Patient Engagement *goes* mainstream

Lessons from Leaders in the Field

Edward Glynn, MD

Christina Galanis

Donna Cryer

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, pa
centered, change model of care/ pra
- NO! Patient's don't want to be enga
- YES! But my patients don't want to
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?

Patient Engagement: Meaningful Perspective

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

2011

- Lab results delivery
- Prescribing
- Claims and eligibility checking
- Quality & immunization reporting, if available

→ Increases volume of transactions that are most commonly happening today
- Lab to provider
- Provider to pharmacy

2013

- Registry reporting and reporting to public health
- Electronic ordering
- Health summaries for continuity of care
- Receive public health alerts
- Home monitoring
- Populate PHRs

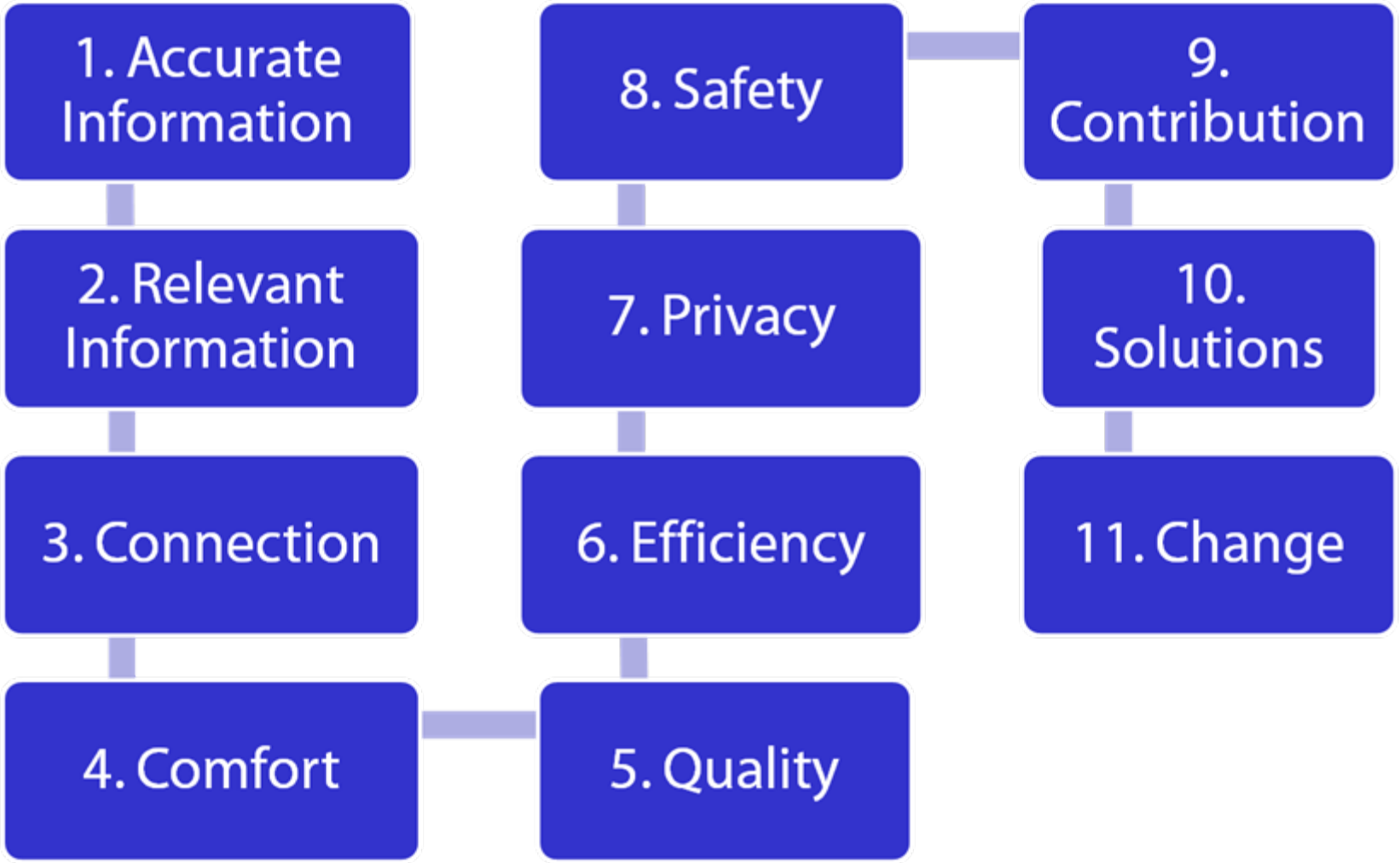
→ Substantially steps up exchange
- Provider to lab
- Pharmacy to provider
- Office to hospital & vice versa
- Office to office
- Hospital/office to public health & vice versa
- Hospital to patient
- Office to patient & vice versa
- Hospital/office to reporting entities

2015

- Access comprehensive data from all available sources
- Experience of care reporting
- Medical device interoperability

→ Starts to envision routine availability of relatively rich exchange transactions
- "Anyone to anyone"
- Patient to reporting entities

What do patients want from HIT?



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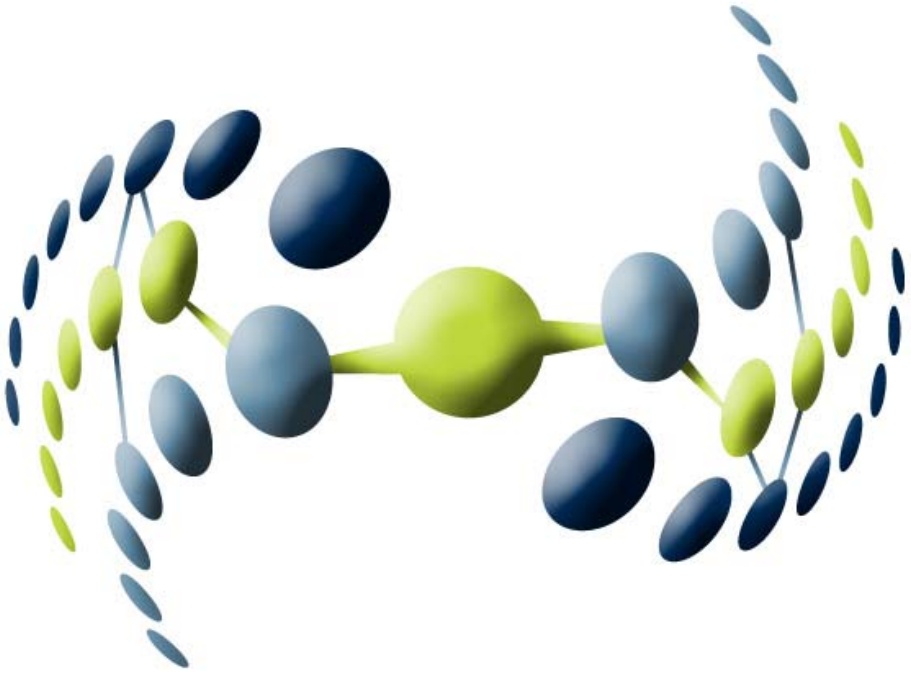
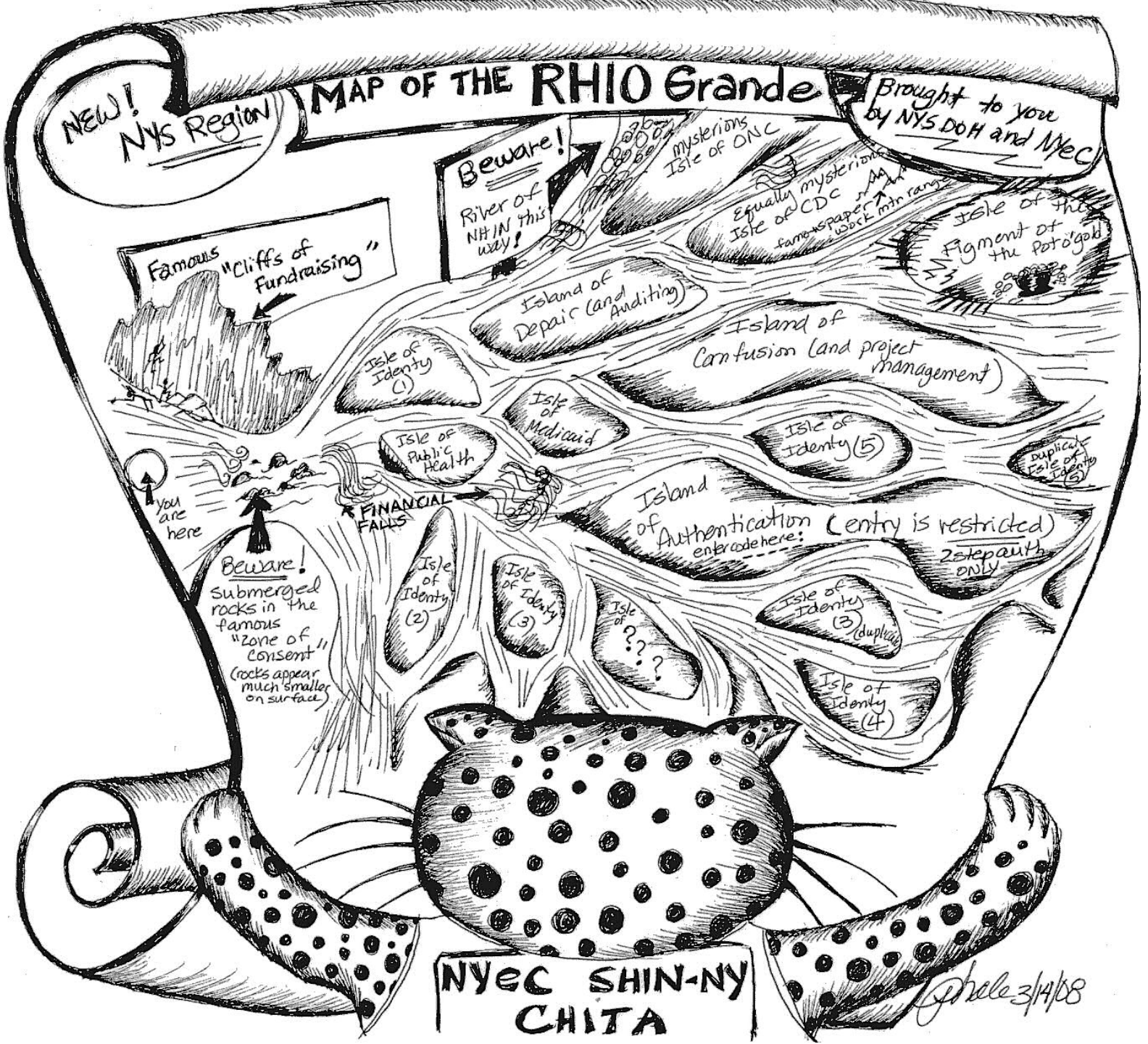
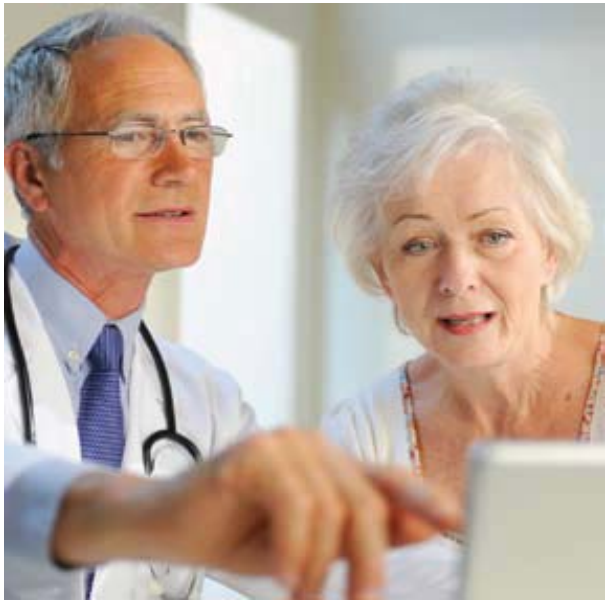
Connecting the dots for Better Healthcare



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 mtn range
Isle of the Figment of the Pot o'gold
Famous "Cliffs of Fundraising"
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 (5)
you are here
FINANCIAL FALLS
Island of Authentication (entry is restricted) enter code here:
2 step auth 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
Phale 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

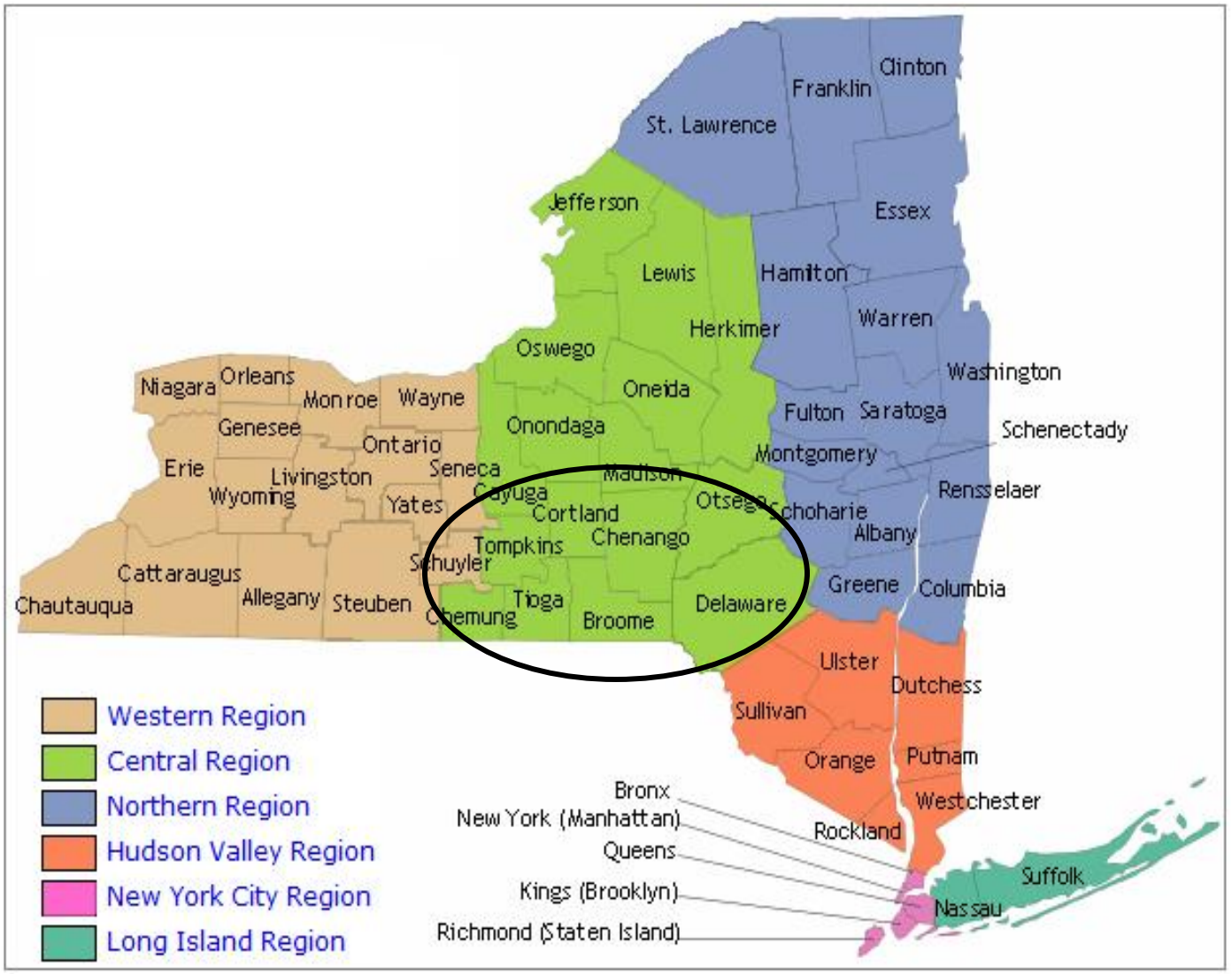
Goal 1: Ensure that patients have meaningful access to their personal health information in a usable electronic format.

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

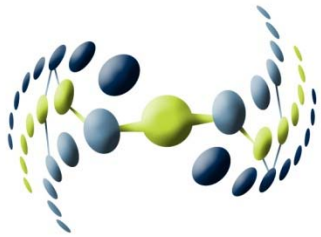
Goal 4: Assess and monitor level of Consumer Engagement

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** (Regional Health Information Organization): the not-for-profit group that manages the HIE, ensuring it works properly and securely
- **PHR** (Personal Healthcare Record): a computerized collection of medical information about a particular person, viewable via the internet
- **STHL** (Southern Tier HealthLink NY): our central NY RHIO that makes sure the HIE works like it is supposed to



How Does It All Fit Together?

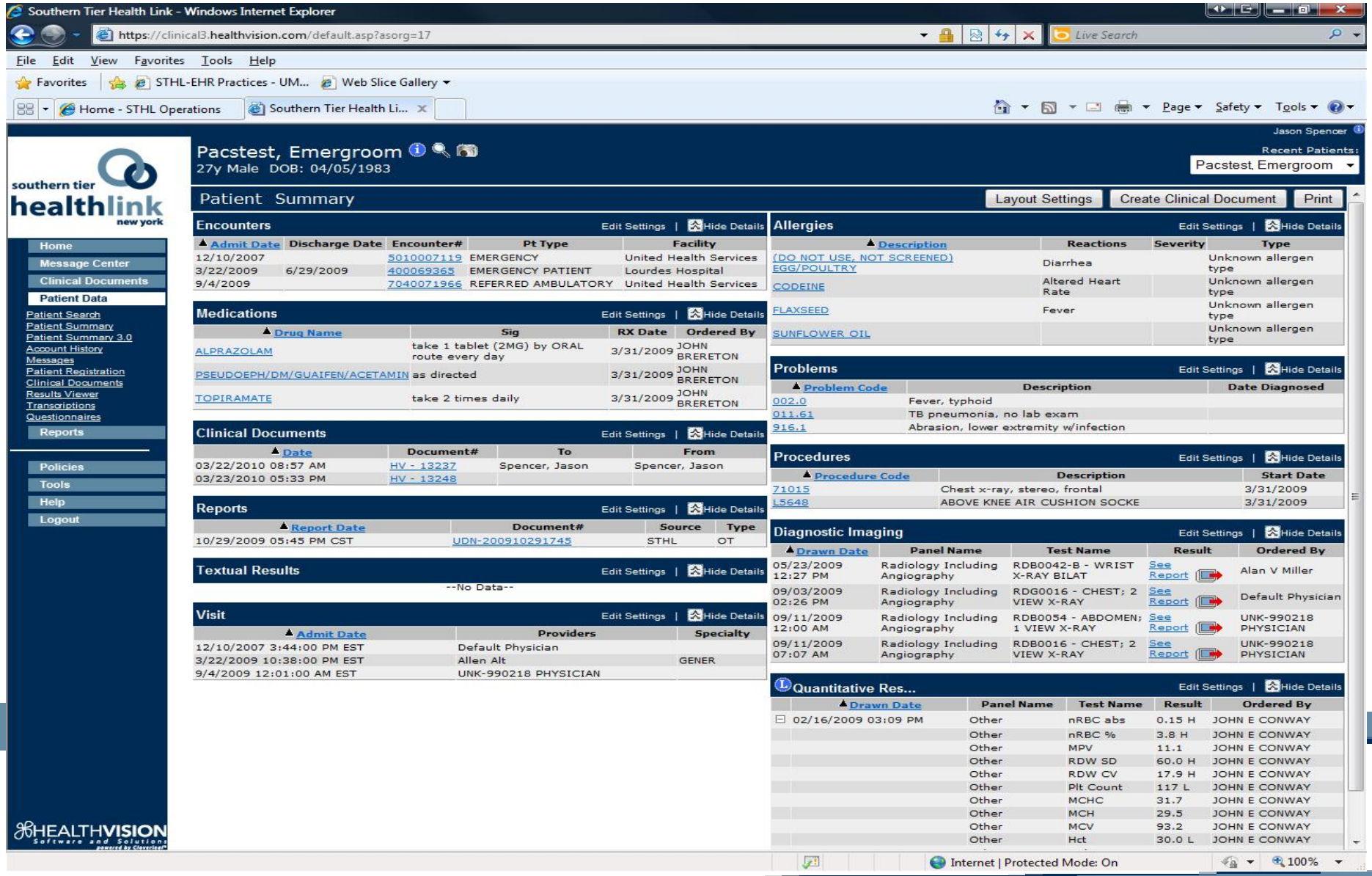
STHL is
…the local **RHIO**

…which oversees the **HIE**

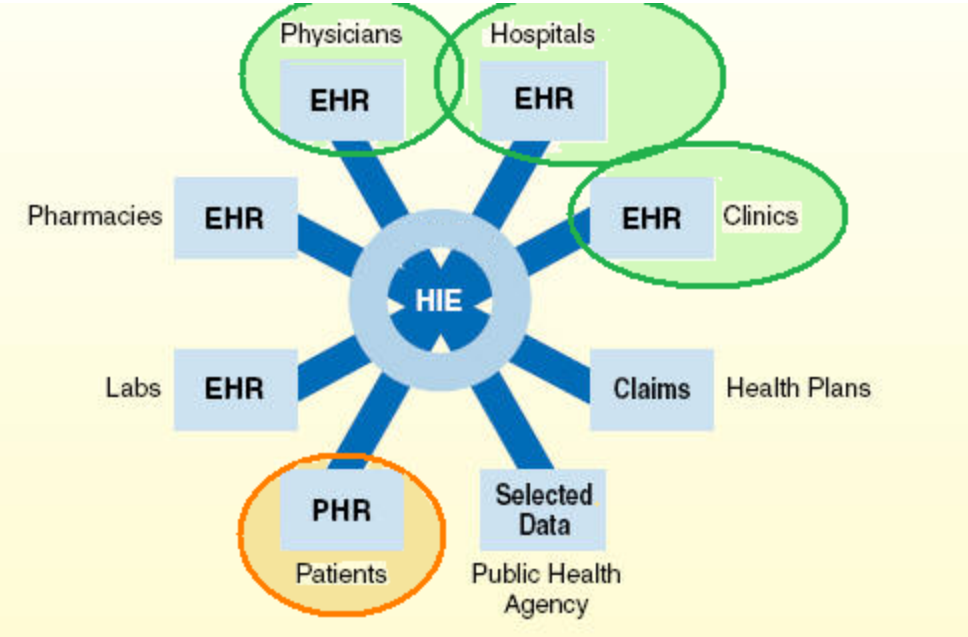
…which stores **EHR** information from different sources

…that you can see in your **PHR**.

Your Medical Records NOW



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**

southern tier healthlink new york

Connecting the dots for better healthcare

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
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southern tier healthlink new york

securely
access
manage
monitor
your health information for free.
register now!

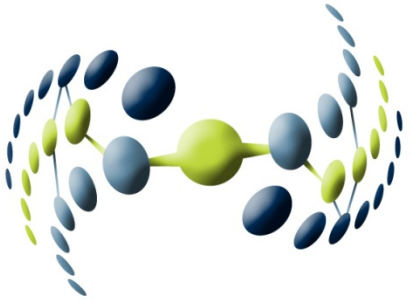
manage
your consent & share
data with doctors

monitor
who is accessing
your information

access
your providers &
health information

empower
your health

For More Information



Southern Tier Health Link

45 Lewis St.

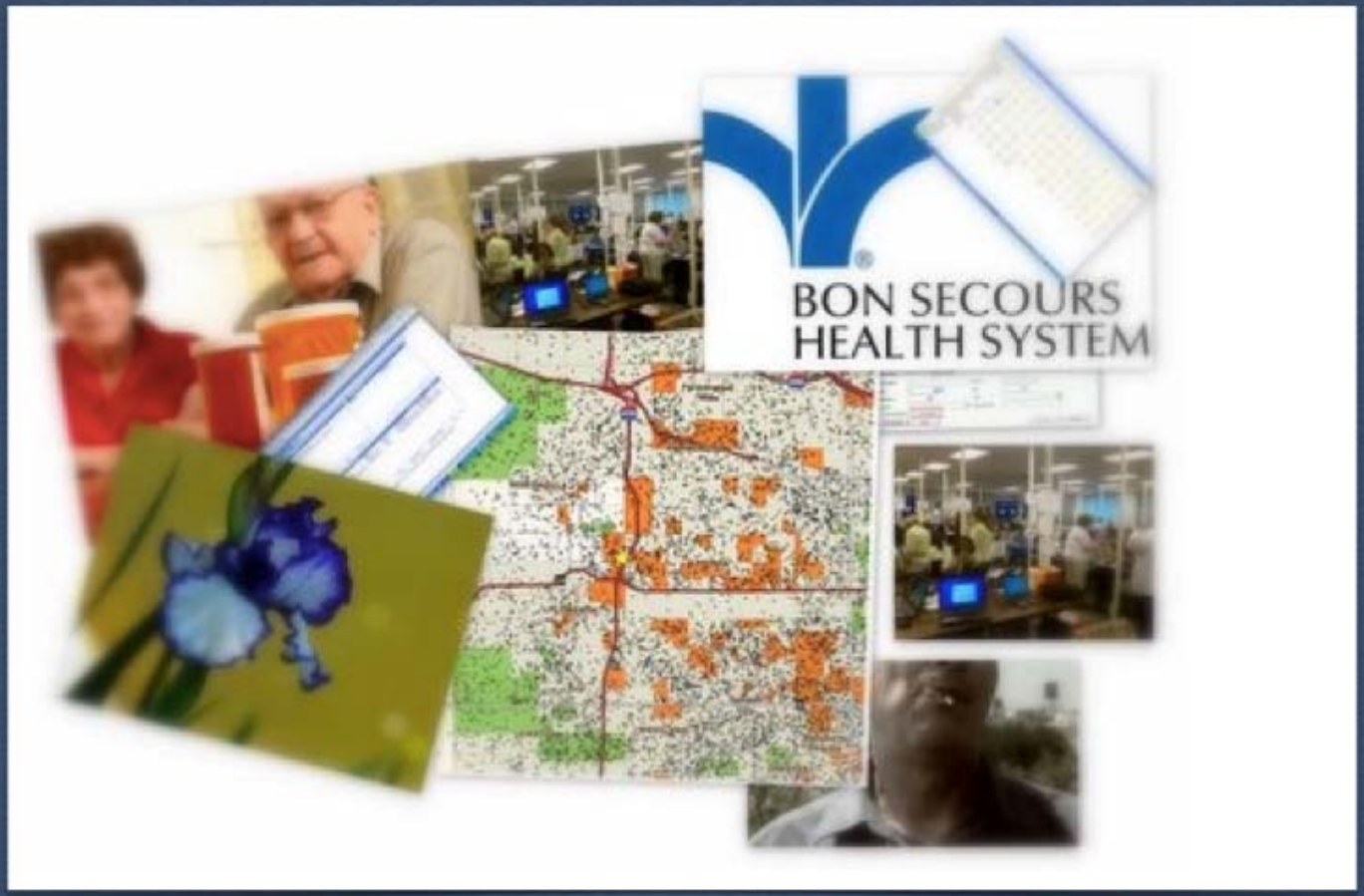
Binghamton, NY 13901

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

Cl

Access for parents and family – Proxy Access

Direct links to health education

Current Problem List

Current Medication list

BON SECOURS HEALTH SYSTEM

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