Meaningful Use Requirements for Patient & Family Engagement

August 15, 2013
Webinar Agenda

• Overview & Introductions – Kathy Wallace
• A National Plan to Advance Consumer Engagement - Ellen Makar and Leslie Kelly Hall
• Margaret Mary Health – Strategy for Patient Engagement - Donna Nobbe, IS Director, Trisha Prickel, IS Manager
• Bob and Barb Malizzo, Patient & Family Advisors Response
• Questions and Wrap-up

http://www.indianapatientssafety.org/Resources/PatientandFamilyEngagement/
Evaluation

• Webinar funded by CMS through the Partnership for Patients

• CMS reviews results and wants 80% of participants to evaluate educational sessions
  – April evaluations – 21%
  – June evaluations – 48%
  – July evaluations – 54%

• Please complete the simple three question evaluation by August 23, 2013:
  https://www.surveymonkey.com/s/PFE_2013_08_15
A National Action Plan to Advance Consumer Engagement

Ellen Makar  MSN, RN-BC, CCM, CPHIMS, CENP
Senior Policy Advisor
Office of Consumer eHealth, ONC

Leslie Kelly Hall
Senior Vice President, Policy
Healthwise
FACA Member
NeHC, Board Member, Leader Patient Engagement
“The obedience of a patient to the prescriptions of his physician should be prompt and implicit. [The patient] should never permit his own crude opinions as to their fitness to influence his attention to them.”

- AMA’s Code of Medical Ethics (1847)
Engaging Consumers is Integral to the Federal Health IT Strategy

Goal V: Achieve Rapid Learning and Technological Advancement

Goal IV: Empower Individuals with Health IT to Improve their Health and the Health Care System

Goal III: Inspire Confidence and Trust in Health IT

Goal II: Improve Care, Improve Population Health, and Reduce Health Care Costs through the Use of Health IT

Goal I: Achieve Adoption and Information Exchange through Meaningful Use of Health IT

www.healthit.hhs.gov/strategicplan
Better Engagement => Better Outcomes

- Hospital Readmit within 30 Days
  - More Activated Patient: 13%
  - Less Activated Patient: 28%

- Experience a Medical Error
  - More Activated Patient: 19%
  - Less Activated Patient: 36%

- Suffer a health consequence from poor communication among providers
  - More Activated Patient: 13%
  - Less Activated Patient: 49%

Source: AARP Survey of patients over 50 with 2 or more chronic conditions
Untapped Demand for Access & eHealth Tools

90% agree you should be able to get your own medical info electronically.

2 out of 3 would consider switching to a provider who offers online access through a secure Internet portal.

72% of internet users have looked online for health information in the past year.

20% have accessed their health info online with prescriptions being the most common.

91% own cell phones.

53% of those are smartphones.

52% gather health info on their phones.

9% have a mobile app to manage their health.

21% of individuals who track use a form of technology.
Doctor Survey: How Much Access Should Patients Have to Their Electronic Health Records?

- 65% believe patients should have limited access to their electronic health record
- 31% think patients should have full access to their electronic health record
- 4% believe patients should have no access to their electronic health record

Figure 1: Only a third of U.S. doctors think patients should have full access to their electronic health records, according to Accenture's eight country survey of 3,700 doctors.
The way we pay for and deliver care is changing.

Health IT adoption has reached a tipping point.

Technology is getting better, cheaper, faster and more ubiquitous.

Consumers increasingly expect engagement online, in all aspects of their lives.
national partnership for women & families

Consumer Partnership for eHealth

The Consumer Platform for health IT
Coordinating, Collaborating, Convening and Leading on Consumer Engagement

- A broad and inclusive network of 300+ interested stakeholders
- Participating in a national effort to engage consumers using health IT tools and resources
- A collaborative forum to coordinate and collaborate on patient engagement programs
- Sharing best practices, initiatives, tools, resources, ideas and experience related to effective consumer engagement with health IT
INFORM AND ATTRACT

RETAIN AND INTERACT

PARTNER EFFICIENTLY

CREATE SYNERGY AND EXTEND REACH
A Guide for Patient Engagement HIT Efforts

www.nationalehealth.org/patient-engagement-framework
• Marketing Services
• Maps and directions
• Services and physician directories
• Health encyclopedia
• Wellness and prevention guides
• Information on care plans, meds, tests and treatments

www.nationalehealth.org/patient-engagement-framework
Engage Me

- Tracking tools sent and received
  - Pregnancy  Weight  Fitness
- Appointment scheduling and reminders
- Rx refills
- Patient Profile
- Patient Instructions
- Reminders
  - Prevention  Rx  Wellness

www.nationalehealth.org/patient-engagement-framework
Empower Me

- Secure Messaging  DIRECT
- Record correction requests
- Advance Directives
- Materials in Spanish and more
- Guides for ACO participation
- View Download and Transmit
  - CC: me and my designee(s)
- Care experience surveys

www.nationalehealth.org/patient-engagement-framework
Empower Me

- Patient Generated Data
  - Pre-visit
  - Questionnaires
  - Histories
  - Demographics
- HIE messaging
- Referral CC:me
- Commercial Lab and Imaging

www.nationalehealth.org/patient-engagement-framework
### Partner With Me

- Patient accountability status
- Coordination of care all parties
- New Languages
- Self management tools
- Publish/Subscribe apps to records
- Shared decision tools
  - Preference sensitive care
  - Informed choice
- Home device messaging
- Collaboration emphasized

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**www.nationalehealth.org/patient-engagement-framework**
Support My e-Community

- Daily care reminders and support
- Chronic care self-management
- Shared care plans with team outcomes
- Integrated and collaborative care
- Non-traditional care team members
- Community support forums and resources
- More MOBILE
- Community Support

www.nationalehealth.org/patient-engagement-framework
The 5 Phases of the Patient Engagement Framework

1. Inform Me
   Aligned: Emerging Meaningful Use

2. Engage Me
   Aligned: Meaningful Use 1

3. Empower Me
   Aligned: Meaningful Use 2

4. Partner With Me
   Aligned: Meaningful Use 3

5. Support My e-Community
   Aligned: Meaningful Use 4+
ONC’s Three A’s Approach to Advancing Consumer eHealth

- **Access**: Increase consumer access to their health information
- **Action**: Enable consumers to take action with their information
- **Attitudes**: Shift attitudes to support patient-provider partnership
1.) ACCESS: Let People Get their Health Data

- HIPAA ensures the right to Access Your Health Information
- Right to Amend/Correct Your Health Information

Message from Leon Rodriguez, Director, Office for Civil Rights

Many consumers want to play a more active role in their health care. The right to see and get a copy of your medical records (and the right to access) is fundamental to your ability to participate in our health care system. For this reason, I know how important it is for you to be able to get your medical records. I see the value of access to health information every day in the Office for Civil Rights (OCR) does its vital work as the primary promoter of the privacy and security of that information under the Health Insurance Portability and Accountability Act (HIPAA).

For example, when military families are transferred, they need their medical records to help find the very best doctors and specialists or to enroll their children in a new school. Busy parents need to be able to keep track of all of their own and their children’s doctor visits. Health information is critical to all patients so that they can track their progress through wellness programs, monitor chronic conditions, communicate with their treatment teams, and adhere to their important treatment plans. Important tools like Electronic Health Records (EHRs) and Personal Health Records (PHRs) will make it easier, safer, and faster for you to get access to your health information and stay engaged. These tools help you become a true partner in your health care and wellness.

I also know that, all too often, consumers face barriers to getting their health information – and the first barrier is that many do not know their rights. You should know you have the right to:

- Ask to see and get a copy of your health records from most doctors, hospitals, and other health care providers such as pharmacies and nursing homes, as well as from your health plan and
- Get the copy of your record in the way that you want – such as an electronic copy or a paper copy – if your plan or provider is able to do so.
ACCESS: Meaningful Use Requirements

Stage 1 (FINAL)
- Electronic access to health information
- Electronic hospital discharge instructions
- Clinical visit summaries
- Tailored educational resources

Stage 2 (FINAL)
- View, download and transmit to a third party
- Secure messaging

Stage 3 (DRAFT)
- Patient generated health data
- Error correction
In 2010, Department of Veterans Affairs used a Blue Button on their patient portal... and HHS is taking it nationwide

Now over **88 million Americans** can access their clinical or claims data (CMS, Dept. of Defense, Aetna, United, etc.)

Over **1.5 million people** across the country have downloaded their health record
Blue Button Saved My Father’s Life

“It wasn’t until my father needed to go to the hospital for emergency care that the life-saving power of having his medical data in my pocket became apparent.”

- Beth Schindele
Caregiver and advocate for her father
Taking Blue Button Nationwide

• One of ten priority White House initiatives—run out of ONC

• Make “Blue Button” a universally recognized symbol and brand for “electronic access to my health data”

• Advance technical capabilities so consumers can “set it and forget it” (Blue Button+)

• Get more organizations to offer Blue Button+ and more consumers to demand it and use it!
Two types of pledges organizations can take:

- **Data holders** - Make it easier for individuals to get secure electronic access to their health info – and encourage them to do it.

- **Non data holders** - Spread the word about the importance of getting access information, and develop tools to make that information actionable.
2.) Enabling Consumers to take ACTION with their Health Data

Catalyzing the development of tools that use health data:

- Pilots
- PHR Model Privacy Notice
- Innovation Challenges
68 committed organizations defined the Blue Button Plus guidelines
ACTION: Visually Redesigning the Health Record

Healthdesignchallenge.com
Under development, a “one stop shop” to help consumers find and use their Blue Button data in apps and tools...
Technology is changing the way we manage our health.

As a patient, consumer, or caregiver, this transformation will enhance both your relationships with your health care providers and their relationships with each other. That change can help to place you at the center of your care — putting the “I” in health IT.

"e-Patient Dave" deBronkart

"I beat cancer so I could dance with my daughter at her wedding."
-Dave deBronkart

Access to Your Health Record Can Save Your Life

Watch Video

Regina Holliday
ATTITUDES: The Power of Personal Stories

Health IT Video Contest Series

**Background**

- Multiple themed contests
- Cash prizes for winning videos
- Includes public voting
- All contests appear on [challenge.gov](http://challenge.gov)

**Goals**

- Show value of health IT
- Invite people to tell their own stories
- Motivate and inspire others to leverage technology to improve health

Watch [Video](http://vimeo.com)
ATTITUDES: “Health IT For You” Animated Video

- Make the topic approachable & entertaining!
- Explain the benefits of health IT and having online access to your health information
- 3:00 min and :60 sec available in English and Spanish
- Award Winning Video - 2013 Platinum Pixie Award and Gold Aurora Award

www.HealthIT.gov/4uvideo
American Nurses Association and the American Nursing Informatics Association held “Ask For Your Health Records Week”

Encouraged nurses to ask for their health record so they’d be better positioned to share their experience with their patients.

http://www.nursingworld.org/MainMenuCategories/ThePracticeofProfessionalNursing/Health-IT/ONC-Consumer-Campaign-Pledge.html
“The patient who knows the most lives longest.”

-Professor Elliot Joslin
Stay Connected

• Browse the ONC website at: healthIT.gov

• Click the Facebook “Like” button to add us to your network

• Ask a question: BlueButton@hhs.gov

• Subscribe, watch, and share:

  ➢ @ONC_HealthIT  @Lygeia

  ➢ http://www.youtube.com/user/HHSONC

  ➢ HealthIT and Electronic Health Records

  ➢ http://www.scribd.com/HealthIT/

  ➢ http://www.flickr.com/photos/healthit

Save the Date: September 16, 2013 in Washington DC: Consumer Health IT Summit
How Many Providers have You Visited?

- Tethered PHRs
  1. Employed Physicians - Allscripts
  2. MMH - Meditech
  3. NextGen
  4. MedInformatix
  5. Greenway
  6. Acrendo
  7. Amazing Charts

- Community PHR
  1. Employed Physicians - Allscripts
  2. MMCH – Meditech
  3. NextGen
  4. MedInformatix
  5. Greenway
  6. Acrendo
  7. Amazing Charts
MMH Healthcare Data Delivery – 2008

Cincinnati Hospitals

Health Info Exchange

Physicians

Indy Hospitals via IHIE

MMH Meditech

• LAB Results
• Op Notes
• Radiology Reports
• ER Reports
• H&Ps
• MMH Mission: Improve the health of our communities.

EHRs → HIE → PHR!

• LIVE – 6/10 MMH Employees – 1st 15 days 360+ PHRs
• 8/1/13 – Soft Launch to Community – 620+ PHRs
  • (as of 8/9/13)
Core Project Team

Physician Sponsors
- Dr. Kick
- Dr. Hatcher

Executive Sponsors
- VP Marketing
- VP of Physician Services

Others
- Medical Records
- Practice Managers
- Marketing
- Legal

IS / Vendors
- Donna Nobbe
- Trisha Prickel
- NoMoreClipboard
- HealthBridge
- Allscripts / Meditech
Authorization for Release - MMH

☑ Labs Results
☑ Radiology Reports
☑ Discharge Summary
☑ Continuity of Care Document

☑ Auto sent to the PHR

*Lab & Rad
  - MMH: 72 hour delay
  - The Christ Hospital: Normal - 4 day delay,
    Abnormal - 14 day delay

*ARRA - Stage 2 Final rule
  - At time of discharge (summary)
  - 36 hour delay for hospitals (inpatient & ER)

☑ Face Sheet
☑ History & Physicals
☑ Operative Reports
☑ ER Record
☑ Consult Reports
☑ Surgery Report

NOT sent to PHR
**Goal** - Populate a patient’s personal health record with data from Batesville, Cincinnati & Indianapolis

**Phase 1** – Data: MMH & The Christ Hospital & Cincinnati Children’s Hospital

**Future Phases:** Data from ALL Hospitals in Cincinnati & Indianapolis & Immunization Records

**Others doing HIE to PHR implementations**

- All Indiana HIEs (HealthBridge, HealthLINC, MHIN, IHIE), Kansas, Kentucky, Michigan, Massachusetts, Colorado, South Dakota, Florida, Illinois and Nebraska
Member Access Center [Edit]

- Edit Member Summary Layout
  Change what sections appear on this member's summary screen.

- Member Review
  Go through a step by step medical review for DONALD.

- Access Privileges
  Manage access to your PHR information.

- Import data from pickup code
  Click here to use a pickup code from a provider or other institution to import documents into your profile.

DONALD's Registration Information [Edit]

- DONALD DUCK
  123 STREET
  Bloomington, IN 47401
  Home #: (812) 222-3333
  Age: 78, Birthdate: 01-01-1934

- Emergency Contact:
  Daisy Duck
  Wife

cc:Me

- Populate your PHR with cc:Me

cc:Me makes it easy to get medical information from doctors and hospitals into your personal health record.

Insurance [Edit]

- ANTHEM BCBS (Holder: DONALD DUCK - Policy#: 98765432 - Group#: 123456789)

Medical Providers [Edit]

- Health Care Professionals:

Current Medications [Edit]

- multivitamin
- Paxil 20mg (Once daily)

Previously taken medications:
- None Entered

Current Illnesses [Edit] [Conditions Review]
- None entered

Past Illnesses [Edit]
- Appendicitis

Surgeries/Procedures [Edit]
- APPENDECTOMY
- Eye Exam (03/13/2012)
- flu vaccine (09/29/2010)
- LEG SURGERY PROCEDURE
- wellness visit (02/16/2012)

Immunizations [Edit]
- Tdap ()
- MMR ()

Allergies [Edit]
- BEE POLLENS
- peanut oil-mineral oil

Family Medical History [Edit]
- CHF - Congestive heart failure (Father)
- High blood pressure (Mother)

Social History [Edit]
- Exercise: Currently exercises
- Caffeine use: Currently Uses
Benefits of a PHR
Our Physicians Perspective

• Patient in control of their own healthcare
• Increase knowledge & understanding of disease process
  – Monitor chronic conditions & share data with doctor
• Prepare your family for an emergency
• Access to important health information
• Track progress and stay motivated!
Feedback – How has it helped you and your family?

- Allows me to view my A1C to see if it is improving
- Access my records without going to Medical Records!
- To monitor elderly parents
- All of my records are in one place from different facilities!
- Feel more in control of my families health
- Love seeing lab results with this pregnancy to actually see the results and not just here everything was normal

June 10 – July 10 – 430+ PHRs!
I was able to review what services were done for a bill I received.

Registration was easy!

I really like being able to see my test results because I usually don't get all the information from the doctor (only if something is abnormal).

Great for organizing family medical care in one place!

Convenience of having all this information in one location is a time saver.

This was a great idea!
Interoperability in IN Continuity of Care Documentation

• Health Information Exchanges in IN have the ability to share information ... ask your HIE.

Use Case
- ER – MMH receives a secure email with a CCD from ALL HIEs in IN within minutes of registration!

Potential Use
- Oncology patients – query
- Initial load of PHR data
Contact Info

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Case Study:
https://www.nomoreclipboard.com/wiki/images/a/ac/NMC_Case_Study_MMCH.pdf
Patient and Family Perspective

Bob and Barbara Malizzo
Call to Action

• Where are you in your IT journey toward Patient & Family Engagement?
• Are IT and Patient Advisors working together?
• What steps can you take to ensure that you are on the road to make Meaningful Use for Patient and Family Engagement more than just checking a box?
Evaluation

• Please remember to complete the simple three question evaluation by August 23, 2013!
• Survey will be distributed before the end of the day on Friday

https://www.surveymonkey.com/s/PFE_2013_08_15

There are underscores in this address which are not visible in the above link. (PFE_2013_08_15)
Always Events – Carrie Brady

New Date! September 4, 11 a.m. – 12 p.m. ET

The Picker Institute has adopted an organizing principle focused on the concept of Always Events®. Always Events® are defined as “those aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the delivery system.”
In-Person Meeting

Patient and Family Engagement: Meeting the Patient Where They Are

- October 22  8:15 am – 4:15 p.m. ET
- Plainfield, IN
  - Identifying with your Patient and Relating to them
  - Cultural Diversity
  - Health Care Literacy
Thank you