SA Divisions of General Practice Inc

Informatics Survey for General Practitioners

A Combined Divisional T/IM Survey of
General Practice in South Australia

Produced By: Gary Holzer
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April 2002

Contents

Executive Summary

In November 2001, twelve of the fourteen South Australian Divisional IT Officers in conjunction with the SA Divisions of General Practice agreed to conduct the one IT/IM survey of their members. This provided an opportunity for the Divisions in SA to get a broad snapshot of the extent of computer usage at a statewide level. It was decided that the survey would be separated into a 'GP survey' and a 'Practice Manager survey'. This ensured that the most appropriate person in the practice answered the questions.

The results of these surveys were aggregated into the one database; the resulting analysis of this database is contained in this report. SADI has not made any effort in analyzing the statistics; this is left to the reader.

Total responses

Practice Managers	= 151
General Practitioners	= 353

The above figures combine results from 8 rural divisions and 4 urban divisions. If you require a further break down i.e. rural/urban or age/sex, a copy of the raw data can be provided.

Gary Holzer
SADI Informatics Coordinator
Tuesday, April 09, 2002

Survey Notes

Whilst every effort was made to make the survey jargon free it, must be remembered that assumptions are being made about those being surveyed. In particular their understanding of terminology i.e. do you have a firewall?

Not all questions were answered. Where possible we have indicated a statistic for a 'Nil' response. The report states at the beginning of each question how many people or practices responded to the question.

The results do not differentiate between rural or urban Divisions

Acknowledgements

Participating Divisions

Adelaide Central & Eastern Division of General Practice
Adelaide Western Division of General Practice
Adelaide North East Division of General Practice
Adelaide Northern Division of General Practice
Barossa Division of General Practice
Mid North Division of General Practice
Riverland Division of General Practice
Yorke Peninsula Division of General Practice
Flinders & Far North Division of General Practice
Eyere Peninsula Division of General Practice
Adelaide Hills Division of General Practice
Barossa Division of General Practice

Coordination Body

Special Thanks

CONTACT DETAILS

Name of General Practitioner: ……………………………………………….

Age   ☐ 20-29   ☐ 30-39   ☐ 40-49   ☐ 50-59   ☐ 60-69   ☐ 70 and over

Gender   ☐ Female   ☐ Male

Relationship to practice   ☐ Owner   ☐ Employee   ☐ Associate

Time spent at practice   ☐ Full-time   ☐ Part-time
                        (6 or more sessions/week)   (5 or less session/week)

Email address - …………………………………………..

Do you use any computer system at work?   ☐ YES   ☐ NO

If **NO** can you please answer the following question and <u>return the survey to the Division</u>
If **YES** can you please answer the following question and continue to the **next section**

If you were able to design an ideal computer system for your practice, what would it include?

.... ………..

.... ………

.... ………

INTERNET AND EMAIL

Do you currently have an email connection at work?   ☐ YES   ☐ NO

Do you check it   ☐ Hourly   ☐ Twice Daily   ☐ Daily   ☐ Weekly   ☐ Monthly

                 ☐ Other (specify)...

Do you currently access diagnostic and treatment information electronically?   ☐ YES   ☐ NO

If yes, is it via   ☐ Internet websites   ☐ Within Clinical Software

                 ☐ Other (specify)...

Do you consult electronically with other health professionals? ☐ YES ☐ NO

If yes, is it via   ☐ Encrypted Email   ☐ Unencrypted Email   ☐ Secure Websites

                 ☐ Other (specify)...

INTERNET AND EMAIL

What form of encryption do you currently use if any? ....

Do you search for health providers via an online directory on the Internet?   ☐ YES   ☐ NO

Do you search websites and/or online databases for?

☐ Clinical / Medical Information ☐ Patient Education Material ☐ Professional Information

☐ Not Work Related ☐ Hardware/software tools & upgrades

☐ CME ☐ Other (specify) …………………………………………..

Do you use email to communicate with?

☐ Other GPs ☐ Specialists ☐ Hospitals

☐ Patients ☐ Personal Email ☐ Patient education

☐ Divisions ☐ Other health services (specify) ………………………………..

Do you use your email for downloading pathology results?   ☐ YES ...☐ NO

Do you use your email for downloading radiology results?   ☐ YES ...☐ NO

Do you receive any of the following information via email bulletins and/or lists?

☐ Clinical ☐ Professional ☐ Not Work Related ☐ None

☐ Divisional ☐ Other (specify) ....

Do you access online chat/discussion groups on the following topics?

☐ Clinical ☐ Professional ☐ Not Work Related ☐ None

☐ Other (specify) ....

Do you access email	☐ During Consultations?	☐ Outside Consultations?	☐ Both?
Do you access the internet	☐ During Consultations?	☐ Outside Consultations?	☐ Both?

USAGE OF COMPUTER SYSTEMS

What Clinical Software i.e. for prescribing, do you use?..

....

Do you use your clinical software for? (tick all that apply)

☐ Prescribing   ☐ Drug Integration Prompts / Info ☐ Patient Education Material

☐ Health Summaries   ☐ Refferal Letters   ☐ Health Assessments

☐ Preventative Medicine Prompts ☐ Calculators   ☐ Clinical Records (inc. Prog. Notes)

☐ Provider/Specialist Directory ☐ Care Plans

☐ Other Clinical Support (specify) ....

To reliably identify all patients in your clinical software with a specific condition such as diabetes or asthma, it is essential the patient be correctly recorded with the relevant diagnosis codes.

Do you know how to attach relevant diagnosis codes to your patients?   ☐ YES   ☐ NO

Do you regularly relevant diagnosis codes to most of your patients?   ☐ YES   ☐ NO

Do you use patient recall systems in your clinical software for?

☐ Pap Smears   ☐ Health Assessments   ☐ Immunisation

☐ Diabetes   ☐ Asthma   ☐ Do not use, but know how to

☐ Do not know how to do so.   ☐ Other (specify) ....

Do you perform the following in your clinical software?

☐ Search for Women needing Pap smears   ☐ Search for ALL diabetes patients

☐ Search for ALL asthma patients   ☐ Search on age and/or condition(s)

☐ Other (specify) ....

How could the division assist in using your computer system better? (eg. training, advice etc)...............................

....

....

....

Section 1: Contact Details

Total responses to this section of the survey v   353

Age of GP

	20-29	30-39	40-49	50-59	60-69	70 and over	No response
Total	11	76	104	90	27	5	40

Gender of GP

	Male	Female	No Response
Total	256	75	22

Relationship to practice

	Owner	Employee	Associate	No response
Total	211	73	51	20

Time Spent in practice

	Full-time	Part-time	No Response
Total	270	57	26

Do you use a computer at work?

	Yes	No
Total	322	31

Age of GPs Statewide figures

Legend: ■ 20-29 □ 30-39 □ 40-49 □ 50-59 ■ 60-69 □ 70 and over ■ No response

- 3%
- 22%
- 30%
- 25%
- 8%
- 1%
- 11%
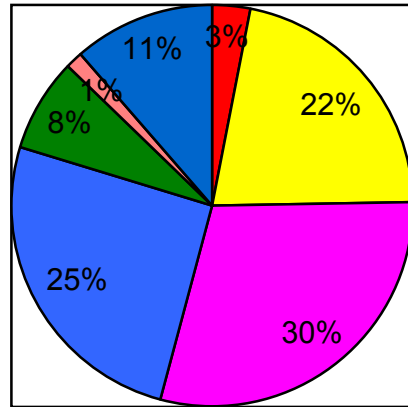
Gender of GP Statewide Figures

Legend: ■ Male □ Female ■ No Response

- 6%
- 21%
- 73%
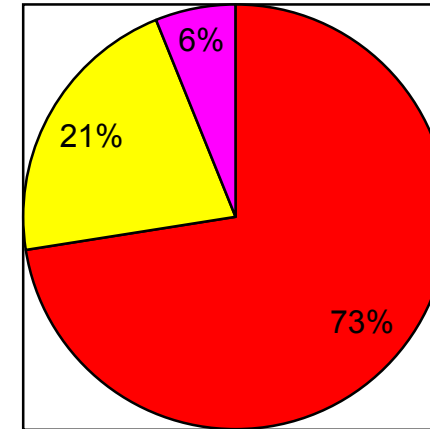
Relationship to practice Statewide figures

Legend: ■ Owner □ Employee ■ Associate ■ No response

- 6%
- 14%
- 21%
- 59%
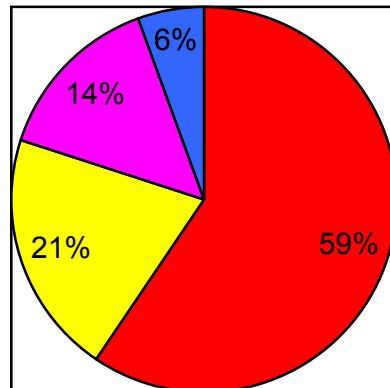
Time spent in Practice Statewide Figures

Legend: ■ Full-time □ Part-time ■ No Response

- 7%
- 16%
- 77%
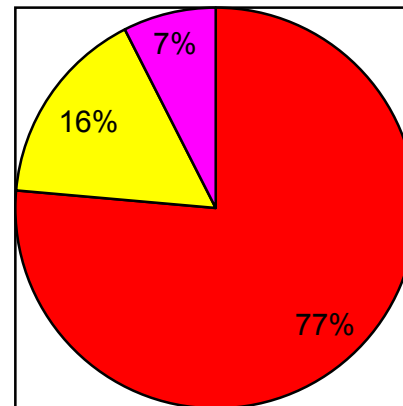
Do you use a computer at work? Statewide figures
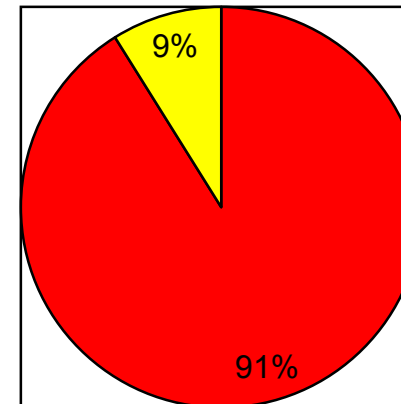
Legend: ■ Yes □ No

- 9%
- 91%

Section 2: Internet & Email

Total responses to this section of the survey were: 303 out of 353

Do you currently have an email connection at work?

	Yes	No
Total	254	49

How often do you check your email?

	Hourly	Twice Daily	Daily	Weekly	Monthly	Other
Total	17	37	83	50	11	71

Do you currently access diagnostic & treatment information electronically?

	Yes	No
Total	211	92

Is it via?

	Internet websites	Within Clinical Software	Other
Total	80	215	20

Do you currently have an email connection at work? Statewide Figures

Legend: Yes (blue), No (yellow)

- 16% No
- 84% Yes
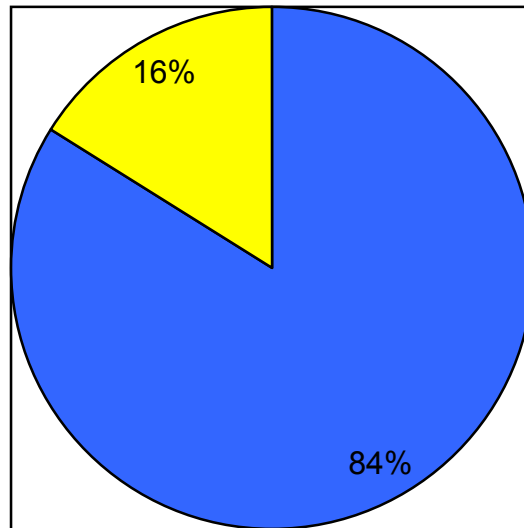
How often do you check your email? Statewide Figures

Legend: Hourly (red), Twice Daily (yellow), Daily (magenta), Weekly (blue), Monthly (green), Other (pink)

- 6% Hourly
- 14% Twice Daily
- 31% Daily
- 19% Weekly
- 4% Monthly
- 26% Other
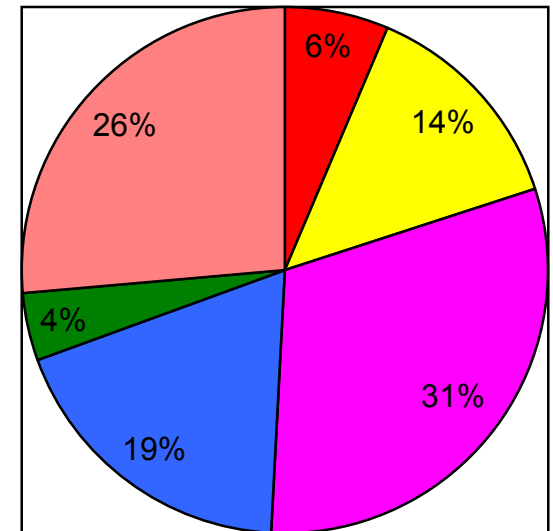
Do you currently access diagnostic & treatment information electronically? Statewide Figures
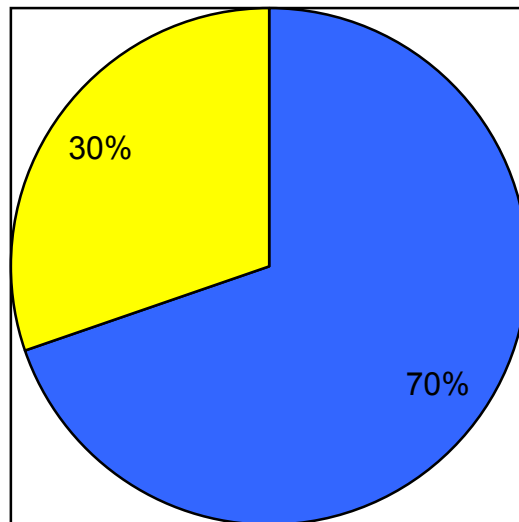
Legend: Yes (blue), No (yellow)

- 30% No
- 70% Yes

Is it via? Statewide Figures

Legend: Internet websites (red), Within Clinical Software (yellow), Other (magenta)

- 25% Internet websites
- 69% Within Clinical Software
- 6% Other
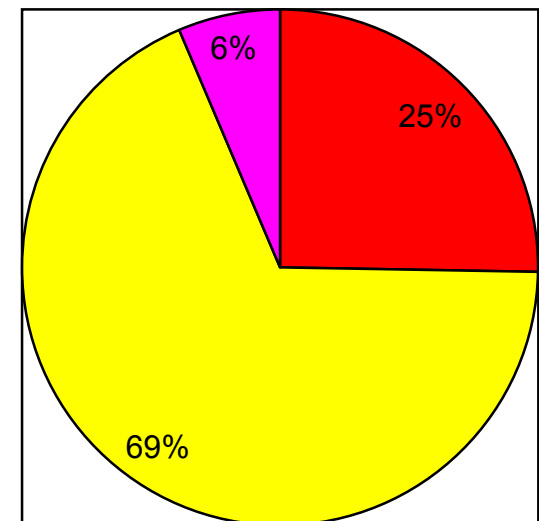
Section 2: Internet & Email

Total responses to this section of the survey were: 303 out of 353

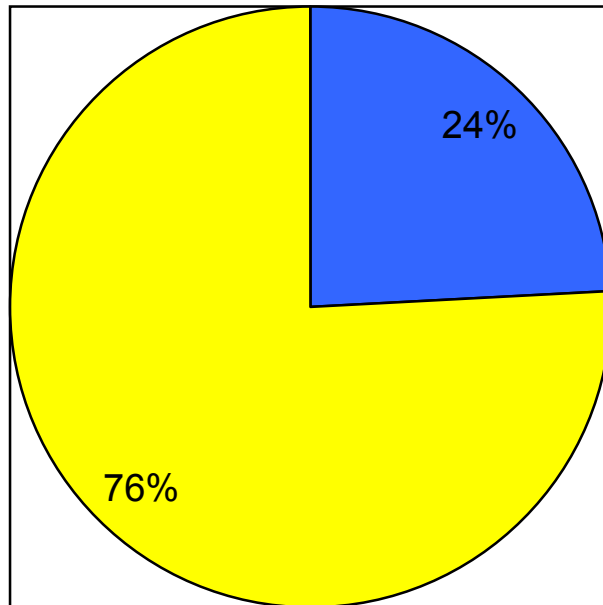### Do you consult electronically with other health professionals?

	Yes	No
Total	73	230

Is it via?

	Encrypted Email	Unencrypted email	Secure website	Other
Total	7	56	4	2

Do you consult electronically with other health professionals? Statewide Figures

Legend: ■ Yes ■ No

24%

76%

Is it via? Statewide figures

Legend: ■ Encrypted Email ■ Unencrypted email ■ Secure website ■ Other

6% 3% 10%

81%
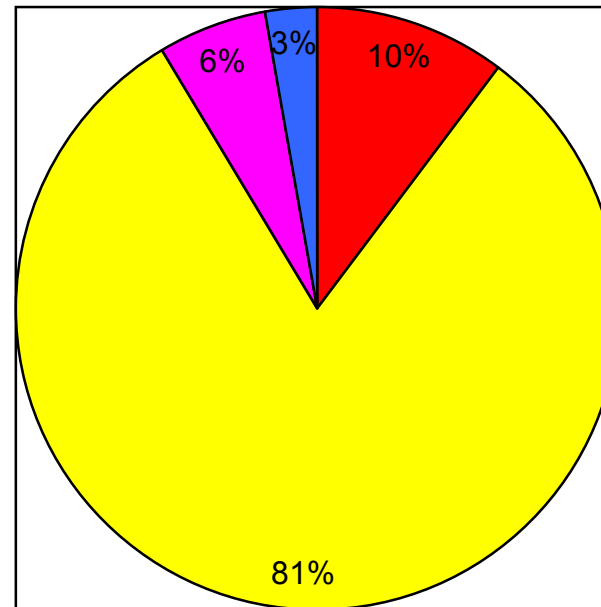
What form of encyption do you currently use?

PGP	2
Promedicus	2
Carrier Pigeon	1

Section 2: Internet & Email

Total responses to this section of the survey were: 303 out of 353

Do you search for health providers via an online directory on the Internet?

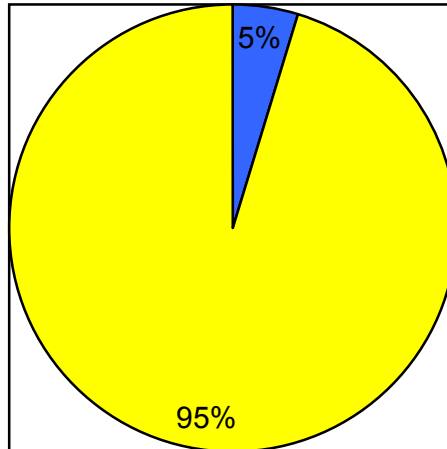|	Yes	No
Total	14	289

Do you search websites and/or databases for?

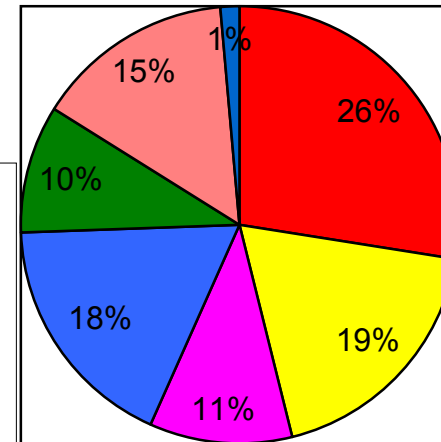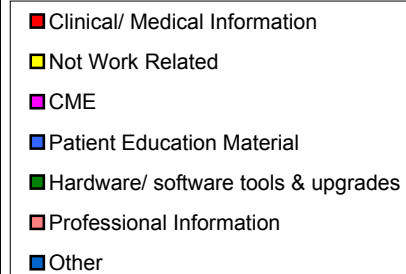|	Clinical/ Medical Information	Not Work Related	CME	Patient Education Material	Hardware/ software tools & upgrades	Professional Information	Other
Total	156	106	61	100	55	83	8

Do you use email to communicate with?

	Other GP's	Patients	Divisions	Specialists	Personal Email	Hospitals	Patient education	Other
Total	110	23	114	52	180	7	22	15

Do you search for health providers via an online directory on the internet? Statewide Figures

Yes ■   No ■

- 5% Yes
- 95% No

Do you search websites and/ or databases for? Statewide figures

- ■ Clinical/ Medical Information
- ■ Not Work Related
- ■ CME
- ■ Patient Education Material
- ■ Hardware/ software tools & upgrades
- ■ Professional Information
- ■ Other

- 26% Clinical/ Medical Information
- 19% Not Work Related
- 11% CME
- 18% Patient Education Material
- 10% Hardware/ software tools & upgrades
- 15% Professional Information
- 1% Other

Do you use email to communicate with? Statewide Figures
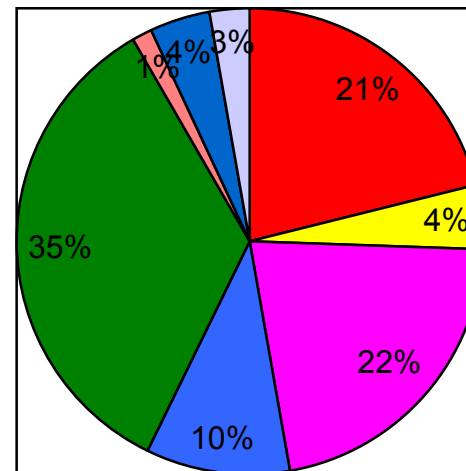
- ■ Other GP's
- ■ Patients
- ■ Divisions
- ■ Specialists
- ■ Personal Email
- ■ Hospitals
- ■ Patient education
- ■ Other

- 21% Other GP's
- 4% Patients
- 22% Divisions
- 10% Specialists
- 35% Personal Email
- 1% Hospitals
- 4% Patient education
- 3% Other

Section 3: Internet & Email Continued

Total responses to this section of the survey were: 299 out of 353

Do you use your email for downloading pathology results?

	Yes	No
Total	133	166

Patholgy via other electronic

	Yes	No
Total	106	193

Do you use your email for downloading radiology results?

	Yes	No
Total	71	228

Radiology via other electronic

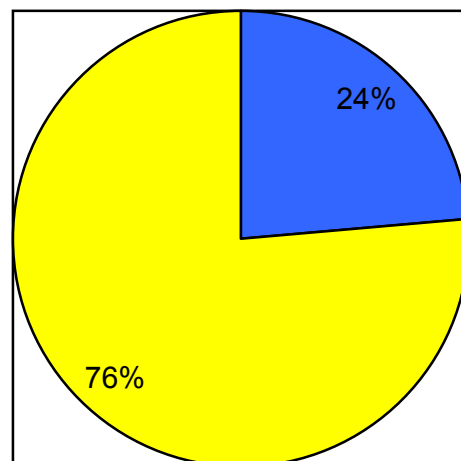|	Yes	No
Total	72	227

Do you use your email for downloading pathology results? Statewide Figures
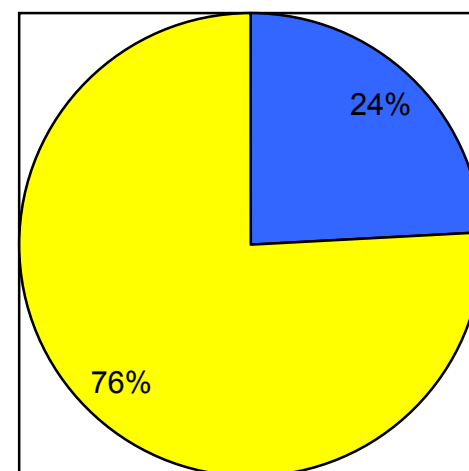
- Yes
- No

44%

56%
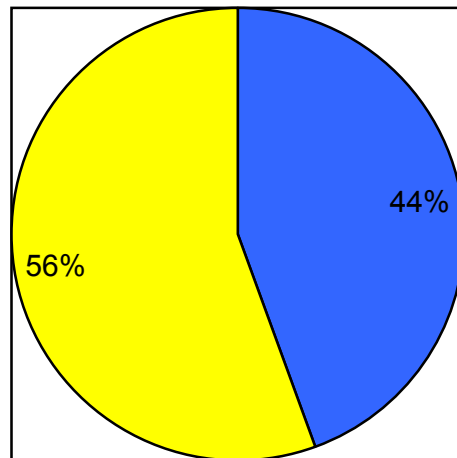
Pathology via other electronic Statewide Figures

- Yes
- No

35%

65%
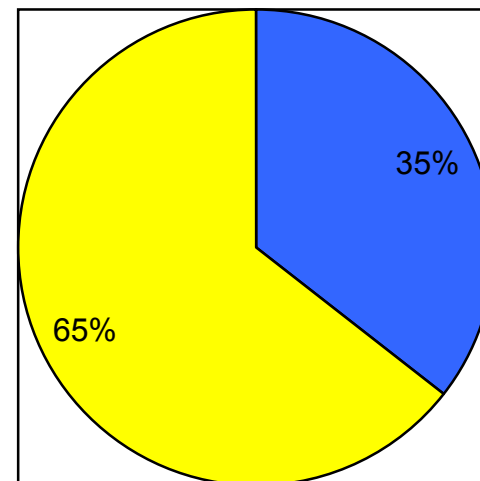
Do you use your email for downloading radiology results? Statewide Figures

- Yes
- No

24%

76%

Radiology via other electronic Statewide Figures

- Yes
- No

24%

76%

Section 3: Internet & Email Continued

Total responses to this section of the survey were: 299 out of 353

Do you receive any of the following information via email bulletins and/or lists?
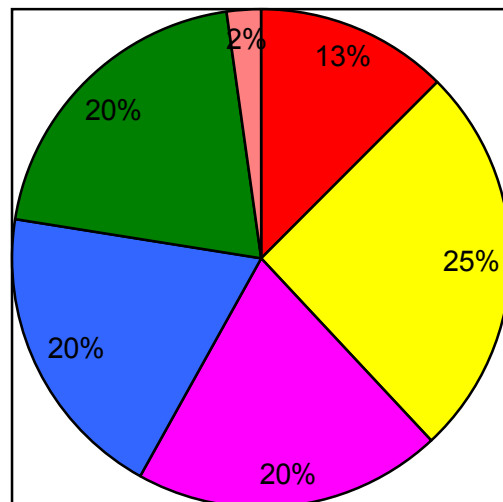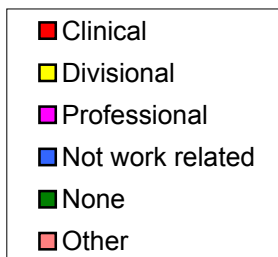
	Clinical	Divisional	Professional	Not work related	None	Other
Total	52	105	83	81	84	9

Do you access online chat/ discussion groups on the following topics?

	Clinical	Divisional	Professional	Not work related	None	Other
Total	11		13	15	209	3

	Do you access email			Do you access the internet		
	During Consultation	Outside consultation	Both	During Consultation	Outside consultation	Both
Total	4	191	18	4	176	31

Do you receive any of the following information via email bulletins and/ or lists? Statewide figures

Legend:
- Clinical
- Divisional
- Professional
- Not work related
- None
- Other

Pie chart values: 13%, 25%, 20%, 20%, 20%, 2%

Do you access online chat/ discussions groups on the following topics? Statewide figures

Legend:
- Clinical
- Divisional
- Professional
- Not work related
- None
- Other

Pie chart values: 4%, 5%, 6%, 84%, 1%

Do you access the internet
- Both: 31
- Outside consultation: 176
- During Consultation: 4

Do you access email
- Both: 18
- Outside consultation: 191
- During Consultation: 4

Number
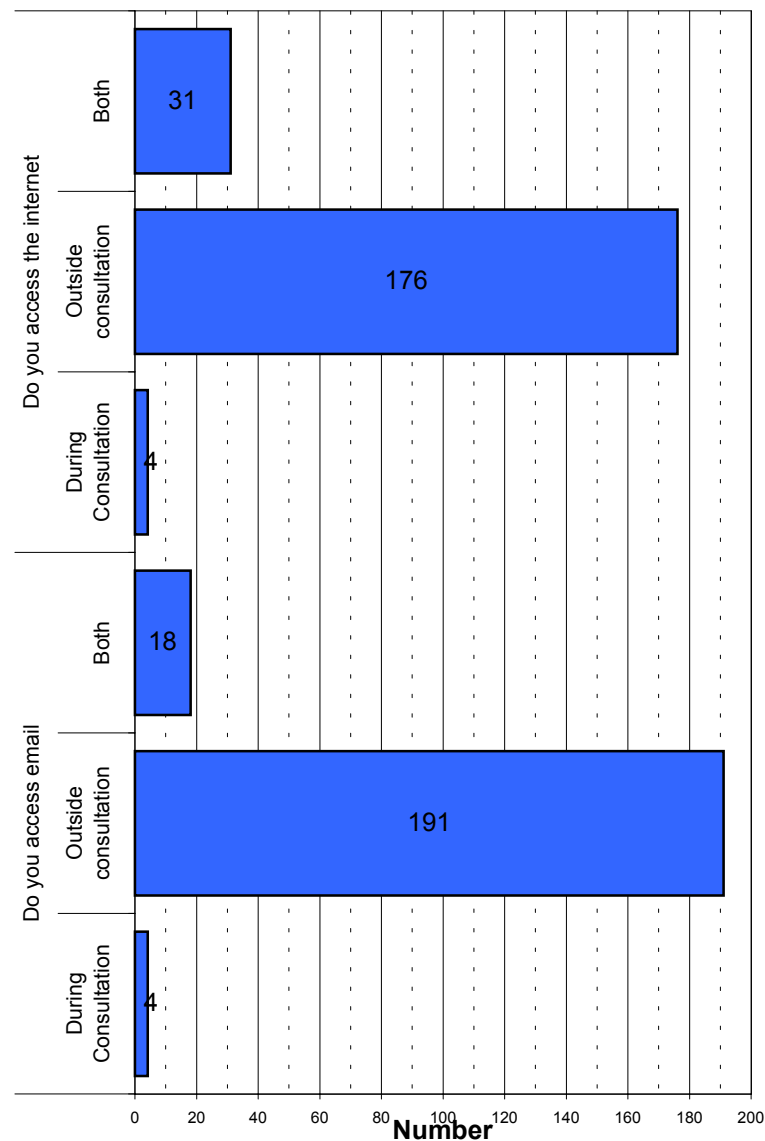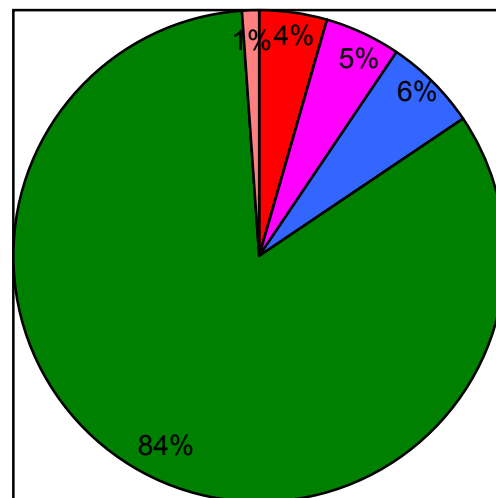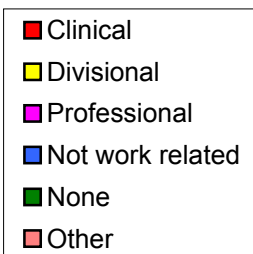
Section 4: Usage of Computer System

Total responses to this section of the survey were: 324 out of 353

What clinical software do you use?

	Count
By hand	1
Ferrett/ Medical Director	1
Houston	5
Houston/ MIMS	1
In house	4
Medical Director	240
Database	3
Medical Records & Prescribing	1
Medical Spectrum	8
Medical Spectrum/ MIMS	2
Medical Director, Rx Healthcare	1
Medtech32	37
Medwin	3
MIMS	2
MSS	2
None	10
VIP	3
Total	324

What Clinical Software do you use?
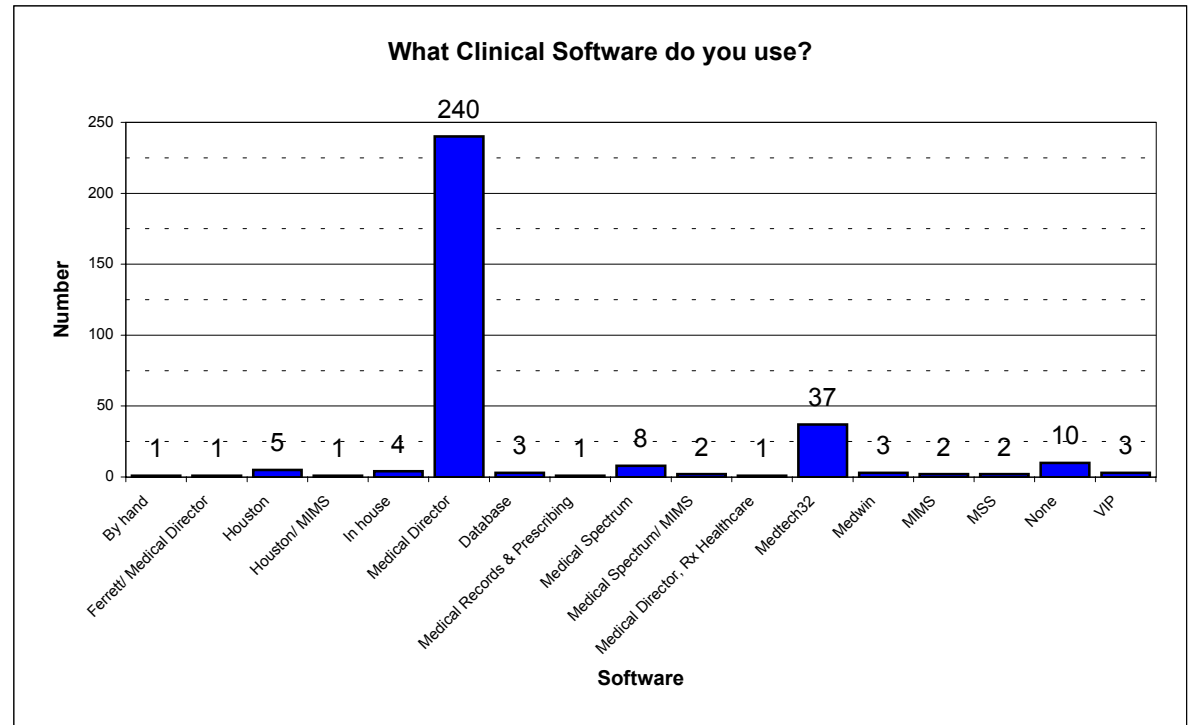
Do you use your clinical software for?

	Prescribing	Health Summaries	Preventative Medicine Prompts	Provider/ Specialist Directory	Drug Intergration Prompts/ Info	Referral Letters	Calculators	Care Plans	Patient Education Material	Health Assessments	Clinical Records (inc. Prog. Notes)	Other Clinical support
Total	311	245	197	170	259	232	129	133	205	160	191	283

Do you use your clinical software for?
Statewide Figures
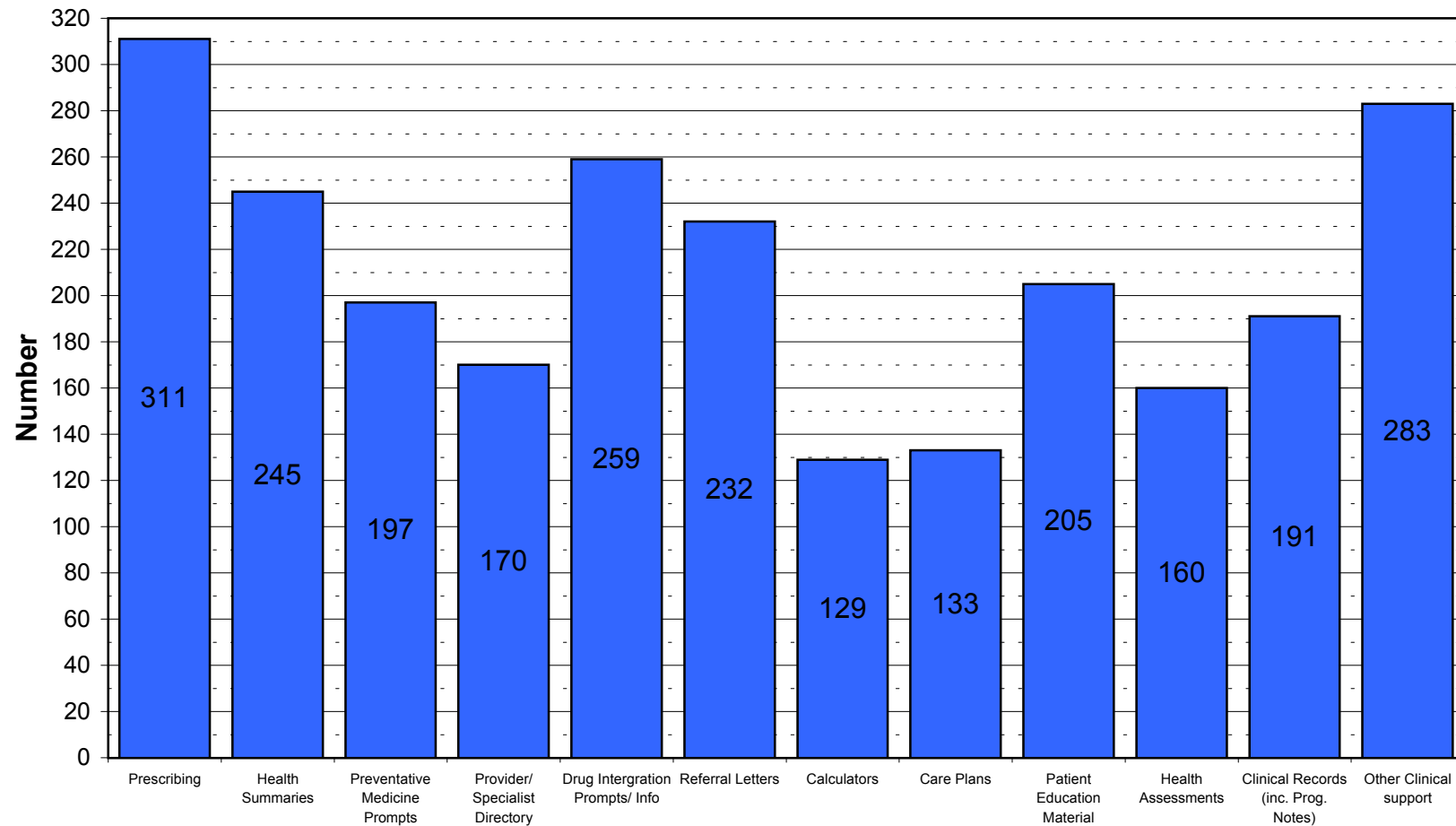
Section 5: Reminder & Recall System

Total responses to this section of the survey were: 297 out of 353

Do you know how at attach relevant diagnosis codes to your patients?

	Yes	No
Total	175	121

Do you regularly attach relevant diagnosis codes to most of your patients?

Division	Yes	No
Total	148	148

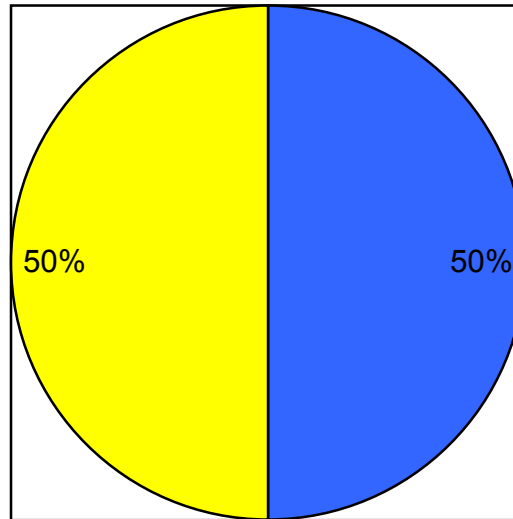| Other recalls	Count
Abnormal Lab results	
As wish	
B.P.	2
Blood tests	6
Breast Checks	3
Bone density	
Lipids	
Hypertension	
Check VPS	
Colonoscopy Implanon	
Everything	
Follow up test results	
General clinical	
FHH	
Mammograms	3

Do you use patient recall systems in your clinical software for?

	Pap Smear	Diabetes	Health Assessments	Asthma	Immunisation	Do not use, but know how to	Do not know how to do so	Other
Total	220	145	133	97	163	20	11	22

Do you know how to attach relevant diagnosis codes to your patients? Statewide Figures
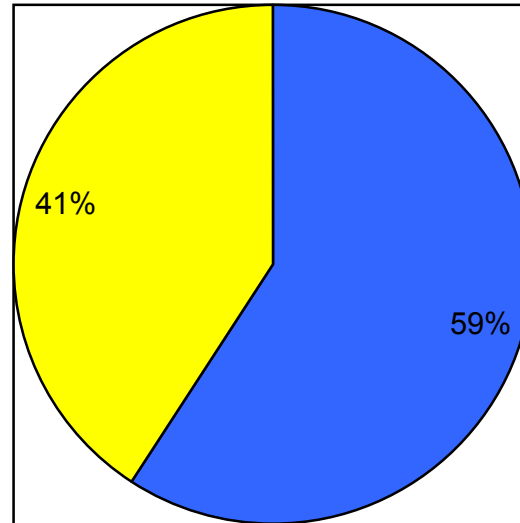
- Yes
- No

59% Yes
41% No

Do you regularly attach relevant diagnosis codes to most of your patients? Statewide Figures

- Yes
- No

50% Yes
50% No

Do you use patient recall systems in your clinical software? Statewide figures

Category	Number
Other	22
Do not know how to do so	11
Do not use, but know how to	20
Immunisation	163
Asthma	97
Health Assessments	133
Diabetes	145
Pap Smear	220

Number
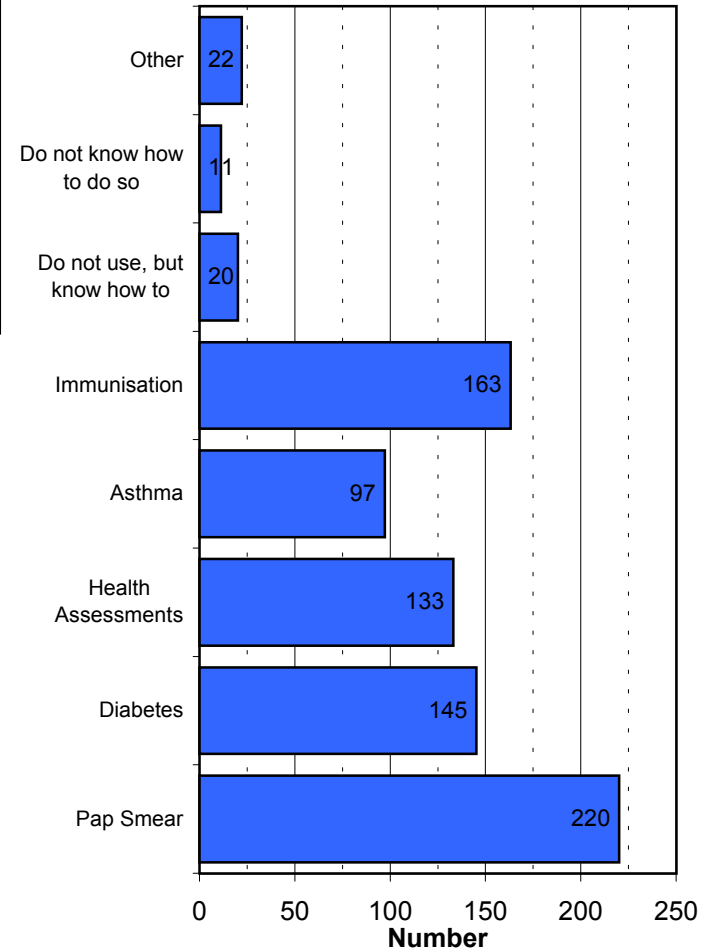
Section 5: Reminder & Recall System
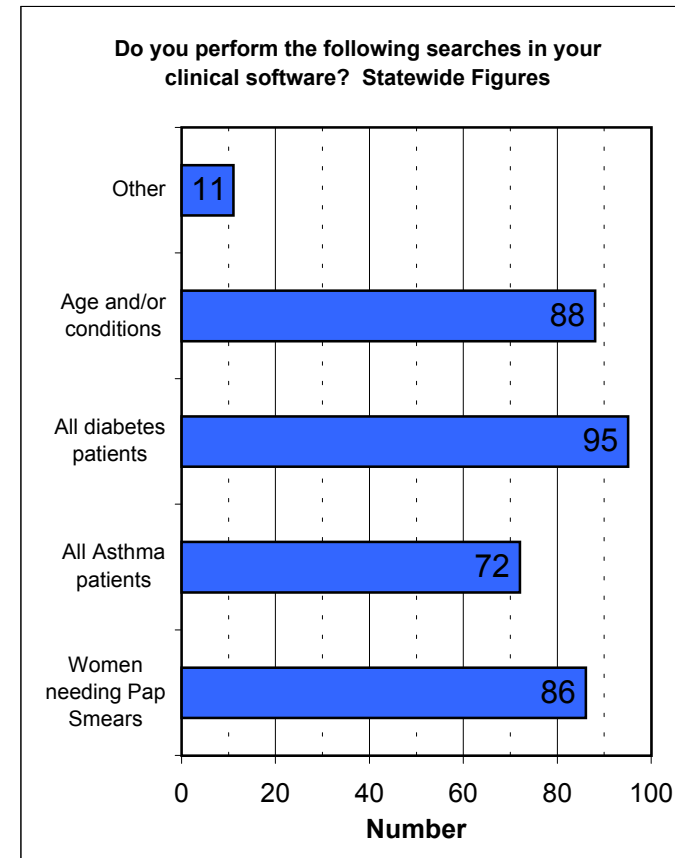
Total responses to this section of the survey were: 297 out of 353

Do you perform the following searched in your clinical software?

Division	Women needing Pap Smears	All Asthma patients	All diabetes patients	Age and/or conditions	Other
Total	86	72	95	88	11

Search Other	Count
By drug	2
Drug & alcohol	
Ethnicity	
Hypertension	3
Lipids, gatric reflux	
Immunisations	3
Total	8

Do you perform the following searches in your clinical software? Statewide Figures

Section 5: Reminder & Recall System

Total responses to this section of the survey were: 297 out of 353

How could the Division assist in using a Computer System better?
Should it be a divisional role ? But regular (3 times per year) sessions re updating and hands on refresher information.
A seminar/workshop on how to search for diabetes patients and develop a recall system (this would satisfy PIP requirements). In general knowing how to use a recall system and print list would be good.
Advanced Training on Medical Director
Advice
Advice about medical Director
Advice when needed.
Advice when required, training sessions
Advice when 'stuck'
Advising as to how similar systems work (ie linking several surgery sites/so we can use efficiently
All of the above.
as required
At this time I'm not interested in spending time on training etc.
Becoming more familiar in all health related software - new beginner at the game
Better use of our curernt system - templates.
By making us aware of new developments in computing.
continue evening meetings   continue access to expert advice
Continue to advance training in e-mail. On-line access to much of information that is currently on paper.
Continuing education and updates
continuing training sessions
Convince me that I would be better off and spend less time per dollar earned at work! I have attended several of your training sessions which were very helpful in understanding and even attracting me to try more but I cannot see computers improving my li
Convince University to purchase another software. Can Division provide me teaching on using Photoshop? We take images of x-rays, lesions and manipulate them.
Current courses and the availability of advice very appropriate
Definitely in training and convincing the other GPs in the practice to use computers properly
Diagnostic Coding   Voice recognition advice and trainiong
doing ok
Don't know.
Encourage all doctors (especially those over 65) to use computers for all clinical activities
Financial support for IT needs
Find me more time to become familiar with general comouting and internet usage
Find reliable hardware source.Find reliable network experts.Find reliable software as discussed above.Our experience is that computers suck and software sucks badly.
Finding out how to do some of the above.
Further Medical Director training
Further training in Medical Director

Section 5: Reminder & Recall System

Total responses to this section of the survey were: 297 out of 353

How could the Division assist in using a Computer System better?
Give me more tim so I can learn about this stuff 7 retain it   Got a magic wand?
GP and staff training and advice eg, recording immunications coding etc.
I am still shaky on some basics eg email, internet and powerpoint presentations . Computer lessons would be a help but time is an issue.
I have adapted off the shelf software package for my accounting. I don't use any of the available clinical software packages.
Importing pathology results   Training in MD updates
Improve GP rmuneration   Paid time off for education
Internet for clinical purposes, recall systems
IT support - troubleshooting
like to know how to search for all patients prescribed a certain drug
Make it more interesting! Develop models for careplans for diabetesm CVD, etc. Must be easy to access and simplified.
Medical Director report training to optimise this function better
Medical Director training
Need a reliable system first
Need help - sharded Internet connection, secured access at hospital computer. Would like to know what's available.
Need to change our computer software. (have MIMMS)
Needs knowledge in Age/Disease Searches Training Prefer hands on training Small Group Sessions held on weekends or evening Seminars devoted to specific topics / areas.
News of new hardware & software   Stand alone system at work (online only at home)
Not fast typist - ready made sentences for particular conditions would help.
not sure
Not sure what you have to offer
Nothing specific I can think of.
On site suppo 3
Ongoing training and advice.
on-site support   training
Onsite training
Pass on funds so we can upgrade lan ware
Problem Solving   Advice re Software
Producinf library of care plan templates   Directory of useful sites/newsgroups
Quick keys for typing in conditions (etc because not a quick typist), maybe voice recognition would help.
Reduce paperwork - more online recording. Information/data collection; particularly re PIP advantages.
Report training in MD for stats purposes and indentifying community health trends
Report training in Medical Director for statistical purposes and identifying health trends in our community.
Shared Internet connection, sharded access at hospital.
some GPs need more training & encourgement   Training updates 6 monthly
Support when required
Technical support with common packages. HCN does not have on site support for SA.
Templates, advanced training on current system.

Section 5: Reminder & Recall System

Total responses to this section of the survey were: 297 out of 353

How could the Division assist in using a Computer System better?
Templates, more advanced use of care plans etc to get best use of system.
Templates, quick keys for data entry on current system.
Templates.   2
The Division does a very good job already.
The Division has twice been offered the opportunity to visit my practice with a view to using it as a demonstration of paperless preactice. There has been no response
This is a good start   training & support will be helpful
Time Management
training   21
training and advice   6
Training and support
Training and update on all uses of Medical Director would be great eg Andrew and I are at the approx same level so we would have an update together, other GPs may be further ahead.
Training for moderate Medical Director users eg Recalls, Diagnosis, Referral Letter Writing
Training in advanced features of software (templates/assessments)
Training in advanced features. Advances in data collection/monitoring our programs eg PIP.
Training in how to set recalls. Training in how to classify.
Training in Medical Director reporting.
Training in MS Office
Training is great   Advice would be good
Training on Diagnosis Codes for patients Training on Email Encryption
Training on Recalls
Training on using system for audit. Help in moving towards electroni radiology and referrals, etc. + ? What when on new system arriving any day now!
Training Program
Training to use the current software
Training Training Training hard to access otherwise because of remoteness. One to One would be useful for all staff.
Training   Advice   Quick reference booklet for MD
Training   Emailing specilaists   ACE division info to email
training   I'm relatively computer illiterate
Training   on-site support   advice
training, on-site support, advice
We are gradually updating all this. Several GP's and 1 Practice Nurse are upto speed. They are dragging the rest of us along..
When we get clinical software - training, advice would be helpful
When we get clinical software - training, advice would be helpful
would a one-off on-site visit be possible early in the trial of Medical Director?