11.7(6.1,17.3)	2	5.4	3.2(0.0,7.6)	7	101.9	4.2(1.1,7.3)	
Missing	48	316.1	5.2(3.4,7.1)	1	13.2	1.9(0.0,5.5)	14	32.7	7.9(3.9,11.9)	14	48.3	7.6(3.8,11.5)	6	81	4.7(1.0,8.4)	4	10.8	6.4(0.3,12.5)	9	130.1	5.4(1.9,8.9)	
Frequency go online to use internet/email (among subset of respondents who use a computer or have someone help them use a computer, n=614)																						
Every day	130	1187.4	23.4(19.3,27.6)	11	144.8	25.6(12.5,38.7)	21	52.5	16.7(10.0,23.3)	29	99.9	20.0(13.4,26.5)	36	486.3	31.9(23.2,40.5)	7	18.9	14.4(4.3,24.4)	26	385	19.0(12.2,25.7)	
At least once a week	83	794.3	15.7(12.1,19.3)	11	144.8	25.6(12.5,38.7)	15	35	11.1(5.8,16.4)	14	49.4	9.9(4.9,14.8)	24	324.2	21.2(13.7,28.8)	5	18.5	14.1(1.4,26.9)	14	222.3	10.9(5.5,16.4)	
Once or twice a month	29	252.9	5.0(2.8,7.2)	0			7	16.4	5.2(1.4,8.9)	8	27.4	5.5(1.8,9.2)	5	67.5	4.4(0.6,8.2)	0			9	141.5	7.0(2.5,11.5)	
Less than once a month/Never	172	1398.9	27.6(23.2,31.9)	12	158	27.9(14.5,41.4)	32	74.8	23.7(16.5,30.9)	46	155.7	31.1(23.6,38.7)	19	256.6	16.8(9.9,23.7)	16	48.1	36.7(21.5,51.9)	47	705.6	34.7(26.5,43.0)	
Missing	200	1437.3	28.3(24.0,32.6)	9	118.5	20.9(8.7,33.1)	57	136.6	43.3(34.8,51.9)	49	167.9	33.6(25.8,41.3)	29	391.7	25.7(17.6,33.7)	17	45.8	34.9(20.7,49.1)	39	576.8	28.4(20.7,36.1)	
Ever looked at personal medical info online (among subset of respondents who use a computer or have someone help them use a computer, n=614)																						
Yes	175	1474.7	29.1(24.7,33.5)	16	210.7	37.2(22.7,51.7)	30	71.8	22.8(15.5,30.0)	48	164.6	32.9(25.2,40.6)	41	553.8	36.3(27.4,45.2)	10	32	24.4(10.2,38.6)	30	441.9	21.8(14.7,28.8)	NS
No	251	2237.5	44.1(39.3,49.0)	18	237	41.9(27.1,56.6)	49	116.2	36.9(28.6,45.1)	52	178.9	35.8(27.9,43.6)	45	607.9	39.8(30.8,48.9)	19	56.2	42.8(27.4,58.3)	68	1041.4	51.3(42.6,59.9)	
Missing	188	1358.4	26.8(22.6,31.0)	9	118.5	20.9(8.7,33.1)	53	127.3	40.4(31.9,48.8)	46	156.9	31.4(23.8,38.9)	27	364.7	23.9(16.0,31.8)	16	43.1	32.8(18.9,46.7)	37	548	27.0(19.4,34.6)	

^a vs. CHF, p<0.05

^b vs. Other comorbid conditions, p<0.05

^c vs. COPD, p<0.05

^d vs. COPD/CHF, p<0.05

Table 3.c: Medical Information Sharing and Computer Use by Self-Reported Health Status with χ^2 Tests of Difference across Health Status (Unweighted N=759)

Med Information Sharing and Computer Use	Full Sample			Excellent/Very good			Good			Fair/Poor			χ^2 Test of Difference Across All Groups
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Confidence in access to med recs during emergency													
Very confident	511	3824.6	65.0(60.7,69.3)	64	507.7	71.5(59.3,83.6)	203	1704.9	69.5(63.1,76.0)	244	1612	59.2(52.7,65.7)	NS
Neutral	132	1204.4	20.5(16.8,24.1)	10	129.5	18.2(7.2,29.3)	50	433	17.7(12.3,23.0)	72	641.8	23.6(17.9,29.2)	
Not confident	81	763.9	13.0(9.9,16.1)	10	73	10.3(2.9,17.7)	25	257.5	10.5(6.1,14.9)	46	433.3	15.9(10.9,20.9)	
Missing	14	92.6	1.6(0.5,2.6)	0			9	56.7	2.3(0.4,4.2)	5	35.9	1.3(0.0,2.7)	
Ever asked permission to share health information													
Yes	188	1570.6	26.7(22.7,30.7)	21	233.8	32.9(20.3,45.6)	68	582.2	23.7(17.8,29.7)	99	754.5	27.7(21.9,33.5)	NS
No	355	2783.3	47.3(42.8,51.8)	42	298.7	42.1(29.5,54.6)	145	1259.9	51.4(44.4,58.4)	168	1224.7	45.0(38.5,51.5)	
Don't know	184	1459.1	24.8(20.9,28.7)	20	174.4	24.6(13.5,35.6)	68	561.9	22.9(17.0,28.8)	96	722.7	26.5(20.7,32.3)	
Missing	11	72.5	1.2(0.3,2.1)	1	3.3	0.5(0.0,1.4)	6	48.1	2.0(0.1,3.8)	4	21.1	0.8(0.0,1.8)	
Likelihood of authorizing hospital to share med information													
Very likely	417	3233.2	54.9(50.5,59.4)	45	333.1	46.9(34.1,59.7)	161	1312.4	53.5(46.6,60.5)	211	1587.7	58.3(51.9,64.7)	NS
Neutral	145	1222.4	20.8(17.1,24.4)	19	189	26.6(14.7,38.5)	58	526.2	21.5(15.7,27.2)	68	507.2	18.6(13.6,23.7)	
Not likely	147	1232.7	20.9(17.3,24.6)	18	171.6	24.2(13.1,35.2)	56	496.9	20.3(14.6,25.9)	73	564.3	20.7(15.4,26.1)	
Missing	29	197.1	3.3(1.8,4.9)	2	16.5	2.3(0.0,6.3)	12	116.8	4.8(1.8,7.7)	15	63.8	2.3(0.8,3.9)	
Likelihood of authorizing hospital to share med information													
Very likely	518	3965.5	67.4(63.1,71.6)	57	488.4	68.8(56.9,80.6)	194	1562.3	63.7(57.0,70.5)	267	1914.8	70.3(64.3,76.4)	NS
Neutral	112	982.1	16.7(13.3,20.1)	14	99	13.9(5.4,22.5)	46	430.9	17.6(12.2,22.9)	52	452.2	16.6(11.6,21.6)	
Not likely	89	800.9	13.6(10.5,16.8)	12	120.4	17.0(7.2,26.7)	40	376.9	15.4(10.2,20.5)	37	303.6	11.1(6.9,15.4)	
Missing	19	136.9	2.3(1.0,3.6)	1	2.3	0.3(0.0,1.0)	7	82.1	3.3(0.8,5.9)	11	52.5	1.9(0.4,3.4)	
Ever heard of KeyHIE													
No	691	5501.9	93.5(91.3,95.7)	80	673.3	94.8(89.1,100.0)	262	2208.9	90.1(85.8,94.4)	349	2619.7	96.2(94.0,98.4)	p=0.05
Yes	26	252	4.3(2.4,6.2)	3	32.5	4.6(0.0,10.1)	17	167.4	6.8(3.2,10.5)	6	52	1.9(0.1,3.7)	
Missing	21	131.6	2.2(1.0,3.4)	1	4.4	0.6(0.0,1.9)	8	75.9	3.1(0.7,5.5)	12	51.3	1.9(0.5,3.2)	
Overall internet / email skills													
Don't use a computer	456	3339.3	56.7(52.3,61.2)	44	320.1	45.1(32.3,57.8)	171	1319.8	53.8(46.8,60.8)	241	1699.4	62.4(56.0,68.8)	p<0.05
Beginner	73	637.6	10.8(8.0,13.6)	6	51.2	7.2(0.8,13.6)	30	249.3	10.2(6.0,14.3)	37	337.1	12.4(7.9,16.8)	
Average	130	1248.2	21.2(17.5,25.0)	21	216.4	30.5(18.2,42.8)	56	584.9	23.9(17.8,29.9)	53	446.9	16.4(11.4,21.4)	
Advanced	34	351.6	6.0(3.8,8.1)	8	97.2	13.7(4.5,22.9)	13	157.7	6.4(2.9,10.0)	13	96.7	3.6(1.2,5.9)	
Missing	45	308.7	5.2(3.3,7.1)	5	25.2	3.6(0.0,7.9)	17	140.5	5.7(2.5,8.9)	23	143	5.3(2.5,8.0)	
Frequency go online to use internet/email (among subset of respondents who use a computer or have someone help them use a computer, n=614)													
Every day	126	1172.9	23.8(19.5,28.0)	22	271.9	46.3(31.9,60.7)	53	564.7	27.4(20.5,34.4)	51	336.3	14.7(9.9,19.5)	p<0.01
At least once a week	81	778.8	15.8(12.1,19.4)	8	57	9.7(1.9,17.5)	37	346.6	16.8(11.1,22.6)	36	375.2	16.4(10.8,22.0)	
Once or twice a month	29	252.9	5.1(2.9,7.4)	5	46.8	8.0(0.1,15.8)	7	77.2	3.7(0.7,6.8)	17	128.9	5.6(2.2,9.1)	
Less than once a month/Never	166	1329.8	26.9(22.6,31.3)	12	68.4	11.7(3.4,19.9)	69	553.7	26.9(20.1,33.7)	85	707.6	30.9(24.2,37.6)	
Missing	195	1401.8	28.4(24.0,32.8)	20	143.1	24.4(12.4,36.3)	66	517.7	25.1(18.5,31.8)	109	741	32.4(25.8,38.9)	
Ever looked at personal medical info online (among subset of respondents who use a computer or have someone help them use a computer, n=614)													
Yes	170	1449.4	29.4(24.9,33.8)	20	200.3	34.1(20.6,47.7)	72	711.2	34.5(27.2,41.9)	78	538	23.5(17.6,29.4)	NS
No	244	2163.8	43.8(38.9,48.7)	28	257.3	43.8(29.5,58.2)	96	858.9	41.7(34.1,49.3)	120	1047.5	45.8(38.6,52.9)	
Missing	183	1323	26.8(22.5,31.1)	19	129.6	22.1(10.6,33.5)	64	489.9	23.8(17.3,30.3)	100	703.5	30.7(24.3,37.2)	

*Table excludes respondents missing self-reported health status (n=21)

Table 3.d: Medical Information Sharing and Computer Use by Gender with χ^2 Tests of Difference across Gender (Unweighted N=759)										
Med Information Sharing Computer Use	Full Sample			Male			Female			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Confidence in access to med recs during emergency										
Very confident	519	3876.9	64.6(60.3,68.9)	275	1979.1	65.6(59.6,71.6)	244	1897.8	63.6(57.5,69.7)	NS
Neutral	134	1224.8	20.4(16.8,24.1)	70	662.8	22.0(16.6,27.3)	64	562	18.8(13.9,23.8)	
Not confident	83	790.3	13.2(10.1,16.3)	38	365	12.1(8.0,16.2)	45	425.3	14.3(9.7,18.9)	
Missing	15	107.6	1.8(0.7,2.9)	3	9.9	0.3(0.0,0.7)	12	97.7	3.3(1.1,5.5)	
Ever asked permission to share health information										
Yes	193	1617.5	27.0(23.0,30.9)	98	795.4	26.4(20.9,31.9)	95	822	27.6(21.9,33.2)	NS
No	362	2836.8	47.3(42.9,51.7)	188	1428.3	47.3(41.1,53.5)	174	1408.5	47.2(40.9,53.5)	
Don't know	186	1476	24.6(20.8,28.4)	97	773.2	25.6(20.1,31.1)	89	702.8	23.6(18.2,28.9)	
Missing	10	69.2	1.2(0.3,2.0)	3	19.7	0.7(0.0,1.6)	7	49.5	1.7(0.1,3.2)	
Likelihood of authorizing hospital to share med information										
Very likely	425	3287	54.8(50.4,59.2)	233	1726.4	57.2(51.0,63.4)	192	1560.6	52.3(46.0,58.6)	NS
Neutral	148	1252.9	20.9(17.3,24.5)	79	731.5	24.2(18.8,29.7)	69	521.5	17.5(12.8,22.1)	
Not likely	147	1244.2	20.7(17.1,24.4)	64	520.4	17.3(12.6,21.9)	83	723.8	24.3(18.8,29.8)	
Missing	31	215.3	3.6(2.0,5.2)	10	38.4	1.3(0.3,2.3)	21	176.9	5.9(3.0,8.9)	
Likelihood of authorizing doctor's office to share med information										
Very likely	523	4010	66.8(62.6,71.0)	280	2056.3	68.2(62.3,74.0)	243	1953.7	65.5(59.5,71.5)	p<0.05
Neutral	116	1027.5	17.1(13.8,20.5)	63	610.3	20.2(15.1,25.4)	53	417.2	14.0(9.7,18.2)	
Not likely	92	822.3	13.7(10.6,16.8)	37	312.7	10.4(6.6,14.1)	55	509.6	17.1(12.1,22.0)	
Missing	20	139.6	2.3(1.1,3.6)	6	37.4	1.2(0.0,2.5)	14	102.3	3.4(1.2,5.6)	
Ever heard of KeyHIE										
No	703	5602.4	93.4(91.2,95.6)	363	2845.7	94.3(91.5,97.1)	340	2756.7	92.4(89.0,95.8)	NS
Yes	26	252	4.2(2.4,6.0)	15	144.2	4.8(2.1,7.5)	11	107.8	3.6(1.1,6.1)	
Missing	22	145.1	2.4(1.2,3.7)	8	26.8	0.9(0.3,1.5)	14	118.3	4.0(1.6,6.4)	
Overall internet / email skills										
Don't use a computer	465	3450.2	57.5(53.1,61.9)	237	1671.7	55.4(49.2,61.6)	228	1778.6	59.6(53.4,65.8)	NS
Beginner	70	607.9	10.1(7.4,12.8)	38	364.5	12.1(7.9,16.3)	32	243.5	8.2(4.8,11.5)	
Average	133	1270.1	21.2(17.5,24.9)	66	609.9	20.2(15.0,25.4)	67	660.3	22.1(16.8,27.5)	
Advanced	36	358.3	6.0(3.8,8.1)	21	212	7.0(3.8,10.3)	15	146.4	4.9(2.2,7.7)	
Missing	47	312.8	5.2(3.3,7.1)	24	158.7	5.3(2.6,7.9)	23	154.1	5.2(2.5,7.8)	
Frequency go online to use internet/email (among subset of respondents who use a computer or have someone help them use a computer, n=614)										
Every day	129	1173.8	23.4(19.3,27.6)	68	612.1	24.0(18.1,29.9)	61	561.7	22.8(16.9,28.7)	NS
At least once a week	82	780.5	15.6(12.0,19.2)	46	433.5	17.0(11.8,22.2)	36	346.9	14.1(9.1,19.0)	
Once or twice a month	29	252.9	5.0(2.8,7.3)	17	173	6.8(3.1,10.5)	12	79.9	3.2(0.9,5.6)	
Less than once a month/Never	169	1369.6	27.3(23.0,31.7)	90	661.2	26.0(20.0,31.9)	79	708.4	28.8(22.4,35.1)	
Missing	199	1434	28.6(24.3,33.0)	98	667.2	26.2(20.4,32.0)	101	766.7	31.1(24.7,37.6)	
Ever looked at personal medical info online (among subset of respondents who use a computer or have someone help them use a computer, n=614)										
Yes	172	1444.1	28.8(24.4,33.2)	89	687.4	27.0(21.0,32.9)	83	756.7	30.7(24.3,37.2)	NS
No	249	2211.5	44.1(39.3,49.0)	139	1233.1	48.4(41.6,55.3)	110	978.4	39.7(32.8,46.6)	
Missing	187	1355.1	27.0(22.8,31.3)	91	626.5	24.6(18.9,30.3)	96	728.6	29.6(23.2,35.9)	

*Table excludes respondents missing gender (n=8)

Table 3.e: Medical Information Sharing and Computer Use by Education Level with χ^2 Tests of Difference across Education Level (Unweighted N=759)

Med Information Sharing and Computer Use	Full Sample			Less than high school			High school/GED			Some College			College graduate or More			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Confidence in access to med recs during emergency																
Very confident	515	3832.6	64.5(60.2,68.8)	129	931.9	60.7(52.0,69.4)	239	1704.1	64.9(58.5,71.3)	95	724.5	64.5(54.4,74.6)	52	472.1	71.9(59.8,83.9)	NS
Neutral	133	1211.3	20.4(16.7,24.1)	35	328.8	21.4(14.2,28.7)	63	550.6	21.0(15.4,26.5)	20	200.6	17.9(9.5,26.2)	15	131.3	20.0(9.3,30.7)	
Not confident	83	790.3	13.3(10.2,16.4)	25	252.2	16.4(9.5,23.3)	34	303.4	11.6(7.2,15.9)	18	181.1	16.1(8.5,23.8)	6	53.6	8.2(0.9,15.4)	
Missing	15	107.6	1.8(0.7,2.9)	4	22.9	1.5(0.0,3.5)	9	67.9	2.6(0.6,4.6)	2	16.8	1.5(0.0,3.9)	0			
Ever asked permission to share health information																
Yes	191	1601.6	27.0(23.0,30.9)	49	382.7	24.9(17.5,32.4)	84	635.1	24.2(18.5,29.9)	39	378	33.7(23.7,43.6)	19	205.8	31.3(18.8,43.9)	NS
No	361	2811.6	47.3(42.9,51.8)	91	749.3	48.8(40.0,57.6)	169	1245.5	47.4(40.8,54.1)	59	453	40.3(30.2,50.4)	42	363.9	55.4(42.0,68.7)	
Don't know	184	1459.2	24.6(20.7,28.4)	50	394.8	25.7(18.0,33.4)	86	697.9	26.6(20.6,32.5)	36	279.2	24.9(15.9,33.8)	12	87.3	13.3(4.4,22.2)	
Missing	10	69.2	1.2(0.3,2.1)	3	8.9	0.6(0.0,1.2)	6	47.5	1.8(0.1,3.5)	1	12.8	1.1(0.0,3.4)	0			
Likelihood of authorizing hospital to share med information																
Very likely	424	3284.7	55.3(50.9,59.7)	104	813	52.9(44.2,61.7)	198	1451.7	55.3(48.7,61.9)	80	661	58.9(48.6,69.1)	42	359	54.6(41.3,68.0)	NS
Neutral	148	1252.9	21.1(17.4,24.7)	32	302.7	19.7(12.6,26.9)	71	522.7	19.9(14.7,25.1)	31	265.2	23.6(14.7,32.6)	14	162.2	24.7(12.7,36.7)	
Not likely	143	1188.8	20.0(16.4,23.6)	43	335.5	21.8(14.5,29.2)	62	527.8	20.1(14.7,25.5)	21	189.7	16.9(9.0,24.8)	17	135.8	20.7(10.1,31.2)	
Missing	31	215.3	3.6(2.0,5.2)	14	84.6	5.5(1.9,9.1)	14	123.7	4.7(1.9,7.5)	3	7	0.6(0.0,1.3)	0			
Likelihood of authorizing doctor's office to share med information																
Very likely	521	3994.2	67.2(63.0,71.4)	129	964.6	62.8(54.2,71.4)	244	1784.7	68.0(61.8,74.2)	97	786.3	70.0(60.5,79.6)	51	458.6	69.8(57.4,82.2)	NS
Neutral	114	999.1	16.8(13.5,20.2)	25	228	14.8(8.4,21.3)	55	451.5	17.2(12.2,22.2)	22	203.2	18.1(10.0,26.2)	12	116.4	17.7(7.2,28.2)	
Not likely	91	808.8	13.6(10.5,16.7)	31	299.6	19.5(12.2,26.8)	35	296	11.3(7.0,15.6)	15	131.1	11.7(5.1,18.2)	10	82.1	12.5(3.8,21.2)	
Missing	20	139.6	2.3(1.1,3.6)	8	43.6	2.8(0.3,5.3)	11	93.7	3.6(1.1,6.0)	1	2.3	0.2(0.0,0.6)	0			
Ever heard of KeyHIE																
No	699	5558.1	93.5(91.4,95.7)	181	1443	94.0(90.0,97.9)	326	2452.2	93.4(89.9,96.9)	125	1067.7	95.1(91.1,99.0)	67	595.2	90.6(82.8,98.4)	NS
Yes	25	238.4	4.0(2.2,5.8)	4	54.5	3.6(0.1,7.0)	9	80	3.0(0.5,5.5)	6	42.1	3.7(0.0,7.5)	6	61.9	9.4(1.6,17.2)	
Missing	22	145.1	2.4(1.2,3.7)	8	38.2	2.5(0.4,4.6)	10	93.8	3.6(1.1,6.1)	4	13.1	1.2(0.0,2.3)	0			
Overall internet / email skills																
Don't use a computer	461	3416.2	57.5(53.1,61.9)	156	1259.9	82.0(75.5,88.6)	224	1621.3	61.7(55.2,68.3)	61	402.9	35.9(26.1,45.6)	20	132.1	20.1(9.7,30.5)	p<0.001
Beginner	70	597.7	10.1(7.4,12.8)	10	73.7	4.8(1.2,8.4)	40	325.2	12.4(8.0,16.8)	13	142.4	12.7(5.4,19.9)	7	56.4	8.6(1.3,15.9)	
Average	133	1270.1	21.4(17.6,25.1)	10	86	5.6(1.6,9.6)	56	530.6	20.2(14.6,25.8)	40	380	33.8(23.9,43.8)	27	273.6	41.6(28.4,54.9)	
Advanced	36	358.3	6.0(3.9,8.2)	1	3.3	0.2(0.0,0.6)	7	44.1	1.7(0.1,3.3)	11	120.7	10.7(4.2,17.3)	17	190.3	29.0(16.6,41.4)	
Missing	46	299.3	5.0(3.2,6.9)	16	112.8	7.3(3.0,11.7)	18	104.8	4.0(1.6,6.4)	10	77	6.9(1.7,12.0)	2	4.7	0.7(0.0,1.7)	
Frequency go online to use internet/email (among subset of respondents who use a computer or have someone help them use a computer, n=614)																
Every day	129	1173.8	23.6(19.4,27.8)	10	61.7	5.6(1.2,9.9)	46	367.4	17.2(11.6,22.7)	34	350.5	32.3(22.1,42.4)	39	394.2	62.1(48.9,75.3)	p<0.001
At least once a week	81	767	15.4(11.8,19.0)	9	94.1	8.5(2.5,14.4)	42	369.7	17.3(11.6,23.0)	23	216.7	19.9(11.3,28.6)	7	86.6	13.6(3.9,23.3)	
Once or twice a month	29	252.9	5.1(2.9,7.3)	7	56.7	5.1(0.5,9.7)	17	136.8	6.4(2.5,10.3)	2	26.3	2.4(0.0,5.8)	3	33	5.2(0.0,11.4)	
Less than once a month/Never	169	1369.6	27.6(23.2,32.0)	55	470.4	42.4(32.1,52.7)	82	688.5	32.2(25.2,39.3)	27	187.2	17.2(9.6,24.9)	5	23.5	3.7(0.0,8.0)	
Missing	196	1404.6	28.3(23.9,32.6)	57	426.3	38.4(28.5,48.4)	88	575	26.9(20.5,33.3)	36	305.8	28.1(18.5,37.8)	15	97.5	15.4(5.9,24.8)	
Ever looked at personal medical info online (among subset of respondents who use a computer or have someone help them use a computer, n=614)																
Yes	173	1447.4	29.1(24.7,33.6)	24	168.7	15.2(8.1,22.3)	67	492.5	23.0(16.9,29.2)	46	419.6	38.6(28.3,48.9)	36	366.6	57.8(44.3,71.2)	p<0.001
No	247	2194.7	44.2(39.3,49.1)	63	552.3	49.8(39.5,60.1)	126	1110.6	52.0(44.6,59.4)	40	361.2	33.2(23.0,43.4)	18	170.7	26.9(14.7,39.1)	
Missing	184	1325.8	26.7(22.4,31.0)	51	388.3	35.0(25.2,44.8)	82	534.2	25.0(18.8,31.2)	36	305.8	28.1(18.5,37.8)	15	97.5	15.4(5.9,24.8)	

*Table excludes respondents missing education (n=13)

Table 3.f: Medical Information Sharing and Computer Use by Age with χ^2 Tests of Difference across Age (Unweighted N=759)

Med Information Sharing and Computer Use	Full Sample			<65			65-74			75-84			85+			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Confidence in access to med recs during emergency																
Very confident	518	3863.9	64.7(60.4,69.0)	92	865.8	63.6(54.4,72.7)	152	1344.8	63.3(55.7,70.9)	203	1235.9	69.2(62.0,76.3)	71	417.5	59.6(47.1,72.2)	NS
Neutral	134	1224.8	20.5(16.8,24.2)	28	314.2	23.1(14.8,31.3)	51	468.4	22.0(15.6,28.5)	35	240.1	13.4(8.2,18.7)	20	202	28.9(17.0,40.7)	
Not confident	83	790.3	13.2(10.1,16.3)	20	178.6	13.1(6.9,19.3)	25	281	13.2(7.7,18.7)	29	254.8	14.3(8.7,19.8)	9	75.9	10.8(2.3,19.4)	
Missing	14	94.4	1.6(0.5,2.6)	1	3.3	0.2(0.0,0.7)	3	30.3	1.4(0.0,3.2)	8	56.1	3.1(0.4,5.8)	2	4.7	0.7(0.0,1.6)	
Ever asked permission to share health information																
Yes	191	1601.3	26.8(22.9,30.8)	40	408.3	30.0(21.2,38.8)	69	584.2	27.5(20.7,34.3)	67	496.6	27.8(20.8,34.8)	15	112.2	16.0(6.5,25.6)	NS
No	364	2843.4	47.6(43.2,52.0)	72	693.7	50.9(41.5,60.4)	111	1031.7	48.6(40.7,56.4)	133	794.9	44.5(37.0,52.0)	48	323	46.1(33.7,58.6)	
Don't know	185	1472.7	24.7(20.8,28.5)	28	256.5	18.8(11.6,26.1)	50	495.4	23.3(16.5,30.2)	68	455.9	25.5(18.8,32.2)	39	264.8	37.8(25.8,49.9)	
Missing	9	56	0.9(0.2,1.7)	1	3.3	0.2(0.0,0.7)	1	13.2	0.6(0.0,1.8)	7	39.6	2.2(0.1,4.3)	0			
Likelihood of authorizing hospital to share med information																
Very likely	424	3273.5	54.8(50.4,59.2)	71	671.4	49.3(39.8,58.8)	124	1112.3	52.4(44.5,60.2)	166	1080.5	60.5(53.0,67.9)	63	409.3	58.5(46.0,70.9)	NS
Neutral	148	1252.9	21.0(17.3,24.6)	33	374.5	27.5(18.8,36.2)	47	395.5	18.6(12.7,24.5)	52	363.1	20.3(14.1,26.5)	16	119.8	17.1(7.6,26.6)	
Not likely	148	1237.6	20.7(17.1,24.3)	36	312.7	23.0(15.1,30.8)	51	537.2	25.3(18.4,32.2)	44	253.8	14.2(9.2,19.2)	17	133.9	19.1(8.8,29.4)	
Missing	29	209.3	3.5(1.9,5.1)	1	3.3	0.2(0.0,0.7)	9	79.5	3.7(0.9,6.5)	13	89.6	5.0(1.6,8.4)	6	37	5.3(0.0,10.6)	
Likelihood of authorizing doctor's office to share med information																
Very likely	521	3993.8	66.9(62.6,71.1)	92	868.1	63.7(54.7,72.8)	156	1394.2	65.6(58.2,73.1)	202	1259.1	70.5(63.4,77.5)	71	472.4	67.5(55.5,79.4)	NS
Neutral	115	1014.4	17.0(13.6,20.4)	21	239.2	17.6(10.3,24.9)	43	431.9	20.3(14.0,26.6)	37	256.2	14.3(9.0,19.7)	14	87	12.4(4.5,20.4)	
Not likely	93	825.6	13.8(10.7,17.0)	26	248.5	18.2(11.0,25.5)	26	238.8	11.2(6.2,16.3)	28	219.5	12.3(7.1,17.5)	13	118.9	17.0(6.8,27.2)	
Missing	20	139.6	2.3(1.1,3.6)	2	6	0.4(0.0,1.1)	6	59.7	2.8(0.3,5.3)	8	52.1	2.9(0.4,5.5)	4	21.8	3.1(0.0,7.1)	
Ever heard of KeyHIE																
No	702	5579	93.4(91.2,95.6)	129	1258.4	92.4(87.6,97.2)	216	2025.2	95.3(92.2,98.4)	261	1666.3	93.2(89.2,97.3)	96	629.1	89.9(81.8,97.9)	NS
Yes	26	252	4.2(2.4,6.1)	9	93.6	6.9(2.1,11.6)	11	83.9	3.9(0.9,7.0)	4	46.3	2.6(0.0,5.3)	2	28.2	4.0(0.0,9.5)	
Missing	21	142.4	2.4(1.1,3.6)	3	9.9	0.7(0.0,1.6)	4	15.4	0.7(0.0,1.5)	10	74.3	4.2(1.0,7.3)	4	42.8	6.1(0.0,12.4)	
Overall internet / email skills																
Don't use a computer	462	3420.9	57.3(52.9,61.7)	35	275.9	20.3(12.9,27.6)	127	1122.6	52.8(45.0,60.6)	214	1399.3	78.3(72.1,84.5)	86	623.1	89.0(82.1,95.9)	
Beginner	71	611.2	10.2(7.5,12.9)	23	232.1	17.0(10.0,24.1)	28	267.4	12.6(7.3,17.8)	16	89.8	5.0(1.9,8.1)	4	21.9	3.1(0.0,7.0)	
Average	133	1270.1	21.3(17.5,25.0)	51	540.3	39.7(30.3,49.0)	58	580.6	27.3(20.3,34.3)	21	128.6	7.2(3.4,11.0)	3	20.6	2.9(0.0,7.0)	
Advanced	36	358.3	6.0(3.9,8.1)	27	276.4	20.3(12.7,27.9)	8	66.6	3.1(0.6,5.7)	1	15.4	0.9(0.0,2.5)	0			
Missing	47	312.8	5.2(3.4,7.1)	5	37.2	2.7(0.0,5.6)	10	87.4	4.1(1.2,7.1)	23	153.8	8.6(4.3,12.9)	9	34.5	4.9(0.6,9.2)	
Frequency go online to use internet/email (among subset of respondents who use a computer or have someone help them use a computer, n=614)																
Every day	129	1173.8	23.6(19.4,27.7)	59	640.7	49.5(39.8,59.3)	48	425.4	22.4(15.7,29.1)	18	96.3	7.4(3.1,11.7)	4	11.4	2.3(0.0,4.8)	p<0.001
At least once a week	82	780.5	15.7(12.0,19.3)	33	324	25.0(16.7,33.4)	29	298.6	15.7(9.6,21.9)	16	135.1	10.4(4.7,16.1)	4	22.7	4.6(0.0,10.8)	
Once or twice a month	29	252.9	5.1(2.8,7.3)	6	73.2	5.7(1.0,10.3)	13	128.3	6.8(2.4,11.1)	8	33.2	2.6(0.3,4.8)	2	18.2	3.7(0.0,9.7)	
Less than once a month/Never	168	1356.4	27.2(22.8,31.6)	19	146.8	11.4(5.5,17.2)	57	524.1	27.6(20.1,35.1)	67	463.3	35.7(27.0,44.4)	25	222.2	45.1(30.1,60.0)	
Missing	198	1420.5	28.5(24.2,32.8)	12	108.8	8.4(3.2,13.6)	61	522.2	27.5(20.2,34.8)	87	571	44.0(35.0,52.9)	38	218.4	44.3(29.6,59.0)	
Ever looked at personal medical info online (among subset of respondents who use a computer or have someone help them use a computer, n=614)																
Yes	173	1447.4	29.0(24.6,33.5)	69	712.1	55.1(45.3,64.8)	63	510.4	26.9(19.8,34.0)	35	185.7	14.3(8.5,20.1)	6	39.2	7.9(0.0,16.0)	p<0.001
No	247	2195	44.0(39.1,48.9)	48	472.6	36.5(27.1,46.0)	86	883.2	46.5(38.2,54.8)	80	593.2	45.7(36.7,54.7)	33	246.1	49.9(35.0,64.8)	
Missing	186	1341.6	26.9(22.6,31.2)	12	108.8	8.4(3.2,13.6)	59	505.1	26.6(19.4,33.8)	81	519.9	40.0(31.2,48.8)	34	207.8	42.1(27.4,56.8)	

*Table excludes respondents missing age (n=10)

Table 4.a: Case manager satisfaction by Internet and email skills with χ^2 tests of difference across Internet and email skills (unweighted N= 759)

	Overall Internet and email skills															χ^2 Test of Difference Across All Group
	Full Sample			I do not use a computer			Beginner			Average			Advanced			
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Likelihood of authorizing hospital to share med information																
Very likely	404	3171.5	55.2(50.6,59.7)	260	1889.5	54.5(48.7,60.2)	42	339.9	53.3(39.6,67.0)	76	677.3	52.7(42.8,62.7)	26	264.9	73.9(57.9,89.9)	p<0.001
Neutral	136	1171.1	20.4(16.7,24.0)	92	708.9	20.4(15.8,25.1)	9	50.9	8.0(1.4,14.5)	31	368.5	28.7(19.6,37.8)	4	42.9	12.0(0.0,24.0)	
Not likely	144	1224.6	21.3(17.6,25.0)	92	707.7	20.4(15.7,25.1)	21	233.7	36.7(23.1,50.2)	25	232.6	18.1(10.7,25.6)	6	50.6	14.1(1.7,26.5)	
Missing	27	182.7	3.2(1.7,4.7)	24	163.9	4.7(2.4,7.1)	1	13.2	2.1(0.0,6.1)	2	5.6	0.4(0.0,1.1)	0			
Likelihood of authorizing doctor to share medical records																
Very likely	497	3869.3	67.3(63.0,71.6)	321	2263.9	65.2(59.7,70.8)	45	349.6	54.8(41.1,68.6)	100	944.7	73.6(65.0,82.2)	31	311.1	86.8(74.5,99.1)	p<0.05
Neutral	110	976.3	17.0(13.5,20.4)	72	577.5	16.6(12.3,21.0)	15	164.5	25.8(13.3,38.3)	20	214.1	16.7(9.3,24.0)	3	20.3	5.7(0.0,13.4)	
Not likely	87	794.3	13.8(10.6,17.0)	59	531.8	15.3(11.0,19.7)	12	110.4	17.3(7.0,27.6)	14	125.2	9.8(4.1,15.4)	2	27	7.5(0.0,17.6)	
Missing	17	110	1.9(0.8,3.1)	16	96.8	2.8(1.0,4.5)	1	13.2	2.1(0.0,6.1)	0			0			

*Table excludes respondents missing level of Internet and email skills (n=48)

Table 4.b: Having a case manager by likelihood to authorize a hospital or doctor to share your medical information with χ^2 Tests of Difference across Case Manager Status (subset of respondents who have a medical condition, unweighted N=738)

	Full Sample			Case manager			No case manager			χ^2 Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Likelihood of authorizing hospital to share med information										
Very likely	368	2909.9	55.7(51.0,60.5)	295	2309.6	59.3(53.9,64.6)	73	600.4	45.3(35.6,55.0)	NS
Neutral	129	1054.9	20.2(16.4,24.0)	96	745.6	19.1(14.9,23.4)	33	309.3	23.3(14.9,31.7)	
Not likely	127	1068.8	20.5(16.6,24.3)	93	719.2	18.5(14.2,22.7)	34	349.6	26.4(17.8,34.9)	
Missing	25	187.3	3.6(1.9,5.3)	17	121.7	3.1(1.3,5.0)	8	65.6	5.0(1.0,8.9)	
Likelihood of authorizing doctor to share medical records										
Very likely	453	3518.1	67.4(62.9,71.9)	362	2771.7	71.1(66.2,76.1)	91	746.4	56.3(46.7,66.0)	p=0.05
Neutral	102	910.2	17.4(13.8,21.1)	74	636	16.3(12.2,20.4)	28	274.2	20.7(12.8,28.6)	
Not likely	80	690	13.2(10.0,16.5)	58	437.9	11.2(7.8,14.7)	22	252.2	19.0(11.3,26.8)	
Missing	14	102.6	2.0(0.7,3.2)	7	50.5	1.3(0.1,2.5)	7	52.1	3.9(0.5,7.4)	

*Table excludes respondents missing case manager status (n=31) and respondents who didn't know their case manager status (n=58)

Table 4.c: Case manager satisfaction by likelihood to authorize a hospital to share your medical information with χ^2 tests of difference across case manager satisfaction

(subset of respondents who have a medical condition and a current case manager, unweighted N=501)

	Case manager satisfaction												χ^2 Test of Difference Across All Group
	Full Sample			Agree/Strongly Agree			Not sure			Disagree/strongly disagree			
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Likelihood of authorizing hospital to share med information													
Very likely	276	2113.5	59.7(54.2,65.3)	256	1934.3	60.3(54.5,66.1)	17	171.3	61.8(42.5,81.0)	3	8	14.9(0.0,34.4)	NS
Neutral	89	702.9	19.9(15.3,24.4)	80	657.6	20.5(15.7,25.3)	8	42.9	15.5(2.0,28.9)	1	2.3	4.4(0.0,13.4)	
Not likely	83	613.1	17.3(13.1,21.6)	70	506.8	15.8(11.5,20.1)	9	63.1	22.8(6.1,39.4)	4	43.2	80.8(58.0,100.0)	
Missing	16	108.8	3.1(1.2,5.0)	16	108.8	3.4(1.3,5.5)	0			0			
Likelihood of authorizing doctor to share medical records													
Very likely	333	2512.9	71.0(65.9,76.2)	306	2288	71.3(65.9,76.7)	22	201.1	72.5(54.9,90.1)	5	23.8	44.5(1.3,87.7)	NS
Neutral	72	618.7	17.5(13.1,21.9)	65	567.5	17.7(13.0,22.4)	5	35	12.6(0.0,25.6)	2	16.2	30.3(0.0,71.9)	
Not likely	52	356.3	10.1(6.8,13.4)	44	301.6	9.4(6.1,12.7)	7	41.2	14.9(0.9,28.8)	1	13.5	25.2(0.0,66.7)	
Missing	7	50.5	1.4(0.1,2.7)	7	50.5	1.6(0.1,3.0)	0			0			

*Table excludes respondents missing case manager satisfaction (n=37)

Table 5.a: Medical Information Sharing and Computer Use by Number of Conditions
(subset of respondents who ever looked at personal medical info online by themselves or with help from others, Unweighted N=175)

Med Info and Computer Use Characteristic	Full Sample			1 condition			2 conditions			3+ conditions		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Find useful info about medical care online												
Yes	167	1385.2	93.9(89.3,98.6)	130	955.1	95.4(90.9,100.0)	26	275.7	86.3(70.8,100.0)	11	154.4	100.0(100.0,100.0)
No	6	62.5	4.2(0.2,8.2)	4	32.6	3.3(0.0,7.1)	2	29.9	9.3(0.0,23.0)	0		
Missing	2	27	1.8(0.0,4.4)	1	13.2	1.3(0.0,3.9)	1	13.9	4.3(0.0,12.7)	0		
Find useful reminders about preventive care online												
Yes	159	1355.3	91.9(87.2,96.6)	121	886.9	88.6(81.9,95.3)	27	314	98.3(95.9,100.0)	11	154.4	100.0(100.0,100.0)
No	12	97.9	6.6(2.3,11.0)	11	95.2	9.5(3.2,15.8)	1	2.7	0.8(0.0,2.5)	0		
Missing	4	21.5	1.5(0.0,3.3)	3	18.8	1.9(0.0,4.6)	1	2.7	0.8(0.0,2.5)	0		
Able to use online system to send emails to doctor												
Yes	149	1224.2	83.0(76.1,90.0)	118	857.5	85.7(78.2,93.2)	22	241.5	75.6(57.3,93.9)	9	125.1	81.0(57.2,100.0)
No	21	192.9	13.1(6.8,19.3)	14	114.7	11.5(4.7,18.2)	6	64	20.0(2.8,37.2)	1	14.2	9.2(0.0,26.5)
Missing	5	57.6	3.9(0.3,7.6)	3	28.7	2.9(0.0,6.5)	1	13.9	4.3(0.0,12.7)	1	15.1	9.8(0.0,28.1)
Online system easy to learn/use												
Yes	147	1266.5	85.9(79.7,92.0)	114	866.5	86.6(79.7,93.5)	24	271.3	84.9(69.6,100.0)	9	128.6	83.3(61.7,100.0)
No	21	148.5	10.1(4.7,15.4)	17	113.2	11.3(4.9,17.7)	4	35.2	11.0(0.0,24.8)	0		
Missing	7	59.8	4.1(0.6,7.5)	4	21.1	2.1(0.0,4.8)	1	12.8	4.0(0.0,11.8)	2	25.8	16.7(0.0,38.3)
Will use online system in future												
Yes	161	1365.4	92.6(88.1,97.1)	124	915.9	91.5(85.7,97.4)	26	295.1	92.4(82.7,100.0)	11	154.4	100.0(100.0,100.0)
No	11	89.8	6.1(2.0,10.2)	9	79.4	7.9(2.1,13.7)	2	10.4	3.3(0.0,8.4)	0		
Missing	3	19.5	1.3(0.0,3.2)	2	5.6	0.6(0.0,1.4)	1	13.9	4.3(0.0,12.7)	0		

Table 5.b: Medical Information Sharing and Computer Use by Type of Condition
(subset of respondents who ever looked at personal medical info online by themselves or with help from others, Unweighted N=175)

Med Info Sharing and Computer Use	Full Sample			CAD			CHF			COPD			Diabetes			COPD/CHF			Other		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Find useful info about medical care online																					
Yes	167	1385.2	93.9(89.3,98.6)	15	197.5	93.8(81.8,100.0)	29	69.5	96.7(90.4,100.0)	47	161.3	98.0(94.1,100.0)	39	526.8	95.1(88.5,100.0)	9	24.2	75.8(37.5,100.0)	28	405.9	91.9(80.8,100.0)
No	6	62.5	4.2(0.2,8.2)	0			1	2.3	3.3(0.0,9.6)	1	3.3	2.0(0.0,5.9)	2	27	4.9(0.0,11.5)	1	7.8	24.2(0.0,62.5)	1	22.1	5.0(0.0,14.6)
Missing	2	27	1.8(0.0,4.4)	1	13.2	6.2(0.0,18.2)	0			0			0			0			1	13.9	3.1(0.0,9.3)
Find useful reminders about preventive care online																					
Yes	159	1355.3	91.9(87.2,96.6)	14	184.3	87.5(71.1,100.0)	27	64.8	90.2(79.6,100.0)	44	151.4	92.0(84.4,99.6)	36	486.3	87.8(77.7,97.9)	8	26.6	83.2(60.7,100.0)	30	441.9	100.0(100.0,100.0)
No	12	97.9	6.6(2.3,11.0)	1	13.2	6.2(0.0,18.2)	2	4.7	6.5(0.0,15.3)	3	9.9	6.0(0.0,12.6)	5	67.5	12.2(2.1,22.3)	1	2.7	8.4(0.0,24.7)	0		
Missing	4	21.5	1.5(0.0,3.3)	1	13.2	6.2(0.0,18.2)	1	2.3	3.3(0.0,9.6)	1	3.3	2.0(0.0,5.9)	0			1	2.7	8.4(0.0,24.7)	0		
Able to use online system to send emails to doctor																					
Yes	149	1224.2	83.0(76.1,90.0)	14	184.3	87.5(71.1,100.0)	26	62.5	87.0(74.9,99.0)	44	151.4	92.0(84.4,99.6)	34	459.3	82.9(71.3,94.6)	7	18.9	58.9(22.6,95.3)	24	347.8	78.7(63.3,94.1)
No	21	192.9	13.1(6.8,19.3)	0			3	7	9.8(0.0,20.4)	4	13.1	8.0(0.4,15.6)	7	94.6	17.1(5.4,28.7)	3	13.1	41.1(4.7,77.4)	4	65.1	14.7(1.1,28.4)
Missing	5	57.6	3.9(0.3,7.6)	2	26.3	12.5(0.0,28.9)	1	2.3	3.3(0.0,9.6)	0			0			0			2	28.9	6.6(0.0,15.4)
Online system easy to learn/use																					
Yes	147	1266.5	85.9(79.7,92.0)	14	184.3	87.5(71.1,100.0)	23	55.5	77.2(62.2,92.3)	41	140.4	85.3(75.1,95.5)	36	486.3	87.8(77.7,97.9)	7	18.9	58.9(22.6,95.3)	26	381.1	86.2(73.3,99.2)
No	21	148.5	10.1(4.7,15.4)	1	13.2	6.2(0.0,18.2)	5	11.7	16.3(3.0,29.5)	6	20.9	12.7(3.0,22.3)	5	67.5	12.2(2.1,22.3)	3	13.1	41.1(4.7,77.4)	1	22.1	5.0(0.0,14.6)
Missing	7	59.8	4.1(0.6,7.5)	1	13.2	6.2(0.0,18.2)	2	4.7	6.5(0.0,15.3)	1	3.3	2.0(0.0,5.9)	0			0			3	38.7	8.7(0.0,18.4)
Will use online system in future																					
Yes	161	1365.4	92.6(88.1,97.1)	15	197.5	93.8(81.8,100.0)	28	67.2	93.5(84.7,100.0)	44	151.4	92.0(84.4,99.6)	37	499.8	90.2(81.1,99.4)	8	21.5	67.3(29.8,100.0)	29	428	96.9(90.7,100.0)
No	11	89.8	6.1(2.0,10.2)	1	13.2	6.2(0.0,18.2)	1	2.3	3.3(0.0,9.6)	3	9.9	6.0(0.0,12.6)	4	54	9.8(0.6,18.9)	2	10.4	32.7(0.0,70.2)	0		
Missing	3	19.5	1.3(0.0,3.2)	0			1	2.3	3.3(0.0,9.6)	1	3.3	2.0(0.0,5.9)	0			0			1	13.9	3.1(0.0,9.3)

Table 5.c: Medical Information Sharing and Computer Use by Health Status
(subset of respondents who ever looked at personal medical info online by themselves or with help from others, Unweighted N=175)

Med Info Sharing and Computer Use	Full Sample			Excellent/Very good			Good			Fair/Poor			χ ² Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Find useful info about medical care online													
Yes	162	1359.9	93.8(89.1,98.6)	19	186.8	93.3(80.4,100.0)	69	681.2	95.8(90.6,100.0)	74	491.9	91.4(82.0,100.0)	NS
No	6	62.5	4.3(0.3,8.4)	1	13.5	6.7(0.0,19.6)	2	16.8	2.4(0.0,6.2)	3	32.2	6.0(0.0,14.3)	
Missing	2	27	1.9(0.0,4.4)	0			1	13.2	1.9(0.0,5.5)	1	13.9	2.6(0.0,7.6)	
Find useful reminders about preventive care online													
Yes	155	1332.4	91.9(87.1,96.7)	17	170.4	85.0(67.6,100.0)	66	662.1	93.1(86.7,99.5)	72	499.9	92.9(85.9,100.0)	NS
No	11	95.6	6.6(2.2,11.0)	2	16.8	8.4(0.0,21.6)	4	43.5	6.1(0.0,12.4)	5	35.3	6.6(0.0,13.6)	
Missing	4	21.5	1.5(0.0,3.4)	1	13.2	6.6(0.0,19.1)	2	5.6	0.8(0.0,1.9)	1	2.7	0.5(0.0,1.5)	
Able to use online system to send emails to doctor													
Yes	144	1198.9	82.7(75.6,89.8)	16	156.9	78.3(57.9,98.7)	66	638.6	89.8(81.5,98.1)	62	403.4	75.0(62.0,88.0)	NS
No	21	192.9	13.3(7.0,19.7)	3	30.3	15.1(0.0,32.8)	4	44.3	6.2(0.0,12.8)	14	118.3	22.0(9.5,34.5)	
Missing	5	57.6	4.0(0.3,7.7)	1	13.2	6.6(0.0,19.1)	2	28.3	4.0(0.0,9.4)	2	16.2	3.0(0.0,8.1)	
Online system easy to learn/use													
Yes	144	1256.4	86.7(80.6,92.8)	19	197	98.4(95.1,100.0)	64	627.4	88.2(79.7,96.7)	61	432	80.3(68.9,91.7)	p<0.05
No	20	146.1	10.1(4.7,15.5)	1	3.3	1.6(0.0,4.9)	5	44.9	6.3(0.0,12.6)	14	98	18.2(6.9,29.6)	
Missing	6	46.9	3.2(0.1,6.3)	0			3	38.9	5.5(0.0,11.6)	3	8	1.5(0.0,3.2)	
Will use online system in future													
Yes	156	1340.1	92.5(87.9,97.1)	18	183.5	91.6(78.4,100.0)	69	681.2	95.8(90.6,100.0)	69	475.4	88.4(79.5,97.3)	NS
No	11	89.8	6.2(2.0,10.4)	2	16.8	8.4(0.0,21.6)	3	30	4.2(0.0,9.4)	6	43.1	8.0(0.5,15.5)	
Missing	3	19.5	1.3(0.0,3.3)	0			0			3	19.5	3.6(0.0,8.8)	

*Table excludes respondents missing self-reported health status (n=5)

Table 5.d: Medical Information Sharing and Computer Use by Gender

(subset of respondents who ever looked at personal medical info online by themselves or with help from others, Unweighted N=175)

Med Info Sharing and Computer Use	Full Sample			Male			Female			χ ² Test of Difference Across All
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Find useful info about medical care online										
Yes	165	1368.4	94.8(90.3,99.2)	87	670.6	97.6(93.6,100.0)	78	697.9	92.2(84.7,99.7)	NS
No	6	62.5	4.3(0.3,8.4)	2	16.8	2.4(0.0,6.4)	4	45.7	6.0(0.0,12.9)	
Missing	1	13.2	0.9(0.0,2.7)	0			1	13.2	1.7(0.0,5.2)	
Find useful reminders about preventive care online										
Yes	156	1324.7	91.7(86.9,96.5)	80	608	88.4(80.2,96.7)	76	716.7	94.7(89.6,99.8)	NS
No	12	97.9	6.8(2.3,11.2)	8	66.2	9.6(2.1,17.2)	4	31.7	4.2(0.0,9.2)	
Missing	4	21.5	1.5(0.0,3.4)	1	13.2	1.9(0.0,5.7)	3	8.3	1.1(0.0,2.4)	
Able to use online system to send emails to doctor										
Yes	147	1207.4	83.6(76.7,90.5)	75	580.8	84.5(75.2,93.8)	72	626.6	82.8(72.7,92.9)	NS
No	21	192.9	13.4(7.0,19.7)	11	76	11.1(3.2,18.9)	10	117	15.5(5.7,25.2)	
Missing	4	43.8	3.0(0.0,6.3)	3	30.6	4.5(0.0,10.1)	1	13.2	1.7(0.0,5.2)	
Online system easy to learn/use										
Yes	144	1235.8	85.6(79.3,91.9)	75	595.2	86.6(78.3,94.9)	69	640.6	84.7(75.4,93.9)	NS
No	21	148.5	10.3(4.8,15.7)	10	60.7	8.8(2.0,15.6)	11	87.8	11.6(3.3,19.9)	
Missing	7	59.8	4.1(0.6,7.7)	4	31.4	4.6(0.0,9.8)	3	28.3	3.7(0.0,8.5)	
Will use online system in future										
Yes	159	1348.6	93.4(89.1,97.6)	81	631.4	91.9(85.1,98.6)	78	717.3	94.8(89.5,100.0)	NS
No	11	89.8	6.2(2.0,10.4)	6	50.4	7.3(0.7,14.0)	5	39.5	5.2(0.0,10.5)	
Missing	2	5.6	0.4(0.0,0.9)	2	5.6	0.8(0.0,2.0)	0			

*Table excludes respondents missing gender (n=3)

Table 5.e: Medical Information Sharing and Computer Use by Education Level
(subset of respondents who ever looked at personal medical info online by themselves or with help from others, Unweighted N=175)

Med Info Sharing and Computer Use	Full Sample			Less than high school			High school/GED			Some College			College graduate or More		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Find useful info about medical care online															
Yes	167	1385.2	93.0(88.0,97.9)	23	160.9	95.4(86.4,100.0)	64	453.9	89.4(78.5,100.0)	45	406.1	96.8(90.5,100.0)	34	350.8	95.7(88.4,100.0)
No	6	62.5	4.2(0.2,8.1)	1	7.8	4.6(0.0,13.6)	2	25.4	5.0(0.0,13.4)	1	13.5	3.2(0.0,9.5)	2	15.8	4.3(0.0,11.6)
Missing	3	42.4	2.8(0.0,6.0)	0			2	28.5	5.6(0.0,13.2)	0			0		
Find useful reminders about preventive care online															
Yes	159	1355.3	91.9(87.2,96.6)	22	163.1	96.7(91.8,100.0)	59	448.6	91.1(83.3,98.9)	43	379.1	90.3(79.9,100.0)	33	337.2	92.0(82.0,100.0)
No	12	97.9	6.6(2.3,11.0)	2	5.6	3.3(0.0,8.2)	4	22.4	4.6(0.0,10.2)	3	40.5	9.7(0.0,20.1)	3	29.4	8.0(0.0,18.0)
Missing	4	21.5	1.5(0.0,3.3)	0			4	21.5	4.4(0.0,9.9)	0			0		
Able to use online system to send emails to doctor															
Yes	149	1224.2	83.0(76.1,90.0)	21	131.6	78.0(55.6,100.0)	54	383.2	77.8(64.4,91.2)	42	386	92.0(83.1,100.0)	31	309.9	84.5(71.0,98.0)
No	21	192.9	13.1(6.8,19.3)	2	22	13.0(0.0,30.6)	10	80.7	16.4(4.3,28.5)	4	33.6	8.0(0.0,16.9)	5	56.7	15.5(2.0,29.0)
Missing	5	57.6	3.9(0.3,7.6)	1	15.1	8.9(0.0,25.6)	3	28.7	5.8(0.0,13.1)	0			0		
Online system easy to learn/use															
Yes	147	1266.5	85.0(78.6,91.3)	19	139.1	82.5(65.0,100.0)	51	367.7	72.4(58.5,86.3)	42	386	92.0(83.1,100.0)	33	346.3	94.5(86.9,100.0)
No	21	148.5	10.0(4.7,15.2)	4	16.7	9.9(0.0,20.9)	11	81.2	16.0(4.4,27.6)	3	30.3	7.2(0.0,16.0)	3	20.3	5.5(0.0,13.1)
Missing	8	75.2	5.0(1.1,9.0)	1	12.9	7.7(0.0,22.1)	6	59	11.6(1.6,21.6)	1	3.3	0.8(0.0,2.3)	0		
Will use online system in future															
Yes	161	1365.4	91.6(86.8,96.5)	23	160.9	95.4(86.4,100.0)	61	454.2	89.4(80.2,98.7)	42	386	92.0(83.1,100.0)	34	350.8	95.7(88.4,100.0)
No	11	89.8	6.0(1.9,10.1)	1	7.8	4.6(0.0,13.6)	5	35.9	7.1(0.0,14.5)	3	30.3	7.2(0.0,16.0)	2	15.8	4.3(0.0,11.6)
Missing	4	34.8	2.3(0.0,5.1)	0			2	17.7	3.5(0.0,9.4)	1	3.3	0.8(0.0,2.3)	0		

*Table excludes respondents missing gender (n=0)

Table 5.f: Medical Information Sharing and Computer Use by Age
(subset of respondents who ever looked at personal medical info online by themselves or with help from others, Unweighted N=175)

Med Info and Computer Use	Full Sample			<65			65-74			75-84			85+			χ ² Test of Difference Across All Group
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	
Find useful info about medical care online																
Yes	166	1371.7	94.8(90.4,99.2)	68	698.6	98.1(94.4,100.0)	59	469.2	91.9(82.3,100.0)	34	177.9	95.8(87.7,100.0)	5	26	66.4(14.3,100.0)	
No	6	62.5	4.3(0.3,8.4)	1	13.5	1.9(0.0,5.6)	4	41.2	8.1(0.0,17.7)	1	7.8	4.2(0.0,12.3)	0			
Missing	1	13.2	0.9(0.0,2.7)	0			0			0			1	13.2	33.6(0.0,85.7)	
Find useful reminders about preventive care online																
Yes	157	1328	91.7(86.9,96.6)	63	642	90.2(82.2,98.1)	55	466.2	91.3(83.7,99.0)	34	183.3	98.7(96.2,100.0)	5	36.5	93.1(78.6,100.0)	NS
No	12	97.9	6.8(2.3,11.2)	5	57	8.0(0.8,15.2)	5	35.9	7.0(0.0,14.5)	1	2.3	1.3(0.0,3.8)	1	2.7	6.9(0.0,21.4)	
Missing	4	21.5	1.5(0.0,3.4)	1	13.2	1.8(0.0,5.5)	3	8.3	1.6(0.0,3.5)	0			0			
Able to use online system to send emails to doctor																
Yes	148	1210.7	83.6(76.7,90.6)	63	630	88.5(79.7,97.2)	52	416	81.5(69.0,94.0)	29	141.3	76.1(56.2,96.1)	4	23.3	59.5(7.5,100.0)	NS
No	21	192.9	13.3(7.0,19.7)	5	69	9.7(1.6,17.8)	11	94.4	18.5(6.0,31.0)	4	26.9	14.5(0.0,30.2)	1	2.7	6.9(0.0,21.4)	
Missing	4	43.8	3.0(0.0,6.3)	1	13.2	1.8(0.0,5.5)	0			2	17.4	9.4(0.0,24.6)	1	13.2	33.6(0.0,85.7)	
Online system easy to learn/use																
Yes	145	1239.1	85.6(79.3,91.9)	64	655.2	92.0(84.8,99.2)	53	442.3	86.7(75.9,97.4)	24	118.3	63.7(42.7,84.8)	4	23.3	59.5(7.5,100.0)	NS
No	21	148.5	10.3(4.8,15.7)	5	57	8.0(0.8,15.2)	9	55.2	10.8(1.0,20.6)	6	33.6	18.1(1.8,34.5)	1	2.7	6.9(0.0,21.4)	
Missing	7	59.8	4.1(0.6,7.7)	0			1	12.9	2.5(0.0,7.5)	5	33.7	18.2(0.3,36.0)	1	13.2	33.6(0.0,85.7)	
Will use online system in future																
Yes	160	1351.9	93.4(89.2,97.7)	66	671.6	94.3(88.0,100.0)	57	482	94.4(88.7,100.0)	32	172.3	92.8(83.6,100.0)	5	26	66.4(14.3,100.0)	NS
No	11	89.8	6.2(2.0,10.4)	3	40.5	5.7(0.0,12.0)	6	28.4	5.6(0.0,11.3)	1	7.8	4.2(0.0,12.3)	1	13.2	33.6(0.0,85.7)	
Missing	2	5.6	0.4(0.0,0.9)	0			0			2	5.6	3.0(0.0,7.4)	0			

*Table excludes respondents missing age (n=2)

Table 6.a: Who should have access to your personal medical information and records by number of conditions (unweighted N=759)

Person who should have access	Number of Conditions											
	Full Sample			1 condition			2 conditions			3+ conditions		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
My primary care doctor and nurse	701	5622.9	92.7(90.4,95.0)	497	3220.9	92.4(89.6,95.2)	148	1628.2	90.9(85.8,96.0)	56	773.8	98.2(94.7,100.0)
Doctors and nurses in an emergency department or hospital where I get care	562	4497.5	74.1(70.3,78.0)	401	2593.2	74.4(69.7,79.0)	118	1307.8	73.0(65.1,81.0)	43	596.5	75.7(64.5,86.9)
Any doctor, nurse, or hospital who might provide medical care for me	502	4033.2	66.5(62.3,70.6)	353	2286.1	65.6(60.5,70.6)	110	1212.7	67.7(59.2,76.2)	39	534.4	67.8(55.5,80.2)
My case manager (if you have one)	426	3333.1	54.9(50.6,59.3)	286	1673.4	48.0(42.7,53.3)	98	1084.5	60.6(51.7,69.4)	42	575.2	73.0(61.2,84.8)
My insurance company (including Medicare or Medicaid)	384	3107.2	51.2(46.8,55.6)	262	1612.3	46.2(40.9,51.5)	87	1012.3	56.5(47.6,65.4)	35	482.7	61.3(48.4,74.1)
My employer	16	131.7	2.2(0.8,3.5)	11	63.2	1.8(0.4,3.2)	5	68.5	3.8(0.2,7.4)	0		
My caregivers	527	4147.8	68.4(64.3,72.5)	369	2273.1	65.2(60.0,70.3)	112	1231.3	68.8(60.3,77.2)	46	643.3	81.6(71.6,91.7)
Other	16	145.4	2.4(1.0,3.8)	10	71.2	2.0(0.5,3.6)	2	15.5	0.9(0.0,2.3)	4	58.7	7.5(0.4,14.5)

Table 6.b: Who should have access to your personal medical information and records by type of condition (unweighted N=759)

Person who should have access	Full Sample			CAD			CHF			COPD			Diabetes			COPD/CHF			Other		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
My primary care doctor and nurse	701	5622.9	92.7(90.4,95.0)	51	671.5	94.4(88.3,100.0)	162	387.2	93.5(89.5,97.5)	166	568.3	89.8(85.4,94.2)	118	1593.9	92.2(87.5,96.8)	54	155.5	92.0(85.3,98.8)	150	2246.5	93.2(89.2,97.2)
Doctors and nurses in an emergency department or hospital where I get care	562	4497.5	74.1(70.3,78.0)	43	566.2	79.6(68.9,90.4)	133	317.7	76.7(70.2,83.2)	132	453.1	71.6(65.1,78.1)	93	1256.2	72.7(64.9,80.4)	43	125.9	74.5(63.4,85.6)	118	1778.4	73.8(66.9,80.7)
Any doctor, nurse, or hospital who might provide medical care for me	502	4033.2	66.5(62.3,70.6)	34	447.7	63.0(50.1,75.9)	119	288.4	69.7(62.8,76.6)	114	388.3	61.3(54.3,68.4)	86	1161.7	67.2(59.0,75.3)	39	115.1	68.1(56.1,80.1)	110	1632	67.7(60.3,75.1)
My case manager (if you have one)	426	3333.1	54.9(50.6,59.3)	26	342.3	48.1(34.8,61.5)	104	251.7	60.8(53.4,68.2)	102	350	55.3(48.1,62.5)	54	729.4	42.2(33.6,50.8)	34	91.6	54.2(40.6,67.7)	106	1568.1	65.1(57.5,72.6)
My insurance company (including Medicare or Medicaid)	384	3107.2	51.2(46.8,55.6)	28	368.7	51.9(38.5,65.2)	93	226	54.6(47.1,62.1)	88	301.7	47.7(40.4,54.9)	53	715.9	41.4(32.9,50.0)	27	77.8	46.0(32.6,59.4)	95	1417.2	58.8(51.0,66.6)
My employer	16	131.7	2.2(0.8,3.5)	0			5	11.7	2.8(0.4,5.3)	3	11	1.7(0.0,3.7)	3	40.5	2.3(0.0,5.0)	1	2.7	1.6(0.0,4.7)	4	65.8	2.7(0.0,5.4)
My caregivers	527	4147.8	68.4(64.3,72.5)	37	487.2	68.5(56.1,80.9)	129	313.5	75.7(69.4,82.1)	126	432.3	68.3(61.5,75.0)	77	1040.1	60.2(51.7,68.7)	39	115.1	68.1(56.1,80.1)	119	1759.5	73.0(65.9,80.1)
Other	16	145.4	2.4(1.0,3.8)	2	26.3	3.7(0.0,8.8)	2	4.7	1.1(0.0,2.7)	4	13.1	2.1(0.1,4.1)	2	27	1.6(0.0,3.7)	1	2.7	1.6(0.0,4.7)	5	71.6	3.0(0.4,5.6)

Table 7.a: Concerns about sharing medical information by number of conditions (unweighted N=759)

Concerns	Total Sample			1 condition			2 conditions			3 conditions		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Do not know who sees med info	336	2651	43.7(39.3,48.1)	253	1594.7	45.7(40.4,51.0)	58	719.2	40.2(31.2,49.1)	25	337.1	42.8(29.7,55.8)
Do not see benefits	96	757.4	12.5(9.5,15.4)	69	423.6	12.1(8.7,15.6)	21	255.6	14.3(7.7,20.9)	6	78.1	9.9(2.2,17.6)
Do not want insurance company to see	125	1061.7	17.5(14.1,20.9)	95	638.1	18.3(14.1,22.5)	23	320.2	17.9(10.7,25.1)	7	103.4	13.1(4.1,22.2)
Worry about security	350	2891.5	47.7(43.3,52.1)	256	1775	50.9(45.6,56.2)	72	818.9	45.7(36.7,54.7)	22	297.7	37.8(25.0,50.5)
Some info only want doctor to see	294	2435.7	40.2(35.8,44.5)	217	1522	43.6(38.3,49.0)	58	658	36.7(28.0,45.5)	19	255.6	32.4(20.1,44.7)
Might change mind later	115	862	14.2(11.2,17.2)	87	529.9	15.2(11.4,19.0)	19	211.1	11.8(6.1,17.5)	9	121	15.4(6.0,24.8)
Could lead to identity theft	298	2495.8	41.1(36.8,45.5)	222	1516.3	43.5(38.2,48.8)	55	702.3	39.2(30.3,48.1)	21	277.2	35.2(22.7,47.7)
Other	21	180.3	3.0(1.5,4.5)	13	70.2	2.0(0.6,3.4)	3	43.7	2.4(0.0,5.2)	5	66.4	8.4(1.2,15.7)

Table 7.b: Concerns about sharing medical information by type of condition (unweighted N=759)

Concerns	Full Sample			CAD			CHF			COPD			Diabetes			COPD/CHF			Other Comorbid Conditions		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Do not know who sees med info	336	2651	43.7(39.3,48.1)	23	302.8	42.6(29.4,55.8)	85	202	48.8(41.2,56.4)	86	292.9	46.3(39.0,53.5)	59	797	46.1(37.4,54.7)	16	43.1	25.5(14.4,36.6)	67	1013.2	42.0(34.2,49.9)
Do not see benefits	96	757.4	12.5(9.5,15.4)	6	79	11.1(2.7,19.5)	22	53.1	12.8(7.8,17.9)	26	88.9	14.0(9.0,19.1)	15	202.6	11.7(6.1,17.3)	7	18.9	11.2(3.3,19.0)	20	314.9	13.1(7.6,18.6)
Do not want insurance company to see	125	1061.7	17.5(14.1,20.9)	5	65.8	9.3(1.5,17.0)	27	63.1	15.2(9.9,20.6)	34	117.4	18.6(12.9,24.2)	29	391.7	22.7(15.4,29.9)	4	10.8	6.4(0.3,12.5)	26	412.9	17.1(11.0,23.2)
Worry about security	350	2891.5	47.7(43.3,52.1)	23	302.8	42.6(29.4,55.8)	67	160	38.6(31.3,46.0)	92	312.6	49.4(42.1,56.6)	74	999.6	57.8(49.2,66.4)	24	69.7	41.2(28.0,54.5)	70	1046.8	43.4(35.6,51.3)
Some info only want doctor to see	294	2435.7	40.2(35.8,44.5)	22	289.7	40.7(27.6,53.9)	57	134.9	32.6(25.5,39.6)	76	260	41.1(33.9,48.2)	62	837.5	48.4(39.8,57.1)	20	58.9	34.9(21.9,47.8)	57	854.7	35.5(27.9,43.0)
Might change mind later	115	862	14.2(11.2,17.2)	6	79	11.1(2.7,19.5)	25	60.1	14.5(9.2,19.9)	36	120.6	19.0(13.4,24.7)	20	270.2	15.6(9.3,21.9)	6	16.2	9.6(2.2,16.9)	22	315.9	13.1(7.9,18.3)
Could lead to identity theft	298	2495.8	41.1(36.8,45.5)	18	237	33.3(20.7,45.9)	68	158.9	38.4(31.1,45.7)	71	242.4	38.3(31.2,45.4)	65	878	50.8(42.1,59.5)	15	45.5	26.9(14.5,39.3)	61	934.1	38.8(31.0,46.5)
Other	21	180.3	3.0(1.5,4.5)	1	13.2	1.9(0.0,5.5)	3	7	1.7(0.0,3.6)	7	23	3.6(1.0,6.3)	2	27	1.6(0.0,3.7)	0			8	110.1	4.6(1.4,7.7)

Table 7.c: Concerns about sharing medical information by self-reported health status (unweighted N=759)

Concerns	Full Sample			Excellent/Very good			Good			Fair/Poor		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Do not know who sees med info	325	2556.6	43.4(39.0,47.9)	45	378.9	53.3(40.4,66.3)	118	997	40.7(33.8,47.5)	162	1180.7	43.4(36.9,49.8)
Do not see benefits	92	714	12.1(9.2,15.1)	19	123.8	17.4(8.2,26.6)	36	305.9	12.5(7.7,17.2)	37	284.3	10.4(6.3,14.6)
Do not want insurance company to see	120	1025.3	17.4(14.0,20.9)	17	162.8	22.9(11.5,34.3)	50	450.4	18.4(12.9,23.8)	53	412.1	15.1(10.4,19.9)
Worry about security	341	2832.8	48.1(43.7,52.6)	44	399.1	56.2(43.5,68.9)	135	1194.3	48.7(41.7,55.7)	162	1239.4	45.5(39.0,52.0)
Some info only want doctor to see	284	2343.4	39.8(35.4,44.2)	41	358.7	50.5(37.6,63.4)	114	1026.7	41.9(35.0,48.8)	129	958	35.2(29.0,41.4)
Might change mind later	110	825.3	14.0(11.0,17.1)	11	87.9	12.4(4.0,20.7)	41	358.4	14.6(9.6,19.6)	58	379	13.9(9.6,18.2)
Could lead to identity theft	290	2461.8	41.8(37.4,46.3)	42	383.2	54.0(41.2,66.8)	109	958.9	39.1(32.3,45.9)	139	1119.6	41.1(34.7,47.6)
Other	21	180.3	3.1(1.5,4.6)	2	30	4.2(0.0,9.9)	8	59.7	2.4(0.3,4.5)	11	90.6	3.3(1.0,5.6)

*Table excludes respondents missing self-reported health status (n=21)

Table 7.d: Concerns about sharing medical information by gender (unweighted N=759)

Concerns	Gender								
	Total Sample			Male			Female		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Do not know who sees med info	331	2614.4	43.6(39.2,48.0)	177	1413.4	46.9(40.6,53.1)	154	1201	40.3(34.1,46.4)
Do not see benefits	94	740.9	12.3(9.4,15.3)	50	349.3	11.6(7.8,15.4)	44	391.6	13.1(8.6,17.7)
Do not want insurance company to see	124	1058.4	17.6(14.2,21.1)	76	606.8	20.1(15.1,25.1)	48	451.6	15.1(10.4,19.9)
Worry about security	347	2881.7	48.0(43.6,52.5)	180	1426	47.3(41.1,53.5)	167	1455.6	48.8(42.5,55.1)
Some info only want doctor to see	291	2415.6	40.3(35.9,44.6)	152	1199.3	39.8(33.7,45.8)	139	1216.3	40.8(34.5,47.0)
Might change mind later	113	845.2	14.1(11.1,17.1)	53	397.3	13.2(9.1,17.3)	60	447.9	15.0(10.6,19.4)
Could lead to identity theft	295	2486	41.4(37.0,45.8)	155	1274.4	42.2(36.1,48.4)	140	1211.5	40.6(34.4,46.9)
Other	21	180.3	3.0(1.5,4.5)	12	111.2	3.7(1.3,6.1)	9	69.1	2.3(0.5,4.2)

*Table excludes respondents missing gender (n=8)

Table 7.e: Concerns about sharing medical information by education level (unweighted N=759)

Concerns	Education Level														
	Total Sample			Less than high school			High school/GED			Some college			College Graduate or More		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Do not know who sees med info	331	2592.6	43.6(39.2,48.1)	76	599.9	39.1(30.5,47.6)	157	1167.2	44.4(37.8,51.1)	58	465.5	41.5(31.3,51.6)	40	360	54.8(41.4,68.1)
Do not see benefits	95	744.2	12.5(9.5,15.5)	31	240.4	15.7(9.1,22.2)	50	387.5	14.8(10.0,19.6)	9	58.5	5.2(1.1,9.4)	5	57.8	8.8(0.9,16.7)
Do not want insurance company to see	125	1061.7	17.9(14.4,21.3)	24	172.6	11.2(5.6,16.9)	51	458.1	17.4(12.2,22.7)	36	280.6	25.0(16.1,33.9)	14	150.3	22.9(11.3,34.5)
Worry about security	346	2857.9	48.1(43.6,52.5)	71	562.9	36.6(28.2,45.1)	171	1337.6	50.9(44.3,57.6)	68	583.1	51.9(41.6,62.3)	36	374.4	57.0(43.8,70.2)
Some info only want doctor to see	290	2391.9	40.3(35.9,44.6)	72	528.2	34.4(26.1,42.7)	130	996.1	37.9(31.5,44.4)	61	574.7	51.2(40.8,61.5)	27	292.9	44.6(31.2,58.0)
Might change mind later	114	848.5	14.3(11.2,17.3)	25	184.6	12.0(6.5,17.6)	59	442.9	16.9(11.9,21.8)	19	131.9	11.7(5.4,18.1)	11	89.1	13.6(4.6,22.5)
Could lead to identity theft	295	2464.1	41.5(37.1,45.9)	68	551.3	35.9(27.4,44.4)	144	1146.4	43.7(37.1,50.3)	52	450.7	40.1(29.9,50.4)	31	315.7	48.1(34.6,61.5)
Other	21	180.3	3.0(1.5,4.6)	5	56.6	3.7(0.2,7.2)	4	33.5	1.3(0.0,2.8)	10	61.6	5.5(1.3,9.7)	2	28.6	4.4(0.0,10.3)

*Table excludes respondents missing education (n=13)

Table 7.f: Concerns about sharing medical information by age (unweighted N=759)

Concerns	Age														
	Total Sample			<65			65-74			75-84			85+		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Do not know who sees med info	331	2594.3	43.4(39.0,47.8)	69	673.7	49.5(40.0,58.9)	107	968.4	45.6(37.8,53.4)	117	717.5	40.1(32.7,47.6)	38	234.8	33.5(22.0,45.1)
Do not see benefits	95	744.2	12.5(9.5,15.4)	12	134.3	9.9(4.2,15.6)	28	269.6	12.7(7.3,18.1)	37	216.8	12.1(7.3,16.9)	18	123.4	17.6(7.8,27.4)
Do not want insurance company to see	124	1058.4	17.7(14.3,21.2)	33	346.2	25.4(17.0,33.8)	37	370.8	17.5(11.3,23.6)	40	252.5	14.1(8.9,19.4)	14	88.9	12.7(4.6,20.8)
Worry about security	346	2858.9	47.9(43.4,52.3)	79	777.1	57.1(47.7,66.4)	116	1071.8	50.4(42.6,58.3)	122	813.4	45.5(37.9,53.1)	29	196.6	28.1(17.0,39.2)
Some info only want doctor to see	291	2405.4	40.3(35.9,44.6)	73	740.5	54.4(45.0,63.8)	90	778.7	36.7(29.2,44.1)	100	648	36.3(29.0,43.5)	28	238.1	34.0(21.8,46.2)
Might change mind later	113	845.8	14.2(11.1,17.2)	20	169.5	12.4(6.4,18.5)	36	294.5	13.9(8.7,19.1)	42	288.2	16.1(10.5,21.8)	15	93.5	13.4(5.2,21.5)
Could lead to identity theft	295	2465.8	41.3(36.9,45.7)	59	606.8	44.6(35.1,54.0)	104	1005.8	47.3(39.5,55.2)	109	700.6	39.2(31.8,46.6)	23	152.7	21.8(11.6,32.0)
Other	21	180.3	3.0(1.5,4.5)	4	33.9	2.5(0.0,5.3)	10	98.2	4.6(1.4,7.9)	6	32.8	1.8(0.1,3.6)	1	15.4	2.2(0.0,6.4)

*Table excludes respondents missing age (n=10)

Table 7.g: Concerns about sharing medical information by likelihood to authorize a hospital to share your medical information (unweighted N=759)

Concerns	Likelihood to authorize hospital to share medical records											
	Total Sample			Likely(1/2)			Neutral (3)			Not likely (4/5)		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Do not know who sees med info	325	2567.4	43.9(39.4,48.3)	165	1254	37.7(31.9,43.4)	81	674.5	53.8(44.1,63.6)	79	638.9	50.4(40.7,60.1)
Do not see benefits	94	730.3	12.5(9.5,15.5)	35	227.7	6.8(3.9,9.7)	23	175.1	14.0(7.4,20.5)	36	327.5	25.8(17.0,34.7)
Do not want insurance company to see	121	1028.1	17.6(14.1,21.1)	50	446.4	13.4(9.2,17.6)	34	267.3	21.3(13.3,29.4)	37	314.4	24.8(16.3,33.3)
Worry about security	341	2802	47.9(43.4,52.4)	157	1187.1	35.6(30.0,41.3)	84	722.2	57.6(48.0,67.3)	100	892.7	70.4(61.7,79.2)
Some info only want doctor to see	284	2341.6	40.0(35.6,44.4)	136	1035.8	31.1(25.6,36.6)	68	558.2	44.6(34.8,54.3)	80	747.6	59.0(49.5,68.5)
Might change mind later	110	817	14.0(10.9,17.0)	47	372.6	11.2(7.4,14.9)	34	249.2	19.9(12.4,27.4)	29	195.2	15.4(8.8,22.0)
Could lead to identity theft	292	2425.8	41.5(37.0,45.9)	133	1019.6	30.6(25.1,36.1)	74	670.9	53.5(43.8,63.3)	85	735.3	58.0(48.4,67.6)
Other	21	180.3	3.1(1.5,4.6)	12	92.4	2.8(0.9,4.7)	5	54	4.3(0.2,8.4)	4	33.9	2.7(0.0,5.7)

*Table excludes respondents missing likelihood to authorize a hospital to share medical information (n=31)

Table 7.h: Concerns about sharing medical information by likelihood to authorize your doctor to share your medical information (unweighted N=759)

Concerns	Likelihood to authorize doctor to share medical records											
	Total Sample			Likely(1/2)			Neutral (3)			Not likely (4/5)		
	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)	N	Wt N	% (95% CL)
Do not know who sees med info	331	2606.4	44.0(39.5,48.4)	224	1722.4	42.4(37.1,47.7)	58	526.7	51.3(40.4,62.1)	49	357.4	42.6(30.7,54.5)
Do not see benefits	94	730.3	12.3(9.4,15.3)	41	265.2	6.5(4.0,9.1)	26	184.3	17.9(10.1,25.8)	27	280.8	33.5(21.5,45.4)
Do not want insurance company to see	124	1048.2	17.7(14.2,21.2)	68	552.7	13.6(9.8,17.4)	27	245.8	23.9(14.7,33.1)	29	249.7	29.8(18.5,41.0)
Worry about security	345	2835.1	47.8(43.4,52.3)	222	1723.7	42.5(37.2,47.7)	67	611.6	59.5(48.9,70.2)	56	499.8	59.6(47.6,71.5)
Some info only want doctor to see	290	2391.9	40.4(36.0,44.7)	186	1425.3	35.1(30.0,40.2)	52	475.9	46.3(35.5,57.1)	52	490.6	58.5(46.5,70.4)
Might change mind later	113	835.6	14.1(11.1,17.1)	64	479.3	11.8(8.4,15.2)	27	223.8	21.8(13.0,30.6)	22	132.4	15.8(7.7,23.8)
Could lead to identity theft	294	2442.7	41.2(36.8,45.6)	188	1475.9	36.4(31.2,41.5)	57	533.7	51.9(41.1,62.8)	49	433.2	51.6(39.4,63.8)
Other	21	180.3	3.0(1.5,4.6)	13	100.1	2.5(0.8,4.1)	5	59.8	5.8(0.5,11.2)	3	20.4	2.4(0.0,5.8)

*Table excludes respondents missing likelihood to authorize doctor to share medical information (n=20)