



*My Health\_Vet*

# Personally Controlled Health Records in Clinical care

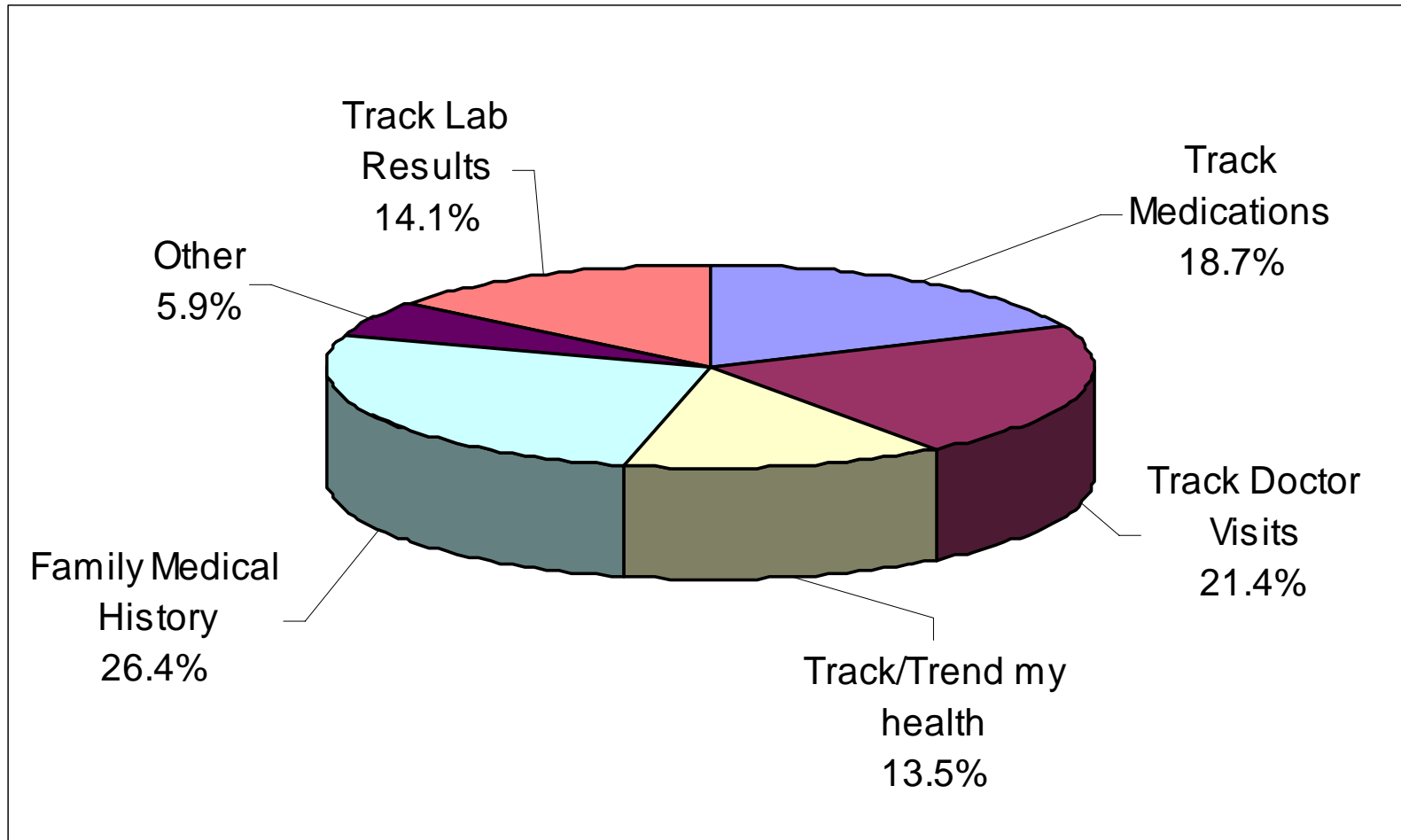
*PCHRI 2006  
October 10, 2006*

**Syed Tirmizi, MD  
Acting Director  
Health & Medical Informatics Office  
Office of Information  
Veterans Health Administration**

- Two in five adults in the US keep their own personal and family health records.
  - 13% keep them electronically
  - 40% planning to do so in the future
- More women (45%) than men (38%) kept records.
- 58% of the over-65s filed information about their treatment.
- 84% of all surveyed welcomed the Personal Health Record (PHR) concept.
- Out of the 13% in the Harris survey who kept electronic records, only one in thirteen kept them online at a health record website.

Source: Harris Interactive, August 2004

# What Do Patients Value in a PHR?



Angst, C. M., & Agarwal, R. (2004) "Patients Take Control: Individual Empowerment with Personal Health Records," Center for Health Information and Decision Systems.

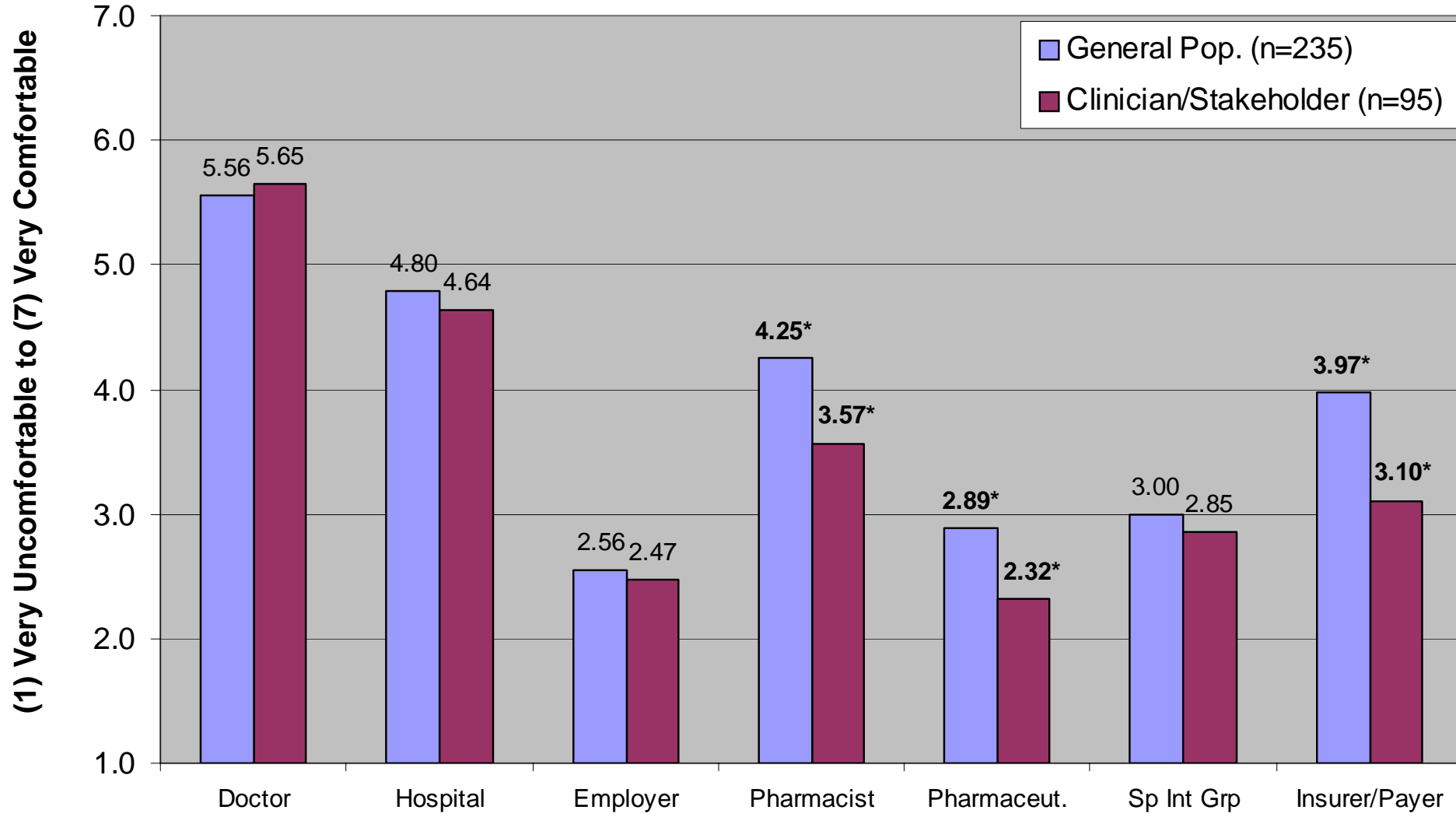
- **Convenience** is a strong predictor of desire for PHR<sup>1</sup>
- **Compliance** is a predictor of PHR use<sup>2</sup>
- **Connectedness** is a predictor of PHR use<sup>2</sup>
- **Age and Chronic Illness** were not predictors but **Education and Knowledge of PHRs** were predictors of desire for PHR<sup>3</sup>

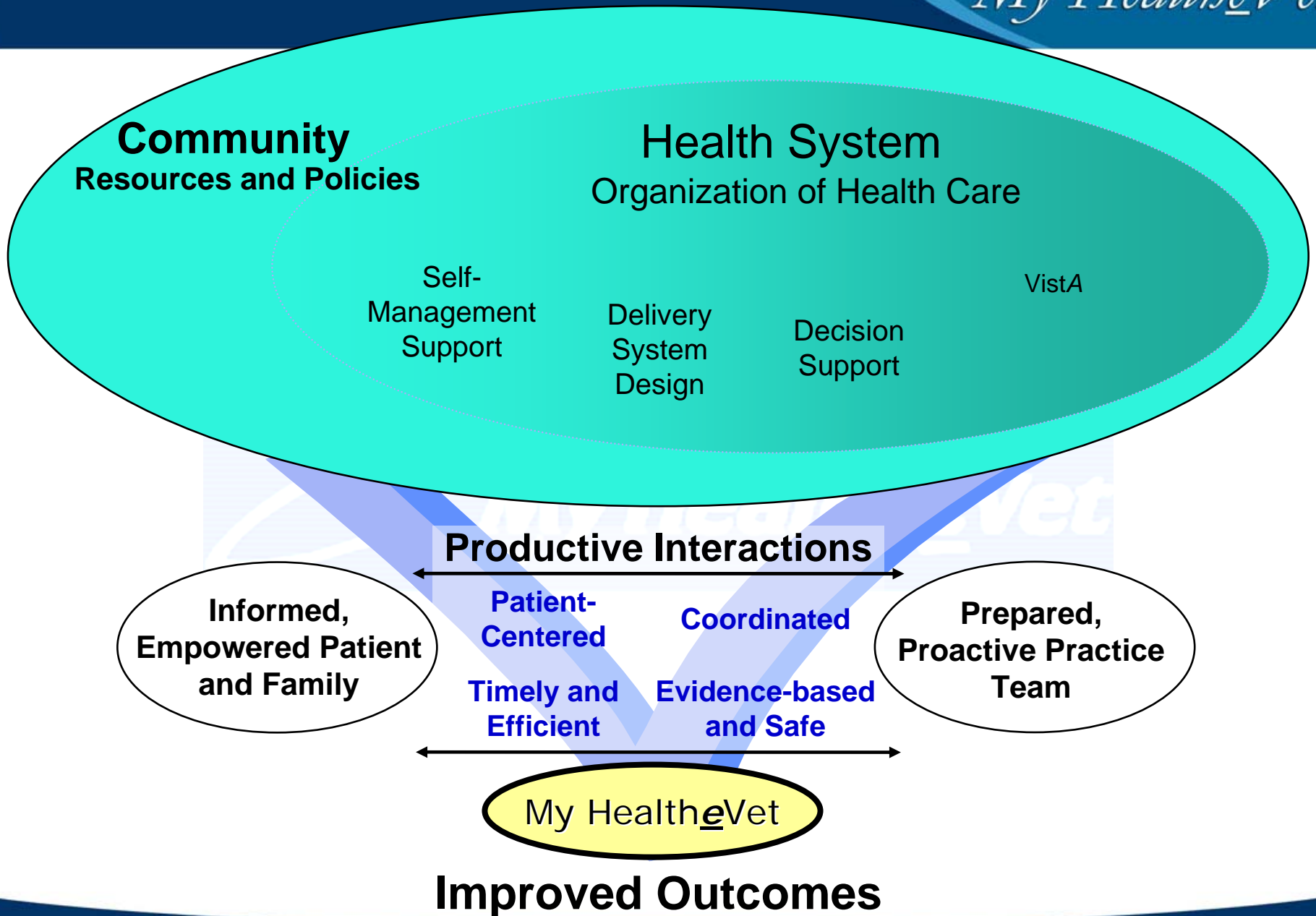
<sup>1</sup>Angst, C. M., & Agarwal, R. (Working Paper). "Getting Personal About Electronic Health Records: Modeling the beliefs of personal health record users and non-users,"

<sup>2</sup>Agarwal, R., & Angst, C. M. (2006). "Technology-Enabled Transformations in U.S. Health Care: Early Findings on Personal Health Records and Individual Use," In D. Galletta & P. Zhang (Eds.), *Human-Computer Interaction and Management Information Systems: Applications* (Vol. 5). Armonk, NY: M.E. Sharpe, Inc.

<sup>3</sup>Angst, C.M., Agarwal, R., & Downing, J. (Working Paper). "An Empirical Examination of the Importance of Defining the PHR for Research and for Practice," *Under Review*.

# How comfortable would you be if an PHR was provided, sponsored, and/or maintained by:





# What do people with Chronic Disease need?

*My HealtheVet*

- A continuous healing relationship.
- Regular assessments of how they are doing.
- Effective clinical management.
- Information and on-going support for self-management.
- Shared care plan.
- Active, sustained follow-up.

\* Ed Wagner – presentation “Beyond the Basics: Another Look at the Care Model”

# Why My HealtheVet?

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Dr. Jonathan Perlin, M.D., Ph.D., MSHA, FACP  
Camp CPRS 2003

## **The Challenge**

- **Improve the Quality and Humanity of Healthcare**
- **Close the Quality Chasm**

*how?*

## **One Solution is My HealtheVet**

- **Informed Activated Patient**
- **Patient Centered Care**
- **Improve Quality**
- **Improve Access**





- Transfer the “ownership” of chronic disease management to the patient.
- Offers more complete picture of patient’s health conditions and health care, including non-VA care.
- Reallocation of time in practice to more complex cases.
- Ability to communicate and collaborate with patients more easily.
  - A study by McKay et al\* found that patients who participated in an online diabetes education and support group lowered their blood glucose levels significantly more than controls did.

\*McKay HG, King D, Eakin EG, Seeley JR, Glasgow RE. The diabetes network Internet-based physical activity intervention:

randomized pilot study. *Diabetes Care* 2001 Aug;24(8):1328-1334.

- One single touch point to reach entire veteran population.
- Broadcast health bulletins (e.g., SARS, flu shot).
- Interactive outreach to veterans for health education, VA specific programs, opportunities to participate in research programs, etc.
- Enhanced patient satisfaction.

- What does person-centric care look like?
  - Care where the patient is the focus of control.
  - Care that integrates across environments.
  - Care that integrates across health & disease.
  - Care that anticipates needs rather than just reacts to it.
  - Care that works with the patient in non-traditional environments.

- **Role of clinician in achieving goals**
  - **Partner with veterans by increasing levels shared health care decision making.**
  - **Provide educational materials and preventative and specific chronic disease wellness reminders to veterans.**
  - **Encourage veterans to keep health journals and to learn more about health and wellness.**
  - **Have access to a more comprehensive online health record.**
  - **Gain a more complete understanding of the veteran's health status.**
  - **Evaluate veterans' self-entered health information.**



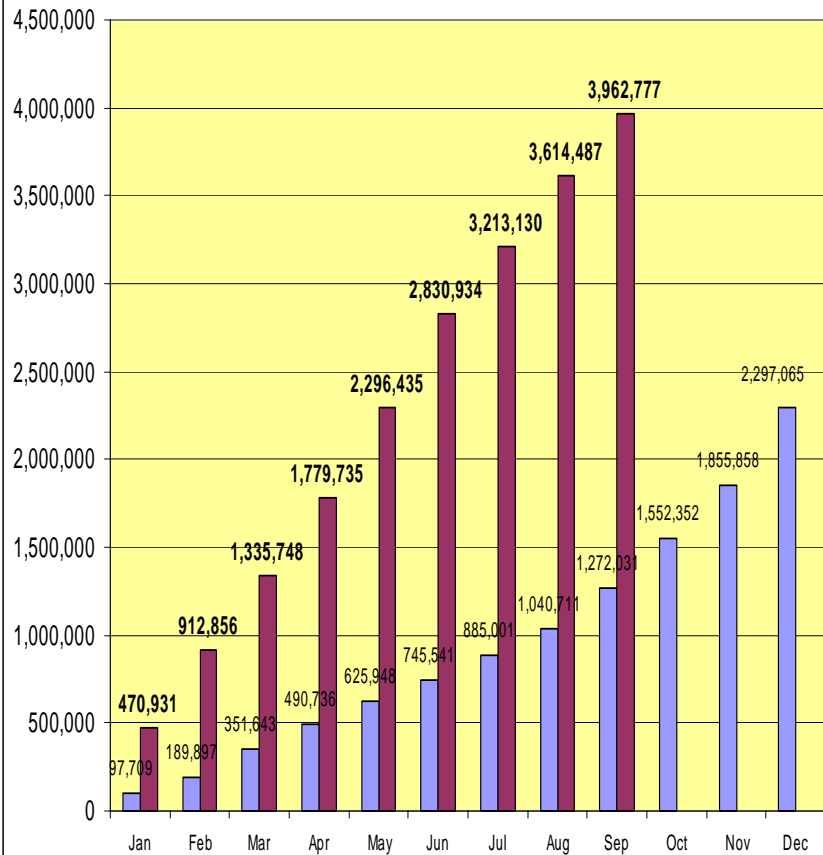
- **MHV Site Activity:**

- Using the health information.
- Entering information into their Personal Health Record
  - They are entering blood sugar, blood pressure, heart rate and body weight.
  - They are entering pain levels, allergies and immunizations.
  - They are entering health insurance, health care providers, military health history, and pulse oximetry readings.
  - There have been over 6,000 downloads for Food and Activity Journals.
- Processing their VA Prescription Refills.
- Accessing Medline Plus, Healthwise, and all components of the VA Health Library.

# MHV National Cumulative Yearly Visits and Accounts

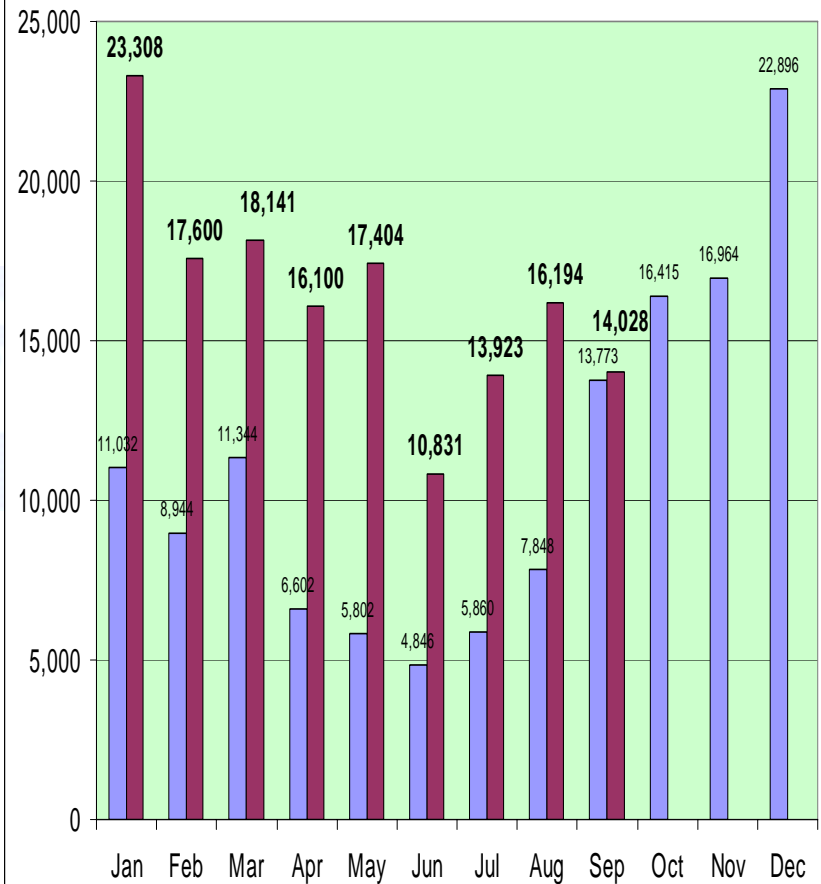
**My Health\_Vet Cumulative Yearly Visits - 2005 and 2006**  
Visits up 212% January - September 2006

2005 2006



**New My Health\_Vet Accounts - 2005 & 2006**  
Accounts Up 94% January - September 2006

2005 2006



**My HealtheVet:  
VA's Personal Health Record  
Putting feet to the ground.....**



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# Personally Controlled Health Records in Clinical Care

## My HealthVet: VA's Personal Health Record

*October 10, 2006*

**Ginger Price**  
**Acting Director, Veteran Services Portfolio**  
**Director, My HealthVet Program**  
**VHA Office of Information**



**My HealtheVet is a transforming eHealth portal that encourages veterans, family, advocates, and health care providers to work collaboratively to optimize each veteran's health.**

- My HealtheVet is an important tool in promoting health and wellness for all veterans. Knowledgeable patients are better able to stay healthy, make informed healthcare choices, and seek services when (and only when) they need them.**
- Patient compliance can improve dramatically when the patient is engaged, playing a role in the process, self-documenting the data and observing the trends, first hand.**

- The veteran "owns" his/her My HealtheVet Personal Health Record
- The *VistA* Computerized Patient Record System (CPRS) is the authoritative VA medical record
- The veteran can request that a copy of his/her *VistA* record be electronically extracted and sent to the My HealtheVet system
- My HealtheVet is available to all veterans **AND** to all VA employees

# What do they want from MHV?

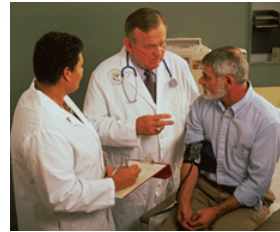
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## **Veterans want:**

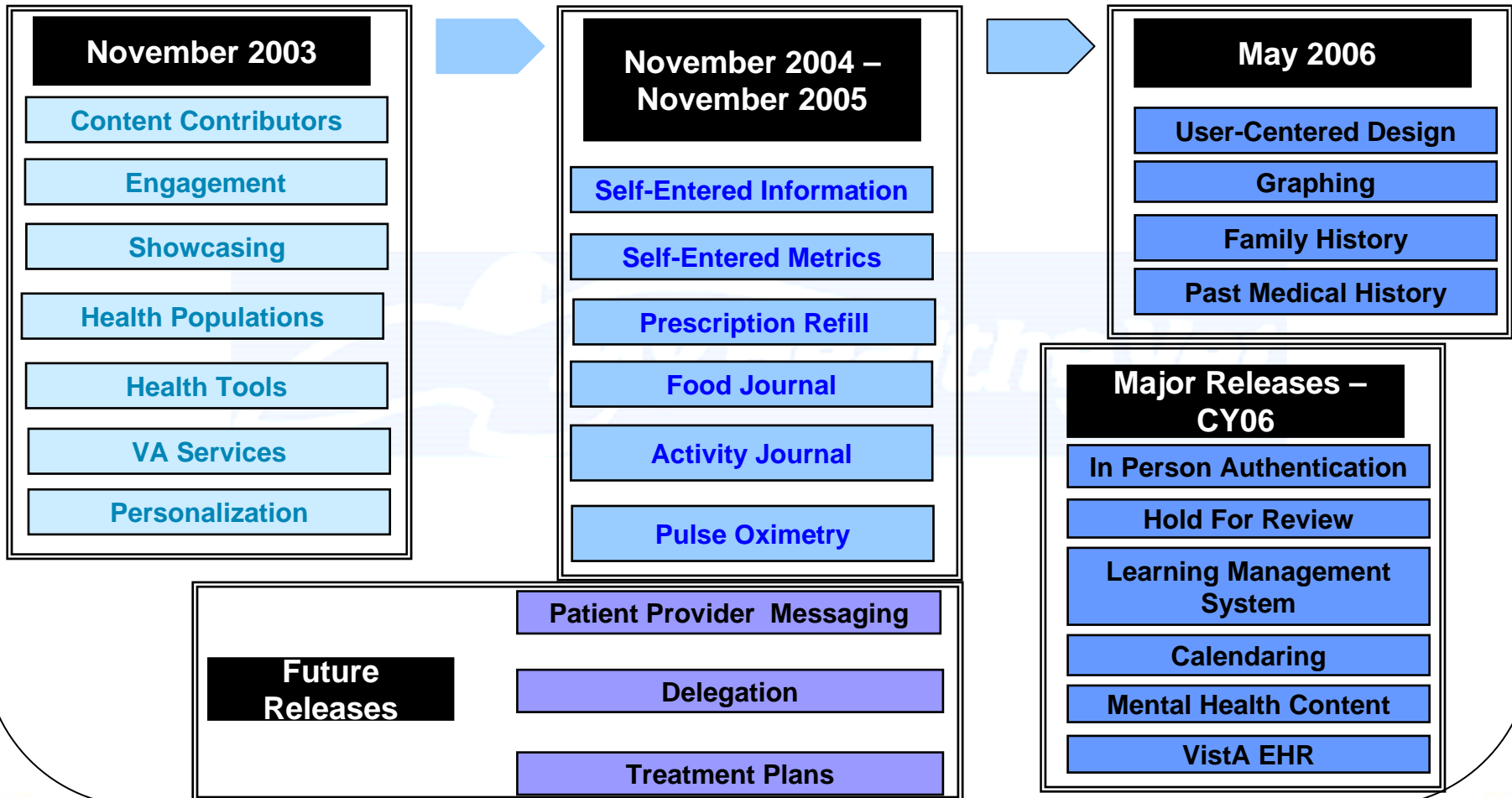
- ✓ accurate, timely access to their health information
- ✓ to take an active role in managing their own health
- ✓ to make informed, educated health care decisions
- ✓ to refill prescriptions and check appointments online
- ✓ one stop shopping for benefits and services
- ✓ to communicate with their healthcare provider electronically
- ✓ to know VA cares...

## **Clinicians want:**

- ✓ to support patient-tracked metrics
- ✓ to decrease unnecessary clinic visits
- ✓ to provide patients with objective, clinically sound health education
- ✓ information sharing to support co-managed care
- ✓ wellness reminders
- ✓ engaged and informed patients
- ✓ to utilize technology that will maximize use of their time
- ✓ a complete record



## Iterative Implementation Releases:



- **Mr. Paul Ally (Vietnam veteran) thinks MHV is a great idea.**
  - His father has had some recent health problems. Paul used the Self-Entered Information vitals capability on the national site to track his father's blood pressure and changes over various times of the day.
  - When they took the information to his doctor, they discovered that some of the health problems his father was experiencing were due to him taking too high a dose of his medication.
  - They were able to lower his blood pressure medication and take him off of another medication entirely. Mr. Ally says that it really helps to have all of the information in one location. He believes that using MHV may have saved his father's life.
- **Mr. Craig Carpenter found MHV to be there when needed.**
  - Craig is a young wheelchair bound veteran with MS and, diabetes, have many complex healthcare issues, and is on 17 different medications. While on vacation in Puerto Rico, he became ill and went to the emergency room. Craig had difficulty with the language barrier and asked the health care providers to take his MHV password to access his account. The emergency team was able to pull up his medications and medical record, avoiding duplicate tests.

- **Initial negative expectations...**

- Increase in provider workload.
- Telephone Care will be deluged.
- Patient dissatisfaction, overreaction, and hysteria.
- Negative impact on paper based ROI.
- Congressional and Patient Advocate Complaints.
- Medical record will now be censored.
- This will ruin the practice of medicine.

- **Did not materialize in the MHV Pilot (Portland). Using the pilot did not**

- Increase patient advocate complaints over content of the medical record.
- Result in even one congressional complaint.
- Result in even one report of a patient misinterpreting or overreacting to medical data.
- Increase requests for chart amendment.
- Support the argument that mental health patient access to medical records should be restricted.

- **Will it require change?**

**Yes...**

- **Information**

- Provide the right information, at the right time, in the right form

- **Education**

- Interpret / explain alternatives

- **Opportunity**

- Introduce the intervention

- **Responsibility**

- Create the connection between lifestyle choices and health outcomes

- **Encouragement / Reinforcement**

- Recognize progress

# Increasing Patient Engagement *My HealthVet*

- **Ask the patient if they have a PHR account. Encourage them to sign up.**
- **Promote the use of the PHR together; successful integration of technology comes with personal experience.**
- **Engage the patient by reviewing the patient's printed information during the initial intake process or during the visit.**
- **Ask the patients if they have any specific questions related to their PHR health information.**
- **Capitalize on educational opportunities. Ensure the patient understands the information.**
- **Utilize the clinical team to answer any preliminary questions.**



# Increasing Patient Engagement *My Health\_Vet*

- **Use the self-entered information to set goals and targets with the patient.**
- **Clarify expectations with the patient.**
- **Support the patient as an informed activated partner in the care process.**
- **Encourage the patient to print out information in preparation for their next visit.**
- **Instruct the patient to report missing or incorrect health information.**
- **Encourage the patient to maintain a complete, accurate health record.**

# Increasing Patient Engagement *My Health\_Vet*

- Inform the patient about sharing their health information with delegates, people with whom they want to share medical information, such as family members, non-clinicians, etc. Let the patient know that selecting a delegate does not require or guarantee that the delegate will look at the patient's personal health information in the PHR.
- Encourage sharing information with their non-facility health care professionals.
- Stress the importance of their responsibility to protect their privacy regarding personal health information, both paper and electronic.
- Warn against leaving any information unprotected by logging off and not leaving printed information in public places.
- Recommend shredding unwanted printed information that contains personal health information.

# How Can You Get Involved?

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- **Be a Clinical Champion.**
- **Meet your Point of Contact.**
- **Participate in Provider Training.**
- **Tour the PHR website. Take the virtual tour (if available).**
- **Engage and invite PHR patients to participate.**
- **Build the PHR into your Practice.**
- **Use the PHR Prescription Pad.**
- **Engage clinical teams to promote the PHR.**
- **Build upon Best Practices.**
- **Share your success stories! We love to hear about what you're doing and how it helps veterans!**
- **Volunteer for a Clinical Advisory Board or similar workgroup -- help shape the future...**





# MHV Point of Contact Business Cards

*My HealtheVet*



*Enter VA's New Veteran Health Portal*

*Discover what VA has for you and your family*

Log on to [www.myhealth.va.gov](http://www.myhealth.va.gov)  
Begin the journey today...

*My HealtheVet  
Putting the Veteran in the Center of  
VA Healthcare*

Your Local My HealtheVet Point of Contact  
Information

<overprint MHV/POC name here>  
<overprint Location of MHV Resource Room >  
<overprint phone w/extension here>  
<web address here>

eRx



Name: \_\_\_\_\_

## Track Health

### Health Histories

- Allergies
- Family Health History
- Use Personal Health Summary to create a MHV Doctor Sheet
- Immunizations
- Military Health History

### Vitals & Readings

- Weight
- Blood Pressure
- Pulse Oximetry
- Blood Sugar
- Heart Rate
- Body Temperature
- Cholesterol
- Pain

### Journals

- Food Journal
- Activity Journal

## Medications

- Record all your Medications, OTC, Herbs & Supplements
- Refill your VA prescriptions online

## Share Information

- Bring MHV printouts of your Doctor Sheet, vitals & readings, journals and/or medications to next visit

My Health\_eVet

[www.myhealth.va.gov](http://www.myhealth.va.gov)

## Goals for your next visit:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## Research the following health topics:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## If you have questions, your local My Health\_eVet resource is:

- <overprint MHV/POC name here>
- <overprint location of resource room here>
- <overprint phone w/extension here>
- <overprint e-mail address here>

\_\_\_\_\_  
Healthcare Provider

\_\_\_\_\_  
Date

- **My HealtheVet National Demo Account**

- [www.myhealth.va.gov](http://www.myhealth.va.gov)

- Username: mhvuser
- Password: mhvdemo#1

- **My HealtheVet Pilot**

- <http://www.health-evet.va.gov/>

- Username: demouserb
- Password: password\_\$1

- **Look for additional information on the My HealtheVet Product website:**

- <http://vaww.va.gov/MyHealtheVet/>