

2022 HEALTH INFORMATION TECHNOLOGY (HIT) SURVEY

CASE MANAGEMENT



Issue Brief # 2: Communications and Social Media

Survey Introduction

With the rise of digital health and the impact of the COVID pandemic, these and other forces have changed almost every facet of healthcare in recent years. How case managers interface with their patients and the tools they use to do so are prime examples of the changing landscape. The arrival of telehealth and the constant opportunity to use emerging technology applications only adds to the complexity and excitement in trying to communicate and interact effectively and efficiently with patients and among other members of the healthcare team. This has caused rapid transformation in the healthcare system, leading the way for new health information technology (HIT) solutions that enhance and streamline these processes.

Periodically, the case management community examines how health information technology (HIT) trends help to change the practice of case management, both positively and negatively. This has just taken place with the introduction of the 2022 Health Information Technology Survey that examines how HIT trends are impacting the practice of Case Management.

Background

In 2008, Schooner Strategies and TCS Healthcare Technologies (now known as Chordline Health), approached a number of organizations to help coordinate the first in-depth survey of health information technology (HIT) trends impacting the care management field. The American Board of Quality Assurance and Utilization Review Physicians, Inc. (ABQAURP) and the Case Management Society of America (CMSA) agreed to co-sponsor the survey. In addition, Trajectory Healthcare, LLC (Trajectory) joined the survey team in 2012.

An Advisory Panel¹ was formed with experienced case managers and representatives from the participating organizations and other experts in the field. The survey has now been completed four times (2008, 2010, 2012, and 2022) using a similar research design. Each year an online research service (originally Zoomerang and then SurveyMonkey²) was used to administer and analyze the data for all the surveys.

The 2022 HIT survey was sponsored by CMSA and Schooner Strategies with additional research support provided by the Population Health Impact Institute.

Goals

The overall goals of all the surveys were to identify the primary trends in HIT systems, the role of case management software applications, the specific functionality within those applications, and their impact on the field of case management. The research also looked at other HIT applications and resources that are used to support population health interventions and new strategies that may be needed to care for tomorrow's technology-related patients.



Methodology

In all four surveys, the CMSA contact list was used to distribute the survey link with a request for case managers and other professionals to respond. In addition, a press release was sent out announcing the survey. A total of 521 respondents completed the survey in 2008, 670 in 2010, 642 in 2012, and 391 in 2022.

In the 2022 survey, 391 respondents (All Respondents) completed the survey and just over half (210 respondents or 54%) reported their primary role as a front-line case manager (Case Manager Respondents). The analysis was done on both the "All Respondents" pool (391) and the "Case Manager Respondents" pool (210). The respondents are considered a convenience sample because the survey participants were volunteers and not a scientifically selected random sample of a pre-defined population. The "All Respondents" pool is made up of mostly case managers, supervisors, managers, senior management and other professionals who work in the care management field, with fewer physicians than in the previous surveys.³ Because the participants were heavily weighted towards those in the care management industry, caution should be exercised regarding the degree to which the findings can be generalized to the broader healthcare professional workforce. (For more detailed information about the respondent groups and survey methodology used in all surveys, see Issue Brief #1, which can be found on the [CMSA](#) or [Schooner Strategies](#) websites.)

Content

The survey Issue Briefs, which describe the results of the analysis, will be published every 4-6 weeks. They focus on different aspects of the survey and cover the following topics:

- #1 Introduction and Methodology
- #2 Communications and Social Media
- #3 Case Management Functionality, Transitions of Care, and Readmission Prevention
- #4 Case Loads and Patient Engagement Strategies
- #5 Information Technology (IT) Infrastructure, Satisfaction, and the Adoption Curve
- #6 Data Analytics, Return on Investment, and the Value of HIT Systems
- #7 Executive Summary: Key Findings, Conclusions, and A Look Into the Future

There will also be webinars conducted to discuss the results of the survey.

Communications & Social Media: Traditional Communications

Traditional communications describe the methods for information exchange that have been in use for several decades (e.g., face-to-face meetings, telephonic meetings, written letters, and faxes). As highlighted in Figures 2a and 2b, several interesting trends can be identified (See Appendix for detailed responses on all Figures and Graphs in this document).



Figure 2a: Patient Communication Options Currently and Two Years from Now Traditional Communications
Please indicate the forms or types of communication that you “are currently using” or “plan on using two years from now” to communicate with your client/patients. (Respondents could select more than one option)
All Respondents

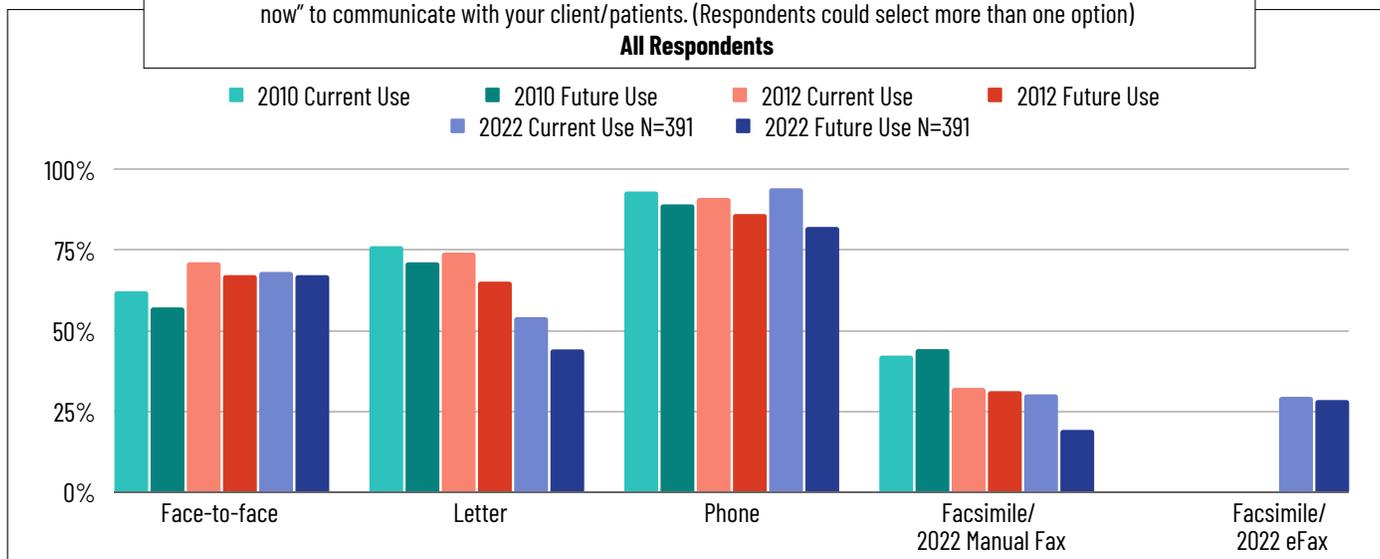
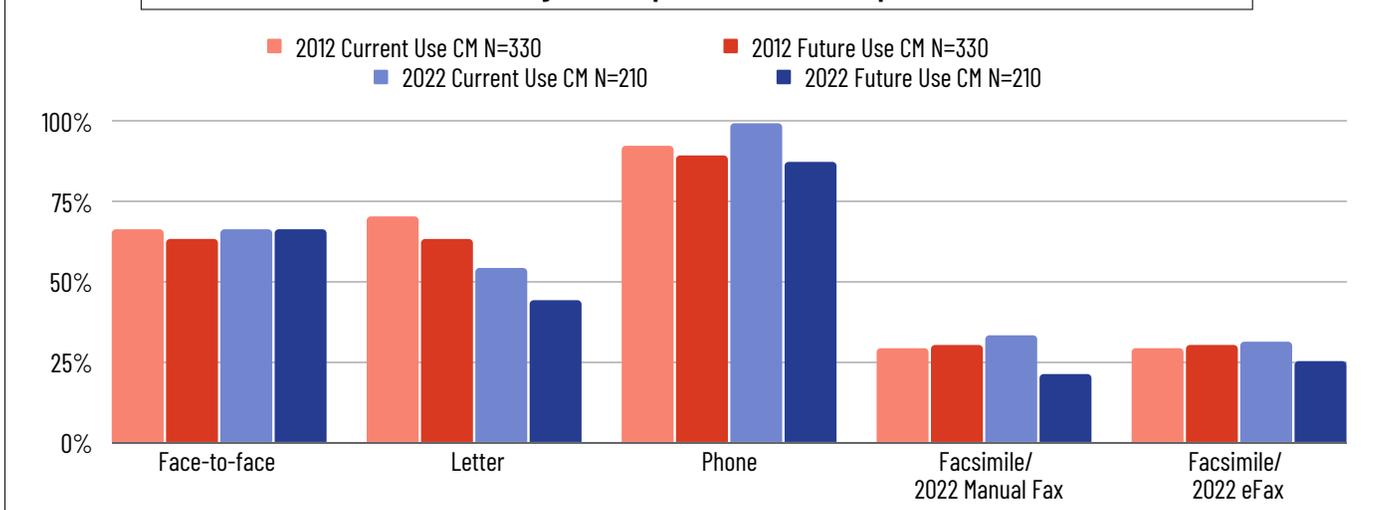


Figure 2b: Patient Communication Options Currently and Two Years from Now Traditional Communications
Please indicate the forms or types of communication that you “are currently using” or “plan on using two years from now” to communicate with your client/patients. (Respondents could select more than one option)

Case Management Respondents - 10 Year Comparison



Face-to-Face Interactions Remain Steady

The ability of case managers to meet in-person with a patient is largely dependent on the operating model in which they practice. Examples include inpatient case management services, telephonic payer-based care coordination, and specialty care in the home setting to name just a few. In recent years, a hybrid approach has become popular in which face-to-face services are supplemented with telephonic and other telehealth solutions.

Approximately two-thirds of case managers have used and continue to use face-to-face communications with their patients, which has not changed dramatically over time. As referenced in Figures 2a & 2b, the 2022 HIT Survey shows the following trends related to face-to-face healthcare professionals and case managers with their respective patients:

- All Respondents.** In 2010, six out of ten of All Respondents (62%) reported communicating with their patients face-to-face. In 2012, the percentage increased to seven out of ten (71%) and in 2022 it decreased slightly (68%). It is likely that some 2022 respondents did not see patients face-to-face due to the COVID pandemic (the actual survey was filled out during the summer/fall 2021). No substantial changes were reported in terms of the percentage of respondents predicting how much they would use face-to-face communications in the future, with the exception of a slight bump from 2010 to 2012 (from 57% to 67%). There was no predicted change from 2012 to 2022.



- **Case Managers.** For the Case Manager Respondents, we see similar trends over the last 10 years. Two-thirds of case managers reported participating in face-to-face meetings with their patients (66% for both 2012 and 2022), which is similar to All Respondents (67% for both years). In terms of predicted face-to-face communication in the next two years, a slightly smaller percentage of case managers predicted future in-person communication in 2012 (63%) compared to the predictions in the 2022 survey (66%). The bottom line is the percentage of case managers relying on in-person face-to-face communication remains steady.

It is interesting that in all surveys over half of All Respondents continue to have in-person communication with their patients. It is likely that many of these healthcare professionals, including case managers, work in a variety of 'in-person' settings such as medical offices, hospitals, clinics, and rehab centers.

Traditional Letters Are Diminishing

To demonstrate how HIT has shifted operational practices associated with case management, one only has to look at the use of letters. Historically, patients received updates regarding their health plan coverage via mailed letters, especially for issues related to reimbursement or adverse benefit determinations. But beyond this type of UM-based transactional information exchange, how often are written letters being used today to support case management programs?

Generally speaking, survey respondents reported a 22% drop in the use of letters over the past 12 years. Specifically, the 2022 HIT Survey shows a continued decrease in the use of letters by healthcare professionals and case managers:

- **All Respondents.** In 2010, three-fourths of All Respondents (76%) reported using letters to communicate with patients. In 2012, the percentage decreased slightly to 74% and in 2022 the use of written communications dropped dramatically to just 54% (a 20% decrease). In the 2022 survey, only 44% of All Respondents predict using letters in the next two years.
- **Case Managers Respondents.** For the Case Manager Respondents, a similar trend has occurred over the last 10 years. In 2012, seven out of ten Case Managers (70%) reported using letters to communicate with their patients. In 2022, their reliance on written letters decreased to the same level as All Respondents (both 54%). For the 2022 survey less than half of Case Managers (44%) predict using letters two years from now (the same as All Respondents).

Overall, these results are not surprising given the robust advancements that have occurred in digital communication technologies over the survey history. However, letters will probably continue to be used in the future for transactions related to reimbursement and benefit determinations as required by state and federal laws, among other reasons.



Telephonic Communications Remain Most Popular

Telephones have long been a central part of communication between healthcare providers and patients from scheduling doctor's appointments to helping case managers coordinate care with patients and their healthcare team. For purposes of this analysis, phone contacts were likely interpreted by the respondents to include traditional phones, cell phones, and VOIP technology (phone calls placed using computer software). Reliance on telephonic communication to support patients remains high with more than nine out of 10 respondents consistently using the phone over the past decade.

- **All Respondents.** In all three surveys, nine out of 10 of All Respondents reported using the telephone (93% in 2021, 91% in 2012, and 94% in 2022). Although a small dip was reported in telephone usage between 2010 and 2012, usage increased in 2022, probably in part due to the pandemic. In all three surveys, reliance on phone conversations was predicted to drop over the next two years. It is noteworthy that in the 2022 survey, All Respondents predicted a 12% drop two years from now, suggesting that nearly 2 out of 10 predicted they will not be using telephonic-based communication with patients in the future. The drop in some telephonic-based communications could be tied to the increased use of patient portals and video conferencing.
- **Case Managers.** What is striking about the 2022 current use rate is 201 out of 204 Case Managers report using the telephone to communicate with patients. Case managers currently rely on telephonic communications slightly more than All Respondents (99% vs. 94%). Case managers currently rely on telephonic communications slightly more than All Respondents (current CM 99% compared to All 94%; future CM 87% compared to All 82%). Although reliance on telephonic-based communication increased slightly for Case Managers over the past 10 year (92% to 99%), the 2022 Case Manager Respondents also predict a 12% drop in the reliance on telephonic-based communications over the next two years (99% to 87%).



Facsimiles Remain on Downward Trajectory

Electronic facsimiles (faxes) have been routinely used by health plans and providers since the late 1980s primarily to verify the medical necessity of a procedure through the UM process. Faxes have not been traditionally used between providers, payers, and patients for care coordination.

The 2022 HIT Survey shows a continued decrease in the use of fax-based communications by healthcare professionals and case managers:



- **All Respondents.** In 2010, four out of 10 of All Respondents (42%) said they used faxes, and in 2012 only about one-third of the respondents (32%) indicated they used this mode of communication. In 2022, the use of faxing dropped even further to one out of three respondents (30%) and only one out of five respondents (19%) predict they will be using faxes in two years.

- Case Manager Respondents.** Over the past 10 years, the use of faxes by Case Managers is about the same as All Respondents. Specifically, three out of ten reported using faxes in 2012 (29%) and 2022 (33%), and only one out of five case managers predict using manual faxes in the future (21%).
- E-faxes.** It should be noted that the 2022 survey sub-divided the concept of facsimiles into “manual” and “electronic” faxes which are highlighted in Figures 2a & 2b. Both survey pools predict a slightly higher reliance on e-faxes in the future (28% for All Respondents and 25% for CMs) when compared to manual faxes (19% and 21%).

This rapid downward trend in the use of faxing is not surprising, as healthcare professionals, health plans and others have access to care management software, electronic health records, provider portals, and other HIT applications. Faxing is a static, one-way communication that stifles interaction between sender and recipient. Even though many organizations have moved to computer-to-computer faxes, manual and electronic facsimiles will likely be phased out as healthcare moves to more interoperable cloud-based IT platforms.

Computer Generated Communications – Previous Questions

Computer communications are defined in this report as healthcare platforms that have been developed or implemented over the past 20 years. As highlighted in Figures 2c and 2d, this includes electronic communications supporting individuals and patients sent via email, text, smartphone, remote patient monitoring, social media, and blogging (see Tables 2c and 2d in the Appendix for detailed responses).

Figure 2c: Patient Communication Options Currently and Two Years From Now Computer-Based Communications
 Please indicate the forms or types of communication that you “are currently using” or “plan on using two years from now” to communicate with your client/patients. (Respondents could select more than one option)
All Respondents

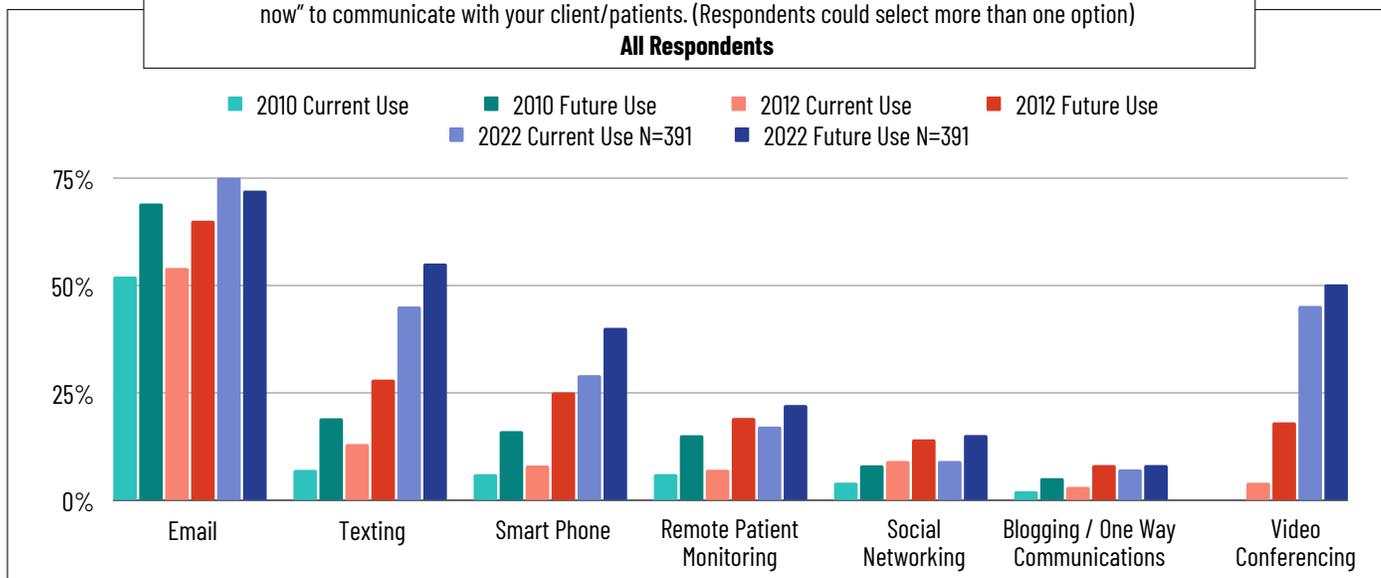
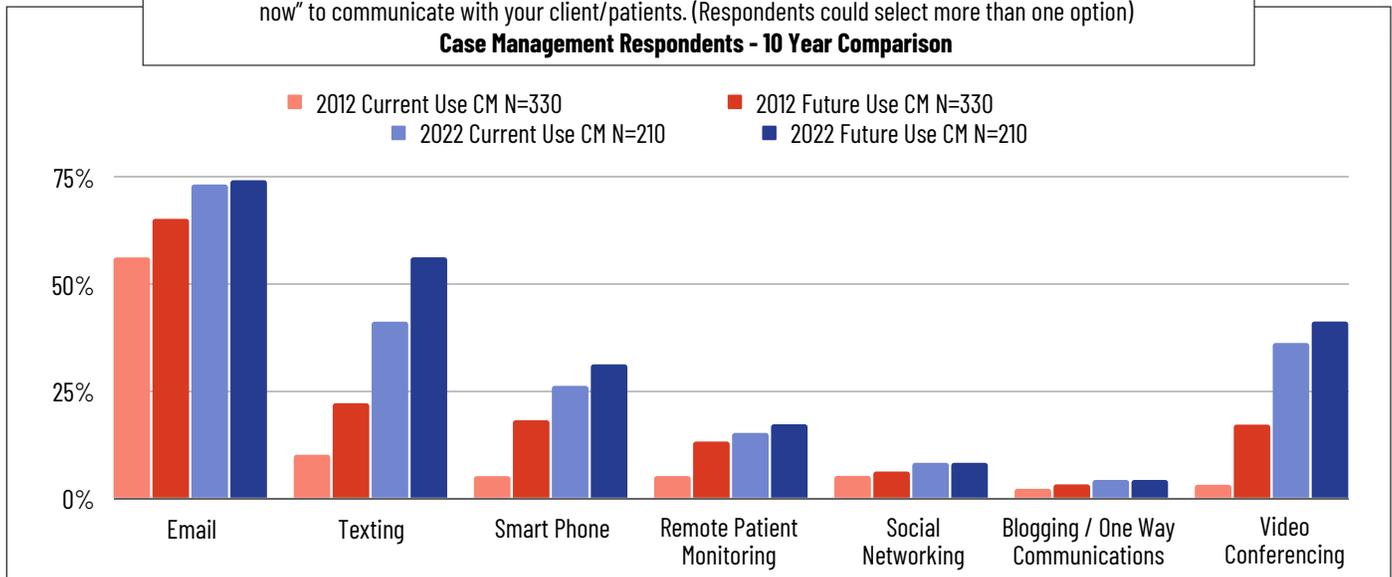


Figure 2d: Patient Communication Options Currently and Two Years from Now Computer-Based Communications
Please indicate the forms or types of communication that you “are currently using” or “plan on using two years from now” to communicate with your client/patients. (Respondents could select more than one option)
Case Management Respondents - 10 Year Comparison



Email Usage Expanding

Electronic mail, also known as email, is a method of exchanging digital messages from one individual author to one or more recipients via a computer or other digital device. As referenced in Figures 2c and 2d, the 2022 HIT survey results reinforce the trend that emails are assuming a more central role in helping to support the healthcare system, including communications between providers and their patients.

- **All Respondents.** Over half of All Respondents in 2010 and 2012 (52% and 54%) reported using email to communicate with patients and clients. The reliance on emails jumped significantly in 2022 with three out of four respondents (75%) using email as a communication mode.
- **Case Managers.** A similar trend for the Case Manager Respondents was identified with the use of emails jumping from just over half to three-quarters over the past ten years (56% to 73%).

In terms of future usage, All Respondents had predicted increases based on their two-year predictions in 2010 (52% to 69%) and in 2012 (54% to 65%). Interestingly, All Respondents in the 2022 survey predict a slight decrease (3%) while the Case Managers predict a slight increase (1%). It is possible, based on healthcare business models or the expansion of telehealth platforms, that emails may have reached a potential saturation point.

In terms of the large increase in both respondent pools over the past 10 years, some of this trend might be explained by the increased use of email systems that keep messages confidential by using a secure portal in the transmission process to safeguard protected health information.

Text Messaging Picking Up Steam

The advent of text messaging has changed the way we communicate both personally and professionally. No longer is communication restricted to a face-to-face conversation, a phone call, a letter, or even an email. In recent years, text messaging has taken off in the healthcare arena. Many programs are now supporting the healthcare needs of patients through text messaging:

- **All Respondents.** In 2010, only a small percentage of All Respondents (7%) reported using texts as a way to communicate with patients. In 2012 text usage doubled (13%) and in 2022 it increased dramatically to almost half of All Respondents (45%). In addition, they are predicting a 10% increase in usage over the next two years (from 45% to 56%).
- **Case Managers.** One out of ten Case Managers (10%) reported using texts in 2012 and the response rate significantly increased to over four out of ten (43%) in 2022. Similar to the predictions of All Respondents, Case Managers are expecting to use text messaging much more frequently with a predicted 15 percent increase (current 41% compared to future 56%).



The expanding reliance on text messaging is a prime example of how communication links between providers and patients are changing. In large part, the growth of digital communications like texting has been spurred on by HIPAA-compliant technological solutions, which ensure texts are saved and attached to the patient's record within the software platform. In addition, the growth of digital communications such as texting reflects the recognition of the role personalized engagement plays in improving the experience of care for patients.

Smartphone Traction Less Than Expected

Smartphones have unveiled a host of new ways to monitor and manage a broad range of health conditions and related health information. Apple's iOS (operating system) and Google's Android OS are prime examples of devices that support these new technologies. The 2022 HIT Survey shows the following trends:



- **All Respondents.** All Respondents reported a slight increase in their use of smartphone applications for communicating with patients from 2010 to 2012 (6% to 8%). Interestingly, this rate tripled over the last 10 years (with All Respondents reporting a 29% usage rate in 2022). When respondents were asked how much they would be using smartphone applications in the future, they projected optimistic increases (6% to 16% in 2010; 7% to 19% in 2012; and 29% to 40% in 2022).

- **Case Managers.** Over the past 10 years, the use of smartphones has increased five-fold as a mode for Case Managers to communicate with their patients (from 5% in 2012 to 26% in 2022). When Case Managers were asked how much they would be using smartphone applications two years from now, they anticipated an increase in the use of smartphones as a means of communication (5% to 18% in 2012; and 26% to 32% in 2022).

Both of these pools predict significant growth in the use of smartphones in the future. However, there is probably some variability in terms of how respondents viewed what smartphone applications consist of because the term was not defined in the surveys. When comparing the differential (9%) regarding predicted future usage between all respondents (40%) and the case managers (31%), respondents in leadership positions may feel their role requires the use of smartphones more than case managers working directly with patients. Likewise, a complicating factor could be that the lack of smartphone use related to communication with patients could be due to patients not having access to a smartphone-enabled device or being limited in their “minutes per month” or data download thresholds, especially for Medicare and Medicaid recipients.



Remote Patient Monitoring Solutions Lower Than Expected

Wireless remote patient monitoring (RPM) allows for mobile and in-home tracking of a patient’s health status. The patient data can be captured, transmitted and distributed to healthcare practitioners who can monitor patients with long-term or chronic illnesses such as cardiovascular disease or diabetes. During the past dozen years, reliance on RPM solutions has more than doubled but overall are still used by less than one in five healthcare professionals. The 2022 HIT survey showed the following results:

- **All Respondents.** A small percentage of All Respondents (6% in 2010 and 7% in 2012) reported using RPM as a way to monitor their patients, as compared to a larger percentage in the 2022 survey (17%). In terms of future usage, All Respondents across all three surveys predicted increases in RPM usages in the future (from 6% to 15% in 2010; 7% to 19% in 2012; and 17% to 22% in 2022).
- **Case Managers.** Over the last 10 years, the use of RPM-based communications by case managers has almost tripled (from 5% in 2012 to 13% in 2022). However, they only predict a slight increase of 2% in the use of RPM applications in the next two years (from 13% to 15%).

With the advent of digital technology, one would think RPM solutions would be used more widely by healthcare professionals and case managers. For example, Fitbits and Apple watches are very popular. A possible explanation could be the lack of payer reimbursement and interoperability challenges between RPM devices and electronic health records. Similarly, the lack of uptake could be due to the cost to purchase these remote devices and the monthly data subscription charges, which some patients cannot afford.

Minimal Use of Blogging and Micro-Blogging

Blogs are no longer simply online personal diaries. A blog is now a way for companies to communicate with customers, for media outlets to offer timely insights, and for industry experts to inform readers about a topic related to their area of interest. Micro-blogging is similar to a traditional blog, but the content is shorter and more concise, allowing users to exchange small bits of content rather than long, detailed posts.

Blogging in the healthcare industry is no exception. Doctors, case managers, insurance brokers and health advocacy groups are now making blogging a priority to regularly communicate with key audiences, post health tips, educate patients and discuss current topics—all while building an influential internet presence through search engine optimization (SEO). Blogging facilitates conversation and communication and often allows for an interactive platform of comments and responses.

- **All Respondents.** The use of blogging and similar communications has been very low in all three surveys (2% in 2010, 3% in 2012, and 7% in 2022). In terms of future usage, All Respondents did not expect much of an increase (5% in 2010, 8% in 2012, and 8% in 2022).
- **Case Managers.** Likewise, the Case Managers reported low usage (2% in 2012 and 4% in 2022) and did not predict any future increase in the use of one-way blogging.

The low rates reflected in the responses to this question are likely tied to the fact that blogging and micro-blogging activities remain outside of most healthcare practitioner practice areas. In addition, concerns remain about the privacy and security of these open communications in comparison to other communication options that can provide more confidential and targeted messaging.

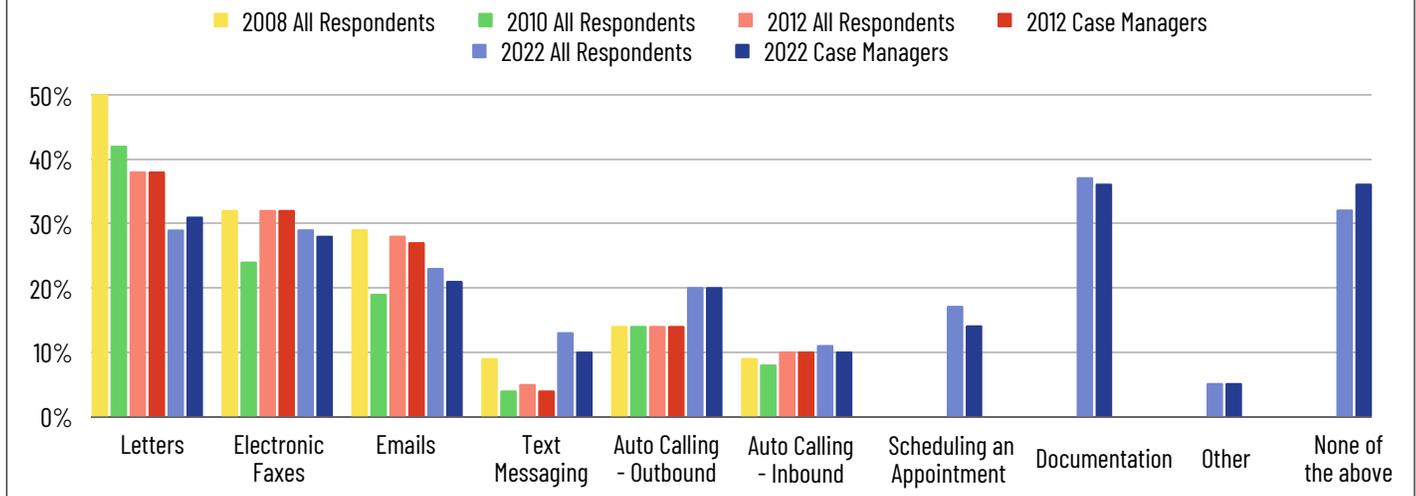


Health IT Platform Generated Communications – Previous Questions

Another key aspect of communication is how health information technology platforms are leveraged to automatically generate communications with patients or providers. This includes platforms such as electronic health record systems, case management software, and call center systems. Figure 2e highlights the results (see Table 2e in the Appendix for detailed responses).

Figure 2e: Communication Automation

Please indicate if your health information technology platform, care management software system or call center system automatically generates the following communication or correspondence to patients or providers. (Respondents could select more than one option)



Here are the takeaways in terms of HIT generated communications:

- Automated Generation of Letters Decreased.** One question in all surveys assessed whether the respondents' HIT system can automatically generate letters to their respective patients. The frequency has dropped from about half (50%) of All Respondents answering in the affirmative in 2008 to only less than one-third (29%) in 2022. Similarly, the frequency has dropped for case managers by seven percentage points (from 38% in 2012 to 31% in 2022). It is surprising that this electronic function is lower than the original survey in 2008. Perhaps one explanation correlates with the move away from sending letters, which were automatically generated, as discussed above and the reliance on other forms of communication as highlighted in this HIT research study
- Automated Outbound Calls Increased Slightly.** Another question addressed whether the respondents' applicable HIT system can help automate outbound calls. Interestingly, automated outbound calling held steady for All Respondents in the three previous surveys (14% each year), but jumped to one in five (20%) in 2022. The Case Manager Respondents also reported identical trends for 2012 (14%) and 2022 (20%). The overall low reliance on automated outbound calls is likely tied to the more targeted messaging used by healthcare professionals, including case managers, for their individual patients in comparison to larger population-based outreach (such as the CDC calls that many of us have received during the COVID pandemic).
- Text Messaging Increased Slightly.** Another question assessed the ability of HIT systems to help generate automated texts. All Respondents reported that automated text messaging has dropped slightly from previous years (9% in 2008; 4% in 2010; 5% in 2012), but recently has shown an increase in the 2022 survey (13% for All Respondents and 10% for Case Managers).

Some categories related to how HIT systems can potentially automate communications did not appear to have an apparent pattern from 2008 to 2022. This includes electronic faxes, emails, and auto-inbound calls. For the most part, the Case Manager Respondents were within a few percentage points of All Respondents for the 2022 survey.

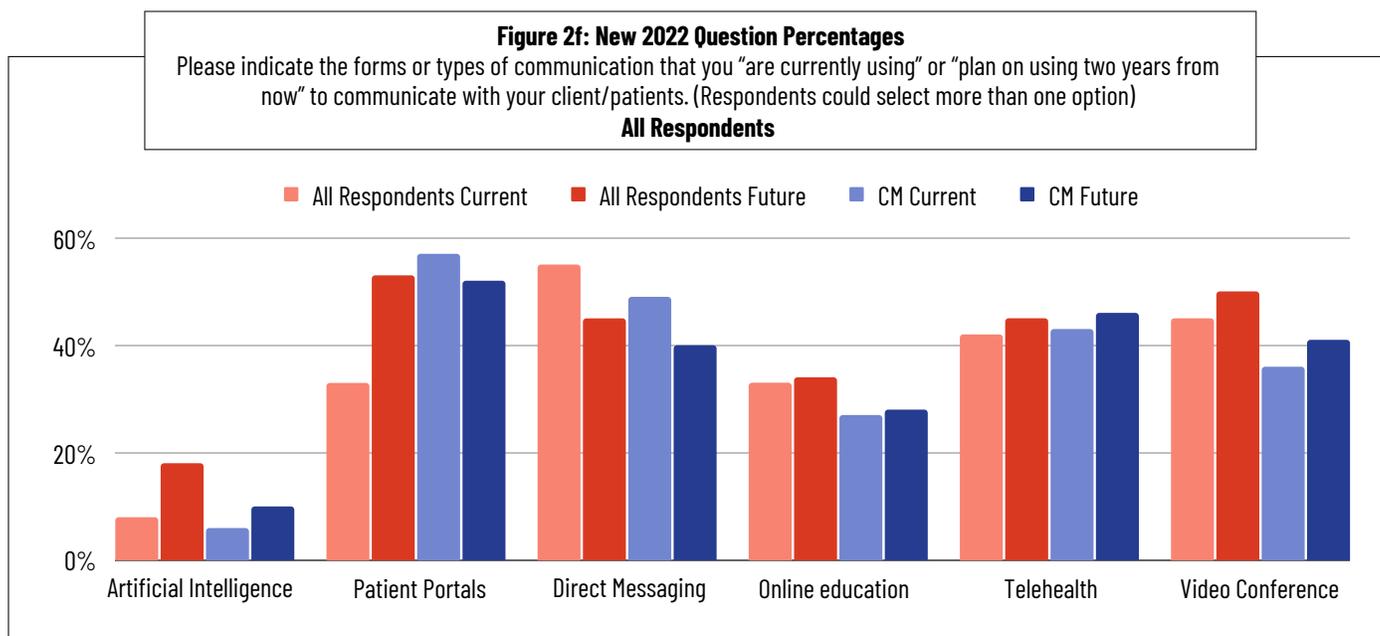
Two new questions were asked in 2022 regarding using HIT systems.

- The first question asked whether the respondents rely on their respective HIT applications to help schedule an appointment with a patient. Specifically, about one in five (17%) of All Respondents and just over one in ten (14%) of Case Manager Respondents replied that they were using this functionality in their systems.
- The second new question assessed whether their applicable HIT systems can automatically send documentation to patients or other providers. About one-third (37%) of All Respondents and one-third (36%) of Case Manager Respondents replied affirmatively.



Computer Generated Communications – New Questions

In 2022, several new questions were asked related to patient communications, in addition to several previous questions which were reworded to such an extent that the researchers do not believe they could directly compare the responses to previous surveys.



As highlighted in Figure 2f (see Table 2f in the Appendix for detailed responses), the following 2022 trends were identified:

Artificial Intelligence (AI) Shows Some Potential. About one in ten of All Respondents (8%) reported using AI-based communications currently and almost two in ten (18%) predict using AI-based communications two years from now. A smaller percentage of the Case Manager Respondents (6%) reported using AI-based communications currently and likewise for future predicted use (9%). The higher percentages for All Respondents may be due to the fact that this pool includes a greater percentage of healthcare professional leadership individuals who may have more insight into future strategic plans for AI.



Patient Portals On the Rise. One-third of All Respondents (33%) reported using patient portals currently and just over half of this group (53%) predict using patient portals two years from now (a predicted increase of 20%). However, the Case Manager Respondents rely more heavily on patient portals currently (57%), with predictions to actually reduce usage two years from now to 52% (a 5% decrease). If the predictions are accurate, the usage two years from now will be just over half.

Previously, the surveys in 2010 and 2012 asked two similar questions related to communicating through personal health records (17% in 2010 and 15% in 2012) and member/patient portals (12% in 2010 and 15% in 2012). For future use of patient portals, respondents predicted that about one-third would be using these communication links in the future, which actually correlated with the reported 2022 usage rate of 33% (albeit 10 years after the last survey).

Direct Messaging Predicted to Decline. Just over half of All Respondents (55%) reported using direct messaging communications currently and a slightly lower percentage (45%) predicted using this type of communication link in two years. The Case Management Respondents reported lower current usage (49%), as well as lower future usage (40%). One reason for the difference between the two groups might be explained by the All Respondents pool more frequently using direct messaging for non-patient communications whereas the Case Managers pool communicates regularly with their patients; As a result, concerns over confidentiality and HIPAA might hamper the use of direct messaging for patient-based communications.

Online Education Not Optimized. One-third of All Respondents (33%) reported online education as a form of communication and nearly the same percentage of this group (34%) predicts using online education two years from now. About one in four case managers utilize online education currently (27%) and they predict a slight increase in two years (28%).

Telehealth Demonstrates Rapid Expansion. In 2012, less than one out of 20 healthcare professionals (4%) and case managers (3%) reported using video conferencing. In 2022, the percentage of respondents relying on telehealth services increased dramatically with almost one-half of All Respondents (42%) and one-third of Case Managers (43%) reporting the use of

telehealth links in 2022. Respondents from both pools predict a slight increase two years from now (45% to 50% for All Respondents and 43% to 46% for Case Managers).

Among other factors, the Centers for Medicare and Medicaid Services (CMS) has led the charge in reimbursing for telehealth consults during the pandemic with private payers now following CMS' lead. In addition, the major accreditation program for telehealth (originally established by the American Telemedicine Association and now operated by URAC) recognized virtual case management as a form of telehealth.



Video Conferencing Increasing. Not surprisingly, the reliance on video conferencing has surged over the past 10 years with telehealth fueling this expansion. Just under half of All Respondents (45%) reported currently using video-conferencing (including Zoom, GTM, etc.) and this group predicts an increase to 50% two years from now. Just over one-third (36%) of the Case Management Respondents reported current use of video-conferencing, but this is also predicted to increase in two years to 41% (a 5% predicted increase for both groups).

Conclusions

This Issue Brief offers insights on how communication pathways have changed and evolved over the past 10 to 15 years for All Respondents and Case Manager Respondents. The survey demonstrates that a wide range of communication links exist between patients and their healthcare professionals. Not surprisingly, telephonic modes remain the mainstay of most communications. Telehealth/video-conference applications are definitely here to stay as a way to engage the patient. In particular, case managers will continue to communicate with their patients in a flexible manner to meet the needs of the populations they serve.

We can see the impact of the digital age with the increased use of emails and texting. But surprisingly, some emerging communication links have not taken off as we might have expected, such as remote patient monitoring. Some communication modes are also losing traction for several reasons, including letters, faxing and blogging. This is due in part because they are inherently one-way communications. The interface between care management software systems and patient-based communications holds a lot of promise, including engagement, scheduling, and documentation applications.



Final Thoughts

To the best of the researchers’ knowledge, this is the most detailed study looking at care management practices and software systems. No specific references are inferred or made to any particular companies that participated directly or indirectly in this research. A core objective of the HIT surveys is to assess the general trends related to HIT systems, especially the trends for care management software applications and specific capabilities within those applications.

Annotations

- ¹ The Advisory Panel of researchers were all volunteers and includes the following individuals: Garry Carneal, JD, MA; Jeff Frater, BSN, RN; Mary Beth Newman, MSN, RN, CMGT-BC, CCM; Rebecca Perez, MSN, RN, CCM; Pat Stricker, MEd, RN; and Thomas Wilson, PhD, DrPH.
- ² Originally the surveys were distributed via Zoomerang then later by SurveyMonkey. The results were tabulated through both Zoomerang and SurveyMonkey along with some additional analysis by the research team. Note: Zoomerang was later purchased by SurveyMonkey.
- ³ Earlier versions of the survey were distributed to members of a physician-based organization in addition to case managers. The physicians did not participate in the 2022 survey, so the respondent pool includes fewer physicians.
- ⁴ Note that 204 out of 210 case managers responded to this question.

Appendix

Below are summary tables highlighting the demographics associated with the SurveyMonkey findings. More analysis will be presented in each issue brief. Respondent percentages are rounded to the closest whole number in the narrative findings, figures and summary tables. Therefore, it is possible that the totals will not add up exactly to 100%.

Table 2a: Patient Communication Options Currently and Two Years from Now Traditional Communications						
Please indicate the forms or types of communication that you “are currently using” or “plan on using two years from now” to communicate with your client/patients. (Respondents could select more than one option)						
All Respondents						
Method of Communication	2010 Current Use	2010 Future Use	2012 Current Use	2012 Future Use	2022 Current Use N = 391	2022 Future Use N = 391
Face-to-face	62%	57%	71%	67%	68%	67%
Letter	76%	71%	74%	65%	54%	44%
Phone	93%	89%	91%	86%	94%	82%
Facsimile/ 2022 Manual Fax	42%	44%	32%	31%	30%	19%
Facsimile/ 2022 eFax					29%	28%

Table 2b: Patient Communication Options Currently and Two Years From Now Traditional Communications

Please indicate the forms or types of communication that you “are currently using” or “plan on using two years from now” to communicate with your client/patients. (Respondents could select more than one option)

Case Management Respondents - 10 Year Comparison				
Method of Communication	2012 Current Use CM N = 330	2012 Future Use CM N = 330	2022 Current Use CM N = 210	2022 Future Use CM N = 210
Face-to-face	66%	63%	66%	66%
Letter	70%	63%	54%	44%
Phone	92%	89%	99%	87%
Facsimile/ 2022 Manual Fax	29%	30%	33%	21%
Facsimile/ 2022 eFax			31%	25%

Table 2c: Patient Communication Options Currently and Two Years From Now Computer-Based Communications

Please indicate the forms or types of communication that you “are currently using” or “plan on using two years from now” to communicate with your client/patients. (Respondents could select more than one option)

All Respondents						
Method of Communication	2010 Current Use	2010 Future Use	2012 Current Use	2012 Future Use	2022 Current Use N = 391	2022 Future Use N = 391
Email	52%	69%	54%	65%	75%	72%
Texting	7%	19%	13%	28%	45%	56%
Smart Phone	6%	16%	8%	25%	29%	40%
Remote Patient Monitoring	6%	15%	7%	19%	17%	22%
Social Networking	4%	8%	9%	14%	9%	15%
Blogging / One Way Communications	2%	5%	3%	8%	7%	8%
Video Conferencing			4%	18%	45%	50%

Table 2d: Patient Communication Options Currently and Two Years From Now Computer-Based Communications

Please indicate the forms or types of communication that you "are currently using" or "plan on using two years from now" to communicate with your client/patients. (Respondents could select more than one option)

Case Management Respondents - 10 Year Comparison				
Method of Communication	2012 Current Use CM N = 330	2012 Future Use CM N = 330	2022 Current Use CM N = 210	2022 Future Use CM N = 210
Email	56%	65%	73%	74%
Texting	10%	22%	41%	56%
Smart Phone	5%	18%	26%	31%
Remote Patient Monitoring	5%	13%	15%	17%
Social Networking	5%	6%	8%	8%
Blogging / One Way Communications	2%	3%	4%	4%
Video Conferencing	3%	17%	36%	41%

Table 2e: Communication Automation

Please indicate if your health information technology platform, care management software system or call center system automatically generates the following communication or correspondence to patients or providers. (Respondents could select more than one option)

Method of Communication	2008	2010	2012 All Respondents	2012 Case Managers	2022 All Respondents	2022 Case Managers
Letters	50%	42%	38%	38%	29%	31%
Electronic Faxes	32%	24%	32%	32%	29%	28%
Emails	29%	19%	28%	27%	23%	21%
Text Messaging	9%	4%	5%	4%	13%	10%
Auto Calling - Outbound	14%	14%	14%	14%	20%	20%
Auto Calling - Inbound	9%	8%	10%	10%	11%	10%
Scheduling an Appointment					17%	14%
Documentation					37%	36%
Other					5%	5%
None of the above					32%	36%

Table 2f: New 2022 Question Percentages

Please indicate the forms or types of communication that you “are currently using” or “plan on using two years from now” to communicate with your client/patients. (Respondents could select more than one option)

All Respondents				
Method of Communication	All Current	All Future	CM Current	CM Future
Artificial Intelligence	8%	18%	6%	10%
Patient Portals	33%	53%	57%	52%
Direct Messaging	55%	45%	49%	40%
Online education	33%	34%	27%	28%
Telehealth	42%	45%	43%	46%
Video Conference	45%	50%	36%	41%

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