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December 4, 2009

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: GN Docket Nos. 09-47, 09-51, and 09-137; Comments of Connected Nation, Inc. in response to NBP Public Notice # 17 on Health Care Delivery Elements of the National Broadband Plan

Via: Online Submission

Dear Ms. Dortch,

In response to NBP Public Notice #17 in which the Commission seeks comment on health care delivery elements of the National Broadband Plan, Connected Nation submits the attached data derived from random digit dial telephone surveys conducted in Ohio and Tennessee in 2009. These data may be helpful for addressing the Commission's question #1 on IT Infrastructure to Support Healthcare Delivery and question #4 on Health IT Use Drivers & Barriers.

Respectfully,

/S/

Laura Taylor
Chief Policy Officer
Connected Nation, Inc.

Attachment



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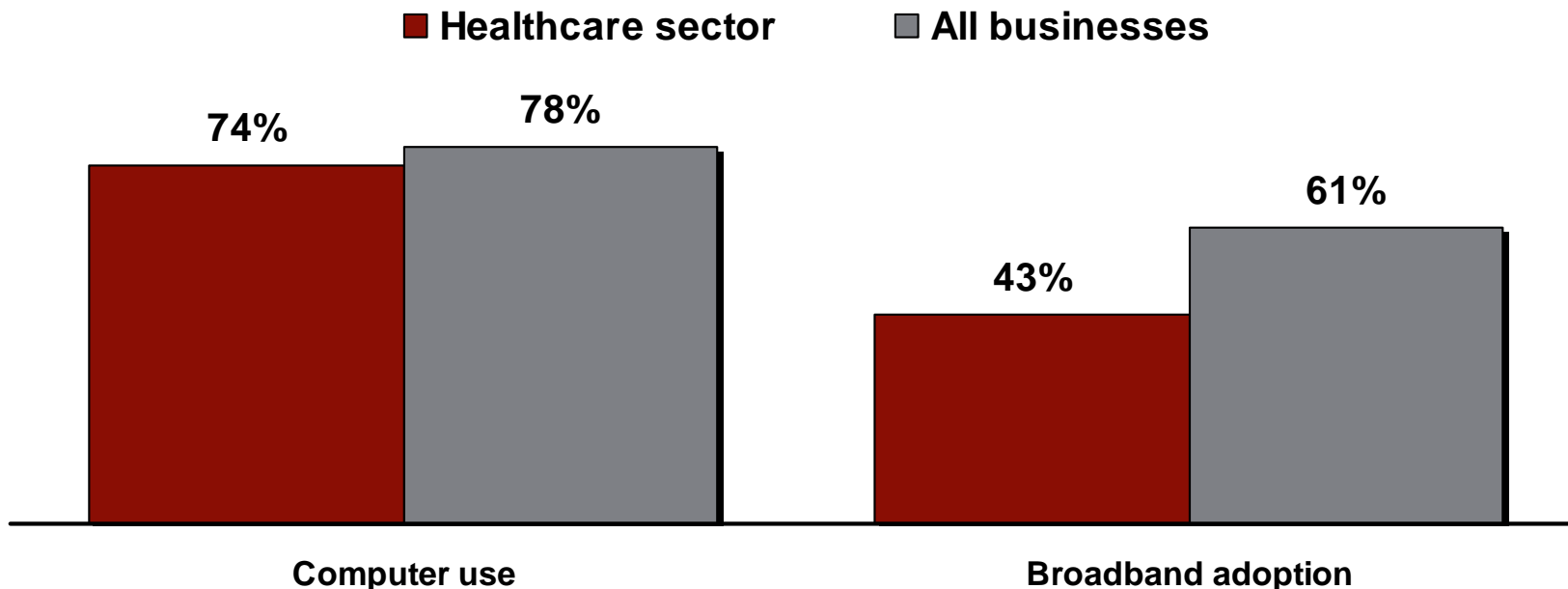


Computer and Broadband Adoption in the Healthcare Sector

Computer and Broadband Adoption in the Healthcare Sector



Computer and broadband adoption among businesses



Q: Does your company use any type of computer technology to handle some or all of its business functions? And

Q: Which of the following describe the type of Internet access your company has?

(n=1,609 business establishments in Tennessee and Ohio, 198 of which are in the healthcare sector)

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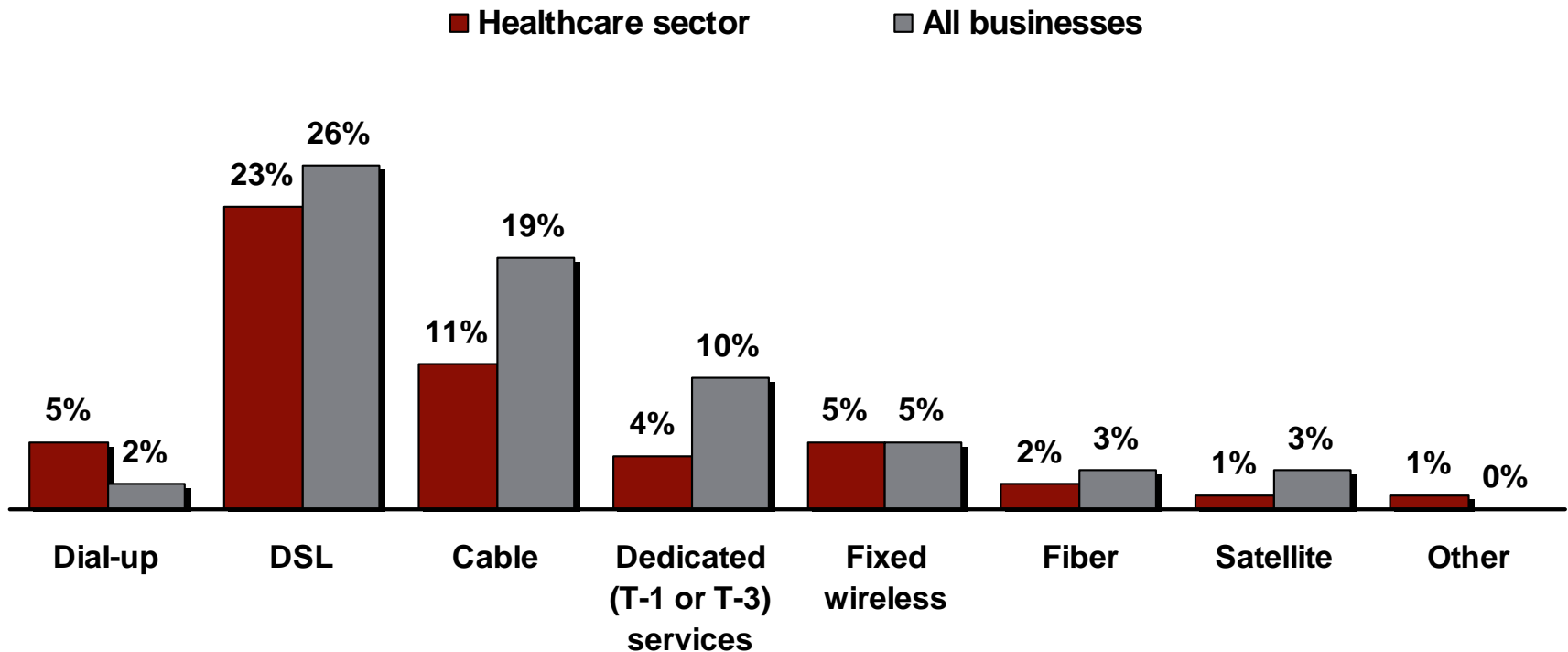
Source: 2009 Business Technology Assessments of Tennessee and Ohio.

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Broadband Adoption in the Healthcare Sector (by Broadband Platform)



Percent of all businesses that subscribe to each platform



Q: Which of the following describe the type of Internet access your company has?
(n=1,609 business establishments in Tennessee and Ohio, 198 of which are in the healthcare sector)

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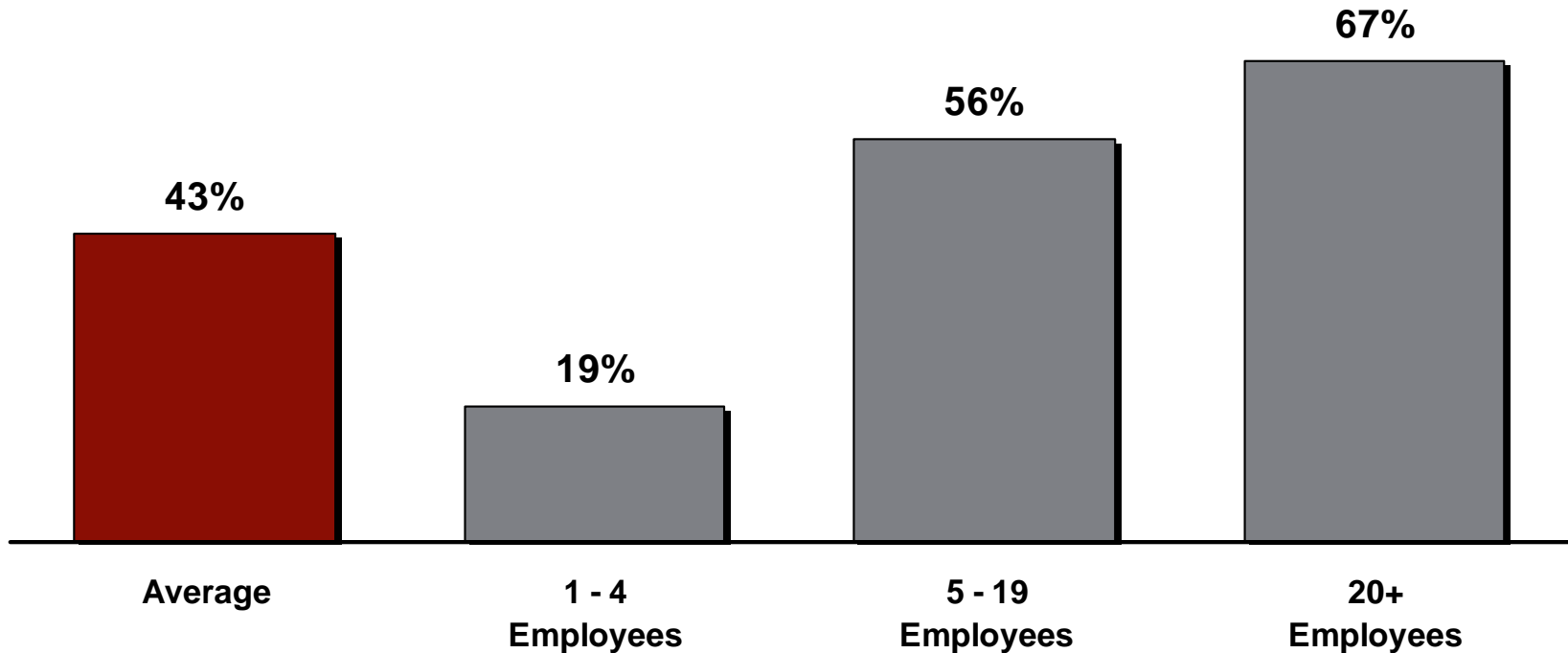
Source: 2009 Business Technology Assessments of Tennessee and Ohio.

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Broadband Adoption in the Healthcare Sector (by Size)



Percent of all healthcare businesses that subscribe to broadband service



Q: Which of the following describe the type of Internet access your company has?
(n=198 Tennessee and Ohio business establishments in the healthcare sector)

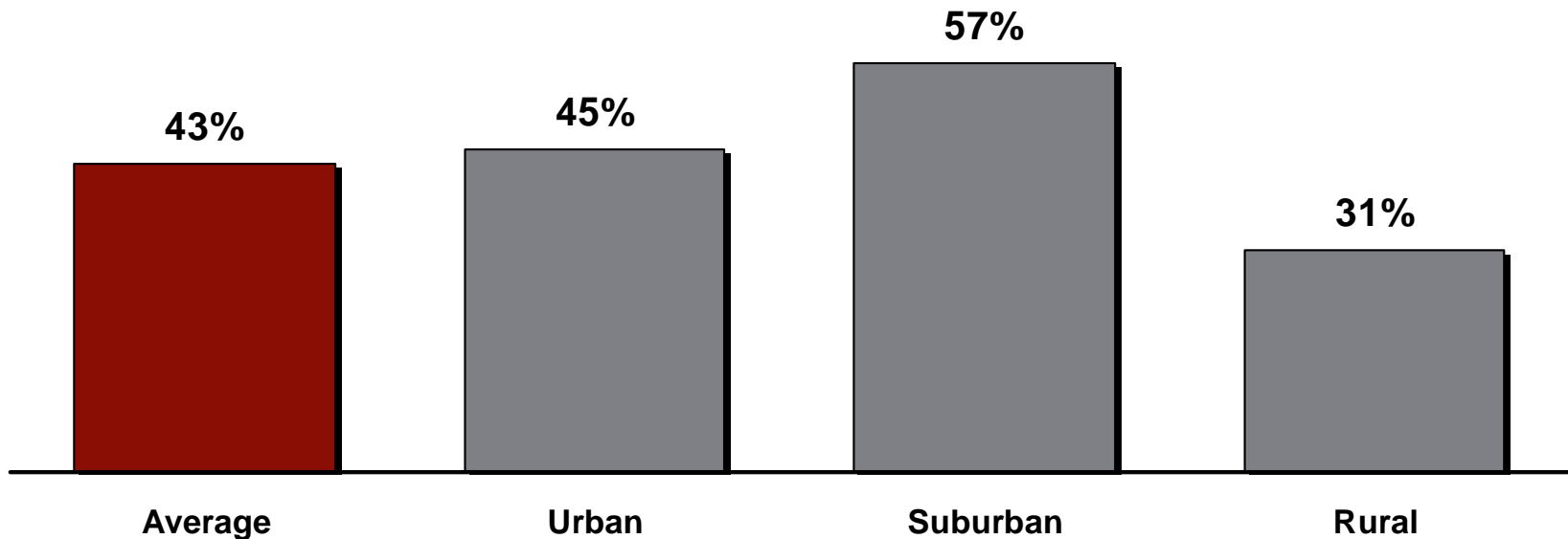
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Source: 2009 Business Technology Assessments of Tennessee and Ohio.
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Broadband Adoption in the Healthcare Sector (by Urban-Rural Classification)



Percent of all healthcare businesses that subscribe to broadband service



Q: Which of the following describe the type of Internet access your company has?
(n=198 Tennessee and Ohio business establishments in the healthcare sector)

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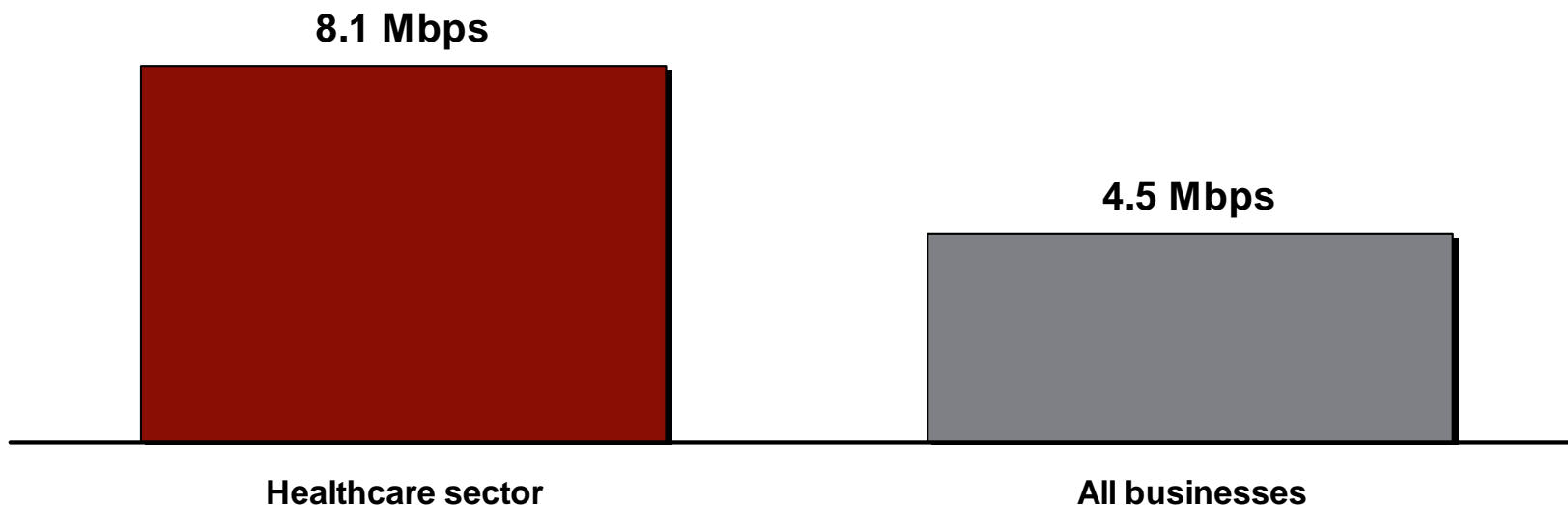
Source: 2009 Business Technology Assessments of Tennessee and Ohio.

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Average Download Speeds in the Healthcare Sector



Average download speeds among businesses



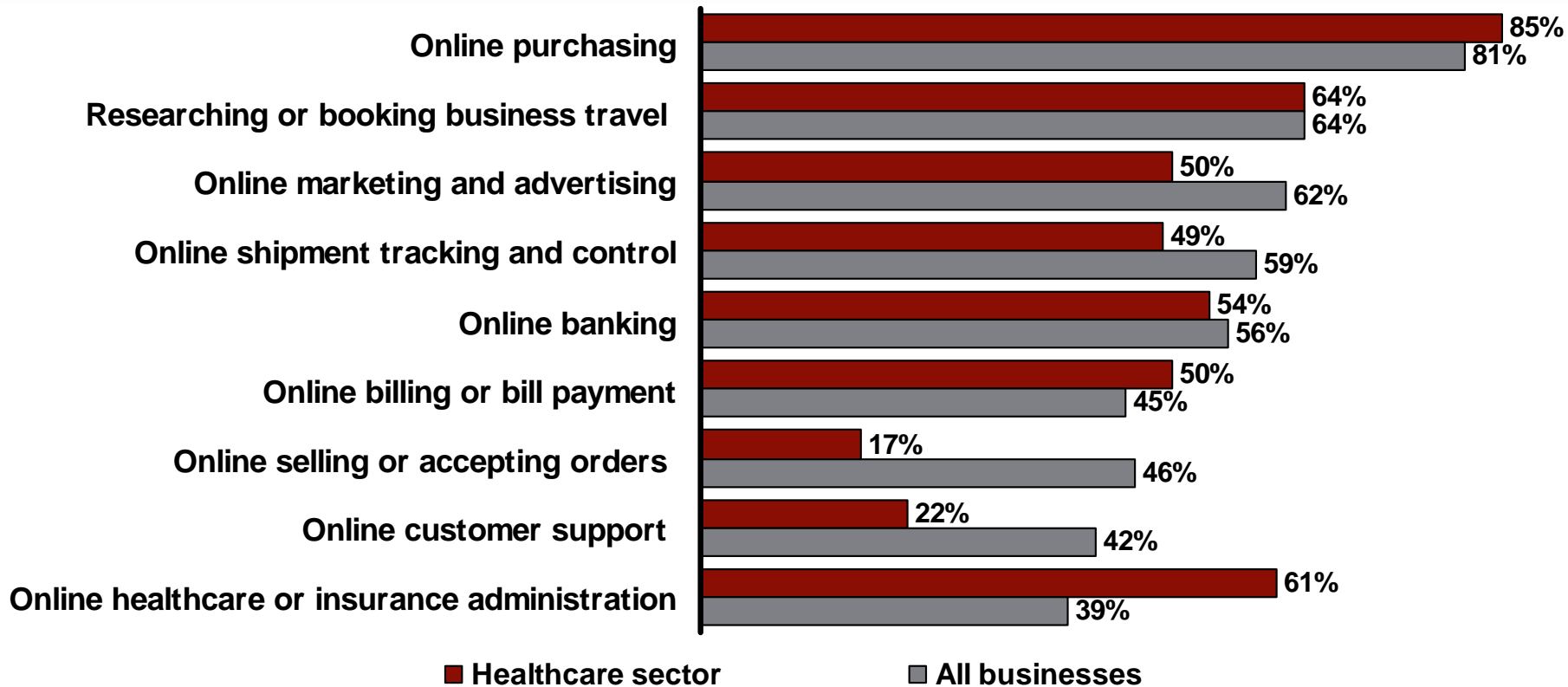
Q: To the best of your knowledge, what is the approximate bandwidth provided by your Internet service provider?
(n=1,096 broadband-connected business establishments in Tennessee and Ohio, 102 of which are in the healthcare sector)
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Source: 2009 Business Technology Assessments of Tennessee and Ohio.
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Internet Applications Used by Ohio and Tennessee Businesses



Among businesses that use the Internet

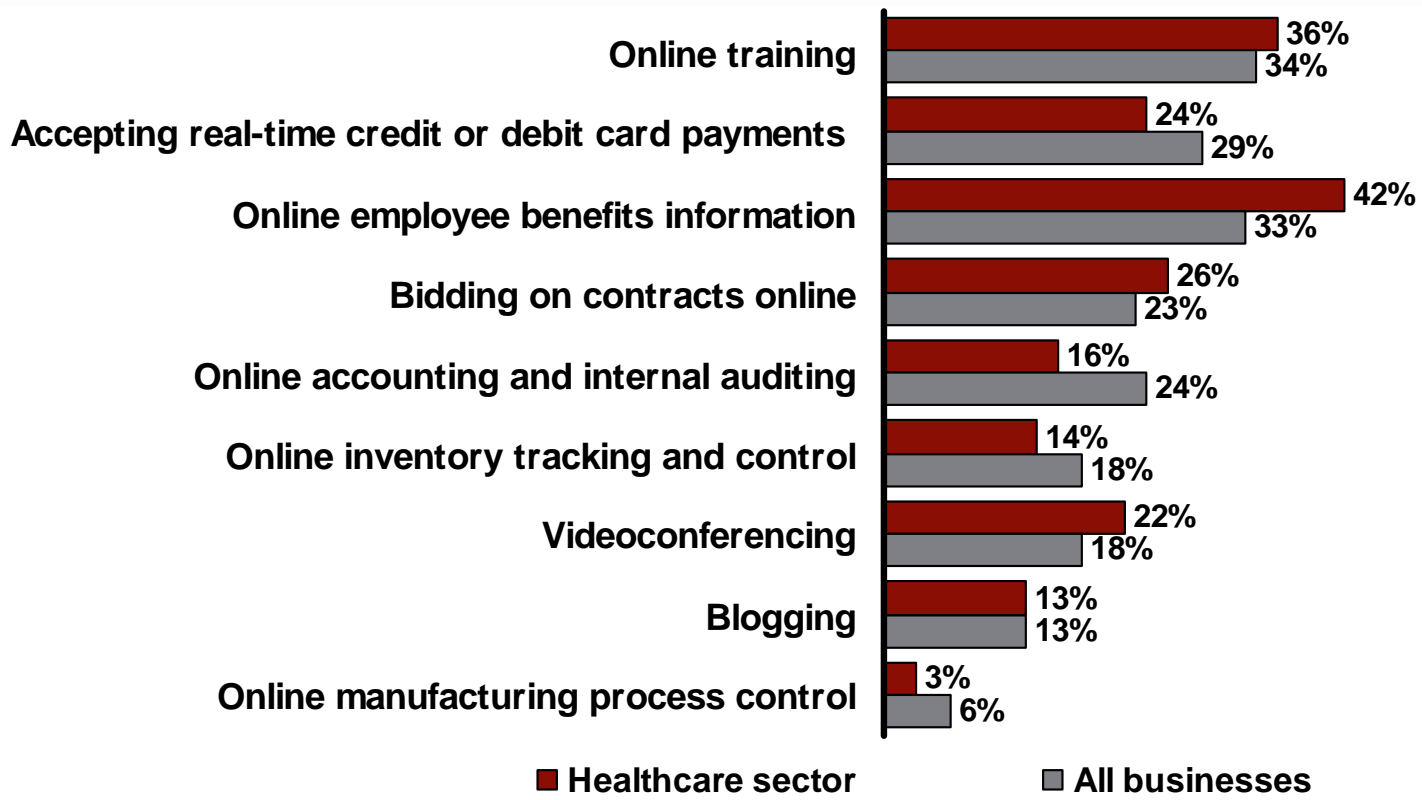


Q: Which of the following does your business currently use?
 (n=1,176 TN and OH businesses that use the Internet, 122 of which are in the healthcare sector)

Internet Applications Used by Ohio and Tennessee Businesses (Continued)



Among Internet-connected businesses



Q: Which of the following does your business currently use?
 (n=1,176 TN and OH businesses that use the Internet,
 122 of which are in the healthcare sector)

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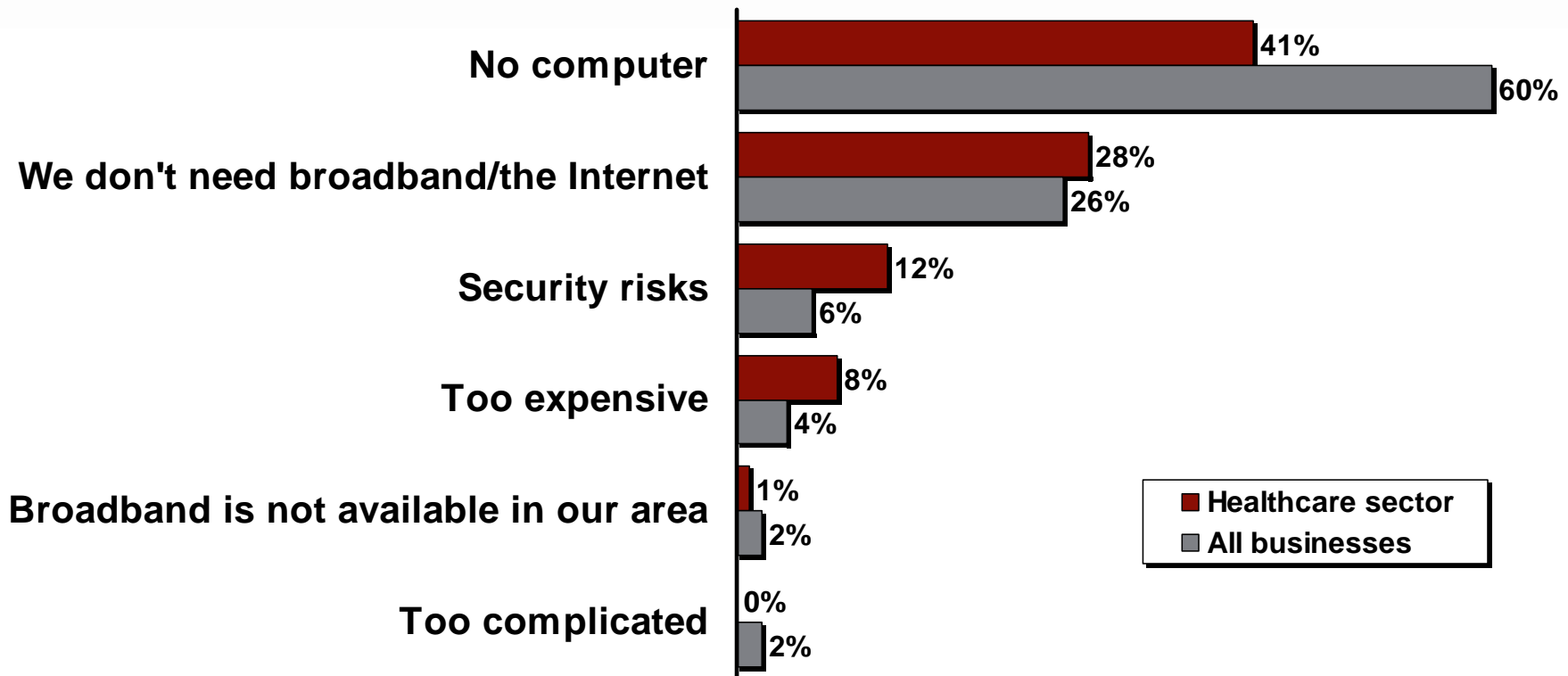
Source: 2009 Business Technology
 Assessments of Tennessee and Ohio.

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Barriers to Broadband Adoption in the Healthcare Sector



Among businesses with no broadband service*



Q: Why doesn't your organization subscribe to broadband service?
 (n=478 TN and OH businesses with no Internet or broadband service,
 91 of which are in the healthcare sector)

*Percentages do not add up to 100% because businesses could give multiple responses.

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Source: 2009 Business Technology Assessments of Tennessee and Ohio.

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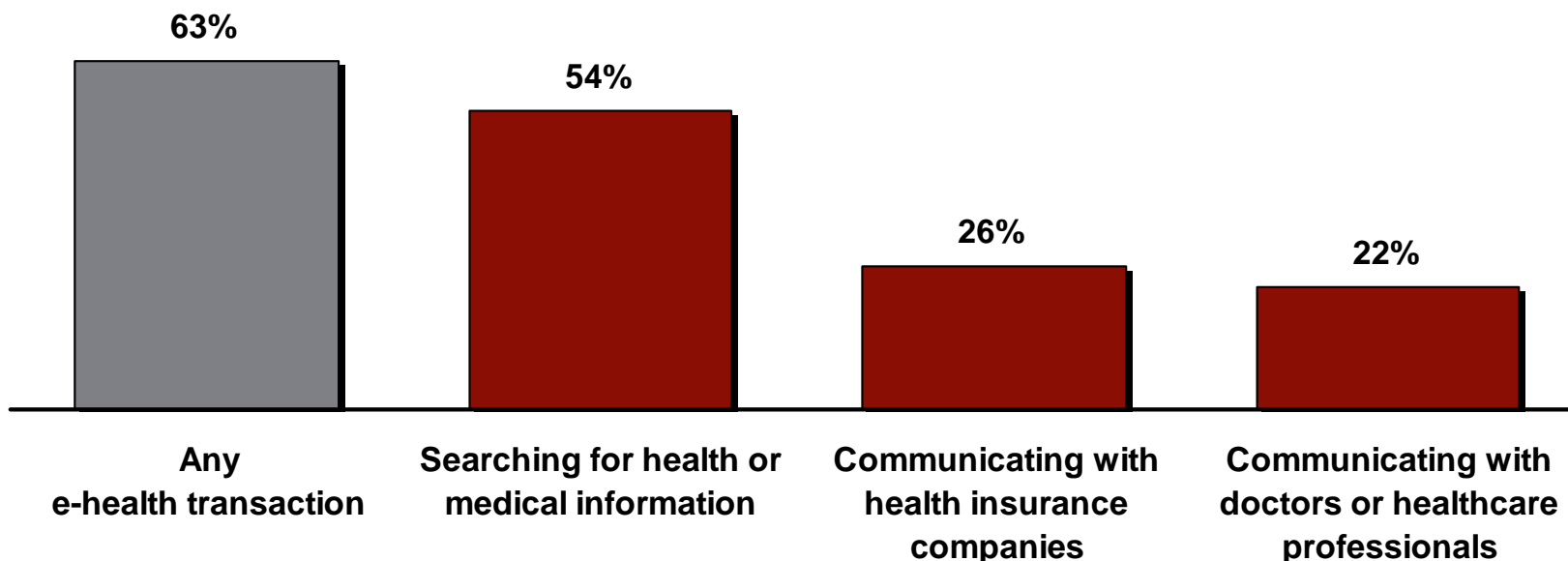


Use of eHealth Applications Among Home Broadband Subscribers

Use of E-Health Applications Among Home Broadband Subscribers



**Home broadband subscribers
who recently conducted the following transactions online****



Q: In the past 30 days, which of the following types of individuals or organizations have you interacted with online, by visiting a website or communicating online to obtain information? And In the past 30 days, which of the following types of information have you used the Internet to look for online?

(n=1,383 home broadband subscribers in Tennessee and Ohio)

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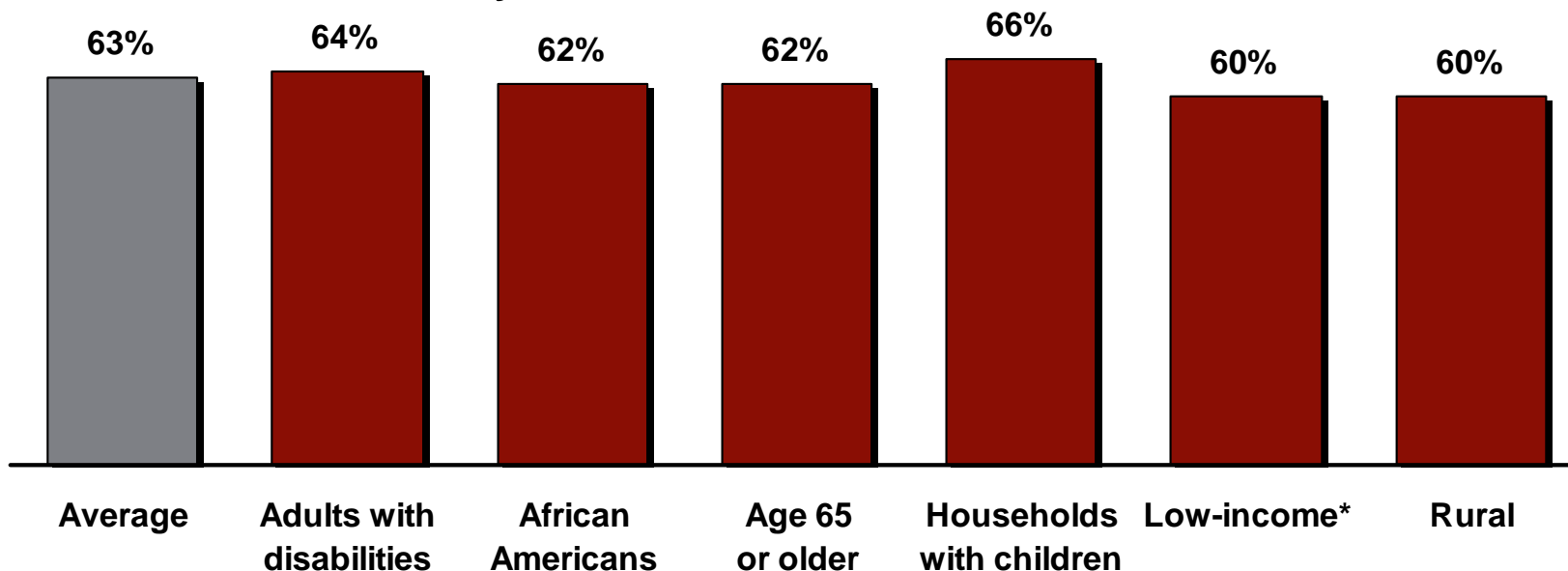
**E-health transactions include searching for health or medical information online, communicating with doctors or other healthcare professionals online, and communicating with health insurance providers online.
Source: 2009 Residential Technology Assessments of Tennessee and Ohio.

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Use of E-Health Applications Among Home Broadband Subscribers (By Demographic)



**Home broadband subscribers
who recently conducted e-health transactions online****



Q: In the past 30 days, which of the following types of individuals or organizations have you interacted with online, by visiting a website or communicating online to obtain information? And
In the past 30 days, which of the following types of information have you used the Internet to look for online?

(n=1,383 home broadband subscribers in Tennessee and Ohio)

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*Low-income=annual household income below \$25,000

**E-health transactions include searching for health or medical information online, communicating with doctors or other healthcare professionals online, and communicating with health insurance providers online.

Source: 2009 Residential Technology Assessments of Tennessee and Ohio.

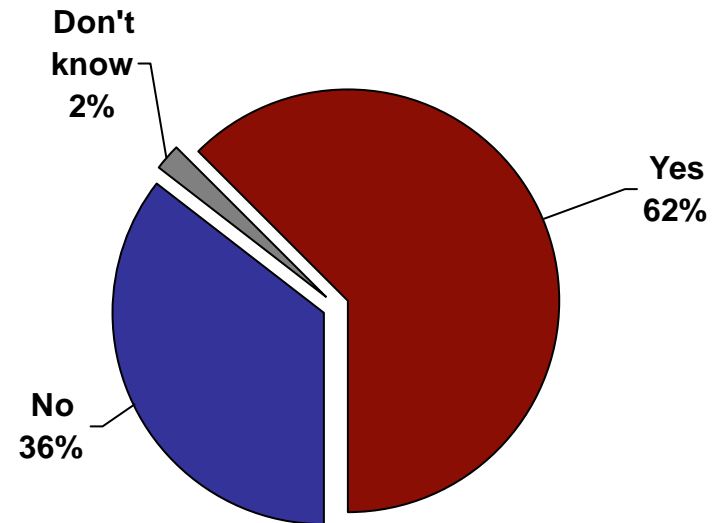
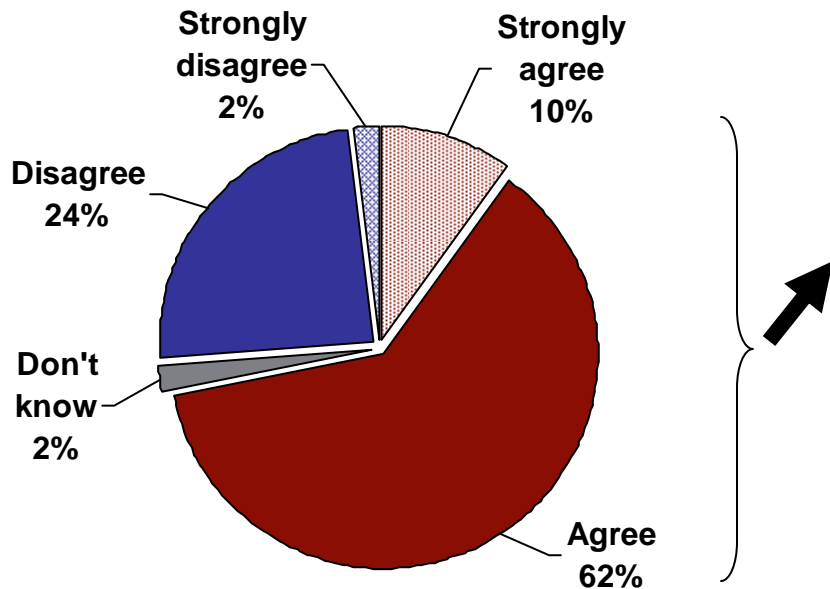
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Impact of eHealth Applications



“Obtaining healthcare information online has empowered me to be healthier”

Has becoming healthier in this way saved you money?



Among broadband subscribers who obtain healthcare information online, 72% agree that obtaining healthcare information online has empowered them to be healthier.

Among those who report that broadband helped them become healthier, more than three out of five (62%) report saving money as a result. The average reported savings was \$217 per person.

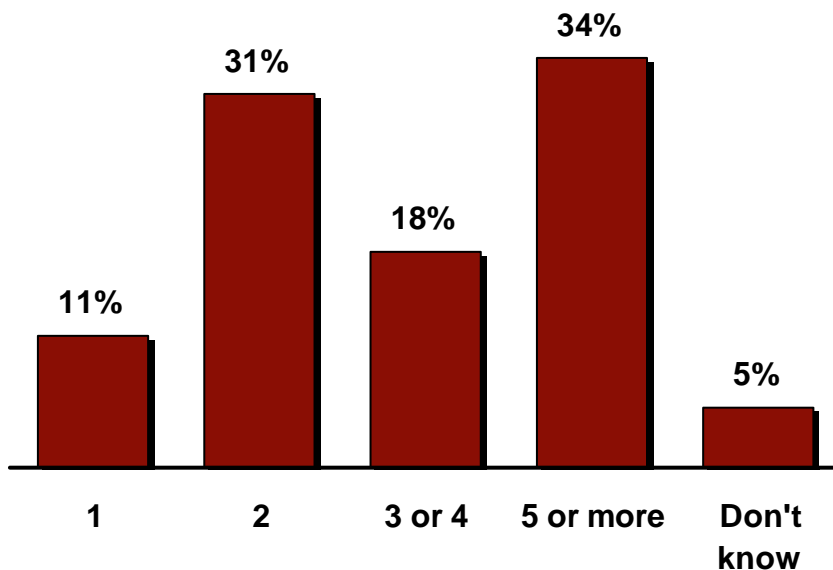
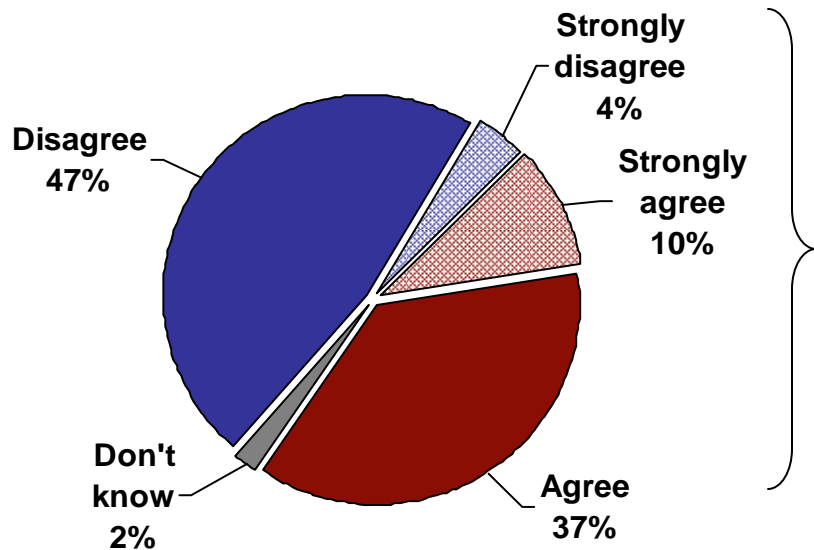
n=191 respondents with broadband service at home who obtain healthcare information online or communicate with healthcare providers

Prevention of Unnecessary Trips to Obtain Medical Care



“Obtaining healthcare information online has prevented trips to my healthcare provider”

How many trips were prevented?
Mean: 4.2 trips/Median: 2 trips



Among broadband subscribers who obtain healthcare information online, nearly half (47%) agree that obtaining this information online has prevented trips to the doctor, a hospital or a medical center.

On average, these residents avoided 4.2 unnecessary trips to receive medical care.

n=191 respondents with broadband service at home who obtain healthcare information online or communicate with healthcare providers