

SURVEY RESULTS – 2014 MMA ANNUAL CONFERENCE

Future of the Health Care Workforce Forum

Q #	Choice	Choice Text	Response Count	Response Pct
1	Today's Attendees?			
	1	Physician	43	87.8%
	2	Medical student	2	4.1%
	3	Other, non-physicians	4	8.2%
		N	49	
2	Specialty of Physician Attendees			
	1	Primary Care	28	60.9%
	2	Non-primary care	16	34.8%
	3	Other	2	4.3%
		N	46	
3	In my practice, I work directly with:			
	1	APRNs	12	27.3%
	2	PAs	4	9.1%
	3	Both	22	50.0%
	4	Neither	6	13.6%
		N	44	
4	Which of the following is the greatest benefit of providing team-based care with non-physician providers?			
	1	Patients are better served when treated by different members of an integrated team.	16	31.4%
	2	Physicians can be more efficient when other members of the team provide care where a physician is not needed.	31	60.8%
	3	Team care can save the health care system money.	2	3.9%
	4	Physicians can learn from other non-physician providers.	2	3.9%
	5	I don't see any benefit.	0	0.0%
		N	51	
5	Which of the following is the greatest challenge to achieving an effective team-based care model?			
	1	Not having clearly defined roles and responsibilities for each provider on the health care team.	24	46.2%
	2	Ensuring the health care team is truly "patient-centered".	6	11.5%
	3	The risk to physicians who delegate functions but maintain responsibility and liability for the outcomes.	4	7.7%
	4	Lack of training physicians receive for how to work on a team.	11	21.2%
	5	Non-physician members working beyond their training and expertise.	7	13.5%
		N	52	

6	Which statement best describes the role you believe physicians should serve in team-based care?		
1	To serve as team leader, having supervision, ultimate responsibility, and final authority over all decisions made.	6	11.3%
2	To serve as team leader, delegating responsibility, as appropriate, to others on the team.	15	28.3%
3	To serve as a key member of the team, focusing on providing care for complex patients.	11	20.8%
4	To serve as part of a multi-disciplinary, non-hierarchical collaborative centered around meeting the patient's needs.	21	39.6%
	N	53	
7	Do you agree or disagree with the following statement: "Team-based care is critical for organizations to achieve the Triple Aim of improving health, enhancing the care experience, and reducing costs."		
1	Strongly agree	39	70.9%
2	Somewhat agree	13	23.6%
3	Somewhat disagree	2	3.6%
4	Strongly disagree	1	1.8%
5	Don't know	0	0.0%
	N	55	
8	Do you agree or disagree with the following statement: "Team-based care will help address the challenges facing primary care physicians today."		
1	Strongly agree	28	47.5%
2	Somewhat agree	22	37.3%
3	Somewhat disagree	6	10.2%
4	Strongly disagree	2	3.4%
5	Don't know	1	1.7%
	N	59	
9	Event Evaluation: My knowledge of the future of the health care workforce was increased.		
1	Strongly agree	19	35.2%
2	Agree	30	55.6%
3	Disagree	4	7.4%
4	Strongly disagree	1	1.9%
	N	54	
10	Event Evaluation: The forum allowed various voices/perspectives to be heard.		
1	Strongly agree	39	70.9%
2	Agree	15	27.3%
3	Disagree	1	1.8%
4	Strongly disagree	0	0.0%
	N	55	

Event Evaluation: Overall, how satisfied are you with today's event?			
11			
1	Very satisfied	26	47.3%
2	Satisfied	23	41.8%
3	Somewhat satisfied	4	7.3%
4	Not satisfied	2	3.6%
		N	55
Event Evaluation: When you consider important policy issues that affect the practice of medicine in Minnesota, how high does team-based care rank?			
12			
1	Low	2	3.4%
2	Medium	32	54.2%
3	High	25	42.4%
		N	59

Telehealth Forum

Q #	Choice	Choice Text	Response Count	Response Pct
1	Which of the following reflects your experience with telehealth?			
	1	I have no experience	14	56.0%
	2	I have participated in fewer than 5 telehealth experiences.	4	16.0%
	3	I have many experiences with telehealth	5	20.0%
	4	Telehealth is a significant part of my practice	2	8.0%
		N	25	
2	If you have telehealth experience, which of following best reflects that experience?			
	1	I don't have telehealth experience	14	51.9%
	2	I refer patients to telehealth	1	3.7%
	3	I have provided consultations through telehealth	5	18.5%
	4	I have referred and provided consultations through telehealth	3	11.1%
	5	Other	4	14.8%
		N	27	
3	What is your ideal use of telehealth?			
	1	Monitoring patient health remotely	3	11.5%
	2	Storing patient records/accessing patient records via the internet	1	3.8%
	3	Remote consultations with other providers	14	53.8%
	4	Offering services directly o patients (operating a "virtual" clinic)	8	30.8%
		N	26	
4	What advantages (if any) do you see with expanding your practice via telehealth?			
	1	Not at all	3	8.8%
	2	Communicate directly with patients via skype, email, texting, etc., to create more opportunities for delivery of care	5	14.7%
	3	Consult with providers remotely as they see patients face-to-face at their site of service	17	50.0%
	4	Opportunity to reach new patient base through providing care directly via the internet.	9	26.5%
		N	34	
5	How (if at all) do you use mobile devices in your practice?			
	1	Not at all	6	17.1%
	2	We provide employer-sponsored devices that can be used for limited purposes	6	17.1%
	3	Employees can use personal devices, but only for limited purposes as dictated by company policy	17	48.6%
	4	Employees can use personal devices for purposes as employees deem appropriate	6	17.1%

		N	35
6	With what intensity should the MMA advance legislation to expedite interstate licensure?		
1	Not at all		3 8.3%
2	A little		3 8.3%
3	Some		7 19.4%
4	A lot		7 19.4%
5	Aggressively		16 44.4%
		N	36
7	With what intensity should the MMA advocate parity in telehealth payment?		
1	Not at all		2 5.9%
2	A little		0 0.0%
3	Some		7 20.6%
4	A lot		3 8.8%
5	Aggressively		22 64.7%
		N	34
8	What are your biggest barriers to advancing telehealth in your practice? Pick 3		
1	High speed internet connections		6 18.8%
2	Cost of technology		16 50.0%
3	Unsure how to get started		15 46.9%
4	Unsure about regulations such as privacy, HIPAA, payment, and consent.		18 56.3%
5	Concerned about malpractice liability		9 28.1%
6	Credentialing resources		7 21.9%
7	Licensure		10 31.3%
8	Prescribing		6 18.8%
		N	32
9	This forum gave me the opportunity for my voice to be heard.		
1	Strongly disagree		5 13.5%
2	Disagree		1 2.7%
3	Neutral		10 27.0%
4	Agree		14 37.8%
5	Strongly agree		7 18.9%
		N	37
10	This forum met my learning objectives		
1	Strongly disagree		1 2.8%
2	Disagree		3 8.3%
3	Neutral		10 27.8%
4	Agree		16 44.4%
5	Strongly agree		6 16.7%
		N	36
11	What is your overall satisfaction with this forum?		
1	Strongly dissatisfied		0 0.0%

2	Dissatisfied	2	6.1%
3	Neutral	9	27.3%
4	Satisfied	17	51.5%
5	Strongly satisfied	5	15.2%
		N	33
12	When you consider important policy issues that affect the practice of medicine, how high does telehealth rank?		
1	Low	7	20.6%
2	Medium	13	38.2%
3	High	14	41.2%
		N	34

Open Issues Forum – Report (*note that questions regarding ranked importance of submitted open issues have been excluded from this report*)

1	Forum Evaluation: Overall, the submitted issues reflect important or new issues that the MMA should be tackling on behalf of MN physicians.	
1	Strongly disagree	8 11.9%
2	Disagree	8 11.9%
3	Agree	33 49.3%
4	Strongly agree	18 26.9%
	N	67
2	Forum Evaluation: The forum allowed various voices/perspectives to be heard.	
1	Strongly disagree	1 1.5%
2	Disagree	11 16.4%
3	Agree	30 44.8%
4	Strongly agree	25 37.3%
	N	67
3	Forum Evaluation: Overall, how satisfied are you with the Open Issues Forum?	
1	Very dissatisfied	1 1.5%
2	Dissatisfied	11 16.7%
3	Satisfied	40 60.6%
4	Very satisfied	14 21.2%
	N	66

MMA Annual Conference – General Evaluation (below are the extracted *questions and/or comments related to the forums*)

Represents 72 responses

Question: 16(a). How satisfied were you with the following events?: Telehealth expansion

Question Blank	8
N/A:	31
Very Satisfied:	12
Satisfied	14
Not Satisfied:	7

Question 16(b). How satisfied were you with the following events?: Future of the Healthcare Workforce?

Question Blank:	2
N/A:	26
Very Satisfied:	20
Satisfied:	23
Not Satisfied:	1

Question 17. Do you have any comments on the policy forums (telehealth, future of the healthcare workforce, open issues)?

Telehealth Comments

The technology connections for the telehealth did not really demonstrate any capability - trouble connecting with the other room - (we could hear better thru the wall than over the link)

Telehealth needed better facilitation, especially for discussion of possible policy implications. As an educational session, it was good.

Telehealth - a little dry - should have been more interactive

I would have preferred to hear from experts in the telehealth area

Workforce Comments

After telehealth, went to Future of HC Workforce which was exciting.

I was disappointed in some of the specialists involved in the discussion of APPs role in healthcare - we need the MMA to encourage ALL specialties INCLUDING family medicine to participate and engage each other as equals. I am tired of having what I do compared to a PA or NP. I truly felt that some folks at that meeting continue to look at our specialty as second class.

The panelist's response was brilliant, but he highlighted something that physicians rarely discuss. We are ALL physicians who all trained at the same medical schools. What can the MMA do to encourage us to be on the same page? I believe this is a major reason why membership has dropped, the AMA does not do a good job either at representing the voice of all and we must find our common voice if we are expecting to remain as critical experts in medicine. It must start by having all of us respect what each other does and support each other, not throw ourselves under the bus.

Open Issues Comments

I wished we could have voted on "top 5" open issues, not 3.

There needs to be more than 2 minutes to present a resolution. It would be faster with PowerPoint presentation capabilities.

The open forum did not really get the issues out for all to hear and comment on - I know that the Policy Council will tackle the issues, but it would have been more satisfying for all of us (or maybe just me) to hear more about each of the issues.

I look forward to seeing/hearing about the outcomes from the open issues forum through the policy forum. I think the plans worked well to get ideas heard and give us a chance to talk about them.

Open issues forum was confusing for me, needs more concrete directions on how to proceed

It was nice to break into small groups to discuss issues.

Open Issues - reasonable - needs a few tweaks

I liked the format of the open issues forums. I think that it allowed the issues to be presented and then gave individuals the ability to delve in further to the issues and voice their opinions.

Scribes need to be at each table to record each member's thoughts and those who put issues forward should not be at those tables so as to allow members to speak their positions.

Other

I really like the out of the city venue. It felt more like a retreat than a meeting. The MMA Annual Retreat!

I'm concerned about the quality measures being linked to reimbursement from insurance companies and employers.

Need some town hall ad hoc issues discussion opportunity (not just for the pre-digested options)

We need more robust conversation. Perhaps a pre/post conference online forum.