

PATIENT ENGAGEMENT PERSPECTIVES

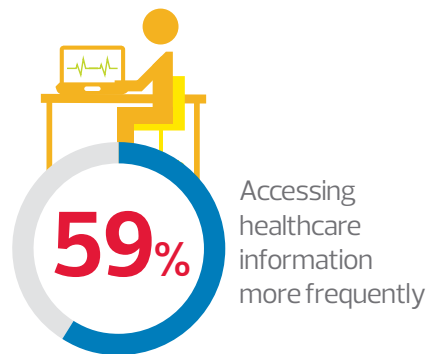
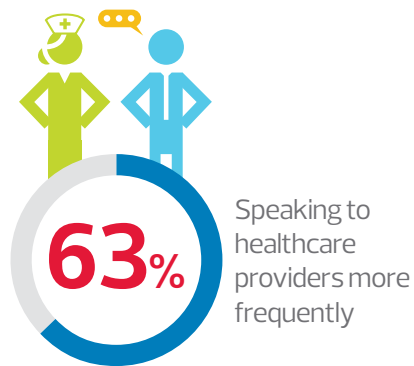


When it comes to patient engagement, there are two sides to the story – the consumer/patient perspective and the provider perspective. Recognizing that motivations for and barriers to patient engagement may not be the same from both vantage points, CDW Healthcare conducted a survey of 200 patients and 200 healthcare providers to better understand how needs, challenges and motivators differ between both groups.

The resulting **CDW Healthcare Patient Engagement Perspectives Study** explores patient engagement levels, priorities and technologies – and what the future holds for patients and providers.*

PATIENTS ARE BECOMING MORE ENGAGED WITH THEIR HEALTHCARE:

- **57%** of patients say they have become more engaged with their healthcare during the past two years
- Providers are noticing, **70%** have seen a change in their patients' level of engagement with their own healthcare
- Top patient changes include:



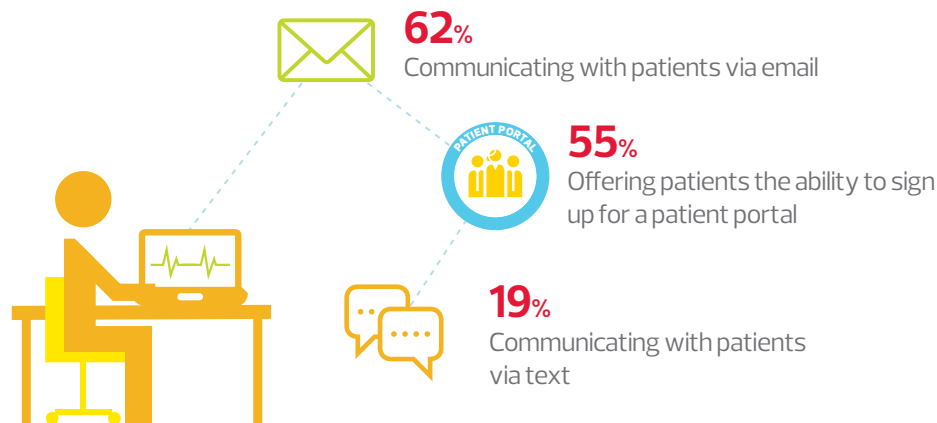
- When asked what motivated them to become more engaged, patients rank greater communication with their healthcare provider (**50%**) as being just as influential as a life event (**50%**)

PROVIDERS PRIORITIZE PATIENT ENGAGEMENT:

- **60%** of providers say improving patient engagement is a top priority at their organization. Top motivating factors include:
 - Important part of improving overall care (**70%**)
 - Technology advancements (**64%**)
 - Meaningful Use requirements (**46%**)
- **58%** of providers say they have improved their engagement with patients in the past two years

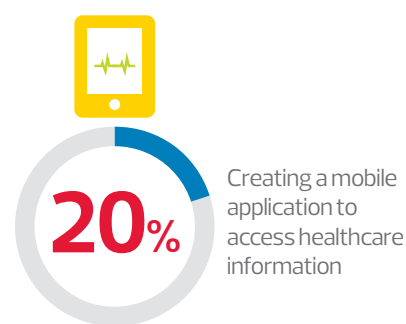
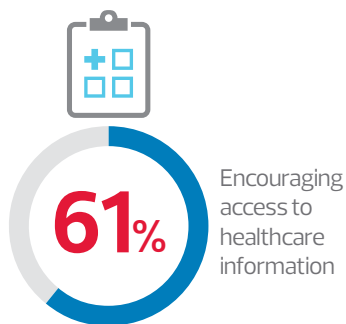
* For multiple-response questions, CDW Healthcare asked respondents to select all that apply.
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- The top way providers say they have made an effort to become more engaged with their patients is by encouraging them to access their healthcare information (79%). Other ways providers say they're making an effort to be more engaged with their patients include:



PATIENTS SEE THINGS SOMEWHAT DIFFERENTLY:

- Only 35% of patients say they have noticed their providers become more engaged with them (compared to 60% of providers that say improving patient engagement is a top priority)
- The top way patients have noticed their healthcare providers increasing engagement with them is through offering the ability to sign up for an online patient portal (62%). Other ways include:

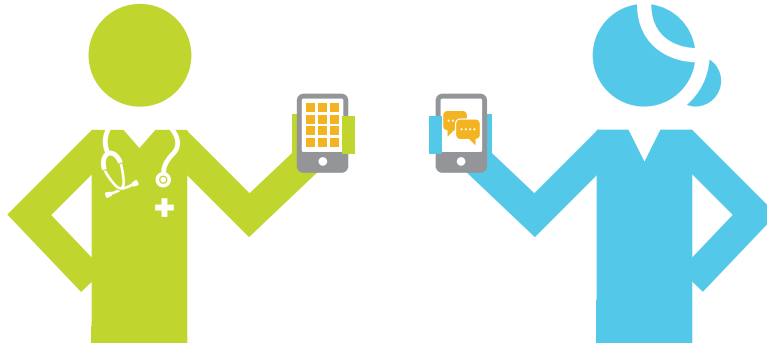


TECHNOLOGY PROVIDES A PATH FORWARD:

- 74% of patients believe having greater online access to their personal healthcare information would help them take a more active role in their healthcare
- Providers are in tune with this sentiment, as 67% are currently working on a way to make personal healthcare records easier to access

MOST VALUABLE METHODS FOR ENCOURAGING ACTIVE PARTICIPATION:

- Patients and providers agree on the two most valuable methods for encouraging patient engagement:
 - #1. Web-based access to healthcare information
 - #2. Online patient portals
- However, providers see significantly greater value in mobile applications than patients, while patients see significantly greater value in online chat capabilities than providers



PROVIDERS PREPARE FOR ACTION:

- **60%** of providers believe that providing patients with greater online access to their personal healthcare information would improve their quality of care
- Top online features that providers are working to add are:



23%

Ability to track self-care activities



21%

Ability to schedule appointments



20%

Ability to view cost of visit/procedure

- Additionally, **28%** of providers say they either provide or plan to provide patients the ability to merge information stored on mobile devices or wearable technologies to the online patient portal they offer

To learn more about powering patient care through technology, visit **CDW Healthcare Communit**.