March 2023

# AMA Specialty Care Alliance Connect Care Survey

ThinkHQ
PUBLIC AFFAIRS INC.

# STUDY APPROACH

# Research Methodology

- **Approach**: Branded online survey
- **Sampling**: Alberta specialists (list provided by AMA). Survey invites were sent by ThinkHQ
- **Margin of error**: +/- 3.4 percentage points, 19 times out of 20
- **Weighting**: Weighted to reflect actual regional distribution of specialists according to AMA membership data

**Response rate:**
- **Universe**: N=5,549 valid email addresses
- **Sample size**: n=737 completed surveys
- **Response rate**: 13%
- **Field dates**: February 23 to March 6, 2023
  - **Reminder #1**: March 1
  - **Reminder #2**: March 3

# Research Methodology

*The Specialty Care Alliance Connect Care Study was conducted between February 23rd and March 6th under the direction of ThinkHQ Public Affairs, Inc.  A comprehensive sampling of all specialist physicians (AMA members) across Alberta included a total of 5,549 based upon email list provided by the Alberta Medical Association.*

- *All specialist physicians were invited to participate in the survey via ThinkHQ's secure online survey platform, with two reminder emails sent during fielding*
- *A total of 737 physicians participated in the survey, yielding a response rate of 13%*
- *Using a Finite Population Correction, the **margin of error for the sample of 737 is +/- 3.4 percentage points, 19 times out of 20.**  The margin of error for subsets of the sample will be larger, and therefore care should be taken in analysis*
- *The sample was weighted to reflect actual regional distribution of specialists across the province*

# Detailed Findings

# Connect Care: Usage Among Specialists

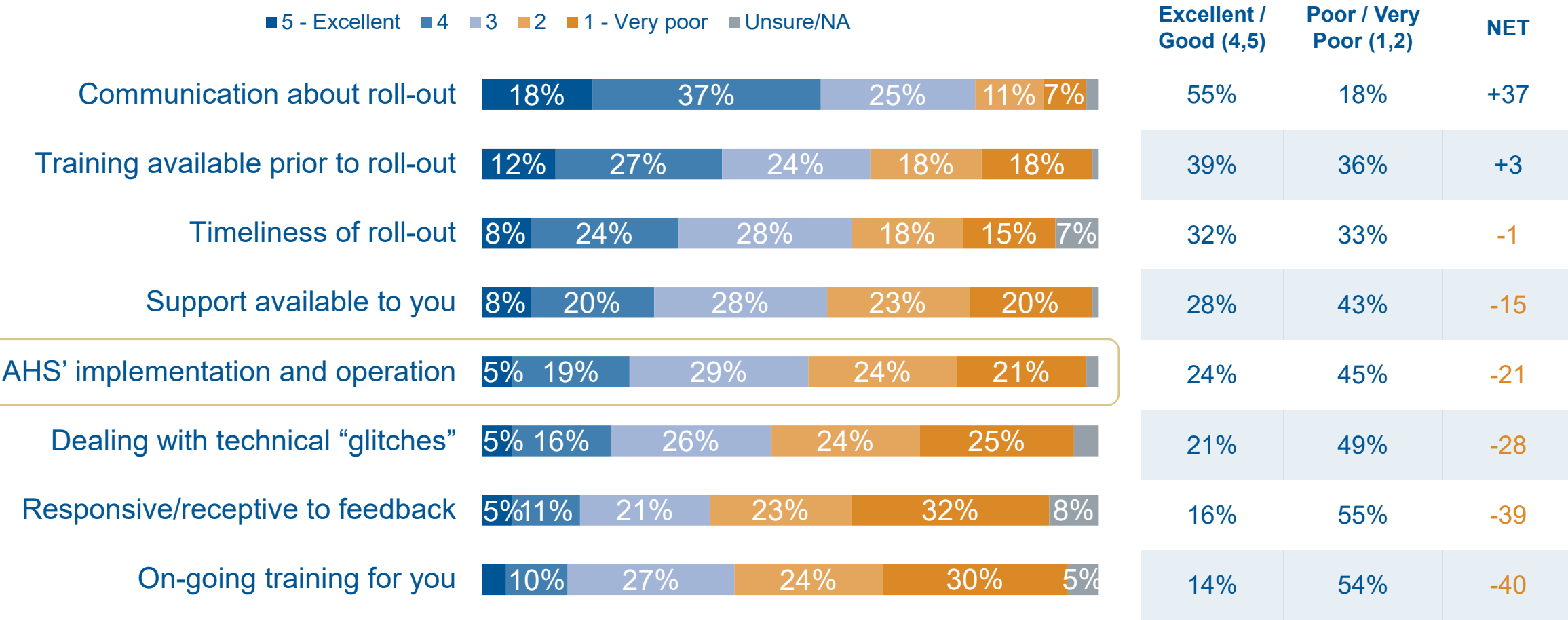*How long have you been using Connect Care?*

Less than 6 months — 21%

6 to 12 months — 23%

Longer than 12 months — 33%

Haven't used Connect Care — 23%
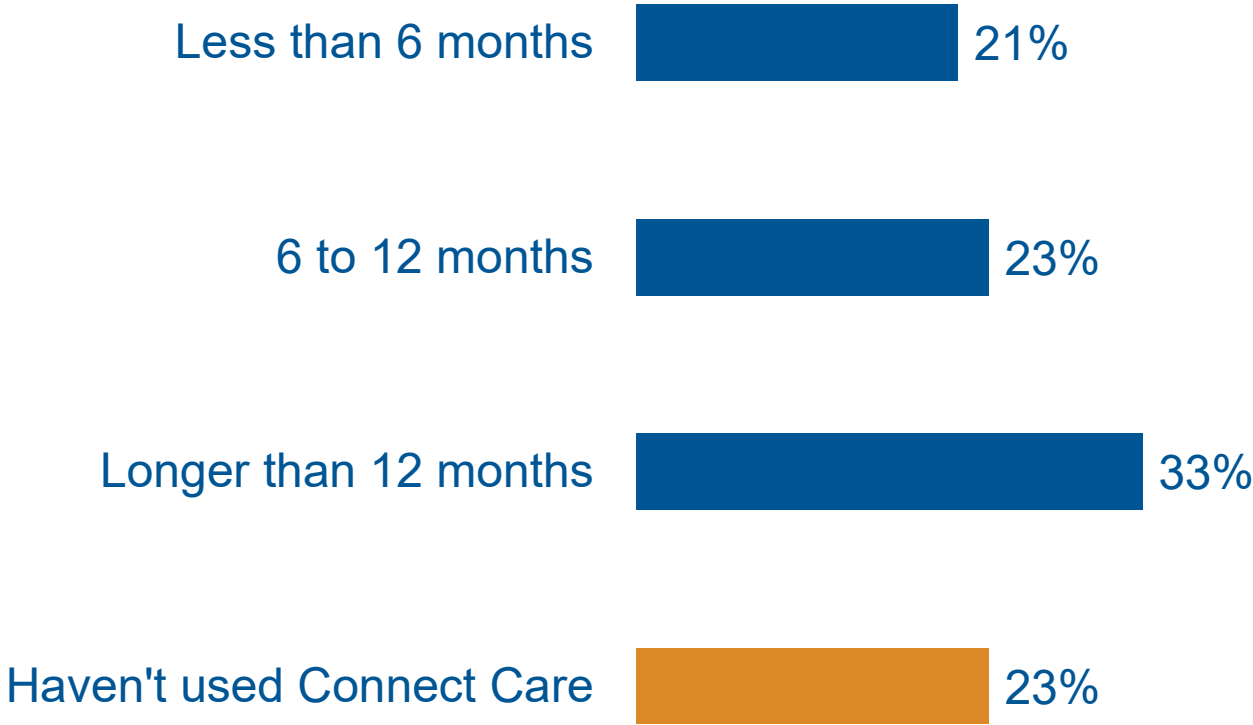
## Summary

| Connect Care users | 77% |
|---|---|
| Non-users | 23% |

Base: All respondents (n=737)

# Connect Care Users Views on Implementation and Operation

*We're interested to know your thoughts about the implementation and operation of Connect Care by Alberta Health Services (AHS). Based upon your experience and impressions, how would you rate each of the following on a 5-point scale where 5 means Excellent and 1 means Very Poor?*

Legend: ■ 5 - Excellent  ■ 4  ■ 3  ■ 2  ■ 1 - Very poor  ■ Unsure/NA

| | Excellent / Good (4,5) | Poor / Very Poor (1,2) | NET |
|---|---|---|---|
| Communication about roll-out | 18% / 37% / 25% / 11% / 7% | 55% | 18% | +37 |
| Training available prior to roll-out | 12% / 27% / 24% / 18% / 18% | 39% | 36% | +3 |
| Timeliness of roll-out | 8% / 24% / 28% / 18% / 15% / 7% | 32% | 33% | -1 |
| Support available to you | 8% / 20% / 28% / 23% / 20% | 28% | 43% | -15 |
| AHS' implementation and operation | 5% / 19% / 29% / 24% / 21% | 24% | 45% | -21 |
| Dealing with technical "glitches" | 5% / 16% / 26% / 24% / 25% | 21% | 49% | -28 |
| Responsive/receptive to feedback | 5% / 11% / 21% / 23% / 32% / 8% | 16% | 55% | -39 |
| On-going training for you | 10% / 27% / 24% / 30% / 5% | 14% | 54% | -40 |

Base: Connect Care users (n=570) | NET: Excellent/good minus poor/very poor

# Connect Care Users Views on Implementation and Operation
## By Length of use

*How would you rate each of the following on a 5-point scale where 5 means Excellent and 1 means Very Poor?*

| | | All Users | Time using Connect Care | | |
|---|---|---|---|---|---|
| | | | <6 months | 6-12 months | 12+ months |
| Base: | | (n=570) | (n=157) | (n=172) | (n=240) |
| Communication about roll-out | Excellent (4 or 5) | 55% | 52% | 53% | 58% |
| | Neutral (3) | 25% | 22% | 29% | 25% |
| | Poor (1 or 2) | 18% | 24% | 19% | 14% |
| | Unsure/NA | 2% | 2% | 0% | 3% |
| Training available prior to roll-out | Excellent (4 or 5) | 39% | 29% | 34% | 49% |
| | Neutral (3) | 24% | 23% | 30% | 21% |
| | Poor (1 or 2) | 36% | 47% | 35% | 29% |
| | Unsure/NA | 1% | 1% | 0% | 1% |
| Timeliness of roll-out | Excellent (4 or 5) | 32% | 24% | 26% | 40% |
| | Neutral (3) | 28% | 26% | 35% | 25% |
| | Poor (1 or 2) | 33% | 37% | 34% | 31% |
| | Unsure/NA | 7% | 13% | 5% | 5% |

Base: Connect Care users

☐ Significantly higher        ⬭ Significantly lower

# Connect Care Users Views on Implementation and Operation
## By Length of use … continued

*How would you rate each of the following on a 5-point scale where 5 means Excellent and 1 means Very Poor?*

| | | All Users | Time using Connect Care | | |
| | | | <6 months | 6-12 months | 12+ months |
|---|---|---|---|---|---|
| **Base:** | | (n=570) | (n=157) | (n=172) | (n=240) |
| **Support available to you** | Excellent (4 or 5) | 28% | 22% | 28% | 34% |
| | Neutral (3) | 28% | 33% | 28% | 25% |
| | Poor (1 or 2) | 43% | 43% | 43% | 42% |
| | Unsure/NA | 1% | 2% | 1% | 0% |
| **AHS' implementation and operation** | Excellent (4 or 5) | 24% | 15% | 18% | 34% |
| | Neutral (3) | 29% | 23% | 32% | 31% |
| | Poor (1 or 2) | 45% | 60% | 47% | 34% |
| | Unsure/NA | 2% | 3% | 3% | 1% |
| **Dealing with technical "glitches"** | Excellent (4 or 5) | 21% | 18% | 18% | 26% |
| | Neutral (3) | 26% | 28% | 23% | 26% |
| | Poor (1 or 2) | 49% | 51% | 53% | 45% |
| | Unsure/NA | 4% | 3% | 7% | 3% |

Base: Connect Care users

☐ Significantly higher   ◯ Significantly lower

# Connect Care Users Views on Implementation and Operation
## By Length of use … continued

*How would you rate each of the following on a 5-point scale where 5 means Excellent and 1 means Very Poor?*

| | | All Users | Time using Connect Care | | |
| --- | --- | --- | --- | --- | --- |
| | | | <6 months | 6-12 months | 12+ months |
| | Base: | (n=570) | (n=157) | (n=172) | (n=240) |
| Responsive/receptive to feedback | Excellent (4 or 5) | 16% | 12% | 13% | 21% |
| | Neutral (3) | 21% | 22% | 23% | 20% |
| | Poor (1 or 2) | 55% | 57% | 55% | 53% |
| | Unsure/NA | 8% | 9% | 9% | 6% |
| On-going training | Excellent (4 or 5) | 14% | 9% | 13% | 17% |
| | Neutral (3) | 27% | 26% | 28% | 27% |
| | Poor (1 or 2) | 54% | 57% | 54% | 53% |
| | Unsure/NA | 5% | 8% | 5% | 3% |

Base: Connect Care users

☐ Significantly higher      ◯ Significantly lower

# Connect Care Users Views on Implementation and Operation
## By Zone of Practice and Practice Type

*How would you rate each of the following on a 5-point scale where 5 means Excellent and 1 means Very Poor?*

| | | All Users | Zone of Practice | | | Practice Type | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| **Communication about roll-out** | Excellent (4 or 5) | 55% | 55% | 57% | 46% | 60% | 48% |
| | Neutral (3) | 25% | 24% | 25% | 30% | 24% | 26% |
| | Poor (1 or 2) | 18% | 21% | 15% | 18% | 14% | 24% |
| | Unsure/NA | 2% | 0% | 2% | 6% | 1% | 2% |
| **Training available prior to roll-out** | Excellent (4 or 5) | 39% | 33% | 45% | 39% | 42% | 36% |
| | Neutral (3) | 24% | 28% | 25% | 11% | 25% | 22% |
| | Poor (1 or 2) | 36% | 39% | 29% | 48% | 32% | 42% |
| | Unsure/NA | 1% | 0% | 0% | 1% | 0% | 0% |
| **Timeliness of roll-out** | Excellent (4 or 5) | 32% | 26% | 38% | 24% | 37% | 24% |
| | Neutral (3) | 28% | 29% | 27% | 28% | 26% | 31% |
| | Poor (1 or 2) | 33% | 37% | 28% | 41% | 30% | 39% |
| | Unsure/NA | 7% | 9% | 6% | 7% | 7% | 6% |

Base: Connect Care users | *Caution: Small base size

▢ Significantly higher        ◯ Significantly lower

# Connect Care Users Views on Implementation and Operation
## By Zone of Practice and Practice Type … continued

*How would you rate each of the following on a 5-point scale where 5 means Excellent and 1 means Very Poor?*

| | | All Users | Zone of Practice | | | Practice Type | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| **Support available to you** | Excellent (4 or 5) | 28% | 27% | 32% | 25% | 30% | 27% |
| | Neutral (3) | 28% | 28% | 27% | 31% | 30% | 26% |
| | Poor (1 or 2) | 43% | 44% | 40% | 44% | 39% | 47% |
| | Unsure/NA | 1% | 1% | 0% | 0% | 1% | 0% |
| **AHS' implementation and operation** | Excellent (4 or 5) | 24% | 18% | 31% | 20% | 25% | 22% |
| | Neutral (3) | 29% | 29% | 31% | 21% | 31% | 27% |
| | Poor (1 or 2) | 45% | 51% | 36% | 56% | 43% | 49% |
| | Unsure/NA | 2% | 2% | 2% | 3% | 2% | 2% |
| **Dealing with technical "glitches"** | Excellent (4 or 5) | 21% | 18% | 24% | 27% | 24% | 19% |
| | Neutral (3) | 26% | 27% | 26% | 21% | 28% | 22% |
| | Poor (1 or 2) | 49% | 51% | 46% | 52% | 45% | 55% |
| | Unsure/NA | 4% | 5% | 4% | 0% | 2% | 4% |

Base: Connect Care users | *Caution: Small base size

☐ Significantly higher     ◯ Significantly lower

# Connect Care Users Views on Implementation and Operation
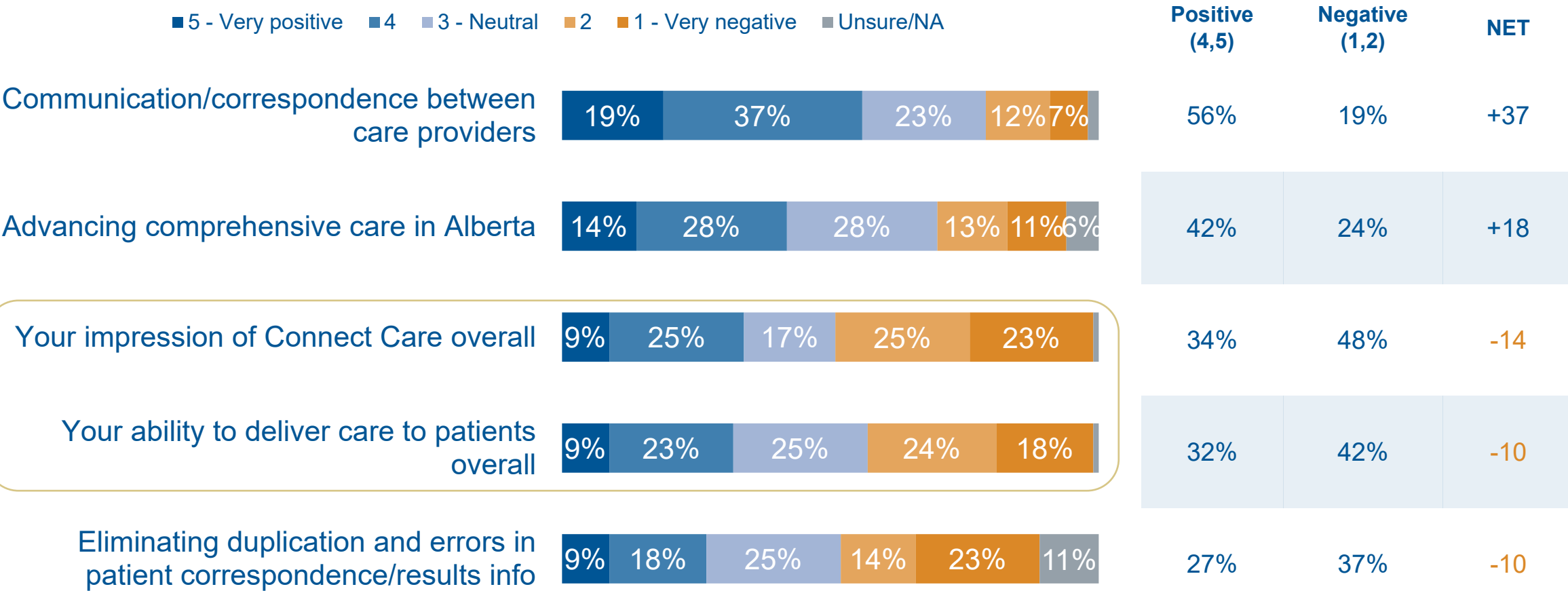## By Zone of Practice and Practice Type … continued

*How would you rate each of the following on a 5-point scale where 5 means Excellent and 1 means Very Poor?*

| | | All Users | Zone of Practice | | | Practice Type | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| **Responsive/receptive to feedback** | Excellent (4 or 5) | 16% | 15% | 19% | 11% | 19% | 13% |
| | Neutral (3) | 21% | 24% | 19% | 20% | 22% | 21% |
| | Poor (1 or 2) | 55% | 55% | 54% | 55% | 54% | 58% |
| | Unsure/NA | 8% | 6% | 7% | 14% | 6% | 8% |
| **On-going training** | Excellent (4 or 5) | 14% | 13% | 17% | 8% | 14% | 13% |
| | Neutral (3) | 27% | 29% | 25% | 25% | 32% | 21% |
| | Poor (1 or 2) | 54% | 53% | 54% | 59% | 51% | 61% |
| | Unsure/NA | 5% | 5% | 4% | 7% | 3% | 5% |

Base: Connect Care users | *Caution: Small base size

☐ Significantly higher     ◯ Significantly lower

# Users Experiences and Impressions of Connect Care

*We're interested in your experiences and impressions of Connect Care itself. How would you rate Connect Care on each of the following attributes using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative" and 3 means "Neutral"?*

Legend: ■ 5 - Very positive  ■ 4  ■ 3 - Neutral  ■ 2  ■ 1 - Very negative  ■ Unsure/NA

| | Positive (4,5) | Negative (1,2) | NET |
|---|---|---|---|
| Communication/correspondence between care providers | 56% | 19% | +37 |
| 19% / 37% / 23% / 12% / 7% | | | |
| Advancing comprehensive care in Alberta | 42% | 24% | +18 |
| 14% / 28% / 28% / 13% / 11% / 6% | | | |
| Your impression of Connect Care overall | 34% | 48% | -14 |
| 9% / 25% / 17% / 25% / 23% | | | |
| Your ability to deliver care to patients overall | 32% | 42% | -10 |
| 9% / 23% / 25% / 24% / 18% | | | |
| Eliminating duplication and errors in patient correspondence/results info | 27% | 37% | -10 |
| 9% / 18% / 25% / 14% / 23% / 11% | | | |

Base: Connect Care users (n=570) | NET: Positive minus negative

# Users Experiences and Impressions of Connect Care … continued

*We're interested in your experiences and impressions of Connect Care itself. How would you rate Connect Care on each of the following attributes using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative" and 3 means "Neutral"?*
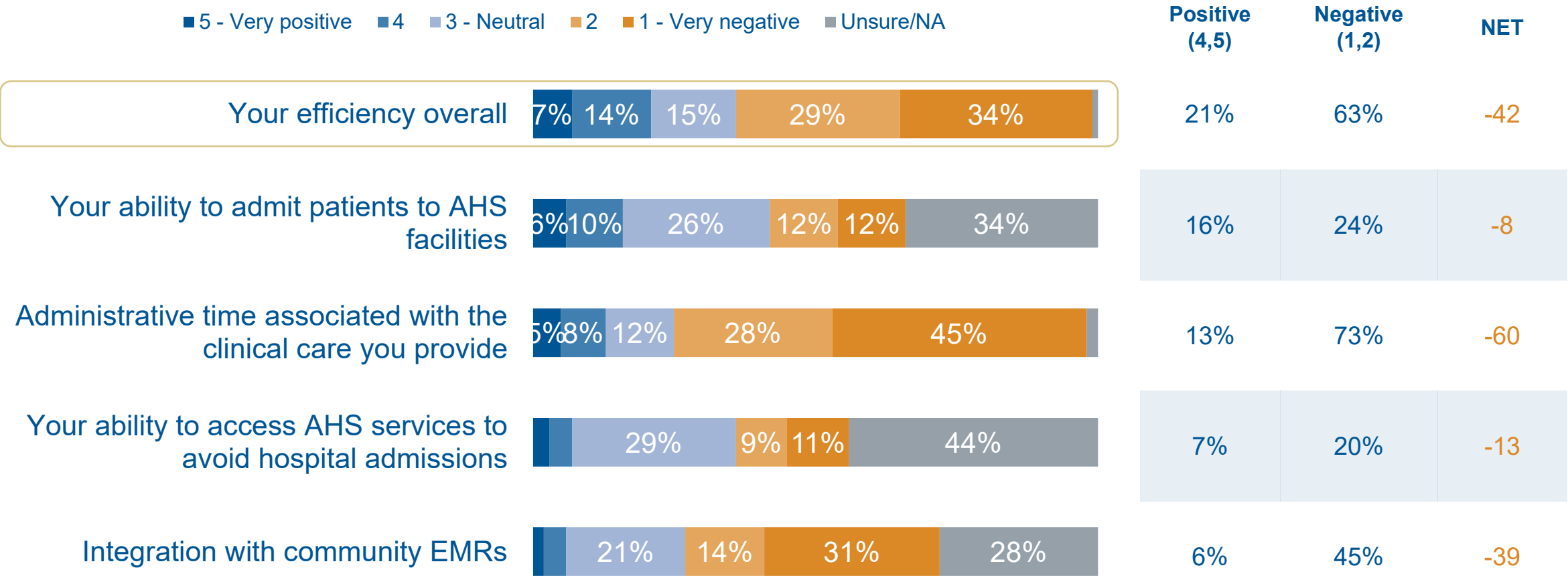
Legend: ■ 5 - Very positive ■ 4 ■ 3 - Neutral ■ 2 ■ 1 - Very negative ■ Unsure/NA

| | Positive (4,5) | Negative (1,2) | NET |
|---|---|---|---|
| **Your efficiency overall** — 7% / 14% / 15% / 29% / 34% | 21% | 63% | -42 |
| **Your ability to admit patients to AHS facilities** — 6% / 10% / 26% / 12% / 12% / 34% | 16% | 24% | -8 |
| **Administrative time associated with the clinical care you provide** — 5% / 8% / 12% / 28% / 45% | 13% | 73% | -60 |
| **Your ability to access AHS services to avoid hospital admissions** — 29% / 9% / 11% / 44% | 7% | 20% | -13 |
| **Integration with community EMRs** — 21% / 14% / 31% / 28% | 6% | 45% | -39 |

Base: Connect Care users (n=570) | NET: Positive minus negative

# Users Experiences and Impressions of Connect Care
## By Length of use

*How would you rate Connect Care on each of the following using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative"?*

| | | All Users | Time using Connect Care | | |
| --- | --- | --- | --- | --- | --- |
| | | | <6 months | 6-12 months | 12+ months |
| | Base: | (n=570) | (n=157) | (n=172) | (n=240) |
| Communication/ correspondence between providers | Positive (4 or 5) | 56% | 38% | 53% | 69% |
| | Neutral (3) | 23% | 31% | 25% | 16% |
| | Negative (1 or 2) | 19% | 27% | 21% | 14% |
| | Unsure/NA | 2% | 4% | 2% | 1% |
| Advancing comprehensive care in Alberta | Positive (4 or 5) | 42% | 29% | 38% | 53% |
| | Neutral (3) | 28% | 32% | 28% | 24% |
| | Negative (1 or 2) | 24% | 33% | 25% | 18% |
| | Unsure/NA | 6% | 7% | 9% | 4% |
| Your impression of Connect Care overall | Positive (4 or 5) | 34% | 21% | 27% | 47% |
| | Neutral (3) | 17% | 17% | 19% | 16% |
| | Negative (1 or 2) | 48% | 62% | 52% | 36% |
| | Unsure/NA | 1% | 1% | 1% | 0% |

Base: Connect Care users

☐ Significantly higher    ◯ Significantly lower

# Users Experiences and Impressions of Connect Care
By Length of use … continued

*How would you rate Connect Care on each of the following using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative"?*

| | | All Users | Time using Connect Care | | |
| --- | --- | --- | --- | --- | --- |
| | | | <6 months | 6-12 months | 12+ months |
| Base: | | (n=570) | (n=157) | (n=172) | (n=240) |
| Your ability to deliver care to patients overall | Positive (4 or 5) | 32% | 19% | 25% | 45% |
| | Neutral (3) | 25% | 23% | 26% | 25% |
| | Negative (1 or 2) | 42% | 57% | 47% | 29% |
| | Unsure/NA | 1% | 1% | 2% | 1% |
| Eliminating duplication/errors in patient info | Positive (4 or 5) | 27% | 16% | 20% | 38% |
| | Neutral (3) | 25% | 20% | 26% | 28% |
| | Negative (1 or 2) | 37% | 52% | 41% | 25% |
| | Unsure/NA | 11% | 11% | 12% | 9% |
| Your efficiency overall | Positive (4 or 5) | 21% | 13% | 14% | 30% |
| | Neutral (3) | 15% | 14% | 13% | 18% |
| | Negative (1 or 2) | 63% | 72% | 71% | 51% |
| | Unsure/NA | 1% | 1% | 2% | 1% |

Base: Connect Care users

☐ Significantly higher    ◯ Significantly lower

# Users Experiences and Impressions of Connect Care
## By Length of use … continued

*How would you rate Connect Care on each of the following using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative"?*

| | | All Users | Time using Connect Care | | |
| --- | --- | --- | --- | --- | --- |
| | | | <6 months | 6-12 months | 12+ months |
| | Base: | (n=570) | (n=157) | (n=172) | (n=240) |
| Your ability to admit patients to AHS facilities | Positive (4 or 5) | 16% | 9% | 11% | 24% |
| | Neutral (3) | 26% | 26% | 26% | 26% |
| | Negative (1 or 2) | 24% | 29% | 28% | 18% |
| | Unsure/NA | 34% | 36% | 35% | 32% |
| Administrative time associated with the clinical care you provide | Positive (4 or 5) | 13% | 7% | 6% | 21% |
| | Neutral (3) | 12% | 9% | 13% | 13% |
| | Negative (1 or 2) | 73% | 82% | 80% | 63% |
| | Unsure/NA | 2% | 2% | 1% | 3% |
| Your ability to access AHS services to avoid hospital admissions | Positive (4 or 5) | 7% | 4% | 4% | 11% |
| | Neutral (3) | 29% | 26% | 28% | 31% |
| | Negative (1 or 2) | 20% | 22% | 20% | 19% |
| | Unsure/NA | 44% | 49% | 48% | 39% |

Base: Connect Care users

☐ Significantly higher     ◯ Significantly lower

# Users Experiences and Impressions of Connect Care
## By Length of use … continued

*How would you rate Connect Care on each of the following using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative"?*

| | | All Users | Time using Connect Care | | |
| --- | --- | --- | --- | --- | --- |
| | | | <6 months | 6-12 months | 12+ months |
| | Base: | (n=570) | (n=157) | (n=172) | (n=240) |
| Integration with community EMRs | Positive (4 or 5) | 6% | 5% | 7% | 7% |
| | Neutral (3) | 21% | 22% | 19% | 22% |
| | Negative (1 or 2) | 45% | 47% | 45% | 43% |
| | Unsure/NA | 28% | 26% | 29% | 28% |

Base: Connect Care users

☐ Significantly higher      ◯ Significantly lower

# Users Experiences and Impressions of Connect Care
## By Zone of Practice and Practice Type

*How would you rate Connect Care on each of the following using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative"?*

| | | All Users | Zone of Practice | | | Practice Type | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| Communication/ correspondence between providers | Positive (4 or 5) | 56% | 45% | 69% | 51% | 65% | 46% |
| | Neutral (3) | 23% | 27% | 17% | 28% | 20% | 26% |
| | Negative (1 or 2) | 19% | 26% | 13% | 20% | 14% | 27% |
| | Unsure/NA | 2% | 3% | 1% | 1% | 2% | 1% |
| Advancing comprehensive care in Alberta | Positive (4 or 5) | 42% | 37% | 49% | 35% | 45% | 39% |
| | Neutral (3) | 28% | 28% | 25% | 37% | 26% | 29% |
| | Negative (1 or 2) | 24% | 29% | 20% | 24% | 22% | 28% |
| | Unsure/NA | 6% | 6% | 7% | 4% | 7% | 5% |
| Your impression of Connect Care overall | Positive (4 or 5) | 34% | 26% | 44% | 30% | 38% | 29% |
| | Neutral (3) | 17% | 16% | 19% | 15% | 16% | 18% |
| | Negative (1 or 2) | 48% | 57% | 37% | 55% | 45% | 52% |
| | Unsure/NA | 1% | 0% | 1% | 0% | 0% | 0% |

Base: Connect Care users | *Caution: Small base size

☐ Significantly higher     ◯ Significantly lower

# Users Experiences and Impressions of Connect Care
By Zone of Practice and Practice Type … continued

*How would you rate Connect Care on each of the following using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative"?*

| | | All Users | Zone of Practice | | | Practice Type | |
|---|---|---|---|---|---|---|---|
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| **Your ability to deliver care to patients overall** | Positive (4 or 5) | 32% | 24% | 39% | 35% | 35% | 28% |
| | Neutral (3) | 25% | 22% | 28% | 23% | 22% | 27% |
| | Negative (1 or 2) | 42% | 53% | 31% | 41% | 42% | 43% |
| | Unsure/NA | 1% | 1% | 1% | 1% | 0% | 2% |
| **Eliminating duplication/errors in patient info** | Positive (4 or 5) | 27% | 21% | 34% | 23% | 30% | 23% |
| | Neutral (3) | 25% | 22% | 27% | 28% | 27% | 23% |
| | Negative (1 or 2) | 37% | 48% | 27% | 37% | 32% | 44% |
| | Unsure/NA | 11% | 10% | 12% | 13% | 10% | 10% |
| **Your efficiency overall** | Positive (4 or 5) | 21% | 15% | 25% | 24% | 23% | 17% |
| | Neutral (3) | 15% | 12% | 19% | 14% | 15% | 16% |
| | Negative (1 or 2) | 63% | 73% | 54% | 61% | 61% | 66% |
| | Unsure/NA | 1% | 1% | 2% | 1% | 1% | 1% |

Base: Connect Care users | *Caution: Small base size

☐ Significantly higher    ◯ Significantly lower

# Users Experiences and Impressions of Connect Care
## By Zone of Practice and Practice Type … continued

*How would you rate Connect Care on each of the following using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative"?*

| | | All Users | Zone of Practice | | | Practice Type | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| **Your ability to admit patients to AHS facilities** | Positive (4 or 5) | 16% | 11% | 20% | 20% | 19% | 13% |
| | Neutral (3) | 26% | 27% | 25% | 28% | 26% | 27% |
| | Negative (1 or 2) | 24% | 28% | 19% | 27% | 22% | 27% |
| | Unsure/NA | 34% | 34% | 36% | 25% | 33% | 33% |
| **Administrative time associated with the clinical care you provide** | Positive (4 or 5) | 13% | 9% | 18% | 8% | 16% | 8% |
| | Neutral (3) | 12% | 11% | 12% | 13% | 10% | 13% |
| | Negative (1 or 2) | 73% | 79% | 68% | 76% | 73% | 76% |
| | Unsure/NA | 2% | 1% | 3% | 3% | 1% | 3% |
| **Your ability to access AHS services to avoid hospital admissions** | Positive (4 or 5) | 7% | 5% | 7% | 8% | 7% | 5% |
| | Neutral (3) | 29% | 26% | 31% | 31% | 28% | 30% |
| | Negative (1 or 2) | 20% | 21% | 17% | 24% | 20% | 20% |
| | Unsure/NA | 44% | 47% | 45% | 37% | 45% | 44% |

Base: Connect Care users | *Caution: Small base size

☐ Significantly higher    ◯ Significantly lower

# Users Experiences and Impressions of Connect Care
## By Zone of Practice and Practice Type … continued

*How would you rate Connect Care on each of the following using a 5-point scale where 5 means "Very Positive", 1 means "Very Negative"?*

| | | All Users | Zone of Practice | | | Practice Type | |
|---|---|---|---|---|---|---|---|
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| | Positive (4 or 5) | 6% | 7% | 6% | 8% | 5% | 7% |
| Integration with community EMRs | Neutral (3) | 21% | 19% | 22% | 25% | 24% | 19% |
| | Negative (1 or 2) | 45% | 43% | 44% | 51% | 36% | 55% |
| | Unsure/NA | 28% | 31% | 28% | 15% | 35% | 19% |

Base: Connect Care users | *Caution: Small base size

□ Significantly higher    ◯ Significantly lower

# Specialists' Impressions of Connect Care Impact on Efficiency

*How would you rate Connect Care when it comes to …*

## Your overall efficiency

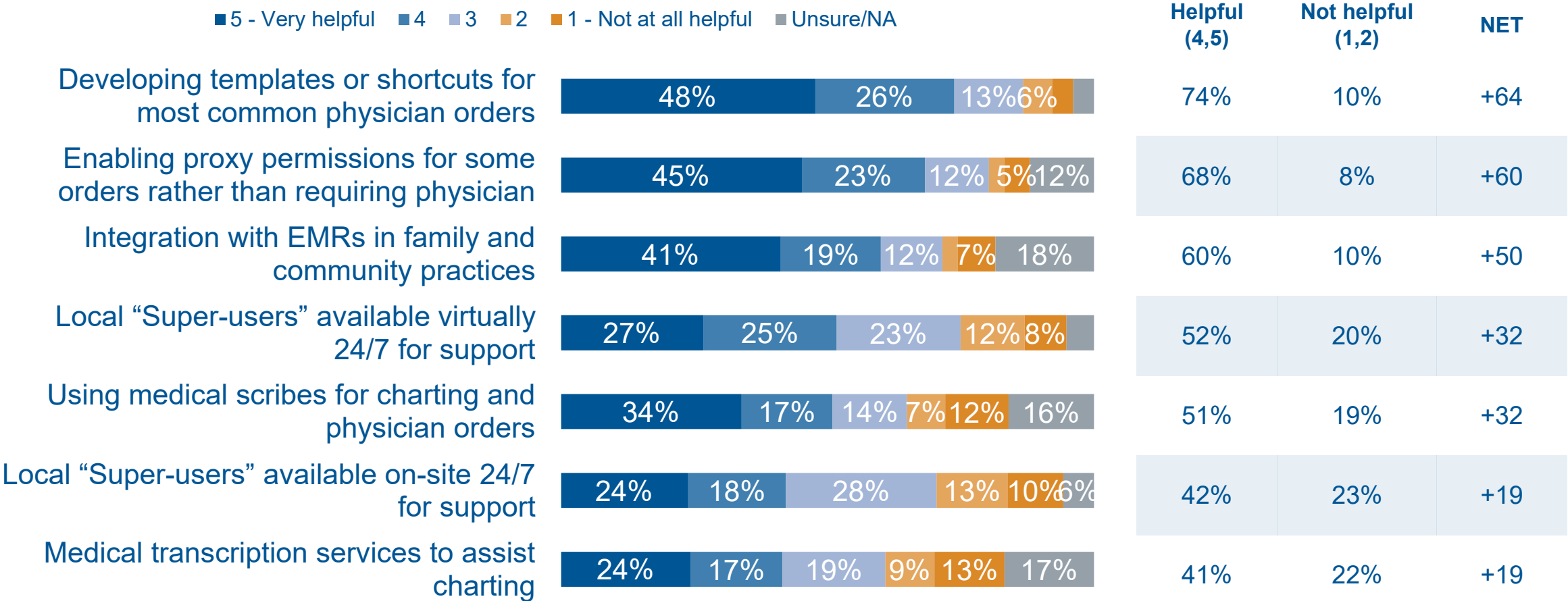■ Negative  ■ Positive  ■ Neutral  ■ Unsure



15% Neutral

21% Positive

63% Negative

As a % how much MORE efficient are you? (n=117)

**MEAN: 46.7**

As a % how much LESS efficient are you? (n=358)

**MEAN: 41.7**
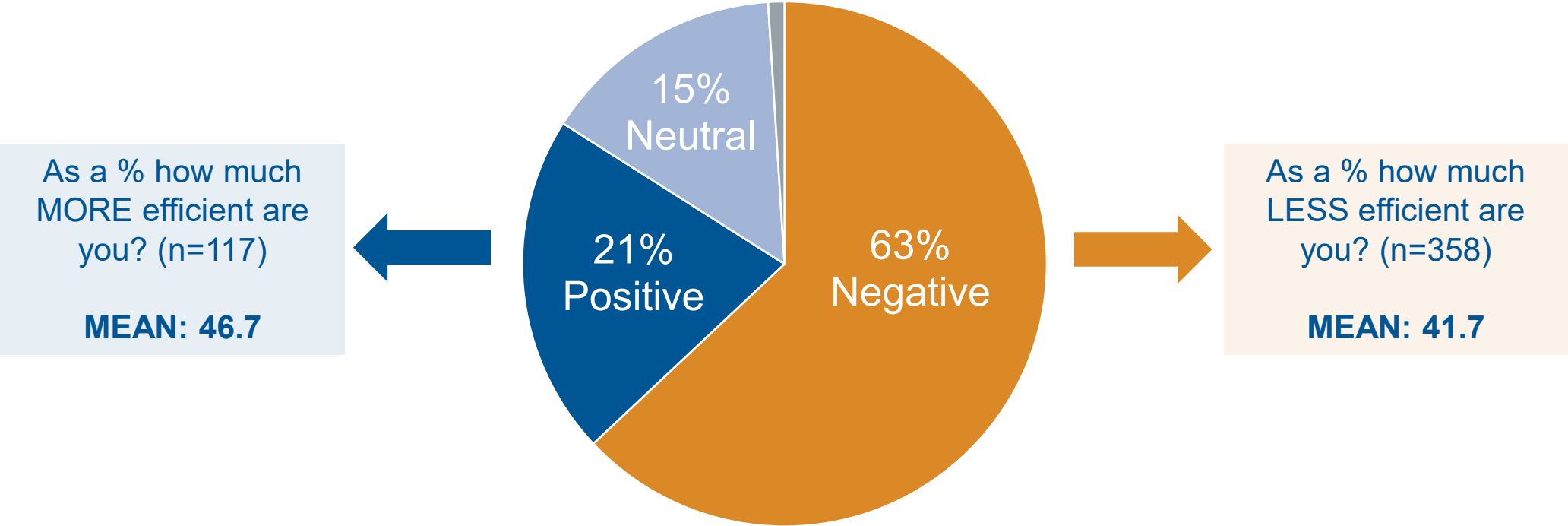
Base: Connect Care users (n=570)

# Connect Care Usage: Ratings of Suggestions to Assist Physicians

*The following is a list of suggestions that have come forward that may assist physicians in their use of Connect Care. How would you rate each of the following on a 5-point scale where 5 means "Would be very helpful" and 1 means "Would not be at all helpful"?*

Legend: ■ 5 - Very helpful  ■ 4  ■ 3  ■ 2  ■ 1 - Not at all helpful  ■ Unsure/NA

| | 5 - Very helpful | 4 | 3 | 2 | 1 - Not at all helpful | Unsure/NA | Helpful (4,5) | Not helpful (1,2) | NET |
|---|---|---|---|---|---|---|---|---|---|
| Developing templates or shortcuts for most common physician orders | 48% | 26% | 13% | 6% | | | 74% | 10% | +64 |
| Enabling proxy permissions for some orders rather than requiring physician | 45% | 23% | 12% | 5% | | 12% | 68% | 8% | +60 |
| Integration with EMRs in family and community practices | 41% | 19% | 12% | 7% | | 18% | 60% | 10% | +50 |
| Local "Super-users" available virtually 24/7 for support | 27% | 25% | 23% | 12% | 8% | | 52% | 20% | +32 |
| Using medical scribes for charting and physician orders | 34% | 17% | 14% | 7% | 12% | 16% | 51% | 19% | +32 |
| Local "Super-users" available on-site 24/7 for support | 24% | 18% | 28% | 13% | 10% | 6% | 42% | 23% | +19 |
| Medical transcription services to assist charting | 24% | 17% | 19% | 9% | 13% | 17% | 41% | 22% | +19 |

Base: Connect Care users (n=570) | NET: Helpful minus not helpful

# Connect Care Usage: Ratings of Suggestions to Assist Physicians
## By Length of Use

*How would you rate each of the following on a 5-point scale where 5 means "Would be very helpful" and 1 means "Would not be at all helpful"?*

| | | All Users | Time using Connect Care | | |
| --- | --- | --- | --- | --- | --- |
| | | | <6 months | 6-12 months | 12+ months |
| | Base: | (n=570) | (n=157) | (n=172) | (n=240) |
| Developing templates or shortcuts for most common physician orders | Helpful (4 or 5) | 74% | 71% | 76% | 74% |
| | Neutral (3) | 13% | 14% | 12% | 13% |
| | Not helpful (1 or 2) | 10% | 11% | 11% | 8% |
| | Unsure/NA | 3% | 4% | 2% | 5% |
| Enabling proxy permissions for some orders rather than requiring physician | Helpful (4 or 5) | 68% | 67% | 70% | 68% |
| | Neutral (3) | 12% | 13% | 16% | 9% |
| | Not helpful (1 or 2) | 8% | 7% | 6% | 10% |
| | Unsure/NA | 12% | 14% | 9% | 13% |
| Integration with EMRs in family and community practices | Helpful (4 or 5) | 60% | 54% | 62% | 62% |
| | Neutral (3) | 12% | 9% | 10% | 14% |
| | Not helpful (1 or 2) | 10% | 12% | 9% | 9% |
| | Unsure/NA | 18% | 24% | 18% | 15% |

Base: Connect Care users

Significantly higher   Significantly lower

# Connect Care Usage: Ratings of Suggestions to Assist Physicians
## By Length of Use … continued

*How would you rate each of the following on a 5-point scale where 5 means "Would be very helpful" and 1 means "Would not be at all helpful"?*

| | | All Users | Time using Connect Care | | |
| --- | --- | --- | --- | --- | --- |
| | | | <6 months | 6-12 months | 12+ months |
| | Base: | (n=570) | (n=157) | (n=172) | (n=240) |
| Local "Super-users" available virtually 24/7 for support | Helpful (4 or 5) | 52% | 53% | 51% | 52% |
| | Neutral (3) | 23% | 17% | 23% | 27% |
| | Not helpful (1 or 2) | 20% | 26% | 20% | 16% |
| | Unsure/NA | 5% | 4% | 6% | 5% |
| Using medical scribes for charting and physician orders | Helpful (4 or 5) | 51% | 51% | 52% | 50% |
| | Neutral (3) | 14% | 18% | 12% | 13% |
| | Not helpful (1 or 2) | 19% | 15% | 21% | 20% |
| | Unsure/NA | 16% | 15% | 15% | 17% |
| Local "Super-users" available on-site 24/7 for support | Helpful (4 or 5) | 42% | 44% | 40% | 43% |
| | Neutral (3) | 28% | 23% | 30% | 30% |
| | Not helpful (1 or 2) | 23% | 27% | 23% | 22% |
| | Unsure/NA | 6% | 6% | 7% | 5% |

Base: Connect Care users

☐ Significantly higher          ◯ Significantly lower

# Connect Care Usage: Ratings of Suggestions to Assist Physicians
## By Length of Use … continued

*How would you rate each of the following on a 5-point scale where 5 means "Would be very helpful" and 1 means "Would not be at all helpful"?*

| | | All Users | Time using Connect Care | | |
| --- | --- | --- | --- | --- | --- |
| | | | <6 months | 6-12 months | 12+ months |
| | Base: | (n=570) | (n=157) | (n=172) | (n=240) |
| Medical transcription services to assist charting | Helpful (4 or 5) | 41% | 42% | 38% | 44% |
| | Neutral (3) | 19% | 19% | 23% | 17% |
| | Not helpful (1 or 2) | 22% | 24% | 25% | 19% |
| | Unsure/NA | 17% | 16% | 13% | 20% |

Base: Connect Care users

☐ Significantly higher      ◯ Significantly lower

# Connect Care Usage: Ratings of Suggestions to Assist Physicians
## By Zone of Practice and Practice Type

*How would you rate each of the following on a 5-point scale where 5 means "Would be very helpful" and 1 means "Would not be at all helpful"?*

| | | All Users | Zone of Practice | | | Practice Type | |
|---|---|---|---|---|---|---|---|
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| Developing templates or shortcuts for most common physician orders | Helpful (4 or 5) | 74% | 73% | 73% | 77% | 74% | 75% |
| | Neutral (3) | 13% | 13% | 14% | 10% | 14% | 11% |
| | Not helpful (1 or 2) | 10% | 10% | 9% | 10% | 9% | 10% |
| | Unsure/NA | 3% | 4% | 4% | 3% | 3% | 4% |
| Enabling proxy permissions for some orders rather than requiring physician | Helpful (4 or 5) | 68% | 69% | 68% | 68% | 68% | 71% |
| | Neutral (3) | 12% | 15% | 10% | 11% | 13% | 11% |
| | Not helpful (1 or 2) | 8% | 6% | 8% | 10% | 7% | 8% |
| | Unsure/NA | 12% | 10% | 14% | 11% | 12% | 11% |
| Integration with EMRs in family and community practices | Helpful (4 or 5) | 60% | 61% | 60% | 58% | 57% | 64% |
| | Neutral (3) | 12% | 9% | 13% | 14% | 12% | 11% |
| | Not helpful (1 or 2) | 10% | 9% | 9% | 15% | 8% | 12% |
| | Unsure/NA | 18% | 22% | 17% | 13% | 23% | 13% |

Base: Connect Care users | *Caution: Small base size

Significantly higher   Significantly lower

# Connect Care Usage: Ratings of Suggestions to Assist Physicians
By Zone of Practice and Practice Type … continued

*How would you rate each of the following on a 5-point scale where 5 means "Would be very helpful" and 1 means "Would not be at all helpful"?*

| | | All Users | Zone of Practice | | | Practice Type | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| Local "Super-users" available virtually 24/7 for support | Helpful (4 or 5) | 52% | 52% | 53% | 46% | 52% | 53% |
| | Neutral (3) | 23% | 21% | 24% | 28% | 22% | 25% |
| | Not helpful (1 or 2) | 20% | 22% | 18% | 20% | 23% | 17% |
| | Unsure/NA | 5% | 5% | 6% | 6% | 4% | 5% |
| Using medical scribes for charting and physician orders | Helpful (4 or 5) | 51% | 51% | 51% | 49% | 53% | 49% |
| | Neutral (3) | 14% | 16% | 11% | 18% | 15% | 13% |
| | Not helpful (1 or 2) | 19% | 18% | 19% | 20% | 19% | 20% |
| | Unsure/NA | 16% | 15% | 19% | 13% | 13% | 19% |
| Local "Super-users" available on-site 24/7 for support | Helpful (4 or 5) | 42% | 43% | 43% | 38% | 41% | 45% |
| | Neutral (3) | 28% | 26% | 31% | 30% | 30% | 26% |
| | Not helpful (1 or 2) | 23% | 25% | 22% | 24% | 24% | 23% |
| | Unsure/NA | 6% | 6% | 5% | 8% | 5% | 5% |

Base: Connect Care users | *Caution: Small base size

Significantly higher ⬭ Significantly lower

# Connect Care Usage: Ratings of Suggestions to Assist Physicians
## By Zone of Practice and Practice Type … continued

*How would you rate each of the following on a 5-point scale where 5 means "Would be very helpful" and 1 means "Would not be at all helpful"?*

| | | All Users | Zone of Practice | | | Practice Type | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | YYC | YEG | Other | AHS | Mixed |
| | Base: | (n=570) | (n=246) | (n=246) | (n=78)* | (n=303) | (n=248) |
| Medical transcription services to assist charting | Helpful (4 or 5) | 41% | 39% | 44% | 42% | 40% | 44% |
| | Neutral (3) | 19% | 18% | 21% | 18% | 18% | 20% |
| | Not helpful (1 or 2) | 22% | 27% | 17% | 25% | 27% | 17% |
| | Unsure/NA | 17% | 16% | 18% | 14% | 15% | 18% |

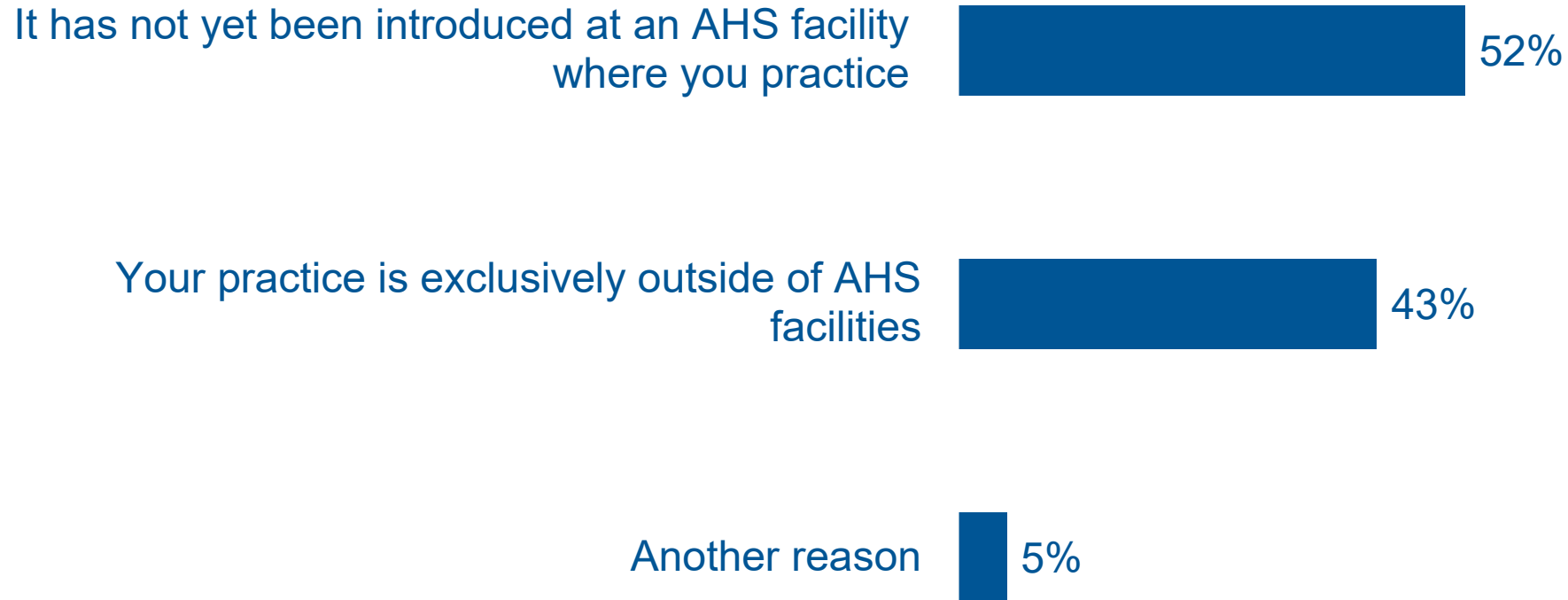Base: Connect Care users | *Caution: Small base size

☐ Significantly higher   ◯ Significantly lower

# Reasons for Not Using Connect Care

*You mentioned that you have not started using Connect Care. Is that because…?*

It has not yet been introduced at an AHS facility where you practice — 52%

Your practice is exclusively outside of AHS facilities — 43%

Another reason — 5%

Base: Non-users (n=167)

# Reasons for Not Using Connect Care
## By Zone of Practice

*You mentioned that you have not started using Connect Care. Is that because…?*

| | **Total** | **Zone of Practice** | | |
| --- | --- | --- | --- | --- |
| | | YYC | YEG | Other |
| Base: | (n=167) | (n=71)* | (n=41)* | (n=55)* |
| It's not yet at their AHS facility | 52% | 33% | 47% | 80% |
| Their practice is outside AHS | 43% | 62% | 42% | 20% |
| Another reason | 5% | 5% | 11% | 0% |

Base: Non-users | *Caution: Small base size

☐ Significantly higher    ◯ Significantly lower

# Non-users: Impressions of Connect Care

*Though you haven't used Connect Care yourself, how would you rate your impressions of it based upon what you have seen, heard or read about it?*

Very positive - 5 ▮ 4%

4 ▮ 9%

Neutral - 3 ▮ 33%

2 ▮ 21%

Very negative - 1 ▮ 23%
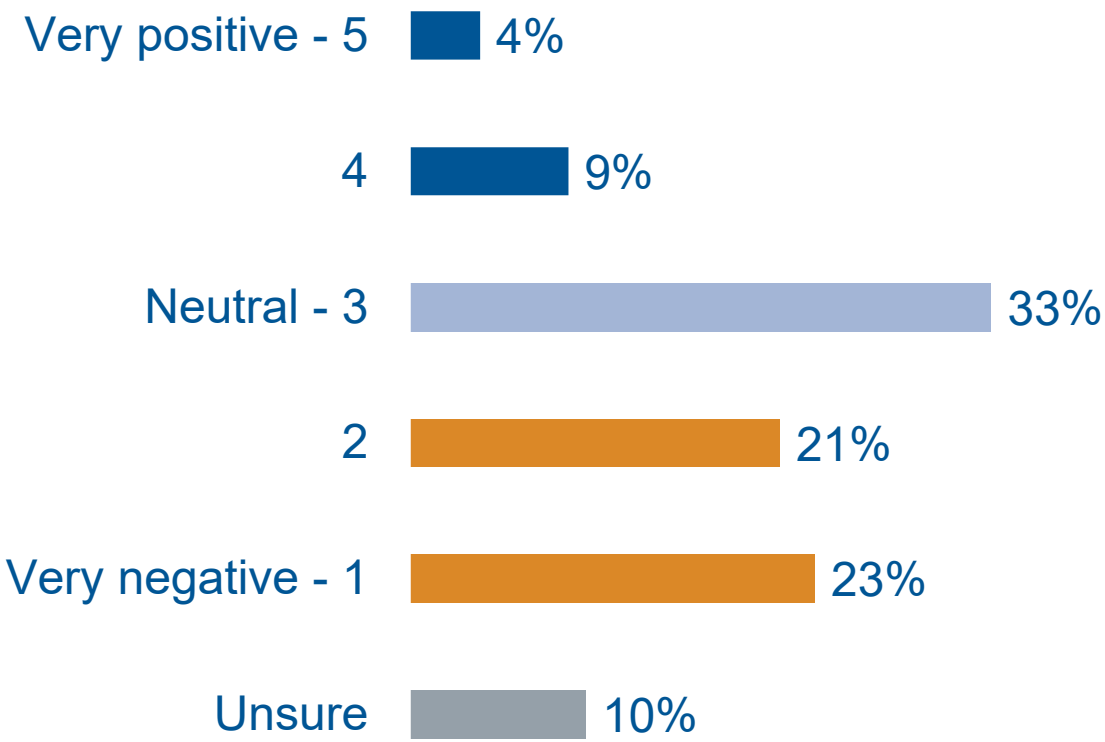
Unsure ▮ 10%

**Summary**

| | |
|---|---|
| Positive | 13% |
| Neutral or unsure | 43% |
| Negative | 44% |
| NET | -31 |

Base: Non-users (n=167) | NET: Positive minus negative

# Non-users: Impressions of Connect Care
## By Zone of Practice and Practice Type

*Though you haven't used Connect Care yourself, how would you rate your impressions of it based upon what you have seen, heard or read about it?*

Legend: ■ 5 - Very positive ■ 4 ■ 3 ■ 2 ■ 1 - Very negative ■ Unsure

| | 5 | 4 | 3 | 2 | 1 | Unsure | Positive (4,5) | Negative (1,2) | NET |
|---|---|---|---|---|---|---|---|---|---|
| All non-users (n=167) | 4% | 9% | 33% | 21% | 23% | 10% | 13% | 44% | -31 |
| **Zone of Practice** | | | | | | | | | |
| YEG (n=41)* | | 8% | 33% | 25% | 22% | 9% | 11% | 47% | -36 |
| YYC (n=71)* | | 11% | 32% | 21% | 23% | 11% | 13% | 44% | -31 |
| Other (n=55)* | 6% | 8% | 34% | 18% | 24% | 10% | 14% | 42% | -28 |
| **Practice type** | | | | | | | | | |
| AHS (n=35)* | 6% | 16% | 31% | 21% | 14% | 12% | 22% | 35% | -13 |
| Community (n=72)* | | 7% | 35% | 19% | 24% | 12% | 10% | 43% | -33 |
| Mixed (n=61)* | 4% | 8% | 32% | 23% | 28% | 5% | 12% | 51% | -39 |
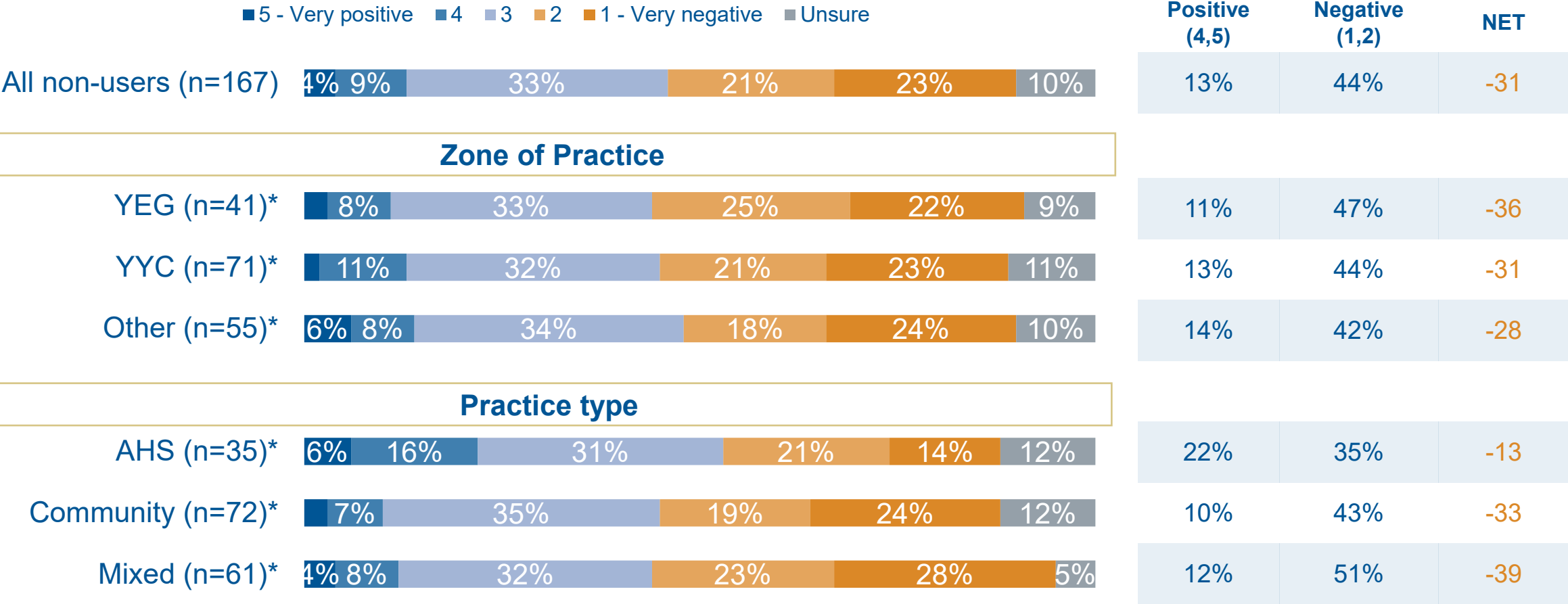
Base: Non-users | *Caution: Small base size | NET: Positive minus negative

# Respondent's Practice: Specialty

*What kind of medicine do you practice?*

| Specialty | % | | Specialty | % |
|---|---|---|---|---|
| Pediatrics | 10% | | Intensive Care | 2% |
| Anesthesia | 8% | | Rheumatology | 2% |
| Diagnostic Imaging | 7% | | Dermatology/Derm Surgery | 2% |
| Obstetrics and Gynecology | 7% | | Medical Oncology | 2% |
| Internal Medicine | 7% | | Endocrinology and Metabolism | 2% |
| General Psychiatry | 6% | | Child and Adolescent Psychiatry | 1% |
| Emergency Medicine | 6% | | Infectious Diseases | 1% |
| Orthopedics | 5% | | Nephrology | 1% |
| Neurology | 4% | | Otolaryngology, Head/Neck… | 1% |
| General Surgery | 4% | | Urology | 1% |
| Laboratory Physicians | 3% | | Plastic Surgery | 1% |
| Cardiology | 3% | | Radiation Oncology | 1% |
| Ophthalmology | 2% | | Addiction Medicine | 1% |
| Respiratory Medicine | 2% | | Palliative Medicine | 1% |
| Gastroenterology | 2% | | Physical Medicine/Rehabilitation | 1% |

Base: All respondents (n=737)

# Respondent's Practice: Years, Zone and Type



*Years in Practice*

- <10 years — 23%
- 10-25 years — 45%
- 25+ years — 29%
- Prefer not to say — 3%

*Zone of practice*

- Calgary — 43%
- Edmonton — 39%
- South — 7%
- Central — 7%
- North — 4%

*Type of practice*

- AHS facility — 46%
- Mixed — 42%
- Community practice — 12%

Base: All respondents (n=737)

**FOR MORE INFORMATION, CONTACT:**

Marc Henry, President

ThinkHQ Public Affairs Inc.
Marc@ThinkHQ.com
403.605.8587