



Wolters Kluwer
Health

Wolters Kluwer Health 2011 Point-of-Care Survey

Physicians Face Disconnects at Point-of-Care

Wolters Kluwer Health has launched a Point-of-Care survey, conducted by IPSOS, to uncover “disconnects” at the point of care focusing on challenges in the areas of the doctor-patient relationship, barriers to technology adoption and changes in how and where physicians receive information to make decisions about diagnoses, treatment and ongoing patient care.

Featured Finding: Physicians Challenged By Lack of Time with Patients

Survey results found that lack of time with patients is one of the biggest challenges that physicians face today and a barrier to good doctor-patient communication. Balancing quality of care and efficiency is also a large concern.

Key Findings:

[Overall Challenges](#)

[Technology Adoption](#)

[Doctor-Patient
Relationship](#)

[Physician
Information Resources](#)

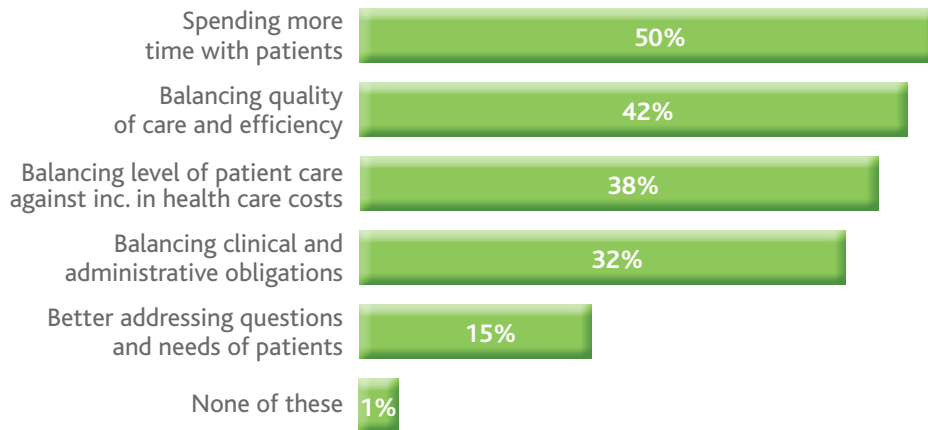
[Meaningful Use](#)

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PHYSICIAN VIEWS ON NEEDED IMPROVEMENTS IN HEALTHCARE

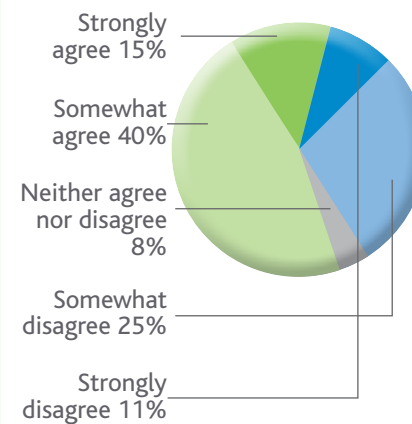
When asked about areas in which physicians would like to see improvements in the medical field, time with patients rose to the top. Other top areas for improvement include balancing quality of care and efficiency, and balancing providing appropriate levels of patient care against increases in health care costs.

Top Physician Challenges



Question: Considering physicians in general, in which areas would you most like to see improvement?

Quality of Care



Question: Do you agree or disagree with the following statement: quality of care has increased over the past few years?

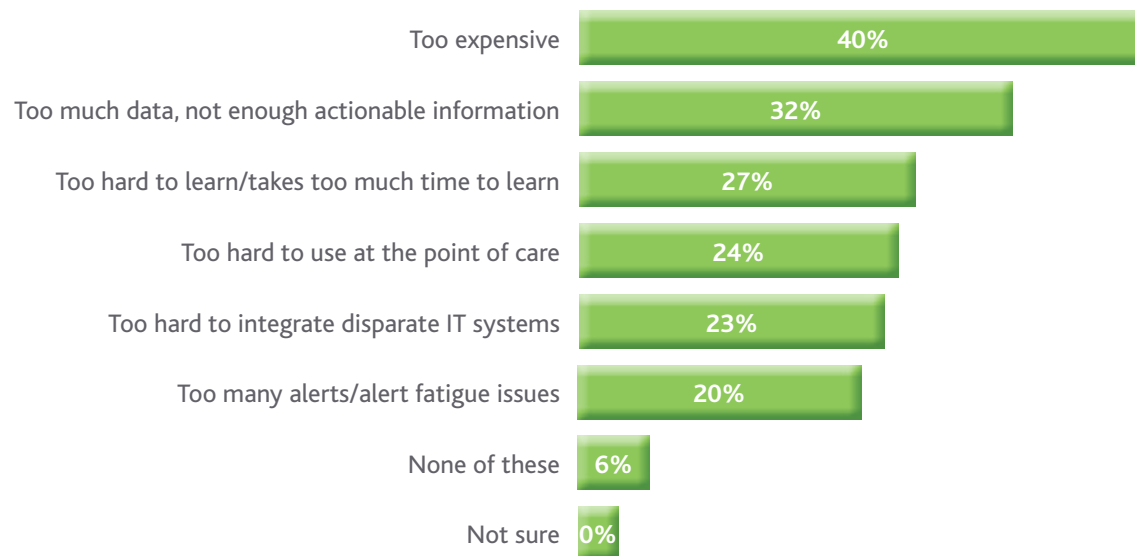
Fast facts:

- On average, physicians spend roughly 80% of their time on patient care compared with just under 20% on the business side of healthcare
- A majority, 88%, of physicians report that it's difficult to balance efficiency and quality of patient care
- Nine in 10 physicians wish they could spend more time with patients

PHYSICIAN PROGRESS IN TECHNOLOGY ADOPTION

The benefits of technology are clearly recognized by physicians and the vast majority believes that access to technology has improved the medical field. However, much progress needs to occur in the area of technology adoption and barriers remain.

Barriers to Technology Adoption



Question: What are the biggest barriers to technology and clinical decision support tool adoption at your practice?

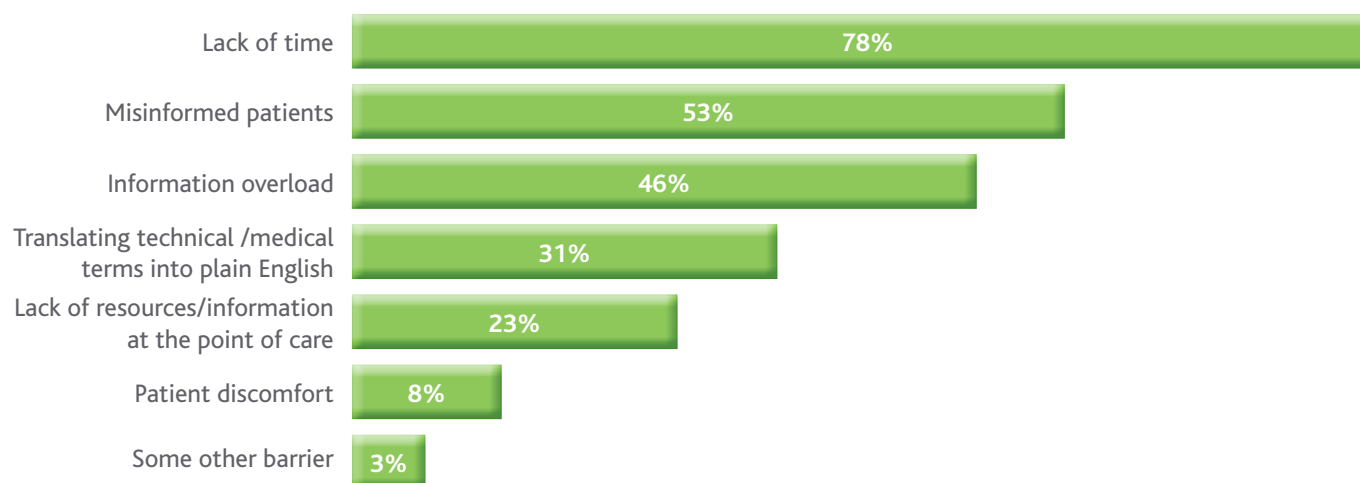
Fast facts

- Half of physicians report that they have embraced technology across their practice; however, 44% report that they still have a long way to go
- Cost ranks as the top barrier to technology adoption with 40% of physicians saying it's too expensive
- 85% of physicians believe that greater access to technology has improved the medical field

THE CHANGING DOCTOR-PATIENT RELATIONSHIP

Survey findings show that physicians are challenged by limited time with patients as well as a change in the doctor-patient relationship brought on by increased access to more online medical information.

Challenges to Doctor-Patient Communication



Question: What are the most common barriers to good doctor-patient communication?

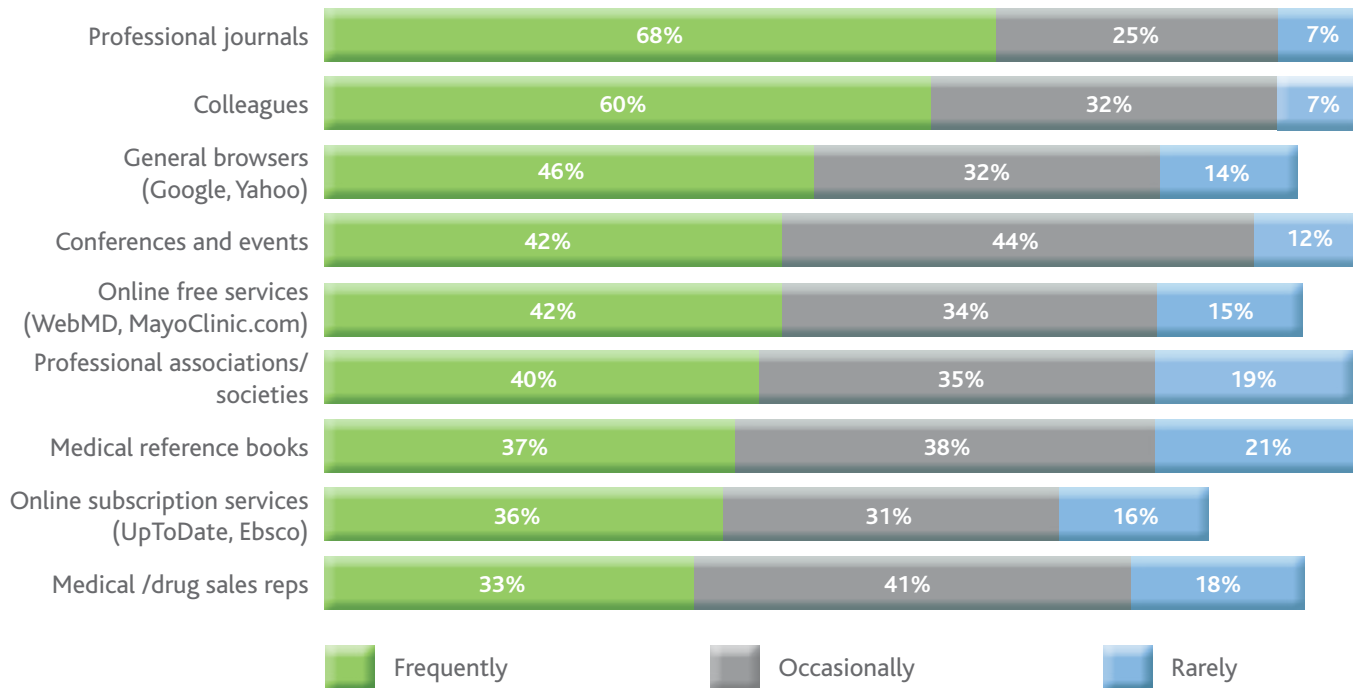
Fast facts

- 78% of physicians name lack of time as one of the most common barriers to good communication with patients, followed by misinformed patients (53%) and information overload (46%)
- Most physicians believe easier access to medical knowledge by patients has had a positive impact on the doctor-patient relationship; however, one in five believe it has been detrimental, leading to misinformation and incorrect self-diagnosis

HOW PHYSICIANS GET INFORMATION TO DIAGNOSE AND TREAT PATIENTS

Physicians today access a wide range of resources for information to help diagnose and treat patients. General browsers such as Google and Yahoo are among the top three information resources used by physicians following professional journals and colleagues.

General Browsers a Top Resource



Question: How often do you use the following sources to gain information used to diagnose, treat and care for patients?

Fast facts

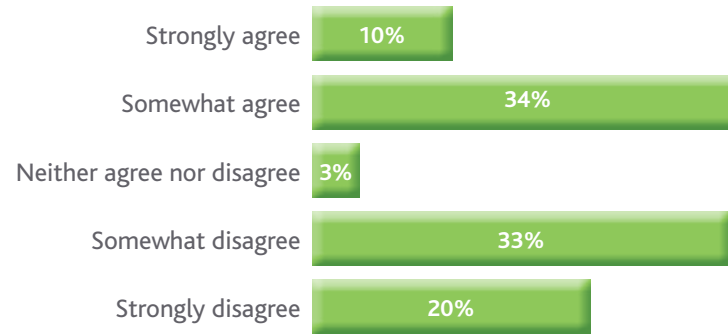
- General browsers such as Google and Yahoo are cited by 46% of physicians as a frequent source of information and by another 32% as an occasional resource
- 63% of physicians report changing an initial diagnosis based on new information accessed via online resources/support tools
- Nearly nine in 10 physicians feel that improved access to online medical information and resources has improved the quality of care at their practice; 12% believe that it has impeded the quality of care they provide

INDUSTRY PROGRESS ON MEANINGFUL USE

Less than half of physicians, only 44%, believe that the industry has successfully defined Meaningful Use.

Meaningful Use Still Not Defined

The industry has successfully defined "meaningful use"



Question: Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement?

Survey Methodology

The Wolters Kluwer Health Point-of-Care survey was a blind, in-depth phone survey conducted by IPSOS of more than 300 physicians in the U.S. from a national sample of qualified AMA members.

Respondents were nearly evenly split between Primary Care Physicians (PCPs) and Specialists. The specialist category included the following specialty areas: Anesthesiology; Cardiology; Emergency Medicine; Gastroenterology; Neurology; Nephrology; Obstetrics/ Gynecology; Oncology; Orthopedics; and Radiology.

Interviews were conducted in August 2011.