Patient Engagement & OpenNotes

AMDIS
Physician Computer Connection Symposium
June 22, 2016

Homer Chin MD (OpenNotes, OHSU, KPNW)
John Santa MD MPH (OpenNotes)
Alistair Erskine MD (Geisinger)
Colin Banas MD (VCU)
Albert Chan MD (Sutter Health)

1

Agenda

- **OpenNotes: Background &**
  NW OpenNotes Consortium (Chin)
- **Geisinger (Erskine)**
- **VCU (Banas)**
- **Sutter (Chan)**
- **National Overview & Summary (Santa)**
- **Discussion**

---

www.healthcareitnews.com/news/opennotes-amdis-partner-spur-patient-engagement-through-clinical-transparency-ehrs

marks Yahoo! Finance P   IBD, September 2   CEFConnect - Bro   Value Line - Rese   Clinical Library   OHSU email   IBM iNotes Login   Quest Software

Healthcare IT News   TOPICS   SIGN UP   MAIN MENU

Patient Engagement

OpenNotes, AMDIS partner to spur patient engagement through clinical transparency in EHRs

New alliance with CMIO group another step toward expanding to 50 million people in the next three years.

By Mike Miliard | June 21, 2016 | 01:32 PM   SHARE 11

3

What is OpenNotes?

- Patients invited to review their providers' visit notes through secure patient portals; patient notified by email that visit note is available for review.

- "OpenNotes" is a movement to give patient's access to their EHR notes via the internet. Not a specific vendor product or software.

- Research and demonstration project in 2010

Adapted from a presentation by: Tom Delbanco, MD, MACP and Jan Walker, RN, MBA
Harvard Medical School and Beth Israel Deaconess Medical Center

4

3 Overall Study Findings

- Patients are more engaged in their care:
  - 80% opened at least one note.
  - 70 – 80% reported taking better care, better understanding, better prepared for visits, felt more in control, better at taking meds.
  - 1- 8 % caused confusion, worry, or offense

- Providers not adversely affected

- After one year, 99% of patients wanted to continue, no provider asked to have OpenNotes turned off.

5

NW OpenNotes Consortium

June 2013: Convene meeting of Oregon's health systems, consumer groups, and policy makers. Presentation from Tom Delbanco and Jan Walker

September 2013: Agreement to form a consortium of health systems to collaborate together to implement OpenNotes as a community

Monthly➔Quarterly: Meetings involving major health systems

NW Consortium Clinical Participants

Status

- 11 major health organizations committed to implementing OpenNotes (by YE 2015)
- Estimate: 1 million patients in Portland Metro/Oregon with access to their provider's visit notes
- All but 2 completely implemented (2 still in pilot)
- Most implemented "big bang"
- Cooperatively competitive
- Smaller practices more difficult
- Now looking to extend consortia approach to:
  - Boise, ID
  - Minneapolis, MN
  - Salt Lake City, UT
  - Denver, CO
  - Madison/Milwaukee, WI

8

Slide 9

OpenNotes®

patients and clinicians on the same page

Follow

What is OpenNotes? | Who Is Sharing Notes? | Toolkit | Research | News | About Us

enter search terms

Why implement open notes at your institution? +

How will open notes work for your institution? +

What do open notes look like at other sites? +

Introducing the OpenNotes Toolkit:
Tell us what you think!

What is OpenNotes?
Sharing clinicians' notes with patients—a simple idea for better health   **More >**

Why it Works
Patients become more actively involved in their care **More >**

Toolkit
Get started reading, writing and sharing notes **More >**

Find Participating Sites >

9

Slide 10

Caring

Geisinger

OpenNotes @ Geisinger

Alistair Erskine MD
Chief Strategic Informatics Officer

10

Slide 11

MyGeisinger – MyChart Patient Portal

The mobile app provides patients with quick access to their health information and provider messaging while on the go

Patients prepare for upcoming visits by answering questionnaires, understanding needed care and reviewing care plans

- 345,000 users with 140,000 unique logins a month
- Easy access to both inpatient and outpatient health information
- Visit notes shared by 90% of outpatient providers through OpenNotes

Geisinger

Slide 12

OpenNotes® - Study and configuration

Portal use	✓	Excluded notes	✓
Voluntary adoption	✓	Note level control	✗
Outpatient notes	✓	Patient level control	✓
ED notes	✗	Release when final	✓
Inpatient notes	✗	Proxy access	✓
Resident notes	✓	Teenagers	✗

Annals of Internal Medicine | ORIGINAL RESEARCH

Inviting Patients to Read Their Doctors' Notes: A Quasi-experimental Study and a Look Ahead

Tom Delbanco, MD*; Jan Walker, RN, MBA*; Sigall K. Bell, MD; Jonathan D. Darer, MD, MPH; Joann G. Elmore, MD, MPH; Nadine Farag, MS; Henry J. Feldman, MD; Roanne Mejilla, MPH; Long Ngo, PhD; James D. Ralston, MD, MPH; Stephen E. Ross, MD; Neha Trivedi, BS; Elisabeth Vodicka, BA; and Suzanne G. Leveille, PhD, RN

Background: Little information exists about what primary care physicians (PCPs) and patients experience if patients are invited to read their doctors' office notes.

Objective: To evaluate the effect on doctors and patients of facil-

of electronic messages from patients did not change. After the intervention, few doctors reported longer visits (0% to 5%) or more time addressing patients' questions outside of visits (0% to 8%), with practice size having little effect; 3% to 36% of doctors

OpenNotes® - Study Results (Geisinger)

	Preintervention Survey (n = 22)	Postintervention Survey (n = 22)
Visits will/did take significantly longer	32	5
Will/did spend more time addressing patient questions outside of visits§ (not asked)	45 (–)	0 (32)
Will/did spend more time writing/dictating/editing my notes	36	14
Will be/was less candid in documentation	32	9
I will/did change the way I address these topics in my notes:		
Cancer/possibility of cancer	18	18
Mental health	27	27
Substance abuse	32	23
Overweight/obesity	18	5
Medical care will be/was delivered more efficiently	27	32
Notes can be useful for patient communication and education‖	91	91

Key points
- Providers more concerned than patient pre-implementation
- Provider concerns mollified post implementation
- Secured email communication remains constant
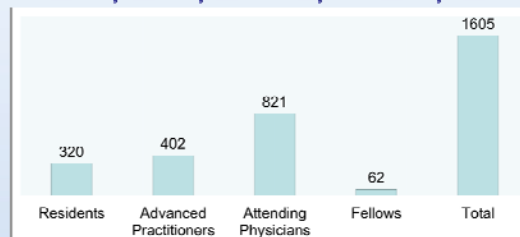- High degree of patient participation continued

Geisinger

13

OpenNotes® - Voluntary Adoption

Key Points
- 600k encounter reviewed out of 2M visits/year
- Virtually no complaints from patient/providers
- Total of 277 (<1%) patient excluded by providers
- Sustained adoption

	Unique Users Accessing Module	Total Hits/Month
Jan-15	11,322	47,119
Feb-15	10,401	44,088
Mar-15	11,910	49,858
Apr-15	11,455	48,359
May-15	11,414	45,353
Jun-15	12,752	49,460
Jul-15	13,783	51,944
Aug-15	12,792	50,372
Sep-15	13,089	48,891
Oct-15	12,988	51,449
Nov-15	12,094	46,620
Dec-15	11,856	45,079
Total	145,856	578,592

Geisinger

14

Outcomes papers

Med Adherence
prescription vs claims
slightly better for HTN
no effect on lipids

Caregiver Access
Addressed lack of:
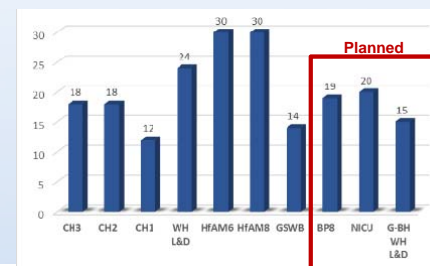health literacy
computer skills

Geisinger

15

OpenNotes® Next - Epic Bedside (inpatient)

Keep patients Engaged, Informed, Connected and Entertained throughout the care process to promote faster recovery, better decision making, and increased patient satisfaction

Infotainment on iPad and Apple TV & MyChart Bedside

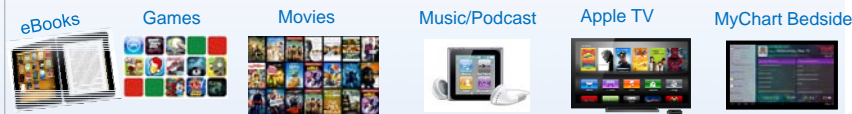**Potential Expansions:**
- G-CMC: 240
- Holy Spirit: 316

Geisinger

16

Interactive Patient System Overview

The Interactive Patient System (IPS) provides patients with entertainment and clinical content during a hospital stay

eBooks · Games · Movies · Music/Podcast · Apple TV · MyChart Bedside

Patients indicate IPS helps distract them from their pain and keep them informed about their hospital stay.

Geisinger

Take-Home iPad Build and Integration

iPad content:

- App with reminder schedule pre- and post surgery
- Educational materials (documents and videos)
- Informational materials (clinic contacts, directions, maps)
- Med Rec and 90 day postop N2QOD Lumbar Spine questionnaires
- Pre and Post Surveys
- Spine Education Class Videos
- FaceTime call with provider
- FitBit 3-axis accelerometer

Metrics:

- Pre- & Post- qualitative feedback surveys
- N2QOD Lumbar Spine questionnaire
- Medication Reconciliation questionnaire

Geisinger

On-going Projects Exploring OpenNotes

- **Adherence:** Found that OpenNotes increase adherence to certain medications
- **Resident Learners:** Impact of opening resident/fellow notes on the learners and faculty
- **Caregivers:** Extended OpenNotes to adult patients who had granted someone proxy access to their online portal
- **MFM:** Impact of OpenNotes on maternal anxiety in high-risk pregnancies
- **Mental Health:** Impact of opening mental health notes to patients
- **Long-term Users:** Resurveying initial OpenNotes users to understand impact over time
- **OurNotes:** Agenda setting and cogeneration of notes

Geisinger

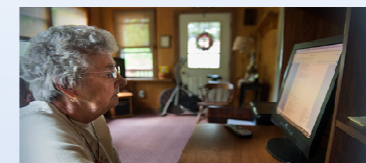
OurNotes® – Proposed workflow

Step I: Pre-Visit agenda setting and data entry

Step II: Agenda setting and data entry in office waiting room

Step III: Patient-provider narrative

Step V: Post-visit co-signature and opportunity for comments and questions

Geisinger

BIDMC (PI – Delbanco) OurNotes study funded by Commonwealth Fund

OurNotes® - Proof of Concept

- Explored the use of HIT to engage patients and families through co-generation of clinical progress
  - Developed a process of collecting pre-visit documentation by testing multiple technologies
  - Identified barriers and areas of opportunity from the patient and provider perspective
  - Formulated an implementation plan for broader scale
- Two week pilot in Geisinger Clinic
  - Structured and unstructured narratives
- Modalities
  - iPad
  - Stylus
  - Bluetooth keyboard

BIDMC (PI – Delbanco) OurNotes study funded by Commonwealth Fund

Geisinger

OurNotes® - POC results

- Patient Exit Survey and Interviews
  - 64 OurNotes completed (N=7 family caregivers)
  - 77% reported less than 2 minutes to complete
  - 64% reported being 'very comfortable' with technology
  - 70% reported that OurNotes made them feel more involved
  - 83% reported that OurNotes allowed for focused time with provider to review health goals
- Provider Interview
  - Patient was able to set their agenda for the visit
  - Kept patient/provider from missing something wanted to discuss
  - Patient provided chief complaint and provider can be ready to discuss prior to appointment
  - Added to efficiency – **did not slow down visit**

Geisinger

Proven Experience - Patient Feedback

Geisinger

VCU Health

VCU Health and OpenNotes

AMDIS
June 2016

Our Patient Portal – HealtheLife (Cerner)

o Started 2011
o 56,000 patients
o Contains
- Messages
- Medication refills
- Education
- Labs (real time)
- Radiology (4d)
- Pathology (4d)

Addressed fears up front

Problem	Solution
Could be dangerous	Or could avoid danger
I will get all kinds of requests for corrections	Doesn't usually happen
They won't understand the terminology	Use Open Notes FAQs and abbreviations
What about my patients who have mental health issues?	Haven't heard of issues
What about psychiatry notes?	Not in yet, but Open Notes studying
What if I want to write something the patient shouldn't see (their safety/my safety)	Protected note, not in portal
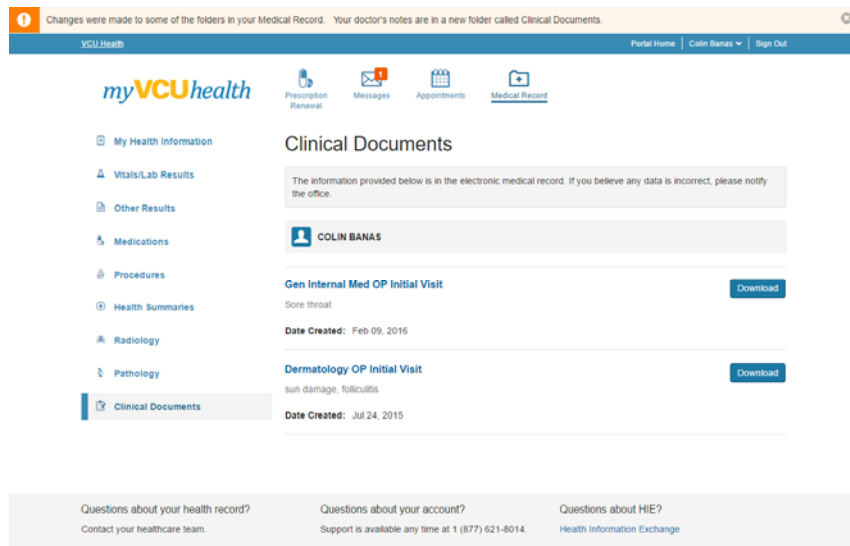
What notes we share (currently)

o Outpatient, signed, provider visit notes
  - Cerner only allows release based on Note Type, doesn't allow for a provider to decide when to release the note or the content
o Resident notes are only seen after authentication by attending
o "Released" at midnight
o Issues with implementation:
  - Turn on additional note types, these will be visible from the original date
o Issues post go-live
o Optimal to have patient notification on note publication

What we don't share (yet)

o Inpatient Notes

o Psychiatry / Psychology Notes

o Allied Health notes – PT/OT

o Discharge Summaries –Currently approved and awaiting implementation
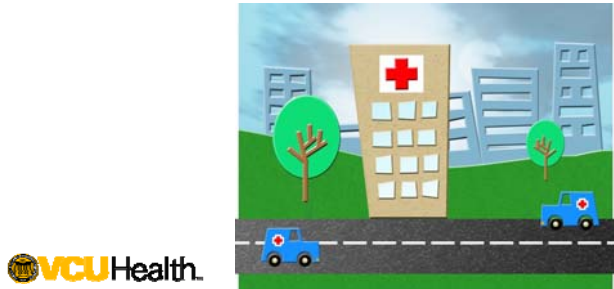
---

Protected note, not in portal:

Cerner controls content release by "Note Type" - so we created "Protected Info - Not in Portal"

Protected Note: Not in Portal

- Used 16 times since creation (> 1 year)
  - APS / CPS concerns
  - Substance Abuse concerns and care planning
  - Malingering concerns
  - User error

Patient was scheduled to be seen in clinic on 2/22 but was a no-show. Looking through communications it appears patient/wife was requesting refills for his benzos. In recent notes they report he is only taking two pills daily. In preparation for his visit I pulled his PMP. It appears he has been getting prescriptions for THREE pills daily with a 90 day supply and the patient has been going thru these prescriptions in two months, meaning he is taking at least 4-5 pills per day.

A discussion should be had with the patient and his wife at the next visit about appropriate benzo use and if this medication should be continued.

During examination, I was examining pt's L lower leg wounds when I noticed what appeared to be a small fruit fly (~1-2mm long by 1mm wide) in the ointment pt had applied to his wound (which he stated was vitamin E). There was clearly no evidence of erythema, inflammation, laceration, lesion, or any other disturbance of the skin in the immediate vacinity of the fruit fly (about 1 cm away from the active wounds). As I was examining the wound, he produced an exacto-knife. Before I could convince him otherwise, he began to scrape up some of the fibrinous material covering one lesion. I went out of the exam room to grab a microscope slide, and when I came back, he had produced a small pile of skin scrapings including the dead fruit fly. With no involvement of the skin under the fly and the fact that it was contained within the ointment, I suspect it was placed next to the wound to by the patient in order to garner support for his theories of parasite infestation.

I saw   and his brother   in PGP clinic today. While I was in the exam room with Mom and the 2 boys, I witnessed her appear to slap   . Her open hand appeared to have hit his right cheek. He then held his right cheek. No mark was left. Also I noted 2 times that   walked up to his mother, she grabbed him roughly by the arms making him lose his balance and fall backwards onto the ground. Of note he does have an abnormal gait. I notified clinic social worker   . Of note I did not find any bruising on exam of either boy.

Slide 33

Notes/Depart Summaries: Viewed/Downloaded

Sept 2015 – 2312/1600
Oct. 2015 – 5753/4119
Nov. 2015 – 5534/3822
Dec 2015 – 5330/4895
Jan 2016 – 6037/4731
Feb 2016 – 6439/5239

Slide 34

Portal Survey (patients)

o 3 weeks, 694 responses
o 77% knew they could see their notes, 87% looked

How often have you looked at your notes?
Answered: 435   Skipped: 259
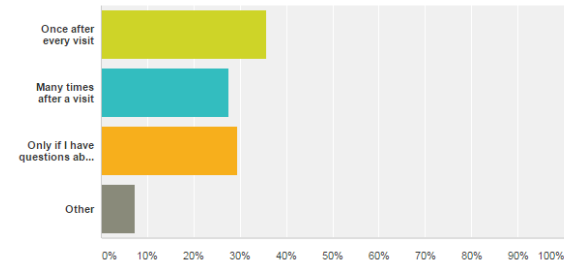
- Once after every visit
- Many times after a visit
- Only if I have questions ab…
- Other

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Slide 35

Does reading your note change how often you contact your provider?
Answered: 419   Skipped: 275

- I now contact more
- I now contact less
- I contact about the same

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
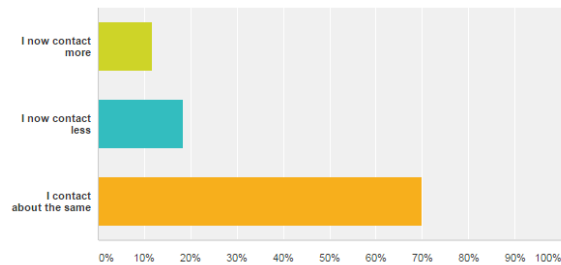
Do you ever contact your provider to make a correction to the note?
Answered: 427   Skipped: 267

- Yes
- No

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Slide 36
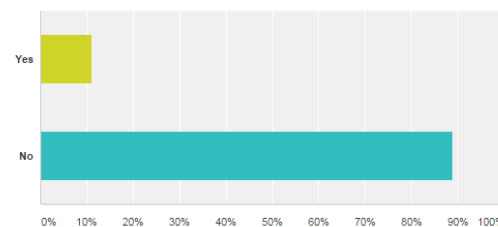
How much of what was in the note did you understand?
Answered: 433   Skipped: 261

- All of it
- Most of it
- Some of it
- None of it

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Slide 37
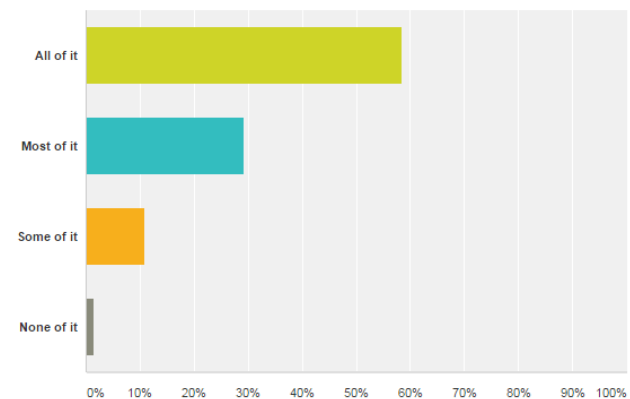
How does reading a note affect how worried you are about something?

Answered: 425   Skipped: 269

- Makes me less worried
- Makes me more worried
- No change

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Slide 38
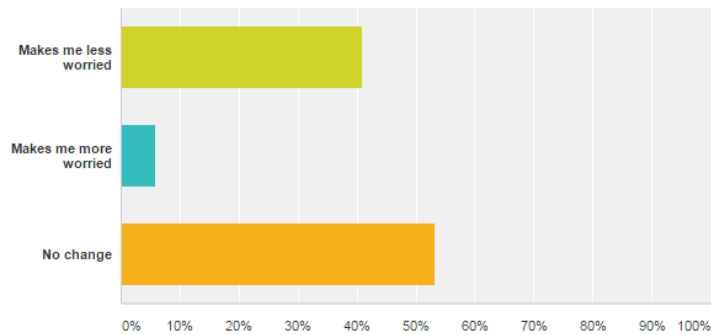
Did you think seeing your note helps you take better care of yourself?

Answered: 428   Skipped: 266

- Yes
- No

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
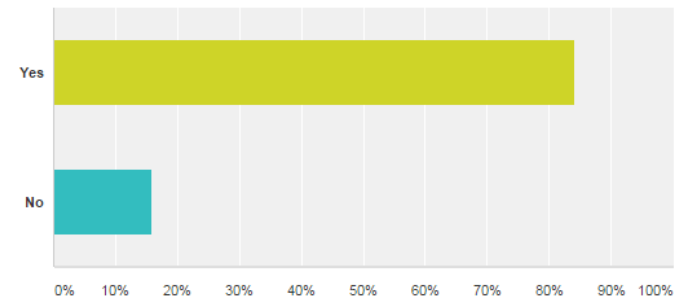
Comments

- It increases my sense of empowerment and reinforces my role as the most important member of my health care team.
- Seeing my notes enlightens my knowledge of my health and has me less worried. So, thank you,
- This has changed my understanding of my disease and illness. I feel like a partner in my health treatment and no longer a victim to my illness.
- It allows me to be more involved in my healthcare without the need to drive to or sit in the office of or take up the time of my provider.
- I often did not understand the instructions or information at the visit. After reading the note I felt empowered with what was needed on my part to improve my health condition
- Good reminder to comply with the prescribed plan of care
- Allows me to see how I and my concerns were perceived.

Comments: Dirty laundry

- Not accurate: misses some health issues, some listed health issues are not updated
- In addition to reviewing my medical information, the portal has also allowed me to detect provider documentation errors in my medical history, e.g. a documentation note that I am currently taking a medication that I had stopped taking 45 days earlier. This gives me the opportunity to correct my medical record
- Usefulness and thoroughness of info varies significantly with the provider
- "It Makes Me Stop seeing the Doctor who wrote the Note from their BS in the Note"
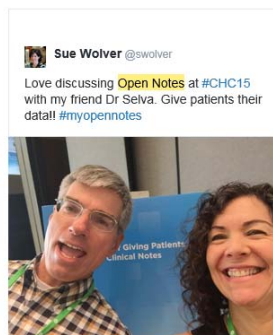
Summary

- Tell the "why"
- Use the Open notes website
- Be armed with data from sites that are live (from Open notes site)
- Encourage provider comments prior to go-live
- Decide on a note type at a time vs everything
- Needs to come from leadership
- Don't forget to tell patients that the notes are viewable

Cerner favorited your Tweet.

View

Sue Wolver @swolver

Love discussing Open Notes at #CHC15 with my friend Dr Selva. Give patients their data!! #myopennotes

VCUHealth.

March 29, 2016   41

Open Notes at Sutter Health

Albert S. Chan, MD, MS
Chief of Digital Patient Experience
Sutter Health
@albertschan

Sutter Health
We Plus You

Our Sutter Health Network

Serving more than 100 communities with:

- 5,000 physicians (physician medical foundation model; plus 4 IPAs); aligned under the Sutter Medical Network
- 24 acute care hospitals
- 51,000 employees
- $10.2 billion in revenues (2014)
- Home health and hospice services throughout Northern Calif.
- Outpatient surgery and specialty care centers
- Medical research and medical education/training
- Largest singular Epic instance in the world

Sutter Health
We Plus You

Our Open Notes Timeline

Me (n=1)
2/2015

Pilot Specialties
(n=46 physicians)
10/19/2015
Dermatology
Family Medicine
Gastroenterology
Internal Medicine
Obstetrics &
Gynecology
Oncology
Ophthalmology
Pediatrics
Rheumatology
Urgent Care

Sutter Health
Sutter Medical
Foundation go-live
2/23/2016
N~1600 clinicians

(Other medical foundations in contemplation phase)

44

Sutter Health
We Plus You

Pilot Physician Survey

- 61% of pilot providers responded to the survey

- 96.4% of doctors are minimally or not concerned at all that visits will take more time with Open Notes

- 92.9% of physicians stated "Making visit notes available to patients online will decrease or not change my risk for lawsuits"

- 82.8% of physicians agreed or somewhat agreed that Open Notes would help patients "Better remember the plan for their care"

- 78.6% of physicians agreed or somewhat agreed that Open Notes would help patients "Be more likely to take medications as prescribed"

- For all questions pertaining to Impact of Open Notes on My Practice, no physician indicated "I am so concerned that I do not want open notes"

- Physician piloteers are concerned that the pilot is somehow not representative of viewing practices of patients because we have not heavily advertised the availability of notes

- Many doctors believe it would be useful to have the ability to selectively block notes for benefit of the patient, few have done so in the pilot

45

Sutter Health
We Plus You

Patient Feedback

- From: <Patient name removed>
  Sent: 6/29/2015 8:37 PM PDT
  To: Janahn C. Scalapino, MD
  Subject: it worked! *No Response Required*

  I LOVED the opportunity to read your complete progress note! what a huge difference from only being able to see the meaningless "after visit summary." turns out, it was right there as a part of the summary. I do hope this will become routine part of My Health Online for patients. I'd be happy to advocate for that if there's a way I can do it.

  It was a pleasure to meet you today. I've already spoken to dan to let him know how impressed I was. I felt like you attended to me in a most personal (and personable) way, and your physical exam was probably the most thorough I've had since joining Sutter. I've often felt disheartened at how much the emphasis of documenting everything in the computer has been at the expense of patient contact, but you managed to bridge that gap! thank you.
  <patient name removed>

46

Sutter Health
We Plus You

Implementation… Nitty gritty details

47

Sutter Health
We Plus You

Implementation… Nitty gritty details

48

Sutter Health
We Plus You

Implementation… Nitty gritty details

Blocking Note Release

If circumstances require that a note should not be displayed to the patient, a standard SmartPhrase (.MYPROGRESSNOTEHIDE [1531753]) can be used in the body of a progress note to prevent the note from displaying to the patient. When that SmartPhrase is used, all progress notes from the Encounter will be hidden from the patient.

To later show notes from the Encounter, SmartPhrase .MYPROGRESSNOTESHARE [1531751] can be used to display progress notes.
You can verify whether a note is displayed by checking the **Progress Notes - Shown in MHO** field on the Encounter Report (below in **red**).

Chart Review (Last refresh: 4:29:56 PM)

Encounter | Lab | Path | Imaging | Cardiac | Proc | Surg/Anes | Referral | Other Order | Med | Episode | Letter | Note/Trans | Media | Misc Report

Filters | Preview | Refresh | Select All | Deselect All | Review Selected | Master Report | Flowsheet | Route

258 records loaded, all records loaded   Hide Add'l Visits   Clear All

No filters applied

Date	Type	Dept Abbrev	Dept Specia
07/04/2015	Office Visit	PMPAFMPF	Family Medi
07/01/2015	Office Visit	PMPARHEA	Rheumatolo
06/30/2015	MHO	PMPAINLB	Internal Med
06/26/2015	MHO	PMPAINLB	Internal Med
06/25/2015	BPA	SHIS	
06/25/2015	Orders Only	SSSAFMMG	Family Medi
06/25/2015	Letter (Out)	SSSAFMMG	Family Medi
06/25/2015	MHO	SSSAFMMG	Family Medi
06/22/2015	Appointment	PMPAFMPB	Family Medi
06/20/2015	Appointment	PMPAFMPF	Family Medi
06/15/2015	MHO	PMPAINLB	Internal Med
06/11/2015	Office Visit	PMPAINLB	Internal Med
06/11/2015	Outpt Surg	PMPAINLB	Internal Med
06/10/2015	Appointment	8085FMPD	Family Medi
06/06/2015	Appointment	PMPAFMPF	Family Medi
06/06/2015	Appointment	PMPAFMPF	Family Medi

Preston Zztest
6/11/2015 5:30 PM Office Visit
MRN: 50044719

Department: Pmpa Intrnlmed Palo Alto
Encounter #: 409774022

Description: 40 year old male
Provider: Albert Chan, MD

Reason for Visit
Reason for Visit History

Encounter-Level Documents:
There are no encounter-level documents.

Progress Notes
Gotz, Paul at 06/11/15 1732
Status: Sign at close encounter   Editor: Gotz, Paul
These are the progress notes in the office visit

49

Sutter Health — We Plus You

Implementation… Nitty gritty details

The Patient's Experience

With Open Notes, patients will see their **Progress Notes** when viewing their *After-Visit Summary* reports (in **red** below).

After Visit Summary

This page contains your personal health information related to a specific office visit. You can review details about your clinician's location, upcoming appointments and visit instructions, current medications, and allergies.

Previous Visit   Next Visit

Marilyn Zztestpa
2/5/2015 7:39 AM   Office Visit
MRN: 25004980

Description: Female DOB: 1/1/1950
Provider: Albert Chan, MD
Department: Palo Alto Internal Medicine

Palo Alto Internal Medicine
795 El Camino Real
PALO ALTO CA 94301
Phone: 650-853-2977

Reason for Visit
Cough

Vital Signs - Last Recorded
Wt
52.164 kg (115 lb)
Smoking Status
Never Smoker

Progress Notes
The following should be eliminated from the diet for 2 weeks until the reaction resolves and added back one at a time in order to try to isolate the cause of the reaction

Chocolate
Citrus fruits
Eggs
Honey
Milk
Milk/dairy products
MSG
Nuts
Shellfish
Strawberries
Tomatoes
Wheat products

5

Open Notes Status – June 2016

Legend: Viewed | Not Viewed | % Viewed

(Bar chart: Encounter Count vs Percent Viewed for dates 4/2, 4/9, 4/16, 4/23, 4/30, 5/7, 5/14, 5/21, 5/28, 6/4, 6/11, 6/18)

51

Sutter Health — We Plus You

GREAT ILLUSTRATED CLASSICS

POLLYANNA

Eleanor H. Porter

52

Sutter Health — We Plus You

Slide 53
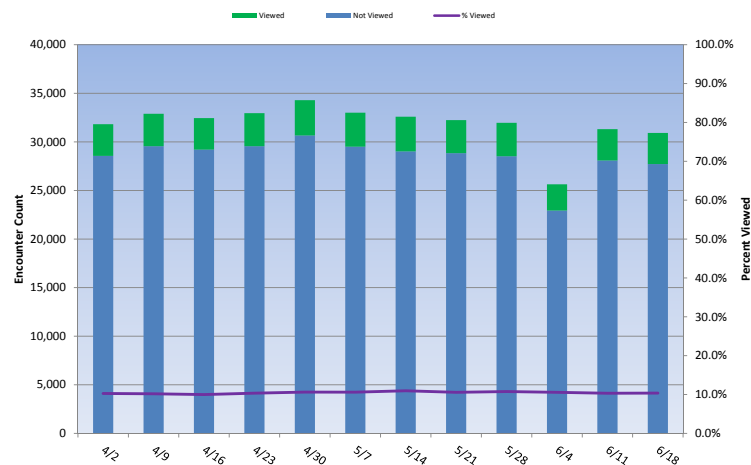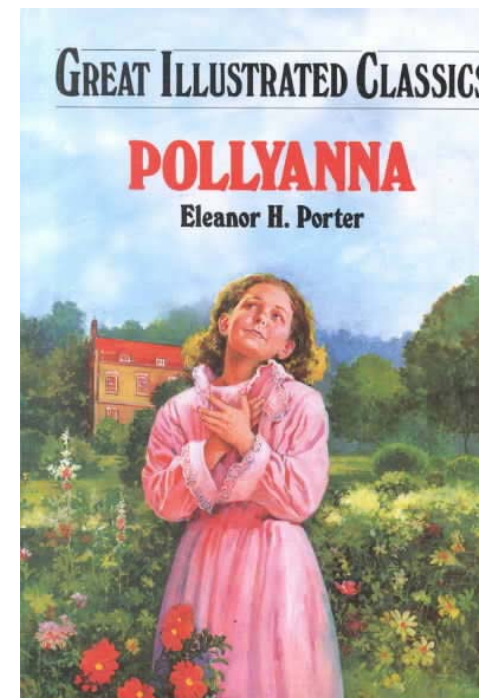
10/5/2015

2015 BOARD ELECTIONS...AND A CONTEST!

The first 5 people to correctly identify all 7 election-themed movies from the photos in this post, will win a coffee card!! Send your answers to

TRACY FLICK FOR PRESIDENT! SIGN UP FOR TOMORROW TODAY!

Slide 54

Link

Slide 55

OUTCOMES

- 35,763 notes completed since October 2014 (as of 3/31/16)

- Overall data since November 2014 go-live:

PATIENT ACCEPTANCE	NOTES UNDER 5 MINUTES	↑ PRODUCTIVITY
96%	84%	15%

Slide 56

Robust My Health Online Support
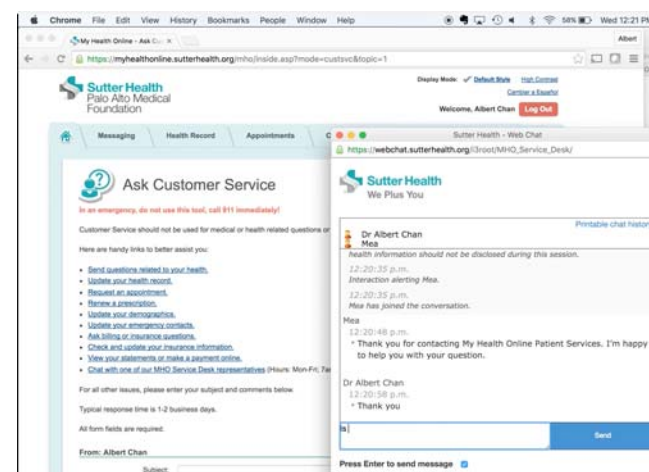
Link

OpenNotes

John Santa MD MPH
Director Dissemination

57

The Cost of Technology

© 2011 Thomas G. Murphy, MD.

Toll, JAMA 2012 [58]

Key Questions

- Do you want to pursue this kind of transparency?
- Do you have the tools to do so easily, efficiently, cheaply?
- **Is this a "keep up" strategy or a "transformational" strategy?**
- Most critical factor=organizational leadership

59

Not About Technology, About Culture

6 Stages of Human Response to Change

60

OpenNotes
Crawling to Running

- Mental Health
- Inpatient
  - University of Iowa
  - Virginia Mason (all info except progress notes)
  - University of Minnesota (paper notes)
  - Dartmouth (procedures and DC summary)
- Safety/Errors
  - Sigall Bell (BIDMC) funded by CRICO
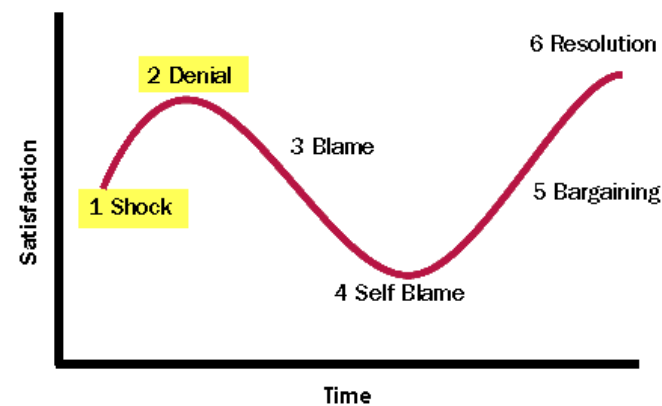- Communication
- Business

The OpenNotes Patient Safety Initiative

- Online patient reporting tool linked to notes-among first in the country
- Interdisciplinary team: 7 depts/divisions including PFAC in 2013
- Goal: Offload clinicians (report-action algorithm, vetting) while empowering patients as safety partners
- About 6000 patients with portal access seeing 40 participating providers were invited to participate
- A link at the end of the note led to a 9 item survey with both quantitative and qualitative questions.
- "Potential Safety Concern" - not understanding the plan of care or reporting a possible inaccuracy

Patients Included™

Generously funded by CRICO

Communication = Headlines

The New York Times

Letting Patients Read Doctors' Notes

WALL STREET JOURNAL

Ten Ways Patients Get Treated Better

USA TODAY

Will Reading Your Doctor's Notes Lead to Better Health?

THE NEW ENGLAND JOURNAL of MEDICINE

The Road Toward Fully Transparent Medical Records

JAMA

Consumers Gaining Ground in Healthcare

Annals of Internal Medicine

Inviting Patients to Read Their Doctors' Notes: A Quasi-Experimental Study and a Look Ahead

npr

Should Patients See Their Doctors' Notes?
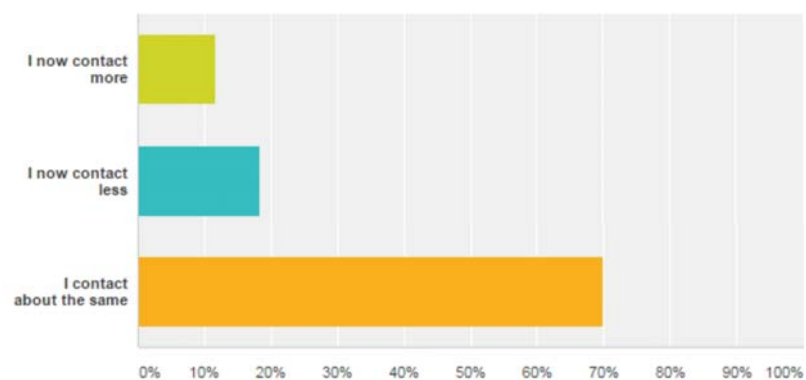

Business

- OpenNotes has multiple positive business effects
  - Efficiency
  - Retention
  - Satisfaction
  - Data Integrity
- Virginia Mason
  - Success on portal high level strategic goal
  - "Informed patient gets best care"
  - "Getting information to patients = less waste"
  - Less human time spent on transactions related to information
    - Lab
    - Appointments

VCUHealth™

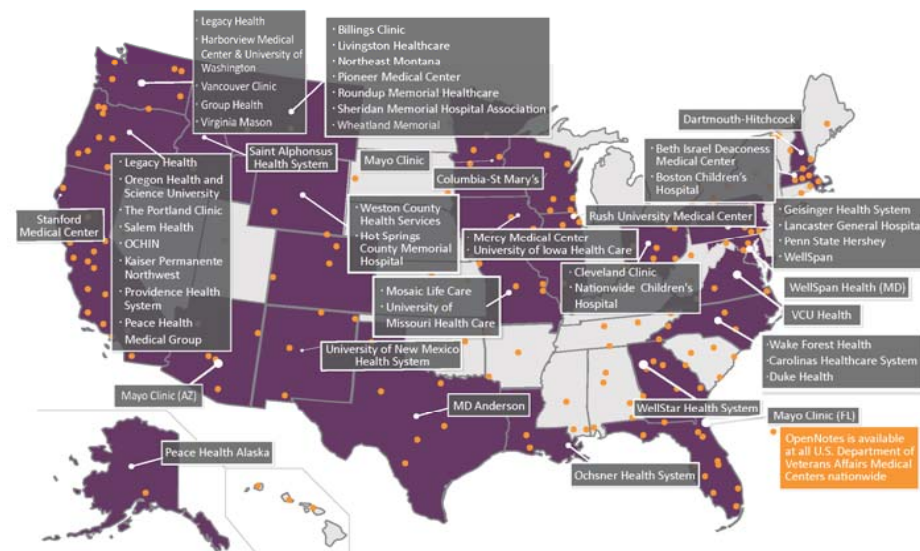## Does reading your note change how often you contact your provider?

Answered: 419   Skipped: 275

- I now contact more
- I now contact less
- I contact about the same

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

65

OpenNotes™

More than 7 million patients have easy access to their clinicians' notes

- Legacy Health
- Harborview Medical Center & University of Washington
- Vancouver Clinic
- Group Health
- Virginia Mason

- Billings Clinic
- Livingston Healthcare
- Northeast Montana
- Pioneer Medical Center
- Roundup Memorial Healthcare
- Sheridan Memorial Hospital Association
- Wheatland Memorial

Dartmouth-Hitchcock

- Beth Israel Deaconess Medical Center
- Boston Children's Hospital

Legacy Health
- Oregon Health and Science University
- The Portland Clinic
- Salem Health
- OCHIN
- Kaiser Permanente Northwest
- Providence Health System
- Peace Health Medical Group

Saint Alphonsus Health System

Mayo Clinic

Columbia-St Mary's

- Weston County Health Services
- Hot Springs County Memorial Hospital

- Mercy Medical Center
- University of Iowa Health Care

Rush University Medical Center

- Geisinger Health System
- Lancaster General Hospital
- Penn State Hershey
- WellSpan

Stanford Medical Center

- Cleveland Clinic
- Nationwide Children's Hospital

WellSpan Health (MD)

VCU Health

- Mosaic Life Care
- University of Missouri Health Care

University of New Mexico Health System

Mayo Clinic (AZ)

MD Anderson

WellStar Health System

Mayo Clinic (FL)

- Wake Forest Health
- Carolinas Healthcare System
- Duke Health

Peace Health Alaska

Ochsner Health System

OpenNotes is available at all U.S. Department of Veterans Affairs Medical Centers nationwide

---

OpenNotes®

The Power of Knowing

www.opennotes.org

67