

Cost and Quality-of-Care Website Utilization by the Orthopaedic New Patient Population

Healthcare Information Resource Questionnaire

Raising quality and lowering costs of care are two important goals of healthcare reform. A part of that reform has been government and insurance company websites that compare cost and quality among healthcare providers and institutions. Also part of that reform is the Physician Payment Sunshine Act. This act requires the reporting of financial relationships between healthcare manufacturing companies, physicians, and hospitals.

The goal of our research is to see if patients, like you, are using these websites to help make choices about where to receive your care. Your participation in this survey is completely voluntary. Your responses will be anonymous and will in no way affect your care. It will take you about 10 minutes to complete this survey. The principal investigator, Dr. Christopher Chiodo, thanks you for your participation.

On the next few pages, please answer some basic questions to help with this project. If you have any questions about the survey please ask the research assistant.

1. What is your gender?

- ☐ Male ☐ Female

2. What is your age in years? _____

3. What is your ethnicity?

- ☐ Hispanic or Latino
☐ Not Hispanic or Latino
☐ Unknown
☐ Other: _____
☐ Decline to Answer

4. What race do you identify yourself as?

- ☐ American Indian or Alaska Native
☐ Asian
☐ Black or African American
☐ Native Hawaiian or Other Pacific Islander
☐ White
☐ Unknown
☐ Other: _____
☐ Decline to Answer

5. Select your highest education level

- ☐ Less than high school, no high school diploma
☐ High school graduate, diploma or the equivalent (for example: GED)
☐ Some college, no degree
☐ Technical school, associate degree, two-year degree
☐ College (Bachelor's) degree, four-year degree
☐ Graduate degree, professional degree, doctorate degree
☐ Decline to Answer

6. What is your total household income level?

- ☐ Less than \$10,000
- ☐ \$10,000 to \$19,999
- ☐ \$20,000 to \$29,999
- ☐ \$30,000 to \$39,999
- ☐ \$40,000 to \$49,999
- ☐ \$50,000 to \$59,999
- ☐ \$60,000 to \$69,999
- ☐ \$70,000 to \$79,999
- ☐ \$80,000 to \$89,999
- ☐ \$90,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 or more
- ☐ Decline to Answer

7. What is your Zip Code? _____

8. Who is your primary Insurance Provider? *(If you are not sure, please ask the receptionist and he or she will help you answer this question.)*

- ☐ Aetna
- ☐ Blue Cross Blue Shield
- ☐ CIGNA
- ☐ Fallon
- ☐ Harvard Pilgrim Healthcare
- ☐ Humana
- ☐ Massachusetts Exchange Plan (e.g. Commonwealth Care or ConnectorCare)
- ☐ Massachusetts Health Net
- ☐ Medicaid
- ☐ Medicare
- ☐ Neighborhood Health Plan (NHP)
- ☐ Tufts
- ☐ United Healthcare
- ☐ WellPoint
- ☐ Workers' Compensation
- ☐ Other _____
- ☐ I do not have health insurance
- ☐ Decline to Answer

9. Do you have access to a computer?

- ☐ Yes
- ☐ No

10. Do you use the internet?

- ☐ Yes
- ☐ No

11. What type of orthopedic problem are you being seen for today?

- ☐ Foot and Ankle
- ☐ Hand
- ☐ Joint Repair Center
- ☐ Spine
- ☐ Sports
- ☐ Other: _____

Below is a grid listing several **government websites** in the column on the left. To the right are questions regarding your knowledge about these websites and whether or not you have used them. Please check the appropriate boxes below if you have used any of the websites listed on the left (in the first column, in bold) for any of the reasons listed in the top row (statements in italics).

	<i>I was unaware of this website.</i>	<i>I used this website to access information about the COST of care provided by the DOCTOR I am seeing today.</i>	<i>I used this website to access information about the COST of care at the FACILITY where I am receiving care today.</i>	<i>I used this website to access information about the QUALITY of care provided by the DOCTOR that I am seeing today.</i>	<i>I used this website to access information about the QUALITY of care at the FACILITY where I am receiving care today.</i>
Example: www.website.com		✓		✓	
Centers for Medicare and Medicaid Service (CMS) Medicare Provider Charge Data https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Medicare-Provider-Charge-Data/Physician-and-Other-Supplier.html			N/A Site does not document this	N/A Site does not document this	N/A Site does not document this
CMS Hospital Compare www.medicare.gov/hospitalcompare		N/A Site does not document this		N/A Site does not document this	
CMS Physician Compare www.medicare.gov/physiciancompare		N/A Site does not document this	N/A Site does not document this		N/A Site does not document this
Center for Health Information and Analysis (CHIA) chiamass.gov		N/A Site does not document this		N/A Site does not document this	
MyHealthcareOptions Hcqcc.hcf.state.ma.us		N/A Site does not document this		N/A Site does not document this	
Commonwealth of Massachusetts Board of Registration in Medicine Profiles.ehs.state.ma.us		N/A Site does not document this	N/A Site does not document this		N/A Site does not document this

	<i>I was unaware of this website.</i>	<i>I used this website to access information about the COST of care provided by the DOCTOR I am seeing today.</i>	<i>I used this website to access information about the COST of care at the FACILITY where I am receiving care today.</i>	<i>I used this website to access information about the QUALITY of care provided by the DOCTOR that I am seeing today.</i>	<i>I used this website to access information about the QUALITY of care at the FACILITY where I am receiving care today.</i>
Joint Commission www.jointcommission.org , www.qualitycheck.org		N/A Site does not document this	N/A Site does not document this	N/A Site does not document this	
Massachusetts Health Quality Partners www.mhqp.org , healthcarecompassma.org		N/A Site does not document this	N/A Site does not document this	N/A Site does not document this	
Other Government Websites (Please specify):					

Below is a grid listing several **commercial insurance company websites** in the column on the left. To the right are questions regarding your knowledge about these websites and whether or not you have used them. Please check the appropriate boxes below if you have used any of the websites listed on the left (in the first column, in bold) for any of the reasons listed in the top row (statements in italics).

	<i>I was unaware of this website.</i>	<i>I used this website to access information about the COST of care provided by the DOCTOR I am seeing today.</i>	<i>I used this website to access information about the COST of care at the FACILITY where I am receiving care today.</i>	<i>I used this website to access information about the QUALITY of care provided by the DOCTOR that I am seeing today.</i>	<i>I used this website to access information about the QUALITY of care at the FACILITY where I am receiving care today.</i>
Example: www.website.com		✓	✓		
Aetna – Member Payment Estimator www.aetna.com				N/A Site does not document this	N/A Site does not document this
Blue Cross Blue Shield – Cost and Quality Tools www.bluecrossma.com					
Cigna – Find Doctors and Services my.cigna.com					
Fallon – Fallon Smartshopper fallon.compassmartshopper.com				N/A Site does not document this	N/A Site does not document this

	<i>I was unaware of this website.</i>	<i>I used this website to access information about the COST of care provided by the DOCTOR I am seeing today.</i>	<i>I used this website to access information about the COST of care at the FACILITY where I am receiving care today.</i>	<i>I used this website to access information about the QUALITY of care provided by the DOCTOR that I am seeing today.</i>	<i>I used this website to access information about the QUALITY of care at the FACILITY where I am receiving care today.</i>
Harvard Pilgrim Healthcare – Now iKnow www.harvardpilgrim.org					
Neighborhood Health Plan – Cost Estimator MyNHP.org				N/A Site does not document this	N/A Site does not document this
Tufts – EmpowerMe www.tuftshealthplan.com					
United Healthcare – myuhc www.myuhc.com				N/A Site does not document this	N/A Site does not document this
Other Commercial Insurance Company Websites (Please specify):					

Below is a grid listing the information presented by both government and commercial insurance websites on the left. To the right are questions regarding how important you think that information **should** be when choosing where or with whom to receive care. Please check the appropriate boxes below to indicate how important (across the top, in italics) you think the information listed on the left (in the first column, in bold) should be.

<i>How important SHOULD the following information be in choosing where to receive your care?</i>	<i>Unimportant</i>	<i>Of Little Importance</i>	<i>Moderately Important</i>	<i>Important</i>	<i>Very Important</i>
Cost of Care found on Government Websites					
Quality of Care found on Government Websites					
Cost of Care found on Commercial Insurance Company Websites					
Quality of Care found on Commercial Insurance Company Websites					

12. Did you use the **CMS Medicare Provider Charge Data** at www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/Medicare-Provider-Charge-Data/index.html to access information about **physician Medicare/Medicaid reimbursement data**?

- ☐ Yes ☐ No

13. How important should the information regarding **Medicare/Medicaid reimbursement on government websites** be in choosing where to receive your care?

- ☐ Very Important
☐ Important
☐ Somewhat Important
☐ Of Little Importance
☐ Unimportant

14. Did you use the **CMS** at <http://cms.gov/openpayments/> to access information about **financial relationships between healthcare manufacturers, doctors, and hospitals**?

- ☐ Yes ☐ No

15. How important should information regarding **financial relationships between healthcare manufacturers, doctors, and hospitals** be in choosing where to receive your care?

- ☐ Very Important
☐ Important
☐ Somewhat Important
☐ Of Little Importance
☐ Unimportant

Please tell of any other websites or resources that have helped you make healthcare decisions. These include independent websites not made by the government or insurance companies.

16. Have you used **any other websites or resources (i.e. private websites not affiliated with the government or an insurance company)** to access information on physician/hospital **costs of receiving care**?

- ☐ Yes ☐ No

16a. **If yes**, which websites or resources?

17. Have you used **any other websites or resources (i.e. private websites not affiliated with the government or an insurance company)** to access information on physician/hospital **quality of care ratings**?

- ☐ Yes ☐ No

17a. **If yes**, which websites or resources?

Please consider how you decided upon this healthcare provider today.

18. What factors led you to **receive care with the physician you are seeing today**? Please rate the importance of the following factors:

	<i>Unimportant</i>	<i>Of Little Importance</i>	<i>Moderately Important</i>	<i>Important</i>	<i>Very Important</i>
Physician ratings					
Cost of care to me					
Cost of care to my insurance company					
Friend/family recommendation					
Insurance coverage					
Location					
Personal experience					
Physician referral					
Reputation					
Wait time for an appointment					

19. What factors led you to **receive care at this hospital/facility**? Please rate the importance of the following factors:

	<i>Unimportant</i>	<i>Of Little Importance</i>	<i>Moderately Important</i>	<i>Important</i>	<i>Very Important</i>
Hospital ratings					
Cost of care to me					
Cost of care to my insurance company					
Friend/family recommendation					
Insurance coverage					
Location					
Personal experience					
Physician referral					
Reputation					
Wait time for an appointment					

Thank you *very much* for completing this survey. Your answers will help us to understand how patients use publicly available information about the potential cost and quality of care when making healthcare decisions. If you have any questions, please contact our research assistant, William Ciurylo, at (617)983-7363 Ext. 3.