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.indianapatientsafety.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
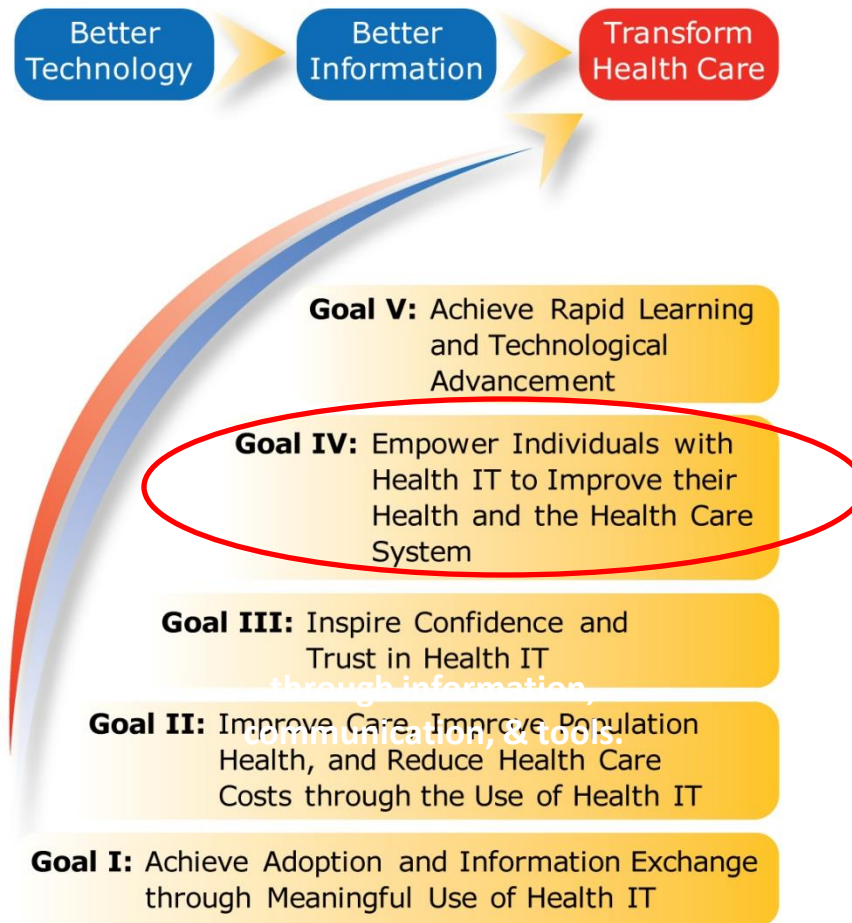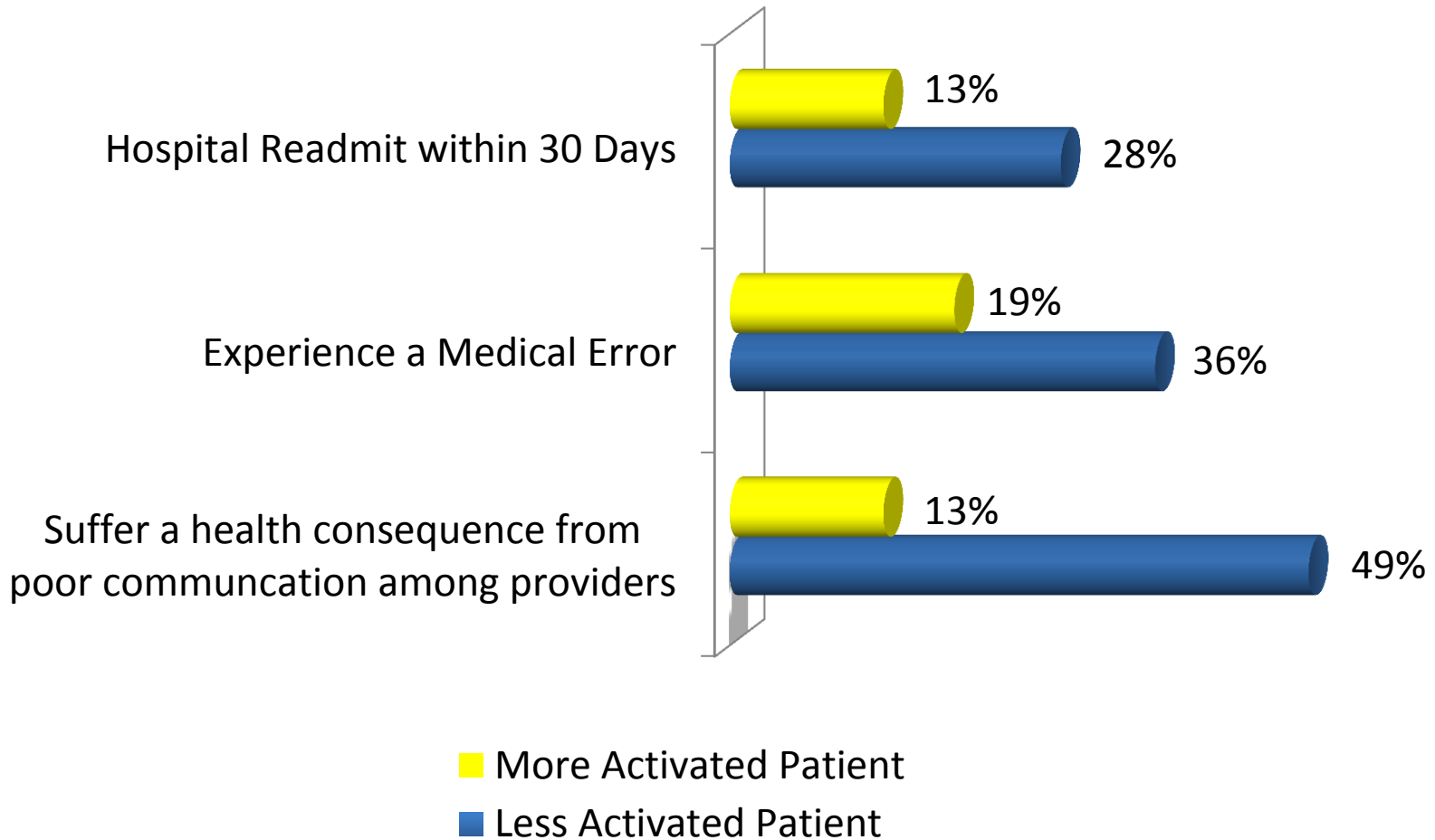
Back in the Day...

Wellcome Images

"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)

Better Engagement => Better Outcomes

HealthIT.gov

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 communcation among providers
- More Activated Patient: 13%
- Less Activated Patient: 49%

■ More Activated Patient
■ Less Activated Patient

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
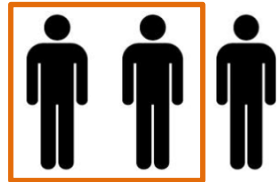
2 out of 3

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

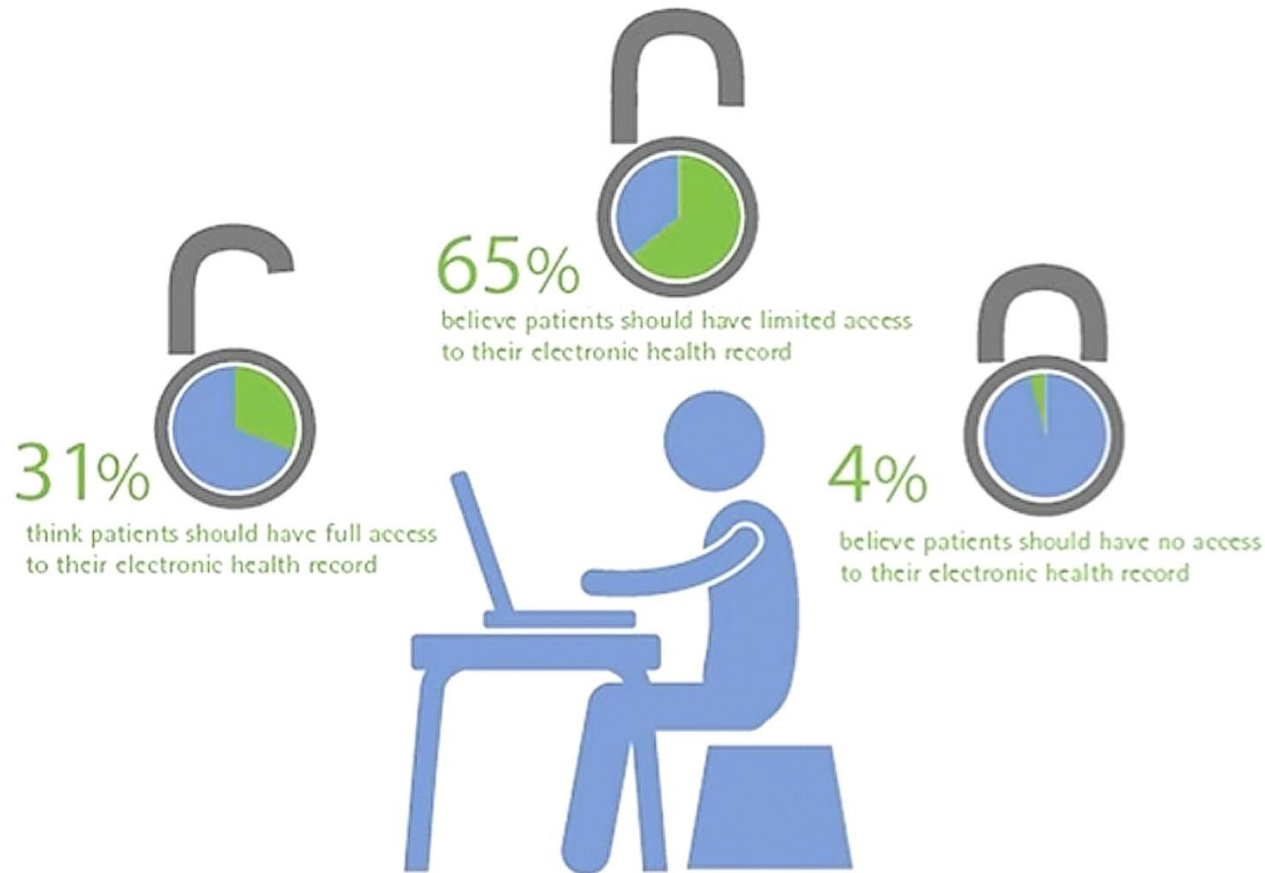**9**% have a mobile app to manage their health

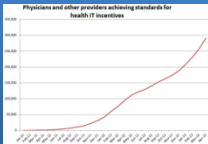**21**% of individuals who track use a form of technology

Tension Remains

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

o A broad and inclusive network of 300+ interested stakeholders

o Participating in a national effort to engage consumers using health IT tools and resources

o A collaborative forum to coordinate and collaborate on patient engagement programs

o Sharing best practices, initiatives, tools, resources, ideas and experience related to effective consumer engagement with health IT

Coordinating, Collaborating, Convening and Leading on Consumer Engagement

www.nationalehealth.org/consumers

2015—Improved Outcomes

2013—Advanced Clinical Processes & Interoperability

2011—Data Capture & Sharing

Stage 3

Stage 2

Stage 1

The Activated Patient

Meaningful Use

Meaningful Use Will Help Activate Patients

INFORM AND ATTRACT

RETAIN AND INTERACT

PARTNER EFFICIENTLY

CREATE SYNERGY AND EXTEND REACH

PATIENT ENGAGEMENT FRAMEWORK

National eHealth Collaborative

A Guide for Patient Engagement HIT Efforts

Inform Me	Engage Me	Empower Me	Partner With Me	Support My e-Community
Information and Way-Finding	**Information and Way-Finding**	**Information, Way-Finding, and Quality**	**Information, Way-Finding, and Analytics/Quality**	**Information, Way-Finding, and Analytics/Quality**
• Maps and directions • Services directory • Physician directory	• Mobile ○ Nearest healthcare services ○ Symptom checker	• Quality and safety reports on providers and healthcare organizations • Patient ratings of providers, hospitals and other healthcare organizations	• Patient-specific predictive modeling • Patient-specific quality indicators • Patient accountability scores	• Care comparison for providers, treatments, and medications ○ Costs ○ Convenience ○ Quality
e-Tools	**e-Tools**	**e-Tools**	**e-Tools**	**e-Visits and e-Tools**
• Health encyclopedia • Wellness guidance • Prevention	• Pregnancy tracking • Fitness tracking • Healthy eating tracking • Option to share progress and health milestones on social media	• Care plan management • Virtual coaching • Online nurse • Secure messaging	• Wellness plan • Advance care planning • Coordination of care across systems	• e-Visits as part of ongoing care
Forms: Printable	**Interactive Forms: Online**	**Integrated Forms: EHR**	**Integrated Forms: EHR**	**Integrated Forms: EHR**
• HIPAA • Insurance • Advance directives • Informed consent	• Patient profile • Register or pay a bill • Email customer service • Schedule a clinic appointment • Refill a prescription	• Record correction requests • Advance directives (scanned)	• Clinical trial records • Immunization (public health)	(replaced by interoperable collaborative care records)
Patient-Specific Education	**Patient-Specific Education**	**Patient-Specific Education**	**Patient-Specific Education**	**Patient-Specific Education**
• Care plan • Tests • Prescribed medication • Procedure/treatment	• Care Instructions • Reminders ○ Medication • Preventive services • Follow-up appointments	• Materials in Spanish • Guides to understanding accountable care	• Materials in Spanish and the top 5 national languages • Condition-specific self-management tools	• Care planning • Chronic care self-management • Reminders for daily care
	Patient Access: Records	**Patient Access: Records**	**Patient Access**	**Patient Access and Use**
	• View electronic health record • Download electronic health record	• Transmit patient record electronically • Copy the patient or a healthcare designee when sharing electronic record • EHR integrated with patient PHR	• Publish and subscribe ○ Summary of care	• Publish/subscribe for complete record • Distribution of record among care team • Patient-granted permissions • Patient-set privacy controls
		Patient-Generated Data	**Patient-Generated Data**	**Care Team-Generated Data**
		• Care experience surveys • Symptom assessments • Self-management diaries • Patient-generated data in EHR ○ Questionnaires ○ Pre-visit ○ Health history ○ Demographics	• Shared decision making ○ Preference-sensitive care ○ Informed choice/consent • Adherence reporting ○ Medications ○ Self-care ○ Wellness • Home monitoring ○ Devices ○ Tele-medicine • Directives ○ Advance ○ Physician orders for life-sustaining treatment ○ Intolerances ○ Allergies ○ Values ○ Preferences	• Shared care plans ○ Episodic ○ Chronic ○ End of life • Team outcomes ○ Adherence ○ Costs ○ Quality
		Interoperable Records	**Interoperable Records**	**Interoperable Records**
		• Integrated with health information exchange (HIE) • E-referral coordination between providers • Ambulatory and hospital records integration • Images and video in EHR • Commercial labs, radiology, medications	• Integrated with clinical trial records • Integrated with public health reporting • Integrated with claims and administrative data	• Integrated with long-term post-acute care records
			Collaborative Care	**Collaborative Care**
			• Acute • Long-term post-acute care • Primary care • Specialty	• Chiropractic • Dentistry • Alternative medicine • Home
				Community Support
				• Online community support forums and resources for all care team members ○ Caregivers ○ Clergy ○ Family ○ Counseling ○ Friends ○ Services
Aligned: Emerging Meaningful Use	**Aligned: Meaningful Use 1**	**Aligned: Meaningful Use 2**	**Aligned: Meaningful Use 3**	**Aligned: Meaningful Use 4+**

INFORM AND ATTRACT | **RETAIN AND INTERACT** | **PARTNER EFFICIENTLY** | **CREATE SYNERGY AND EXTEND REACH**

www.nationalehealth.org/patient-engagement-framework

Inform Me

Inform Me

Information and Way-Finding
- Maps and directions
- Services directory
- Physician directory

e-Tools
- Health encyclopedia
- Wellness guidance
- Prevention

Forms: Printable
- HIPAA
- Insurance
- Advance directives
- Informed consent

Patient-Specific Education
- Care plan
- Tests
- Prescribed medication
- Procedure/treatment

Aligned: Emerging Meaningful Use

- **Marketing Services**
- **Maps and directions**
- **Services and physician directories**
- **Health encyclopedia**
- **Wellness and prevention guides**
- **Information on care plans, meds, tests and treatments**

INFORM AND ATTRACT

www.nationalehealth.org/patient-engagement-framework

Engage Me

Engage Me + ✍

Information and Way-Finding

- Mobile
  - Nearest healthcare services
  - Symptom checker

e-Tools

- Pregnancy tracking
- Fitness tracking
- Healthy eating tracking
- Option to share progress and health milestones on social media

Interactive Forms: Online

- Patient profile
- Register or pay a bill
- Email customer service
- Schedule a clinic appointment
- Refill a prescription

Patient-Specific Education

- Care Instructions
- Reminders
  - Medication
- Preventive services
- Follow-up appointments

Patient Access: Records

- View electronic health record
- Download electronic health record

Aligned: Meaningful Use 1

INFORM AND ATTRACT

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

RETAIN AND INTERACT

www.nationalehealth.org/patient-engagement-framework

Empower Me

Empower Me + 📝 + 💬

Information, Way-Finding, and Quality
- Quality and safety reports on providers and healthcare organizations
- Patient ratings of providers, hospitals and other healthcare organizations

e-Tools
- Care plan management
- Online nurse
- Virtual coaching
- Secure messaging

Integrated Forms: EHR
- Record correction requests
- Advance directives (scanned)

Patient-Specific Education
- Materials in Spanish
- Guides to understanding accountable care

Patient Access: Records
- Transmit patient record electronically
- Copy the patient or a healthcare designee when sharing electronic record
- EHR integrated with patient PHR

Patient-Generated Data
- Care experience surveys
- Symptom assessments
- Self-management diaries
- Patient-generated data in EHR
  - Questionnaires
  - Pre-visit
  - Health history
  - Demographics

Interoperable Records
- Integrated with health information exchange (HIE)
- E-referral coordination between providers
- Ambulatory and hospital records integration
- Images and video in EHR
- Commercial labs, radiology, medications

Aligned: Meaningful Use 2

RETAIN AND INTERACT

- **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**

PARTNER EFFICIENTLY

www.nationalehealth.org/patient-engagement-framework

Empower Me

Empower Me + 📝 + 💬

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- Integrated with health information exchange (HIE)
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- Commercial labs, radiology, medications

Aligned: Meaningful Use 2

RETAIN AND INTERACT

PARTNER EFFICIENTLY

- **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

PARTNER EFFICIENTLY

CREATE SYNERGY AND EXTEND REACH

- **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**

www.nationalehealth.org/patient-engagement-framework

Support My e-Community

CREATE SYNERGY AND EXTEND REACH

- **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+
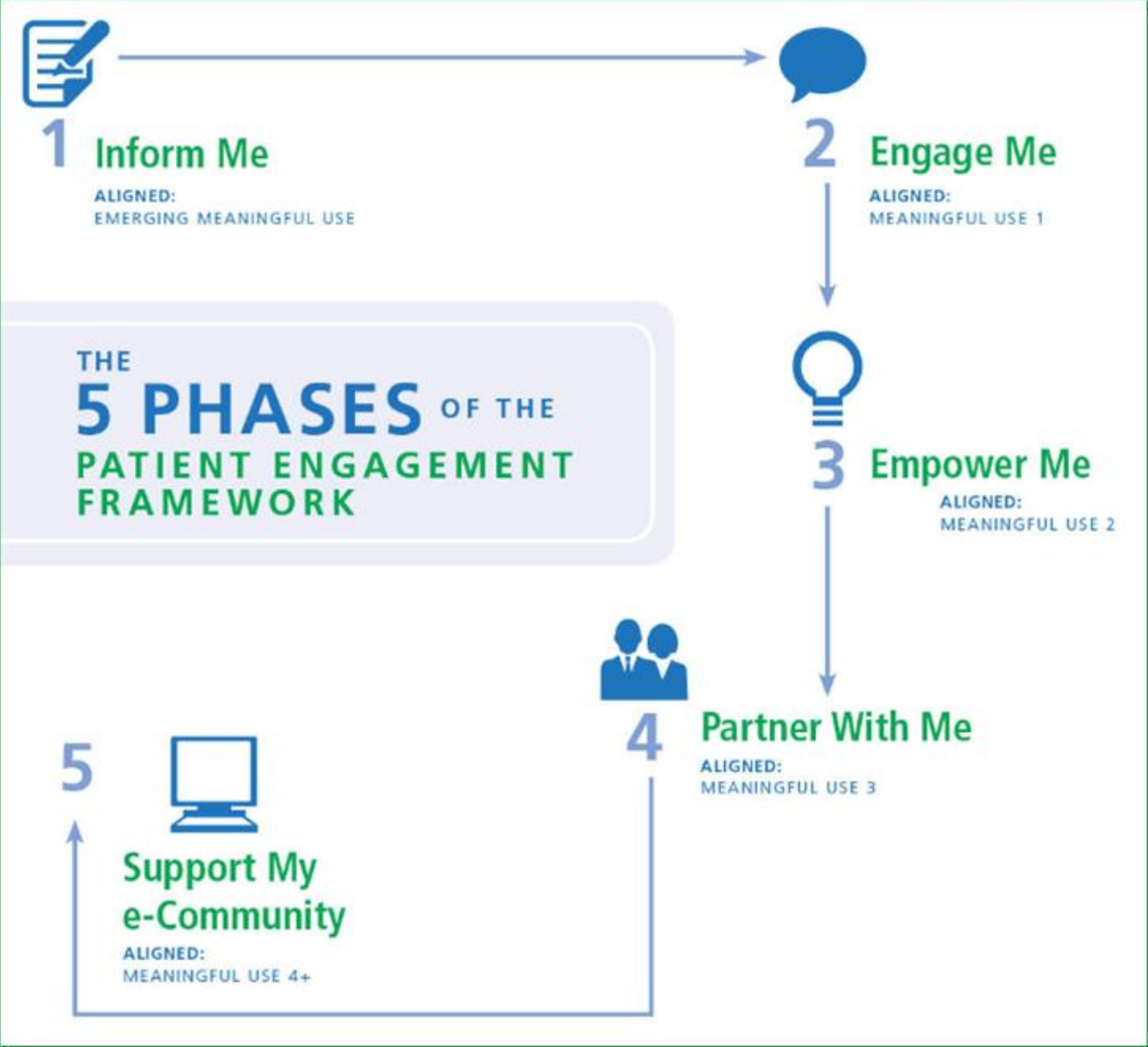
ONC's Three A's Approach to Advancing Consumer eHealth

Increase consumer Access to their health information
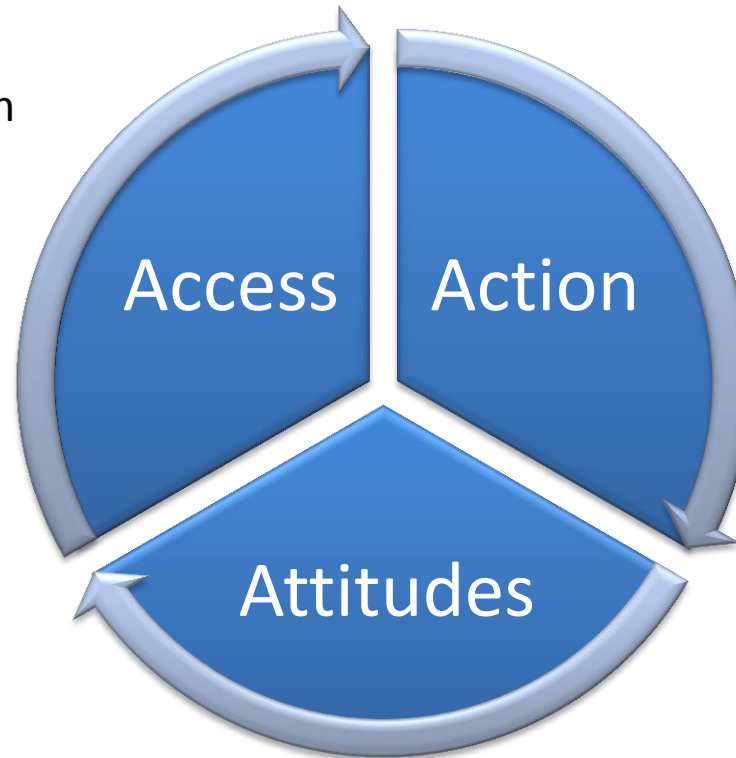
Enable consumers to take Action with their information

Access Action Attitudes

Shift Attitudes to support patient-provider partnership

Health**IT**.gov

1.) ACCESS: Let People Get their Health Data

HealthIT.gov

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

DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of the Secretary

Director
Office for Civil Rights
Washington, D.C. 20201

May 31, 2012

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 (called 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 as the Office for Civil Rights (OCR) does its vital work as the primary protector 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.

THE RIGHT TO ACCESS AND CORRECT
YOUR HEALTH INFORMATION

The Right to Access and Correct Your Health Information

USGovHHSOCR · 8 videos

2,849

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

HealthIT.gov

"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

Blue Button Download My Data

- 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!

THE WHITE HOUSE
WASHINGTON

Blue Button Pledge
To Empower Individuals to Be Partners in Their Health Through Health IT

Two types of pledges organizations can take:

- **Data holders** - Make it easier for individuals to get secure electronic access 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

Catalyzing the development of tools that use health data:

✓ Pilots

✓ PHR Model Privacy Notice

✓ Innovation Challenges

txt4health

Challenge.gov
Government Challenges, Your Solutions

HealthIT.gov

68 committed organizations defined the Blue Button Plus guidelines

Healthdesignchallenge.com

ACTION: Helping Consumers Navigate

Under development, a "one stop shop" to help consumers find and use their Blue Button data in apps and tools...

"I'm traveling and need my health records."

Share

with your doctor, while traveling, considering surgery, moving, or switching insurance.

Find out more

Check

the accuracy of your records, monitor changes, and stay aware of your health history.

Find out more

Reference

your history to be reminded of when you had your last shot or the exact date of a procedure.

Find out more

About   Privacy   Terms of Use   Support

Blue Button - This information has been compiled by HealthIT.gov

ATTITUDES: HealthIT.gov

"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

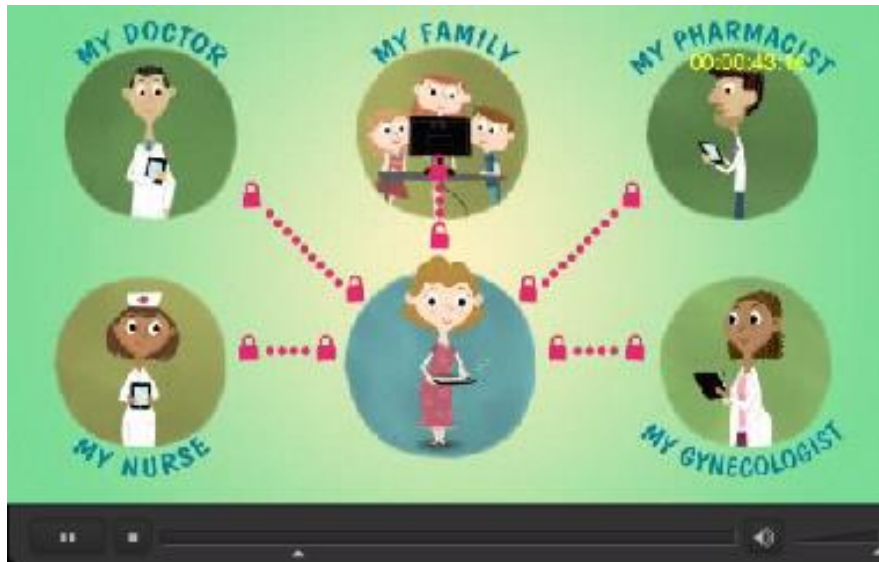**Health IT.gov**

Health IT Video Contest Series

Background

- Multiple themed contests
- Cash prizes for winning videos
- Includes public voting
- All contests appear on **challenge.gov**

Watch Video

Goals

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

ATTITUDES: "Health IT For You" Animated Video

www.HealthIT.gov/4uvideo

- 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

Health**IT**.gov

- 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

Indiana Hospital Association
Patient and Family Engagement Webinar
August 15, 2013

Margaret Mary Health - Strategy for Patient Engagement

Donna Nobbe – IS Director
Trisha Prickel - IS Manager

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

PHR

MMH Healthcare Data Delivery – 2008

Your medical home on the web
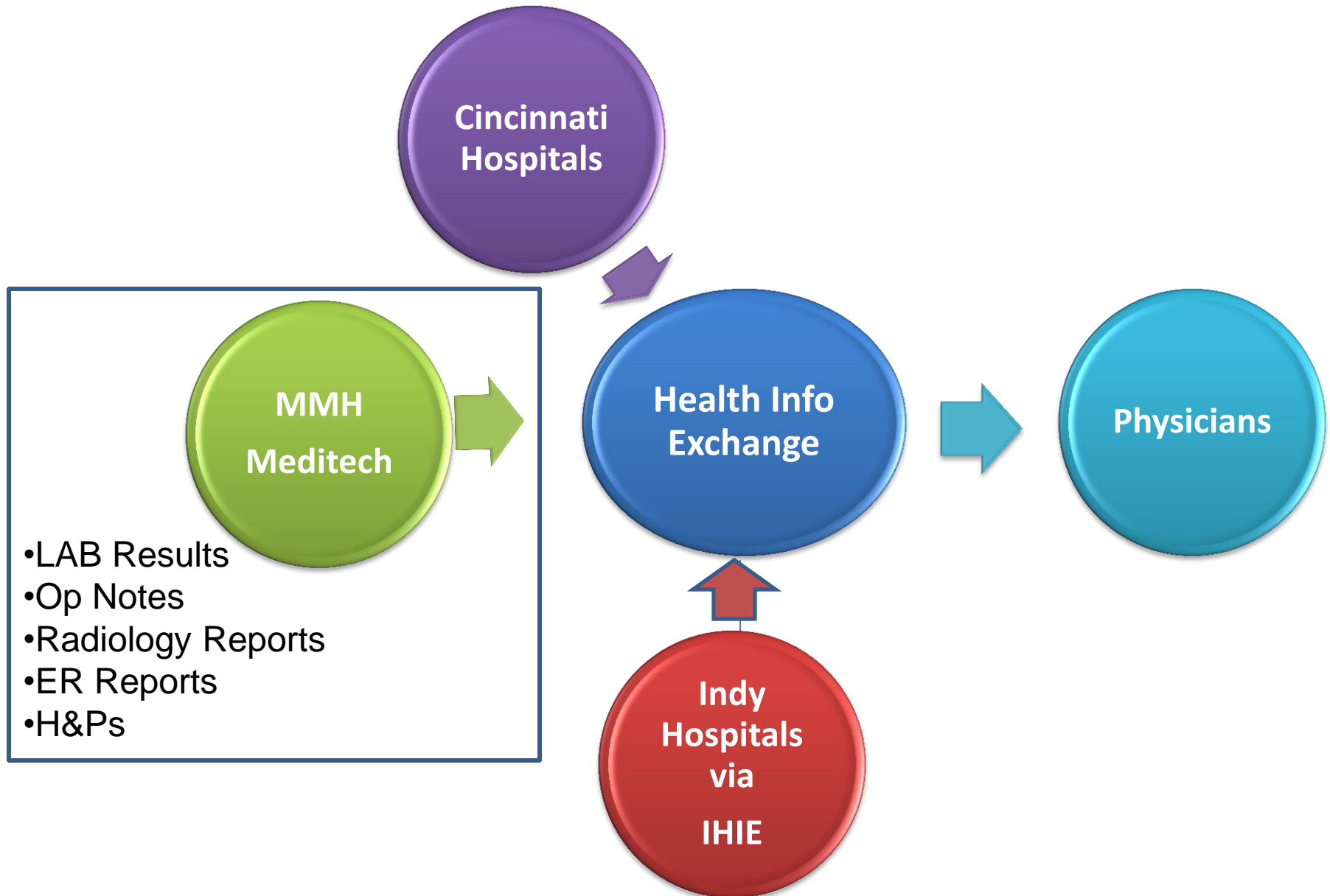
- MMH Mission: Improve the health of our communities.

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

- Dr. Kick
- Dr. Hatcher

Physician Sponsors

- VP Marketing
- VP of Physician Services

Executive Sponsors

Others

- Medical Records
- Practice Managers
- Marketing
- Legal

IS / Vendors

- Donna Nobbe
- Trisha Prickel
- NoMoreClipBoard
- HealthBridge
- Allscripts / Meditech
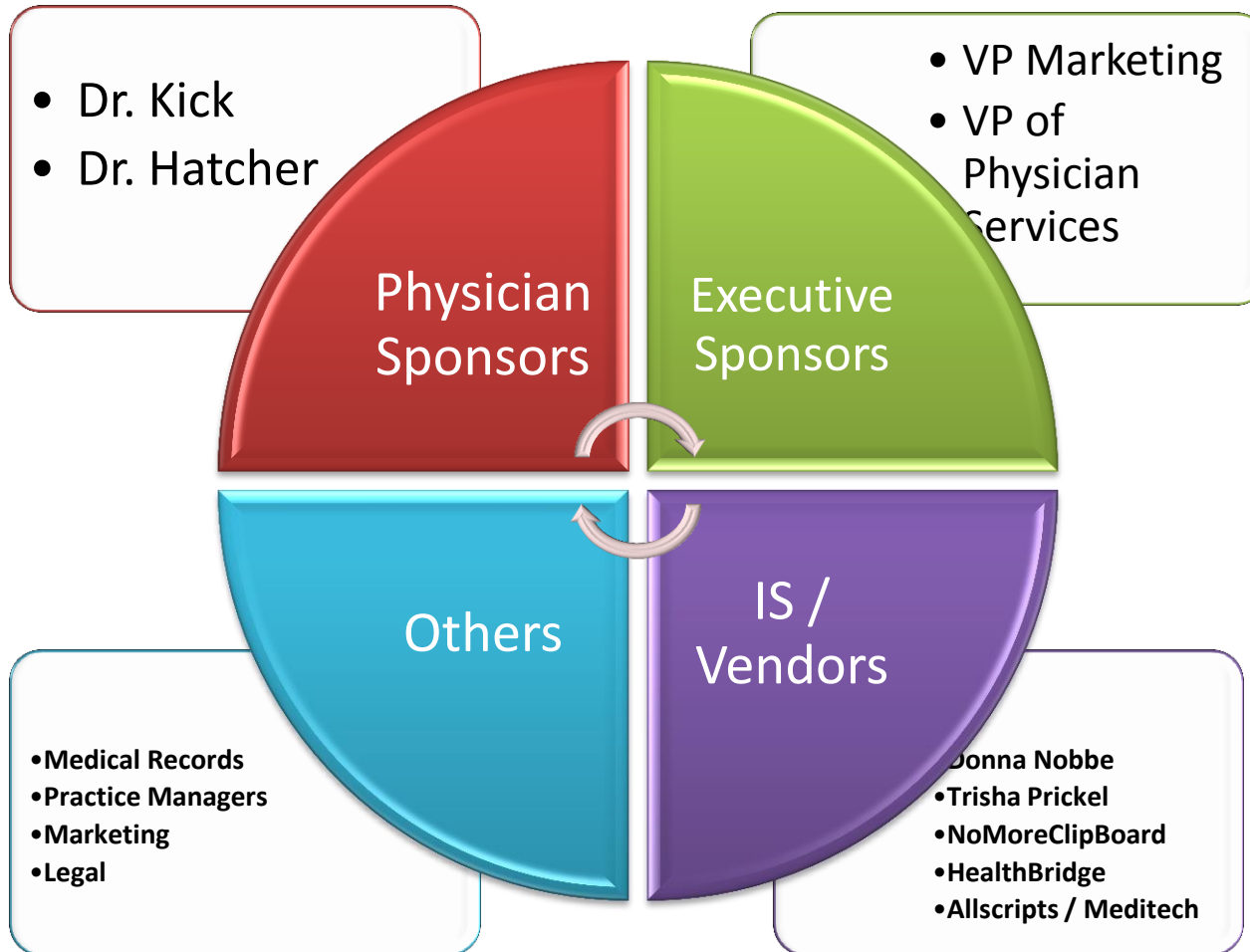
Authorization for Release - MMH

☑ **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

HIE 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

HealthC⊕NNECT

MARGARET MARY COMMUNITY HOSPITAL

Welcome to the Online Patient Portal

Sponsored by Margaret Mary Community Hospital

Pre-Register for an Upcoming Appointment

View Unread Messages (8)

Proceed to Your Personal Health Record

HealthConnect Data Authorization

Logout

Margaret Mary Community Hospital

Viewing Member:DUCK, DONALD   Age:78, Sex: M

Member Access Center [Edit]

Edit Member Summary Layout
Change what sections appear on this members summary screen.

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

Access Privileges
Manage access to your PHR information.

Print Summary
View and print a summary of this member.

Share my PHR information with others
Share your PHR information with your physicians and other providers.

Print NMC911 Card
View and print an NMC911.com card for this member.

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

Update Photo

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 .

Insurance [Edit]

- ANTHEM BCBS (Holder: DONALD DUCK - Policy#: 98765432 - Group#: 123456789)
- MEDBEN (Holder: DONALD DUCK - Policy#: 1235465 - Group#: 11111111)

Medical Providers [Edit]

Health Care Professionals:
Family Medicine: Kimberly Kick

Family Medicine Associates - Work Phone: (812) 934-5252
Optometry: JOHN WADE

- Work Phone: (812) 934-2117
Surgeon: Brian Albers

- Work Phone: (812) 933-1600

Health Care Facilities:
Preferred hospital for planned procedures: MARGARET

MARY COMMUNITY HOSPITAL INC
- Work Phone: (812) 934-6624

Pharmacies:
Local Pharmacy: CVS PHARMACY

- Work Phone: (812) 934-5711

Documents

Add Document

Legal Documents:
No Documents

Financial/Insurance Documents:
No Documents

Medical Documents:
1 Document

Personal Documents:
1 Document

Office Forms and Messages:
No Documents

Print Standard FaxBack Form

Print Records Release Form

Data Tracking [Select]

Click on the data tracking select link above to turn on data tracking elements.
Click on an icon below to add or edit information:

Height/Weight/BMI
Most Recent: **52 in**, **110 lbs**, BMI: No Data

Blood Pressure
Most Recent: No Data / No Data

All Observation Results

HIPAA Access Information [Edit]

No HIPAA access information

Download your NoMoreClipboard Health Information

Click a link below to generate a file in a specific format:

- Plain Text/ASCII Format ("Blue Button")
- PDF Format
- PHR Extract (Personal Health Record)
- CCD (Continuity of Care Document)
- CCR (Continuity of Care Record)

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!

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

I was able to review what services were done for a bill I received.

Registration was easy!

Great for organizing family medical care in one place!

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).

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

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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

Indiana Hospital Association

- 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)

Next Webinar

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