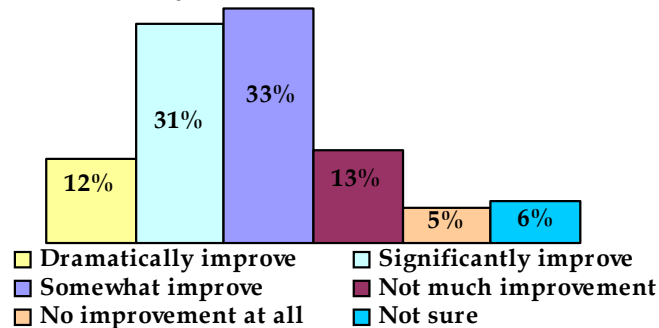


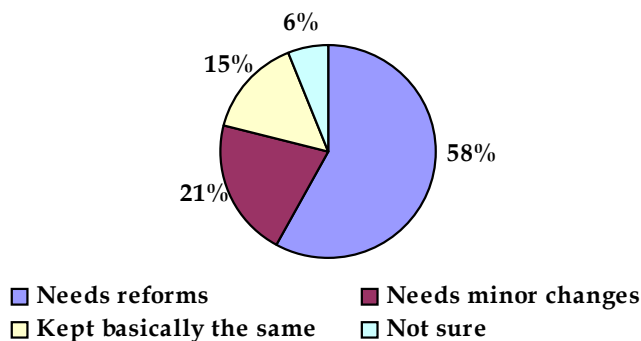
A new survey by Dell/Zogby International finds that Texas residents believe that new advancements in health-care information technology would help improve the quality of patient care, reduce health-care costs and help reform the overall state health-care system.

In general, would you say that greater use of technology, such as electronic health records in the health-care system, will... in the quality of care patients receive?



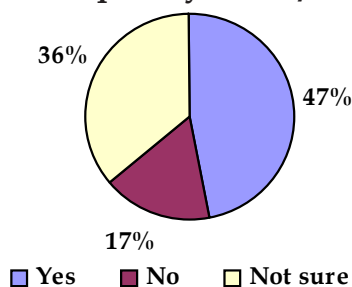
Texans are optimistic about the positive benefits of health-care IT. **43 percent** of Texans predict the quality and efficiency of care will dramatically or significantly improve as more technology is introduced into the health-care system, and another **33 percent** predict modest improvements.

Do you think the health-care system in Texas should be kept basically the same, needs minor changes, or needs reforms?



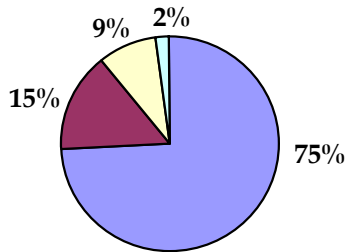
Despite the optimism, Texans believe the state's health system needs reform. Nearly **three in five** Texas residents say the state's current health-care system needs reform.

In the past two to three years, has your health-care provider begun to use technology more frequently in his/her practice?



The survey also showed that Texas residents have witnessed their own doctors increase their use of technology over the past few years.

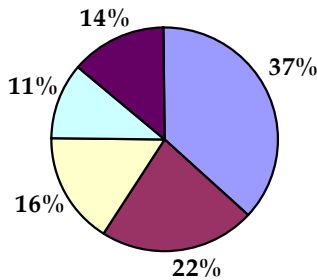
Which of the following would you say most needs to be reformed – efficiency and convenience, quality of care, or costs?



■ Costs
 ■ Quality of care
■ Efficiency and convenience
 ■ Not sure

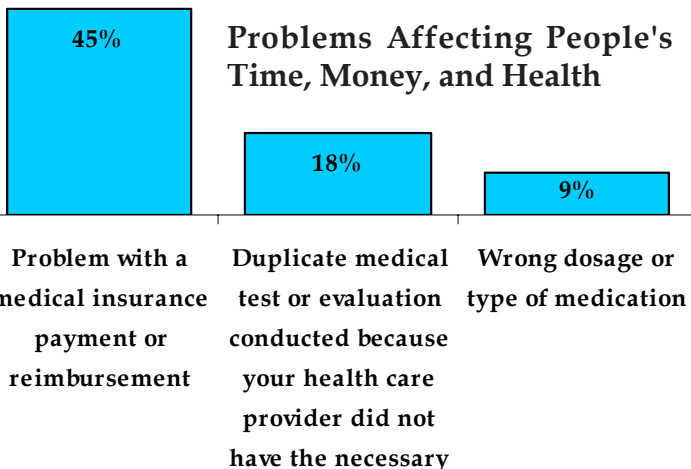
Among those who feel that reforms are necessary, cost (75 percent) far outweighs quality of care (15 percent) and efficiency and convenience (9 percent) as most critical.

Which group do you believe could have the most impact on driving improvements?



■ Policymakers
 ■ Insurers
■ Health-care providers
 ■ Employers
■ Not sure

Texans want policymakers to take action. Texas residents are more likely to feel that policymakers (37 percent) would have more impact than insurers (22 percent), health-care providers (16 percent), or employers (11 percent) on driving improvements in the state's health-care system.



The current system poses efficiency and quality-of-care challenges. Nearly **one in five** participants said they have had a duplicate medical test or evaluation because health-care providers did not have the necessary medical records. Almost **one in 10** said they had been given the wrong dosage or type of medication.

Methodology

Zogby International conducted online interviews of 1,040 adults in Texas. Panelists who have agreed to participate in Zogby polls online were invited to participate in the survey. The online poll ran from 12/8/06 through 12/11/06. The margin of error is +/- 3.1 percentage points.