Personal Health Records
Paving the Way to Continuity of Care

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Consumers have high expectations for gaining electronic access to their medical information.

Consumers assume information is easily transferred between providers and hospitals.
EMRs, EHRs, and PHRs

Fragmented Paper Information Now Fragmented Electronic Information

**Electronic Medical Records (EMRs)**
are a digital version of the paper charts in the clinician’s office. An EMR contains the medical and treatment history of the patients in one practice. Patient access to an EMR may be available via a provider’s portal.

**Personal Health Records (PHRs)** contain the same types of information as EHRs—diagnoses, medications, immunizations, family medical histories, and provider contact information—but are designed to be set up, accessed, and managed by patients.

**Electronic Health Records (EHRs)** contain information from all the clinicians involved in a patient’s care. All authorized clinicians—including pharmacists & specialists—can access the information to provide care to that patient.
Meaningful Use Mandate
Facilitating Patients’ Active Management of Care

- Meaningful Use Requirements Include Consumers
- Reporting on Clinical Quality Measures
  - Patient and Family Engagement
  - Patient Safety
  - Care Coordination
  - Population and Public Health
  - Efficient use of Healthcare Resources
  - Clinical Processes/Effectiveness
Paving the Way

PHRs as Vehicle For Accelerating Continuity of Care

- PHRs as a Tool
- Aligning with CQM Health Policy Domains
- Mutual Benefit for Doctors and Patients
Pioneering CA-based company, developed one of first PHRs in 1999

Targeting underserved & vulnerable populations

- Foster Youth – HealthShack™
- Teenage Parents - FollowMyChild
- Migrant Workers – MiVIA
- Chronic Disease Patients – FollowMyHeart
HealthShack™
Patient & Family Engagement at WIND Youth Services in Sacramento

Content & Tools:
- Resume Builder
- Emergency ID Card
- Trusted Resources
- Website/Blog
- Social Network Links
- Video & Audio
- Permissions & Consent

Member Data & Documents Input:
- Health
- Education
- Employment
- Housing

Funders: Sierra Health Foundation, UnitedHealth Group
HealthShack™ Today

Current Users

- Private Agencies
  - Aspiranet (CA – THP Program)
  - EMQ Families First (CA)
  - WIND Youth Services (CA)
  - Lutheran Social Services of Northern California
  - Our Kids/Miami-Dade County (FL)

- Public Agencies
  - Placer County (CA)

- Healthcare Providers
  - UC Davis Health System (CA)

Current Initiatives

- AltruIT Stewardship
- Product Development
  - Mobility
  - Interoperability
- Forward Focus
  - CA Counties
  - Transitioning Populations
  - Research Opportunities

altruIT Supporting the Work of Human Services through Technology
Electronic Medical Passport Evaluation Project

- Having nurses available to guide the foster parents was essential.
- Health care providers were very satisfied upon receiving a Passport for a new foster child patient.
- The Passport needs to optimize the workload of the nurses, while providing a resource for the parent/kids.
MiVIA
Patient Safety for Migrant Workers in Sonoma Valley

- Focus on uninsured and transient populations lacking a medical home
- Eliminates geographic barriers in primary, specialty and tertiary care
- Patient education and advocacy tools
- Members create their own personal HIE, sharing information between providers and family members
One of the most critical issues around coordinated care is that of transitions - from tertiary care to community-based care, from pediatric care to adult-centered care.
FollowMyHeart
Care Coordination for Heart Patients and Doctors

- Congenital heart disease (CHD) is the most common birth defect worldwide. There are now more than 1,000,000 adults in the United States living with CHD.

- The FollowMyHeart PHR is the result of a team effort between Children’s National Medical Center, Washington Hospital Center and FollowMe to help patients manage CHD for life by providing a system to enter, store, and share their medical histories.

- Research:
  - Electronic Personal Health Record Use in Adolescent and Adult Congenital Heart Disease Patients (submitted) Linda B. Tiernan, MD, Munziba Khan, MPH, Anitha S. John, MD, PhD, Karen S. Kuehl, MD, MPH, Department of Cardiology Children’s National Medical Center Washington D.C.
FollowMyHeart

Care Coordination for Heart Patients and Doctors

- Heart module stores scans, heart reports, EKG results
- Features CHD-specific educational content
- Members control access to data
- Facilitates communication between CHD patients and providers
- Patients find helpful in emergencies and when living away from original site of cardiac care
Lessons Learned

- Education
- Outreach
- Implementation
Key Challenges for PHR Adoption

- **Technology**
  - Overload in approach to 2014
  - Interoperability
  - EMR Pushback

- **Literacy**
  - Lack of awareness of PHRs
  - Consumer literacy lags ACA implementation

- **Sustainability**
  - Funding to support community-level involvement
  - Monetizing product while maintaining trusted environment
What If…

PHRs as Vehicle For Accelerating Continuity of Care

- We implement a layer of consumer services that includes the PHR to align with HIE implementation efforts via a “Consumer Health Hub”
- We integrate telemedicine services and medical device innovations as components of Consumer Health Hub
- We provide a “virtual medical home” using the PHR as the tool promoting continuity of care
Health Information Exchange (HIE) allows doctors, nurses, pharmacists, other health care providers and patients to appropriately access and securely share a patient’s vital medical information electronically. There are currently three key forms of health information exchange:

- **Directed Exchange** – ability to send and receive secure information electronically between care providers to support coordinated care

- **Query-based Exchange** – ability for providers to find and/or request information on a patient from other providers, often used for unplanned care

- **Consumer Mediated Exchange** – ability for patients to aggregate and control the use of their health information among providers

Source: [www.healthit.gov](http://www.healthit.gov) National Learning Consortium
Thank You!

Putting a Face on Consumer Engagement

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Bibliography
Articles, Research, Outcomes

Personal and Electronic Health Records

- Meaningful Use Data and Case Studies from The Office of the National Coordinator for Health Information Technology, http://www.healthit.gov/providers-professionals/meaningful-use-case-studies#patient_family

HealthShack


Transitioning Youth in Foster Care