

Patient Engagement *goes mainstream*

Lessons from Leaders in the Field

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Patient Engagement: A History

Patient Engagement: Physician Perspectives

Patient Engagement: Patient Perspectives

Patient Engagement: Legal and Policy Perspectives

Patient Engagement: A Meaningful Decision

Patient Engagement in Practice: Southern Tier HealthLink

Patient Engagement in Practice: Bon Secours

Patient Engagement: Historical Perspective

History Taking Skills (Listen to them)

Measure Patient Satisfaction (Know Them)

Communication Focus: (Talk with, not at them)

Believe Their Story: (Patient/ Physician Relationship)

Let the Patient Decide: (Treat them as partners.)

Transparency of information: (Educate them and become vulnerable to them.)

Professionalism to Consumerism to Patient Centered Care (Let them lead the way.)



Patient Engagement: Physician Perspectives

- I am busy. Engagement means more time.
- I am vulnerable.
- I am pushed too fast to adopt IT, patient centered, change model of care/ practice
- NO! Patients don't want to be engaged.
- YES! But my patients don't want to be engaged.
- It is not evidenced based.
- It is inevitable.
- I am tired.



Patient Engagement: Patient Perspective

- I didn't know it was an option.
- Is it an option?
- You want me to take the survey but not the discussion.
- Don't invite me if you don't mean it.
- I don't know enough. My doctor does.
- Give me something to work with (information)



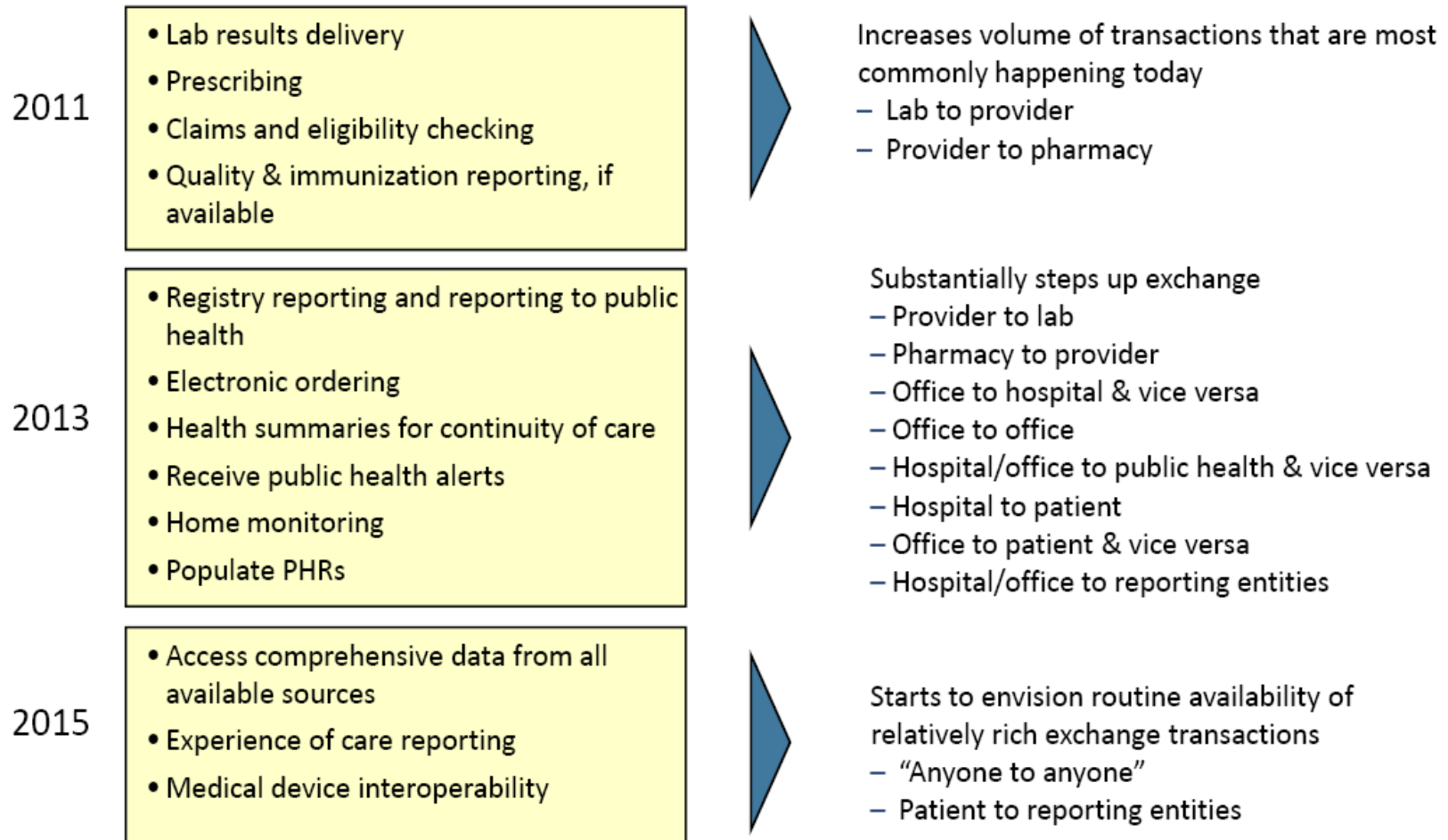
Patient Engagement: Legal/ Policy Perspective

- Release of Lab/ Rad results to Patients
- Who “Owns” lab results: New Hampshire vs New York
- Where should patients get results from?
- Where does responsibility lie for patient outcomes? Engaged but not accountable?

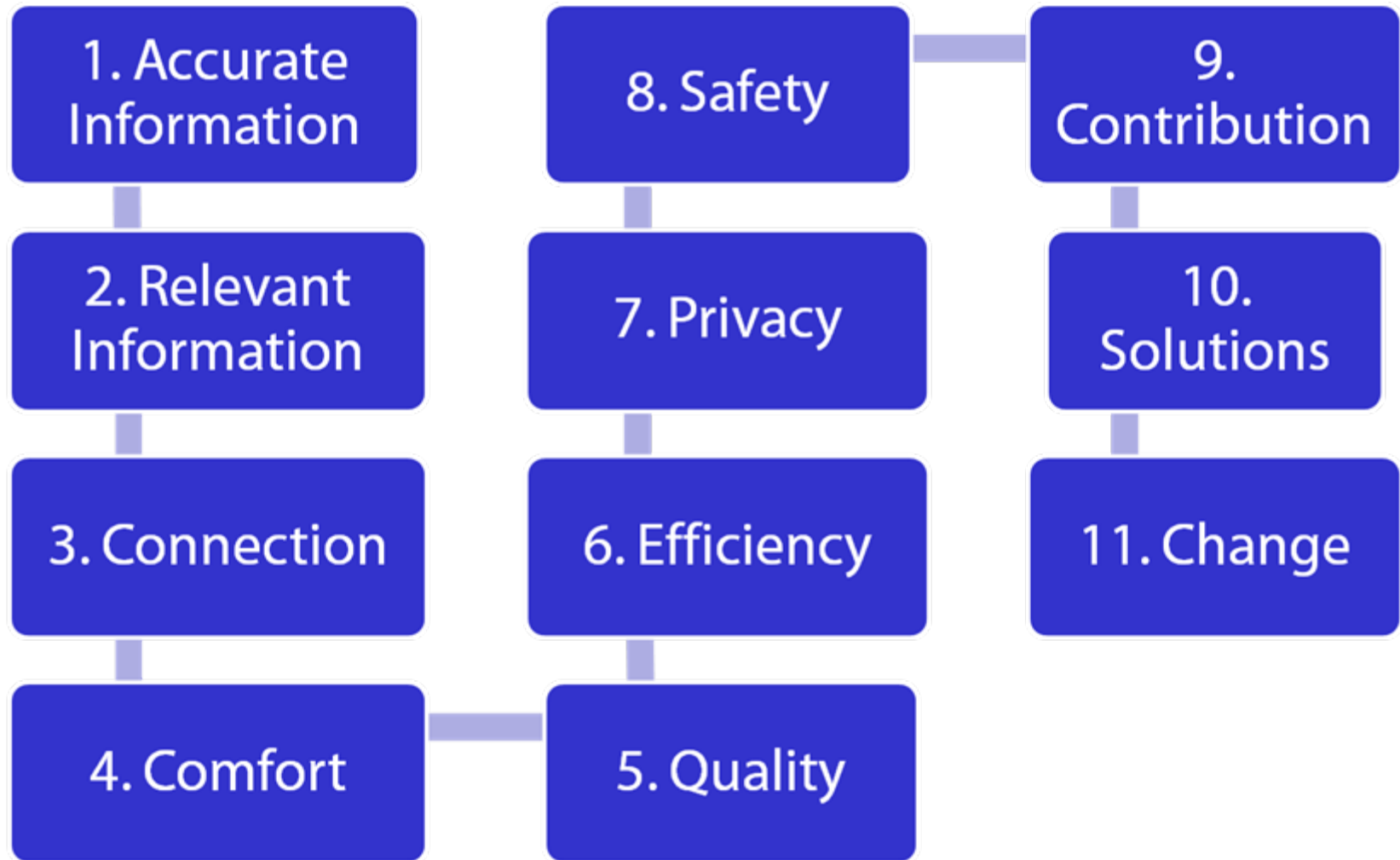
A word cloud of legal and policy terms related to patient engagement. The words are arranged in a circular pattern, with some words appearing more frequently or in larger fonts than others. The words include: responsibility, consent, contract, HIPAA, regulations, Identity, reporting, information, Privacy, liability, access, agreement, insurance, overload, Legal, auditing, terms, policy, audit, and law.

Patient Engagement: Meaningful Perspective

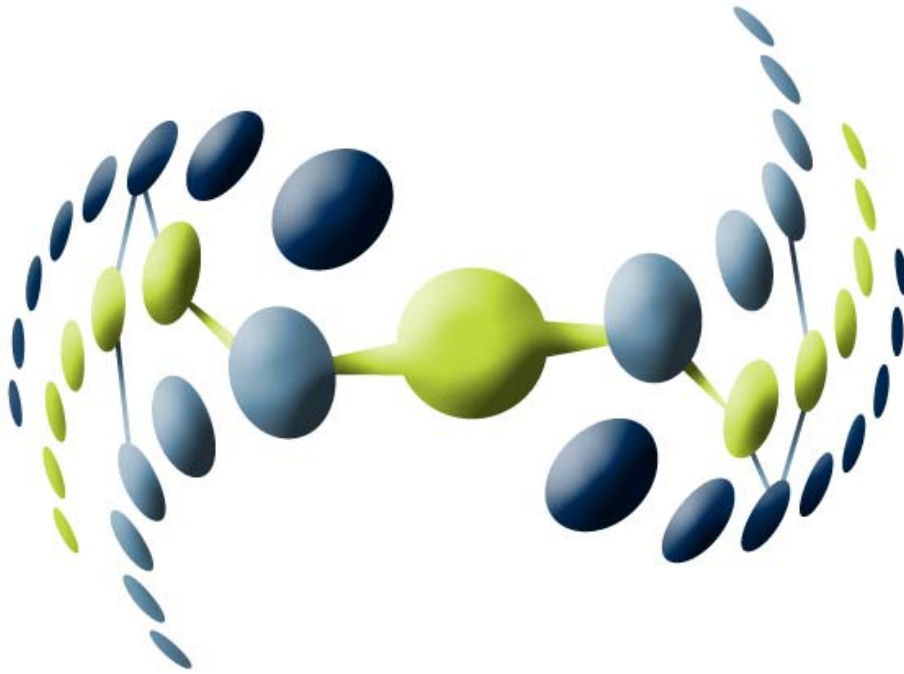
* From the HIT Policy Committee HIE Workgroup of Office of the National Coordinator: August 14, 2009



What do patients want from HIT?



Connecting the dots for Better Healthcare

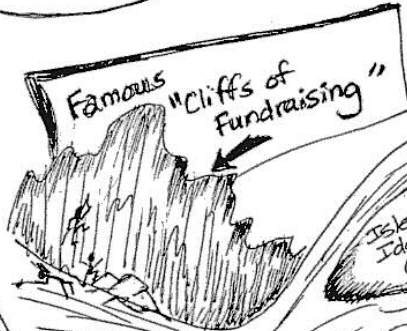


Presented by
Christina Galanis
Executive Director, STHL
June 2011

NEW!
NYS Region

MAP OF THE RHIO Grande

Brought to you
by NYS DOH and NYec



Beware!

River of
NHIN this
way!

Mysterious
Isle of ONC

Equally mysterious
Isle of CDC
famous paper work min range

Isle of the
Fragments of
the Pot of Gold

Island of
Depair (and
Auditing)

Island of
Confusion (and project
management)

Isle of
Identity (1)

Isle of
Medicaid

Isle of
Public Health

Isle of
Identity (5)

duplicate
Isle of
Identity (6)

you
are
here

FINANCIAL
FALLS

Island
of
Authentication (entry is restricted)
enter code here:
2stepauth
only

Beware!
Submerged
rocks in the
famous
"Zone of
Consent"
(rocks appear
much smaller
on surface)

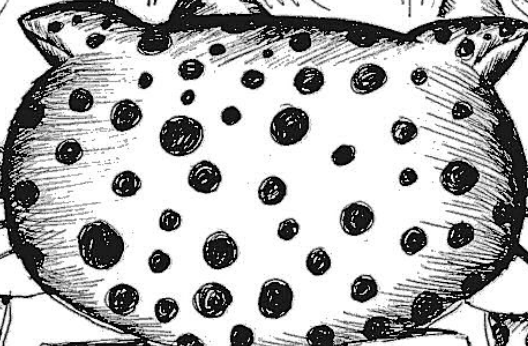
Isle of
Identity (2)

Isle of
Identity (3)

Isle of
???

Isle of
Identity (3) (duplicate)

Isle of
Identity (4)



NYec SHIN-NY
CHITA

Phile 3/14/08



Connecting New Yorkers and Clinicians:

Providing the capacity to connect New Yorkers to their clinicians and providers to share clinical results, care management programs, as well as provide New Yorkers with personal health records tools, including access to health information exchange audit trails and consent forms



access

monitor

manage

Goal 1: Ensure that patients have meaningful access to their personal health information in a usable electronic format.

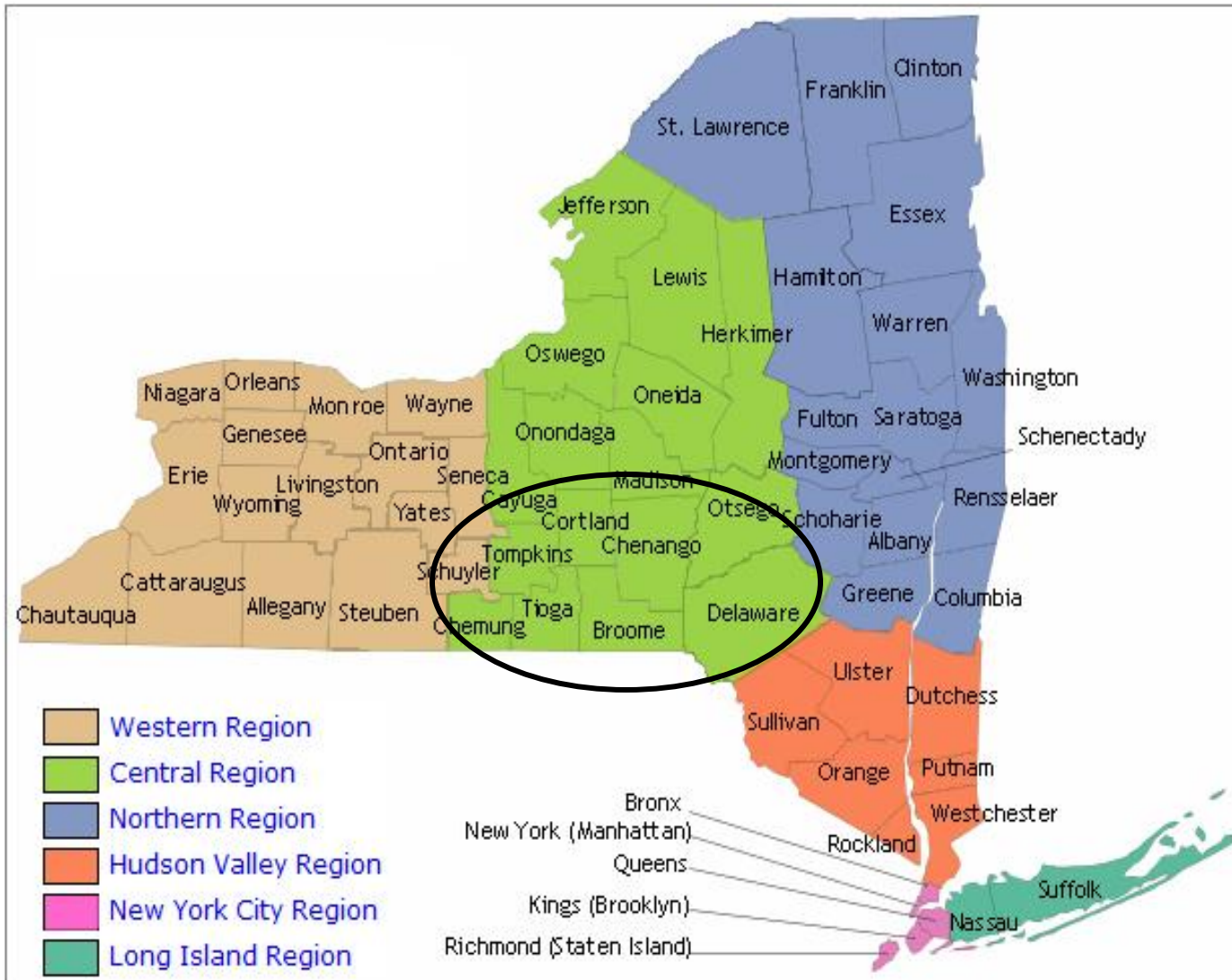
Goal 2: Promote the potential for improvement in health and healthcare made possible by all patients having meaningful access to their personal health information in a usable electronic format.

Goal 3: Support and promote services that engage providers and patients in a partnership to optimize the anticipated mutual benefit of EHRs and HIE

Goal 4: Assess and monitor level of Consumer Engagement

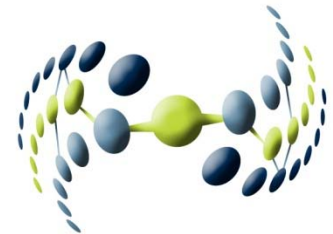


What Counties Does STHL Serve?



The Alphabet Soup

- **EHR** (**E**lectronic **H**ealth **R**ecord): a computerized record keeping system at your hospital or doctor's office
- **HIE** (**H**ealth **I**nformation **E**xchange): the system of sharing (exchanging) medical information from one EMR system to another
- **RHIO** (**R**egional Health Information Organization): the not-for-profit group that manages the HIE, ensuring it works properly and securely
- **PHR** (**P**ersonal Healthcare Record): a computerized collection of medical information about a particular person, viewable via the internet
- **STHL** (**S**outhern Tier HealthLink NY): our central NY RHIO that makes sure the HIE works like it is supposed to



How Does It All Fit Together?

STHL is

...the local **RHIO**


...which oversees the **HIE**

...which stores **EHR** information from different sources


...that you can see in your **PHR**.



Your Medical Records NOW



[Home](#)[Message Center](#)[Clinical Documents](#)[Patient Data](#)[Patient Search](#)[Patient Summary](#)[Patient Summary 3.0](#)[Account History](#)[Messages](#)[Patient Registration](#)[Clinical Documents](#)[Results Viewer](#)[Transcriptions](#)[Questionnaires](#)[Reports](#)[Policies](#)[Tools](#)[Help](#)[Logout](#)



Software and Solutions
Powered by Healthvision

Pacstest, Emergroom

27y Male DOB: 04/05/1983

Patient Summary

Layout Settings>Create Clinical Document*Print

Encounters

Admit Date	Discharge Date	Encounter#	Pt Type	Facility
12/10/2007		5010007119	EMERGENCY	United Health Services
3/22/2009	6/29/2009	400069365	EMERGENCY PATIENT	Lourdes Hospital
9/4/2009		7040071966	REFERRED AMBULATORY	United Health Services

Medications

Drug Name	Sig	RX Date	Ordered By
ALPRAZOLAM	take 1 tablet (2MG) by ORAL route every day	3/31/2009	JOHN BRERETON
PSEUDOEPH/DN/GUAIFEN/ACETAMIN	as directed	3/31/2009	JOHN BRERETON
TOPIRAMATE	take 2 times daily	3/31/2009	JOHN BRERETON

Clinical Documents

Date	Document#	To	From
03/22/2010 08:57 AM	HV - 13237	Spencer, Jason	Spencer, Jason
03/23/2010 05:33 PM	HV - 13248		

Reports

Report Date	Document#	Source	Type
10/29/2009 05:45 PM CST	UDN-200910291745	STHL	OT

Textual Results

--No Data--

Visit

Admit Date	Providers	Specialty
12/10/2007 3:44:00 PM EST	Default Physician	
3/22/2009 10:38:00 PM EST	Allen Alt	GENER
9/4/2009 12:01:00 AM EST	UNK-990218 PHYSICIAN	

Allergies

Description	Reactions	Severity	Type
(DO NOT USE, NOT SCREENED) EGG/POULTRY	Diarrhea		Unknown allergen type
CODEINE	Altered Heart Rate		Unknown allergen type
FLAXSEED	Fever		Unknown allergen type
SUNFLOWER OIL			Unknown allergen type

Problems

Problem Code	Description	Date Diagnosed
002.0	Fever, typhoid	
011.61	TB pneumonia, no lab exam	
916.1	Abrasion, lower extremity w/infection	

Procedures

Procedure Code	Description	Start Date
71015	Chest x-ray, stereo, frontal	3/31/2009
L5648	ABOVE KNEE AIR CUSHION SOCKE	3/31/2009

Diagnostic Imaging

Drawn Date	Panel Name	Test Name	Result	Ordered By
05/23/2009 12:27 PM	Radiology Including Angiography	RDB0042-B - WRIST X-RAY BILAT	See Report	Alan V Miller
09/03/2009 02:26 PM	Radiology Including Angiography	RDG0016 - CHEST; 2 VIEW X-RAY	See Report	Default Physician
09/11/2009 12:00 AM	Radiology Including Angiography	RDB0054 - ABDOMEN; 1 VIEW X-RAY	See Report	UNK-990218 PHYSICIAN
09/11/2009 07:07 AM	Radiology Including Angiography	RDB0016 - CHEST; 2 VIEW X-RAY	See Report	UNK-990218 PHYSICIAN

Quantitative Res...

Drawn Date	Panel Name	Test Name	Result	Ordered By
02/16/2009 03:09 PM	Other	nRBC abs	0.15 H	JOHN E CONWAY
	Other	nRBC %	3.8 H	JOHN E CONWAY
	Other	MPV	11.1	JOHN E CONWAY
	Other	RDW SD	60.0 H	JOHN E CONWAY
	Other	RDW CV	17.9 H	JOHN E CONWAY
	Other	Plt Count	117 L	JOHN E CONWAY
	Other	MCHC	31.7	JOHN E CONWAY
	Other	MCH	29.5	JOHN E CONWAY
	Other	MCV	93.2	JOHN E CONWAY
	Other	Hct	30.0 L	JOHN E CONWAY

Southern Tier Health Link - Windows Internet Explorer

https://clinical3.healthvision.com/default.asp?asorg=17

File Edit View Favorites Tools Help

Favorites

STHL-EHR Practices - UM... Web Slice Gallery

Home - STHL Operations Southern Tier Health Li...

Page Safety Tools

Jason Spencer

Recent Patients: Pacstest, Emergroom

Layout Settings>Create Clinical Document*Print

Encounters

Medications

Clinical Documents

Reports

Textual Results

Visit

Allergies

Problems

Procedures

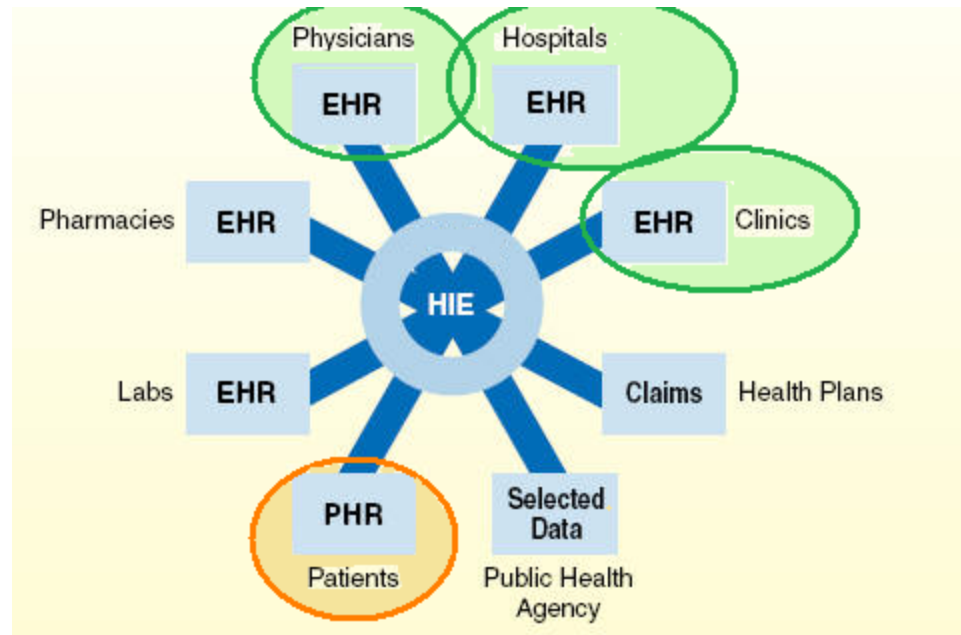
Diagnostic Imaging

Quantitative Res...

Internet | Protected Mode: On

100%

How The Information Flows



- **HIE: Health Information Exchange** -- Information technology network structure that enables health data transfer
- **EHR: Electronic Health Record** (or EMR, electronic medical record) – data stored at each provider location
- **PHR: Personal Health Record** – enables individuals to access their health records

Getting the Word Out

Sign up 30,000 patients in 3 months currently at 12,000

- . Monthly OnTrack Newsletter
- . Inclusion in various local newsletters (Senior News, UHS Providers)
- . Billboards
- . Partner websites & newsletters
- . Newspaper articles and insert
- . Community Speaking Engagements
- . Collaborations with local health organizations
- . Social Media :Twitter :: Facebook :: LinkedIn
- . Virtual Reality and Film Production

Now offering our

Patient Portal

at www.sthlny.com



**access
manage
monitor**

*your health
information
from your
own computer*

***It's easy.
It's secure.
It's free.***

Sign up today:
www.sthlny.com

Now offering our

Patient Portal

www.sthlny.com



securely

**access
manage
monitor**

*your health
information
for free.*

register now!



manage

your consent & share
data with doctors

monitor

who is accessing
your information



access

your providers &
health information

*empower
your health*

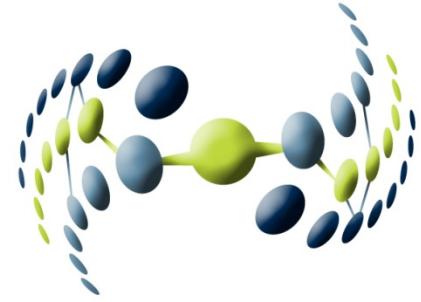
For More Information

Southern Tier Health Link
45 Lewis St.

Binghamton, NY 13901

info@sthlny.com

(607) 651-9150



STHL Web Site: <http://www.sthlny.com>

One Patient. One Record.



Bon Secours MyChart

Edward Glynn, MD

My Chart: What's in the box?

Secure e-mail

Test result sharing

Appointment requests

Immunization and allergy records

Preventive reminders
CI

Access for parents and family – Proxy Access

Direct links to health education

Current Problem List

Current Medication list

My Chart: Patient Engagement

With few exceptions, for the top 300 Ambulatory Labs:

- All normal lab results release immediately
- All Point of Care tests released immediately
- All abnormal labs released after 2 business days
- All Radiology results treated as abnormal and auto-released after 2 business days.

In all cases, state and federal laws take precedent and will be reviewed by legal council.

My Chart: Patient Entered Data

Hypertension Monitor (Pulse and BP)

Diabetes Monitor (BS, Insulin dose,
Symptoms)

Migraine Diary (Pain Level, Medication,
Symptoms, length of time)

Weight Diary

Future:

Send Past Medical Hx/ Problem List

CHF Monitor

My Chart: Patient Engagement

Patient Focus Group PreGoLive

8 Patients

2 Hour Presentation

Basic Goals:

Determine a patients primary use case

Gauge Patients expectations

Establish core group for feedback

Patient Focus Post GoLive

5 patients

Phone and Email interaction

Goals:

Identify enhancement areas

Monitor patient use

Patient Future Engagement

Enterprise wide virtual Focus Group