Weekly Webinar Series
Overcoming Meaningful Use Barriers: Solutions from the Field

Patient Engagement: The Time is Now

August 9, 2013
Webinar Environment

**Telephone**
- All participant lines are muted
- This session will be recorded for posting on the HITRC Portal

**Webinar Environment Features**
- Raise and lower your hand or use the polling features when prompted
- Use the chat window to ask questions or interact with others
Introductions

Moderator

Constance Gillison, M.S.Ed.
HITRC Training Team

Expert Presenters

Stasia Kahn, MD
President
Symphony Medical Group and EMR Survival

Production & Technical Support

Patrick Ahearn, MA
RTI International
Today’s Agenda

• Introduction
• Patient Engagement Overview
• Patient Engagement Technology and Applications
• Patient Engagement Success Story
• Q&A
• Wrap-up
• Evaluation
Patient Engagement: The Time is Now

Stasia Kahn, MD
Symphony Medical Group/ EMR Survival
Session Objectives

• Upon completion of this webinar, you will be able to…
  – Define patient engagement
  – Identify technologies and applications that can assist a provider in engaging their patients
  – Identify one provider’s story of successful engagement using a patient portal
Poll Question

Do the healthcare providers you support understand the Stage 2 core objectives specific to patient engagement?

If yes, select the raise hand feature.
The Stage 2 core objectives for patient engagement refer to the following:

- Providing patients with online access to health information
- Secure messaging between patient and provider containing clinical information
- 5% of an eligible professionals (EP’s) patients must meet these core objectives
What is Patient Engagement?
Patient Engagement Framework

- **There are four pillars of patient engagement:**
  - *Engaging patients in the office* by ensuring staff, providers, and patients work together to create an optimal healthcare experience
  - *Communicating effectively within the exam room* is key to helping change behaviors that contribute to chronic diseases
  - *Sharing information outside of the office* such as test results, viewing problem list and medications, immunization and health maintenance status, encourages patients to track their own health
  - *Alerting patients of exams and tests that are overdue* helps keep patients coming back to the office
Evidence for Patient Engagement

Electronic communication can improve patient adherence to therapy in chronic diseases

- Grant et al. Practice-linked online personal health records for type 2 diabetes mellitus: a randomized controlled trial 2008
- Ralston JD et al. Web-based collaborative care for type 2 diabetes: a pilot randomized trial 2009
- Hobrook et al. Individualized electronic decision support and reminders to improve diabetes care in the community; COMPETE II randomized trial 2009
- Carroll J. Physician-patient e-mail improves quality, study finds 2010
- Chaudhry HJ, McDermott B. Recognizing and improving patient non-adherence to statin therapy 2008
Engaging Patients through E-Consults

- What are electronic consultations (e-consults) and how are they used at Symphony Medical Group?
  - E-consults are used in between regularly scheduled office visits to share health observations and self reported symptoms
  - E-consults can assist the provider in adjusting medications
  - Patients who use the e-consult service are taught to share only relevant information and to use clear and appropriate language at all times
  - Provider professionalism is key to maintaining a healing patient-physician relationship when using electronic communication
  - The number of patients who initiate e-consults is growing each month
PHRs and Personal Health Applications

A Community View on How Personal Health Records Can Improve Patient Care Outcomes in Many Healthcare Settings

Published in 2009 by Northern Illinois Physicians For Connectivity (NIPFC) and Northern Illinois University (NIU) Regional Development Institute

- Free by download
- Provides insight about personal health records (PHRs) and personal health applications from eleven different perspectives and also includes three technical essays

Source: A Community View on How Personal Health Records Can Improve Patient Care Outcomes in Many Healthcare Settings
Key similarities and differences between PHRs and personal health applications include the following:

- Personal health applications include web-based portals
- Key features of both are storage, tracking, and sharing of personal health data
- Major difference is ownership and the ease of sharing data in a secure fashion
Clinical Applications and PHRs

• What are the clinical applications supported by PHRs and Personal Health Applications?
  – Longitudinal medical records
  – Integrated communication support
  – Clinical decision support
  – Access to knowledge resources
  – Provider listing and emergency contacts
  – Interfaces with medical devices and tracking of health observations
  – Advance directives
Longitudinal Health Records

- Longitudinal health records provide a summary of patient information and a dynamic view of medical records that automatically update the following patient information:
  - Demographic and insurance information
  - Problem list
  - Family history
  - Active medications
  - Allergies and reactions
  - Vitals
  - Labs and procedures
  - Encounter listing
Examples of integrated communication support include the following:

- Electronic results delivery of test results
- Prescription refill request
- Appointment scheduling
- Practice announcements
- E-consults
Clinical Decision Support

- Clinical decision support enables the following:
  - Alerts (overdue exams, referrals, procedure reminders)
  - Health maintenance (immunizations, tests)
Access to Knowledge Resources

• Drug detail
• Online access to clinical information such as WebMD
• Patient education materials such as consensus guidelines
• Personal health goals, health diaries, health risk assessments
Patient Engagement: The time is now

I was very fortunate to be asked to participate in the ONC Weekly Webinar series “Overcoming Meaningful Use Barriers: Solutions from the Field,” August 9, 2013. The title of the presentation is “Patient Engagement: The Time is Now.” The presentation may be downloaded. In addition, I wrote a complimentary story about patient engagement for folks that were unable to attend the presentation. The article is suitable for sharing with others.

Patient Engagement: The Time is Now

This is one primary care provider’s story of successful patient engagement through a secure patient portal.

Today, the use of e-mail and social media is as important to the efficient running of a household as a home phone. Take for example the way parents interact with their children’s school. For me, online registration for my son/daughter’s high school and important announcements arrive by e-mail. As a parent of three children, I have witnessed and participated in my school district’s transformation from paper-based to electronic communication. As a consumer, it seems reasonable for me to expect that if our public schools have embraced electronic communication, health-care providers can as well.
Final Thoughts

“Society has embraced email and social networking to help us live our lives. It is time for healthcare providers to improve the overall patient experience by collaborating electronically with their patients and empowering them to be better educated about their health.”
– Dr. Stasia Kahn
Questions?
Wrap-Up

• For More Information
  – If you have further questions or would like more information about today’s session, please contact Stasia Kahn at stasiakahn@gmail.com
  – For more information on the weekly webinar series, visit: http://hitrc-collaborative.org/confluence/display/rec/Overcoming+Meaningful+Use+Barriers+-+Solutions+from+the+Field

• We value your feedback. Please fill out the brief survey that will be shown in the polling window

• Next Session
  – Summary of Care Document: Options for Exchanging