



# NURSING INFORMATICS INSTITUTE

*Shape the future of Healthcare for Tomorrow*

## The Role of the Nurse in Patient Engagement

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# Learning Objectives

- Review the Meaningful Use initiatives related to Patient Engagement
- Discuss best practices for engaging patients in their healthcare and corresponding technologies available to help manage their data and increase the overall patient experience
- Identify when and how to integrate Patient Generated Health Data (PGHD) into Electronic Health Records

# Meaningful use Objectives Related to Patient Engagement



# MU Overview

Three stages with increasing complexity

1. Data Capture
2. Advanced Clinical Processes
3. Improved Outcomes



2+ Years per stage, Providers and Hospitals

# Stage 1: Request based electronic sharing

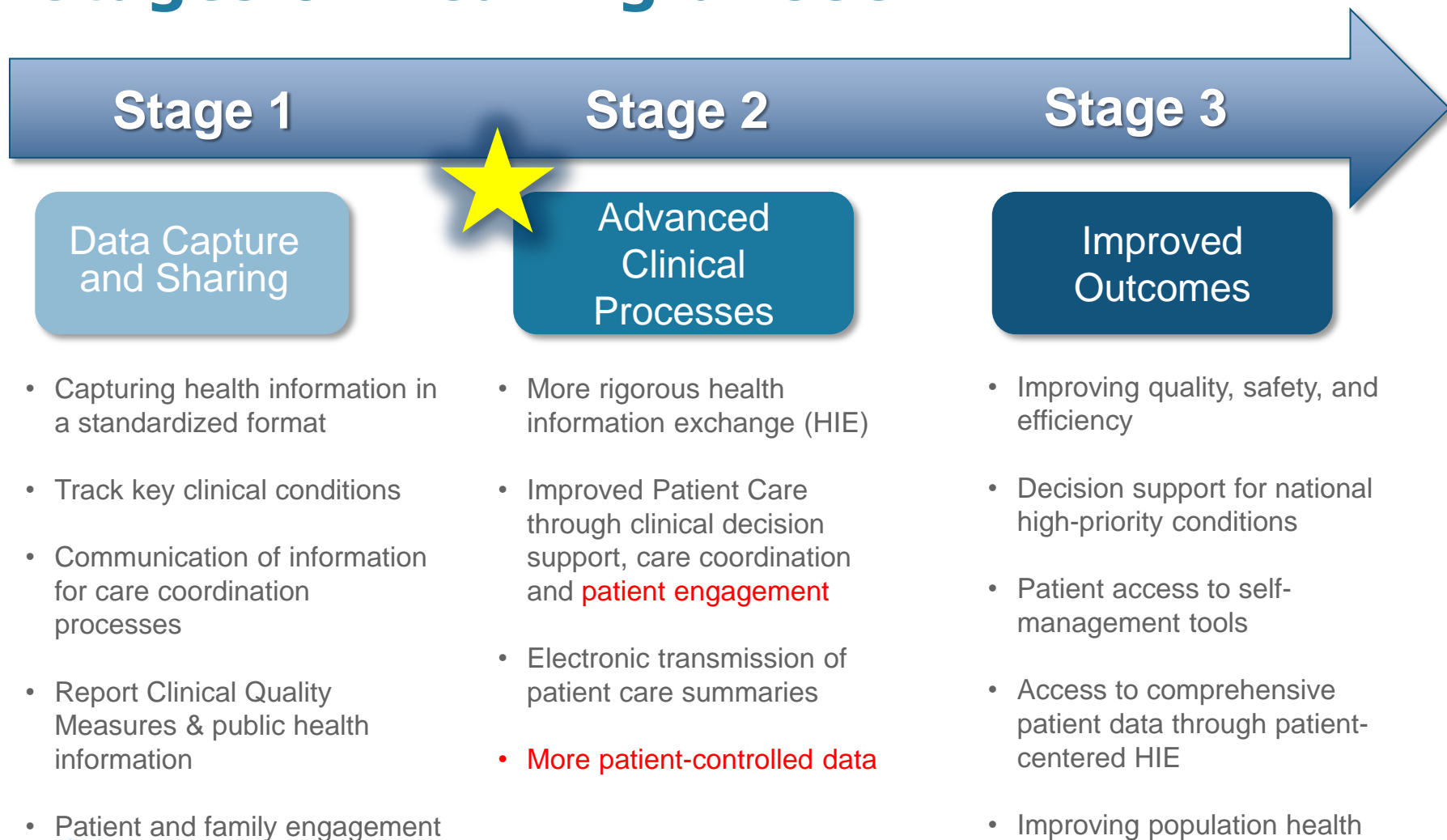
- Then: 2011-2013 Required
  - E copies of health information provided upon request (Hospital and Providers)
  - E copies of discharge instructions provided upon request (Hospital)
  - Menu option: Timely access to health information (access to a patient portal)
- Now: 2014 Requires
  - Timely access to health information (access via patient portal)

# Stage 2: Active engagement

Patient Portal access is required

- Ability to View download or transmit:
  - Hospital summary for patient
  - Summary of Care record which was sent to next provider
  - Office visit summary
- Must demonstrate patient engagement

# Stages of Meaningful Use





# Six National Quality Strategy Domains

## Patient Safety

Make care safer by reducing harm in the delivery of care

## Patient & Family Engagement

Ensure that each person and family are engaged as partners in their care

## Care Coordination

Promote effective communication and coordination of care

## Population & Public Health

Work with communities to promote wide use of best practices to enable healthy living

## Efficient Use of Health Care Resources

Make quality care more affordable for individuals, families, employers and governments by developing and spreading new health care delivery models

## Clinical Processes / Effectiveness

Improve quality, safety and efficiency; reduce health disparities

# Stage 2 Core Objectives – Menu to Core

EP Objective	Stage 1 Measure	Stage 2 Measure
Patient Lists	Yes	Yes – Menu to Core
Patient-Specific Education Resources	10%	10% - Menu to Core
Medication Reconciliation	50%	50% - Menu to Core
Clinical Lab-Test Results	40%	55% - Menu to Core
Patient Reminders* / Preventive Care**	20%	10% - Menu to Core

\* Patient Reminders (Stage 1) – 20% off all patients 65+ or 1-5 yrs. sent reminder

\*\* Preventive Care (Stage 2) – 10% of all patients with 2+ office visits within 24 months prior to EHR reporting period

# Patient Electronic Access / Engagement

- CMS has listed the information that must be made available online
  - Any information that is prohibited by any federal, state or local law does not need to be included
  - Any information that the provider believes could cause substantial harm to the patient does not need to be included
  - If a specific data field is not available to the EP at the time the information is sent to the patient portal, it does not have to be made available and the EP can still meet the measure
    - Once the information becomes available, the EP must make it available within four (4) business days
- This provides coordination with HIPAA Privacy regulations



# MU Requirement

## Patient-specific Education Resources

It's about the prompts, not the documentation

- **Objective** Use certified EHR technology to identify patient-specific education resources and provide those resources to the patient if appropriate.
- **Measure** More than 10 percent of all unique patients seen by the EP are provided patient-specific education resources.

### Definition of Terms

- **Patient-Specific Education Resources** – Resources identified through logic built into certified EHR technology which evaluates information about the patient and suggests education resources that would be of value to the patient.



## Engaging Patients in their Healthcare

# What is “Patient Engagement”?

Center for Advancing Health definition:

- "Actions individuals must take to obtain the greatest benefit from the health care services available to them.

This definition *focuses on behaviors of individuals* relative to their health are that are critical and proximal to health outcomes, rather than the actions of professionals or policies of institutions.

- ***Engagement is not synonymous with compliance.***

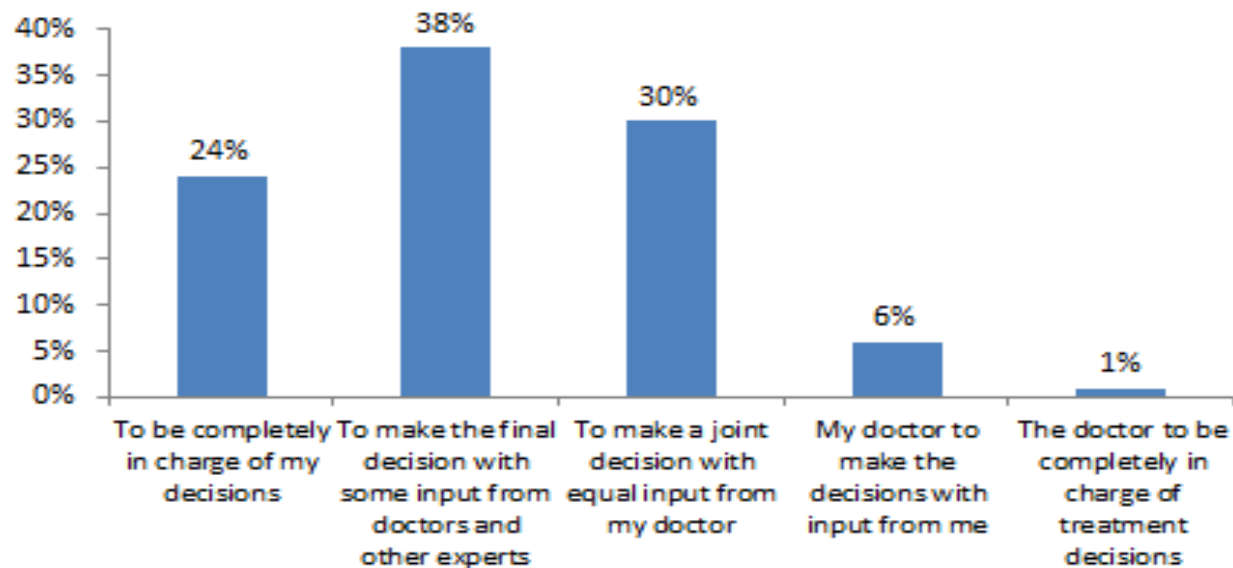
Compliance means an individual obeys a directive from a health care provider. **Health** Engagement signifies that a person is involved in a process through which he or she harmonizes robust information and professional advice with his or her own needs, preferences and abilities in order to **live healthily**, prevent, manage, and cure disease.”



# Shared Decision Making

9 in 10 U.S. Adults (92%) Want to Share in Health Decision Making, Spring 2014

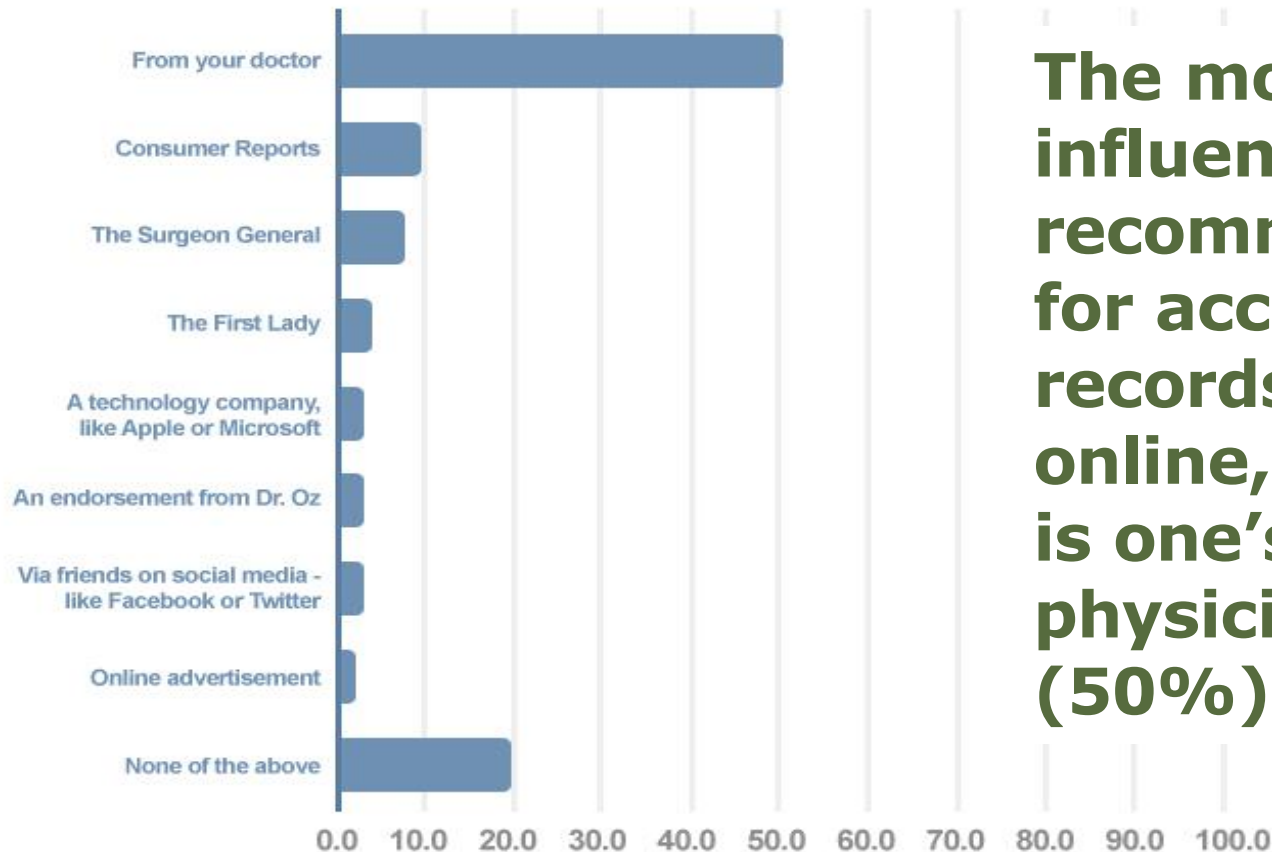
*1 in 4 Wants to Be “Completely” In Charge*



*Source: Altarum Institute Survey of Consumer Health Care Opinions, Spring 2014*

Vast majority of U.S. adults want to share in health care decision making

Which of the following would you be most likely to listen to if they recommended using the Blue Button?



**The most influential recommender for accessing records online, by far, is one's physician (50%)**

Source: Eliza Corporation Survey Conducted in fulfillment of the Blue Button Pledge, June 2013



# Tools to assist with Patient Engagement for Meaningful Use

- Portals
- Secure Messaging
- Secure Mobile Apps
- Industry Resources
- Proxy access



# Integrating Patient Generated Data into Electronic Health Records

**Allergies, VS,  
Meds,  
diagnoses**

**Patient  
Generated  
data**

**Hospital  
Patient  
Summary**

**Summary of  
Care  
for next  
Provider**

**Office Visit  
Summary**



**Outpatient test  
results**

**Hospital test  
results**

# Patient Generated Data

- Forms: history, medication lists, allergies
- Demographics
- Objective clinical data from connected devices:
  - Weight
  - Blood glucose
  - Blood pressure



# Considerations

- Validity of patient generated data
  - Patient actions or technique
  - Medical device or sensor accuracy or maintenance
  - Timeliness
  - Veracity
- Where and how data is used in EMR
  - Segregated from validated sources vs. comingled
    - propagation of information



## Pediatric Considerations



# Why Patient Engagement Important?

## Patient's Untapped Demand for Access to Information & eHealth Tools



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

**25%**

have accessed their health info online with prescriptions being the most common

**91%**  
own cell phones



**56%**

of those are smartphones



**52%**

gather health info on their phones

**HIMSS**  
transforming healthcare through IT™

**19%**

have a mobile app to manage their health



**21%**

of individuals who track use a form of technology



# Why Patient Engagement Important?

- Meaningful Use Requirement
  - Patient Portal
    - View, Download and Transmit Health Information
  - Patient Reminders
    - Reminders sent for preventive care = Health Maintenance
  - Secure Messaging (Stage 2 Core = 5%)
    - Communication initiated by patient/family to provider



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# My Chart (Patient Portal)

The screenshot displays the MyChart patient portal interface. On the left, a banner features a doctor examining a child, with the MyChart logo and the tagline "Your secure online health connection". Below this, a section titled "Access your test results" states: "No more waiting for a phone call or letter — view your results and your doctor's comments within days".

The main content area is divided into two columns. The left column contains a navigation menu with the following items: Home, My Medical Record (with sub-links: Health Summary, Test Results, Hospital Admissions, Medications, Allergies, Immunizations, Preventive Care, Medical History, Current Health Issues, Health Trends, Who's Accessed My Record?), Message Center, Appointments, and My Account. The right column, titled "You Might Want To... (Cadone)", includes a message box stating "Read your messages. You have 23 new messages." and three action buttons: "Send a message to your doctor's office.", "Schedule an appointment.", and "View your health summary."

At the top right of the main content area, there is a "Resources for You" section with links to the "Health Information Library" and the "iGrow Parenting E-Newsletter". The "Health Information Library" link is accompanied by the text: "Search and view our comprehensive health and medical information library." The "iGrow Parenting E-Newsletter" link is accompanied by the text: "Sign up to receive our monthly e-newsletter, featuring articles and videos customized for your family and special interests."

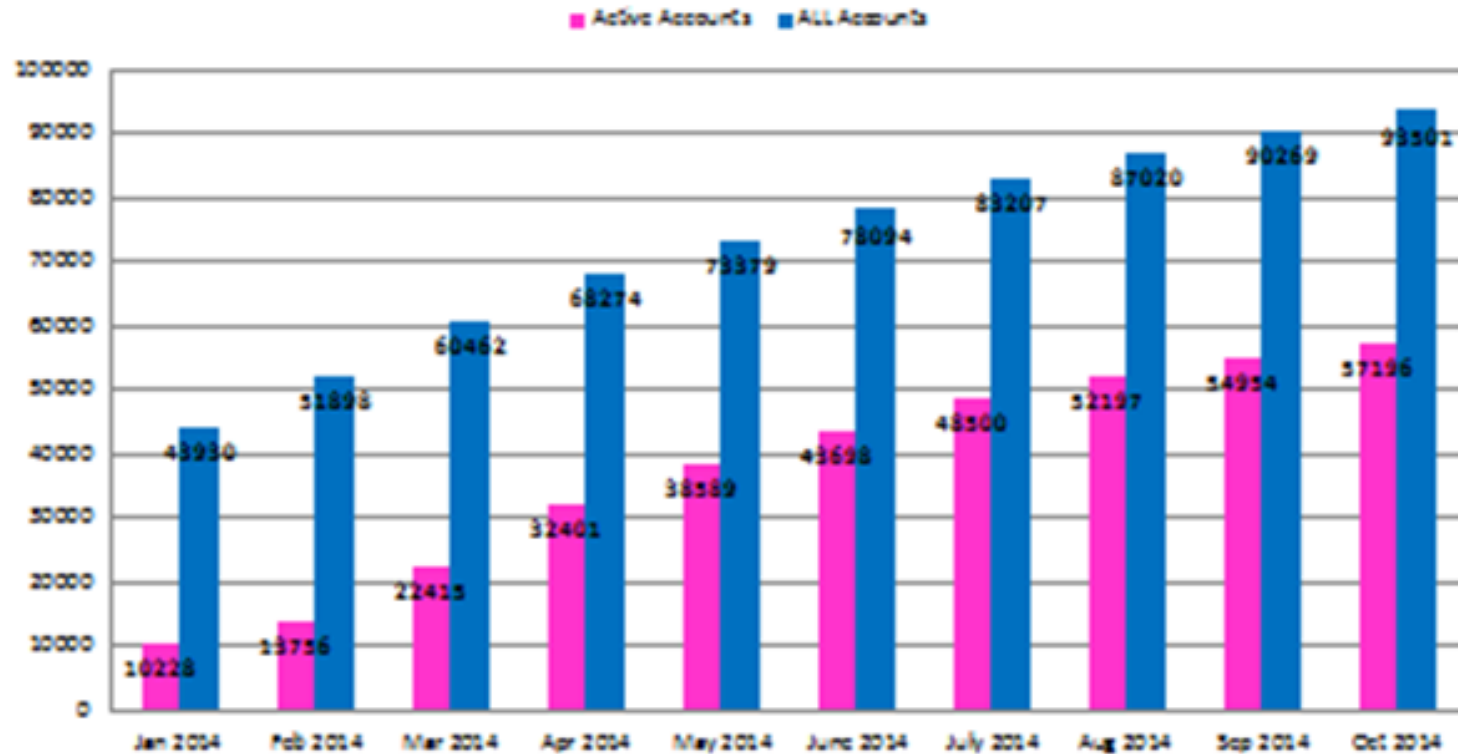
The top right of the interface shows a login section with fields for "MyChart ID" and "Password", each with a "Forgot" link. A "Sign In" button is located below these fields. The text "MyChart © Epic Systems Corporation" is visible at the bottom of the login section.

The top navigation bar includes the Akron Children's Hospital logo, the MyChart logo, the tagline "YOUR SECURE, ONLINE HEALTH CONNECTION", and a "Welcome, Mom Mychart" message with a "Log Out" button. A user navigation bar below the login section lists various family members: Mom (Me), Cadone, Cadthree, Cadtwo, Five, Ftc, Infant, Kimberlyg, Labone, One, and an ellipsis.

# Patient Portal

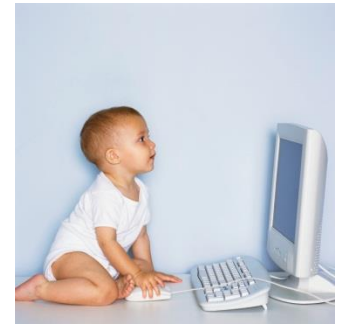


MyChart Pt Accounts



# Challenges with Patient Engagement in Pediatrics

- Patient Portal
  - Challenge
    - Proxy Access for children < 18 years of age
    - Protect the child's rights to protected health information
    - Can not provide access code on Discharge Summary
    - Children's Services Board
    - Language Barriers
  - Solution
    - Set up Teen Access for those children 12-18
    - Sign up users during IP stay/Office Visits
    - Work with interpretive services
    - Get Staff Signed up – Better to sell if a user
    - Help Providers find the "Hook"



# Challenges with Patient Engagement in Pediatrics

- Patient Reminders

- Challenge

- Health Maintenance Options limited
      - Immunization schedule very complex
    - Multiple Preferred Forms of Communication
    - Specialty Services limited Relationships
    - Potential message over load – who owns sending of reminders

- Solution

- Strategic timing for flu vaccine, remainder of immunizations more of a challenge
    - Utilize Patient Portal, Automated phone service
    - Coordinate with PR schedule, Develop process for approval



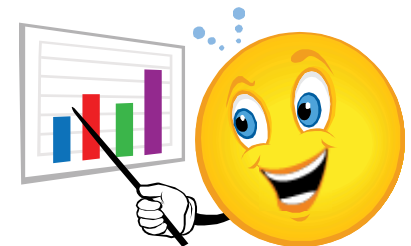
# Challenges with Patient Engagement in Pediatrics

- Secure Messaging
  - Challenge
    - Buy In from Staff will not create more work
    - Develop tool that is meaningful and relevant and user friendly
    - Need to have enough patients/families on patient portal
  - Solution
    - Post Visit Questionnaire
      - Good PR
      - Allow patient opportunity to ask questions they forgot during the visit
      - Reduce staff time addressing phone messages
    - Increase your Patient Portal numbers



# Nurse Informatics Role

- Analyze workflows that effective patient engagement can impact
- Design tools that are relevant and effective
  - Questionnaires, Forms, Messages
- Develop metrics to evaluate the tools you have created
  - Are they meeting your goals?
  - Are you measuring the right things?
  - Improving patient outcomes?
- Update and revise
  - Rarely do you get it 100% right the first time



# Broader Nursing Informatics Role

- Be advocate for:
  - Patient Engagement
    - Demonstrate to patients how engagement tools will benefit them
    - Be cheerleader, be enthusiastic, be a mentor
  - Patient Engagement tools working
    - Are the tools available user friendly, meeting needs of patients, gathering data needed for decision making?
  - Collaboration between technology & healthcare
    - Be at the table when decisions are made on what to buy, being developed, enhanced, upgraded, etc.
  - Strategic and Visionary Thinking
    - Help decision makers see “Big Picture”

# Questions???

## Contact Information

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