Tele-insurance for increased health insurance coverage of children: A pilot electronic information system using online survey software

USF HEALTH

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INTRODUCTION

Rationale: Nearly 800,000 uninsured children reside in Florida, and of those, more than 500,000 may qualify for Florida KidCare, the state's health insurance plan for children. Florida Covering Kids & Families Coalition dedicates efforts to engage hard-to-reach communities and to disseminate information about the existence of Florida KidCare. The integrated use of informatics technologies for collecting data and reporting can support community outreach efforts to facilitate the application process to Florida Kidcare. Accessible online survey software can be used to create a simplified information system to evaluate the strategies that are most effective in helping families apply or renew coverage by collecting accurate information.

Project purpose: to demonstrate the utility of an electronic information system using web surveys to compile and transmit application information to relevant stakeholders.

METHODS

The information needs of the different stakeholders from the FL-CKF coalition determined the inputs and outputs necessary to design an electronic information system using online survey software in an innovative manner. The system was pilot tested in the community, followed by a online satisfaction survey.
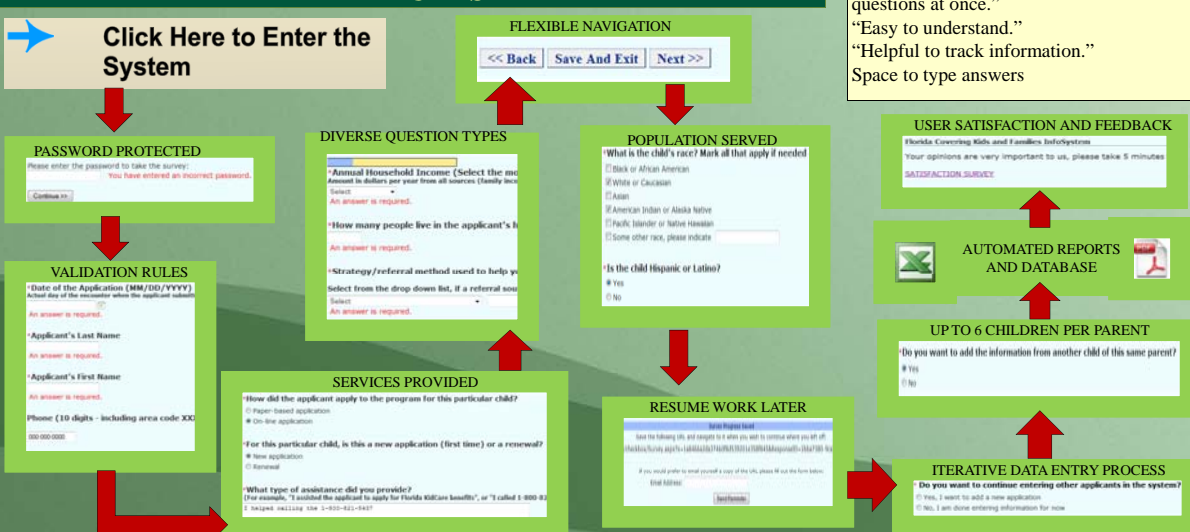
THE PORTAL

- Freeware website design, flash-based template
- Simple, and easy to use interactive website
- Website hosts the survey link created with Checkbox Survey Software

CHIPRA Information System

This information system was designed to respond to the information needs of the different stakeholders taking part in the *Florida Covering Kids & Families* CHIPRA Project. The system will compile applicant information from the CHIPRA local projects partnering with *Florida Covering Kids & Families*.

FEATURES

Click Here to Enter the System

PASSWORD PROTECTED

VALIDATION RULES

DIVERSE QUESTION TYPES

SERVICES PROVIDED

FLEXIBLE NAVIGATION
<< Back | Save And Exit | Next >>

POPULATION SERVED

RESUME WORK LATER

USER SATISFACTION AND FEEDBACK

AUTOMATED REPORTS AND DATABASE

UP TO 6 CHILDREN PER PARENT

ITERATIVE DATA ENTRY PROCESS

RESULTS (n=9)

Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
I think that I would like to use this system frequently	0	0	4	3	2
I found the system very difficult to use	1	4	1	3	0
I think that I would need the support of a technical person to be able to use this system	2	4	1	1	1
I found the different questions easy to understand	0	2	0	4	3
I would imagine that most people would learn to use this system very quickly	2	0	1	4	2
I needed to learn a lot of things before I could get going with this system	3	4	0	1	1

Things they liked most	Things they liked least:
"Quick" "Easy to use" "Storing of information in central location" "Pretty colors" "Screen presented questions in good sequence, not too many questions at once." "Easy to understand." "Helpful to track information." Space to type answers	"Having to log back in to enter more applicants" "Too many clicks" "Can't use hard return" "Colors too bright" "Fonts too small" "Did not tell which fields were missing/incorrect"

DISCUSSION

The utilization of survey software provides an opportunity for collecting data for grant monitoring and reporting, and presents a potential for assessing which strategies are most effective for getting coverage. Particularly, our pilot project suggest that a community-accessible electronic information system, FL-CKF Infosystem, can help improve the submission of consistent and complete data. Preliminary data also suggest that this tool may have acceptable usability by community partners, which can be further improved.

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