ACT LOCALLY

Scott Young

- Agency for Healthcare Research and Quality

Allison Rein

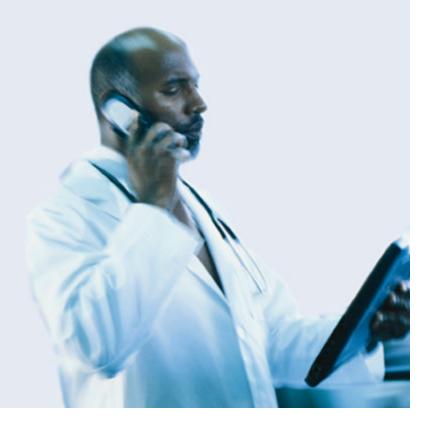
- National Consumers League

Holt Anderson

North Carolina Healthcare
 Information and Communications
 Alliance

Micky Tripathi

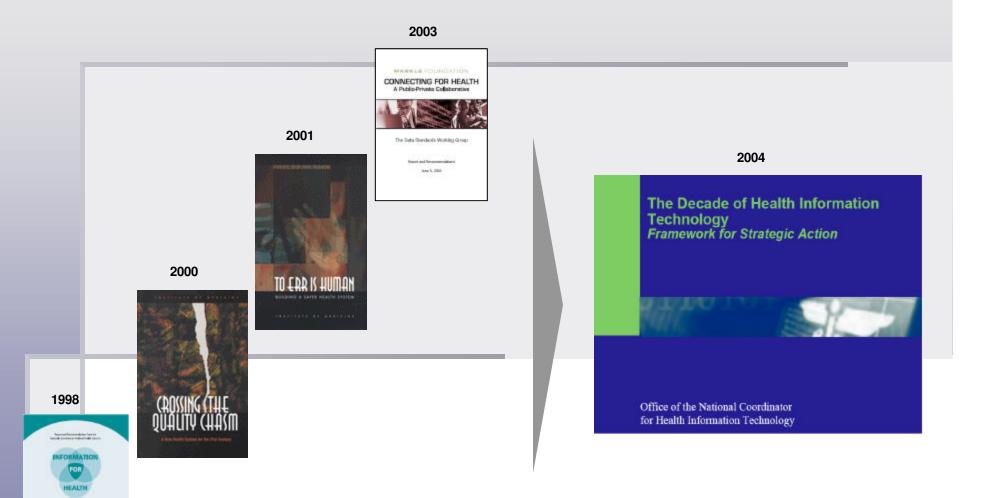
- Massachusetts e-Health Collaborative



Connecting Americans to Their Health Care 2005

ROOTS OF NATIONAL EFFORT

4



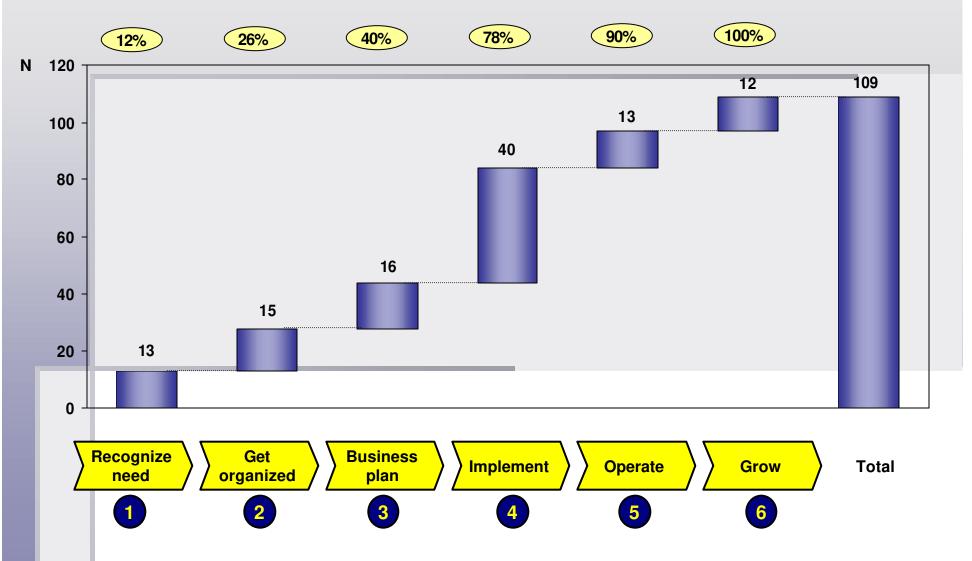
GOALS OF NATIONAL EFFORT

- Four Goals of the
- Framework for Strategic Action
- 1 Inform clinical practice
 - EHR adoption
- 2 Interconnect clinicians
 - Regional collaboration
 - NHIN
- Personalize care
 - PHRs
 - Informed consumer choice
- 4 Improve population health
 - Public health surveillance
 - Quality monitoring
 - EBM

- Three Phases of Implementation of
- Framework for Strategic Action

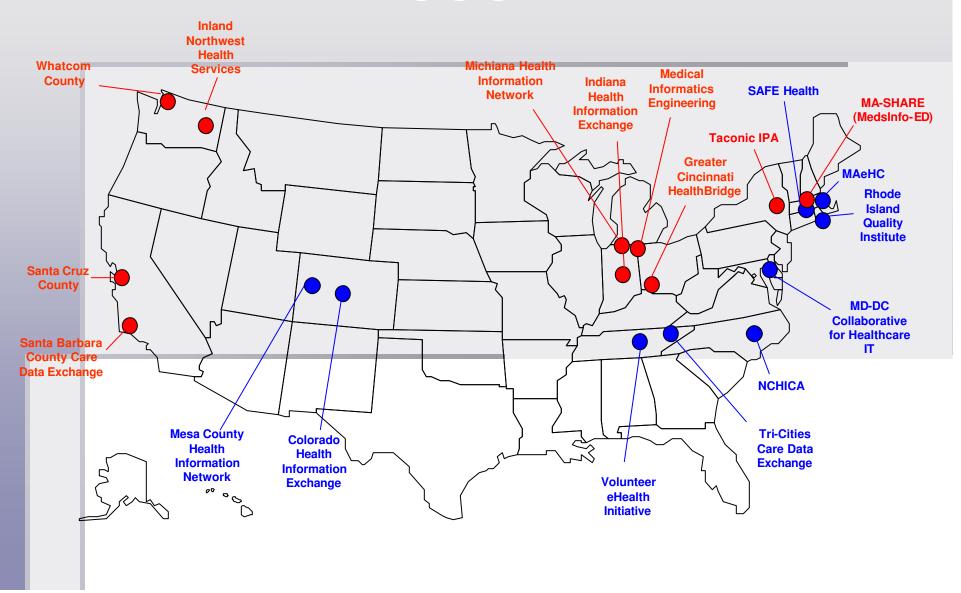


REAL EFFORT IS NOT NATIONAL, IT'S LOCAL



Source: Foundation for eHealth Initiative

SIGNIFICANT ACTIVITY ACROSS THE COUNTRY



Medical Record Paper Locations Include: Primary Care Home Health Specialty Care Pharmacy Insurer Hospital **Immunization** Registry Vital Records Research Public Health Payer **Employer** Long-Term Care Schools Law Alt. **Enforcement** Care DHHS Gov't. MH/DD/SA

GOAL: BRING TOGETHER DATA TO IMPROVE PATIENT CARE

Current system fragments patient information Future system will consolidate information and and creates redundant, inefficient efforts provide a foundation for unifying efforts **Hospitals Public** health Primary care Primary care Laboratory Laboratory physician physician **RHIO Pharmacy** Pharmacy 艮 \$ Specialty Specialty physician physician **Payors**

Ambulatory

center (e.a.

imaging

centers)

Source: Indiana Health Information Exchange

Ambulatory

center (e.g.

imaging

centers)

VALUE FOR EVERY STAKEHOLDER

Patient/ Consumer

Commercial

Labs

Providers

- Timely access to relevant data for improved decision making
- · Rapid access -- anywhere, anytime
- · Reduced clerical and administrative costs
- More efficient and appropriate referrals
- Increased safety in prescribing/ monitoring compliance; alerts to contraindications
- Better coordinated care
- Potential additional revenue sources (e.g. preventive care)
- Enhance revenue through decrease in rejected claims

Public Health Agencies

- · More comprehensive data
- Greater participation by physicians
- Easier integration of information from disparate sources
- Early detection of disease outbreaks or cases that suggest a local epidemic
- Outcomes analysis
- Bio-terrorism preparedness

Commercial Labs

- Enhanced public relations; exclusive contracts
- Decreased write-offs from unnecessary tests
- Decreased EDI costs; increase efficiencies

Providers

Payers

Pharmacies/

PBMs

Payers

(Public &

Private)

- Improved customer service
- Improved disease and care management programs
- Improved information to support research, audit and policy development

Patient

- Improved quality of care through better informed caregivers
- · Safer care
- Decreased cost of care

Pharmacies/PBMs

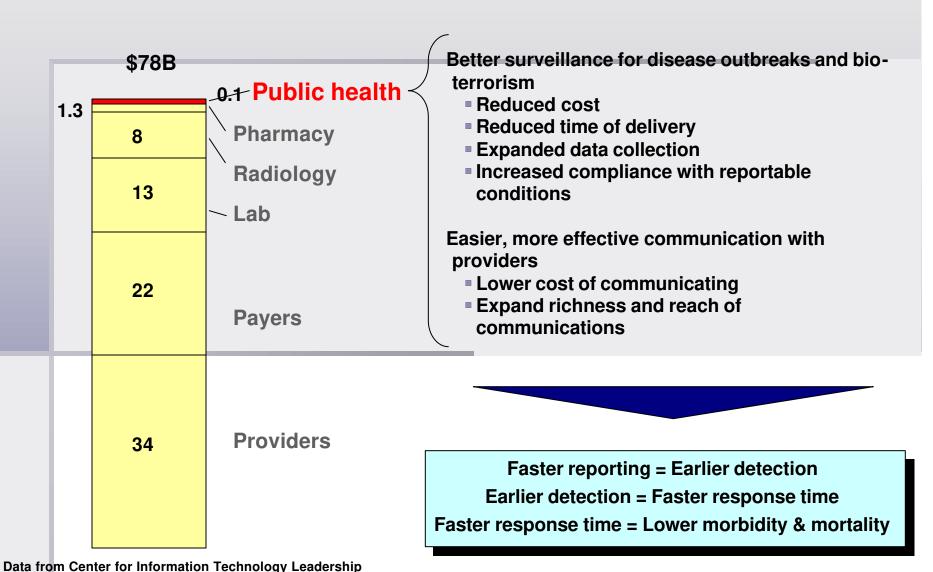
- Reduced administrative costs
- Increased medication compliance

Dr. Mark Frisse, Vanderbilt University; Center for Information Technology Leadership

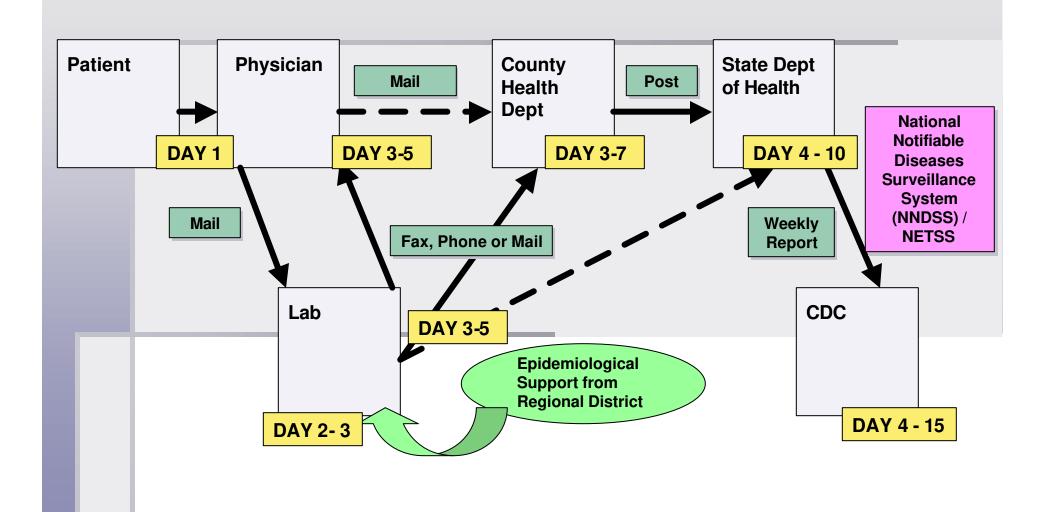
Public Health

Agencies

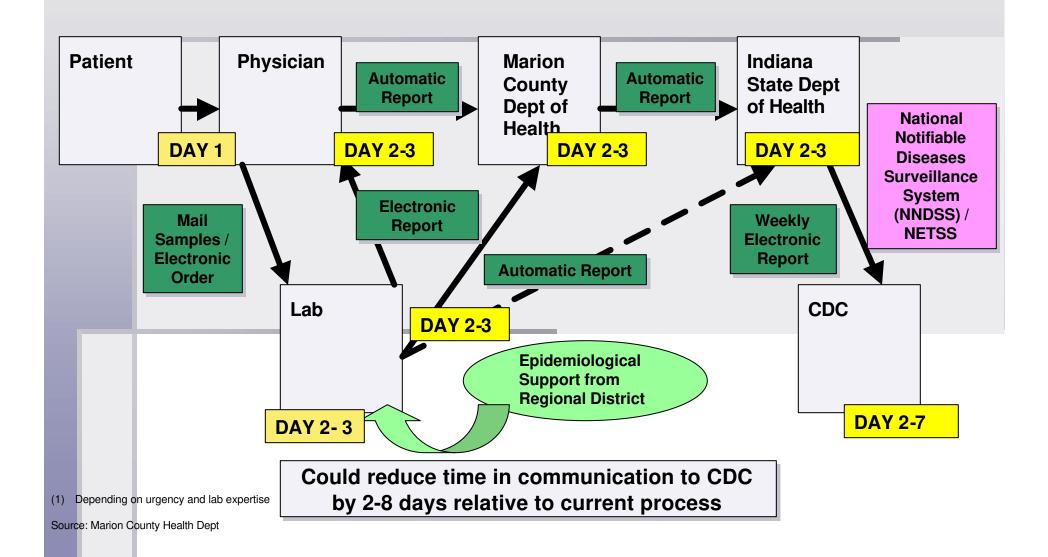
SAVINGS TO PUBLIC HEALTH UNDERESTIMATE VALUE



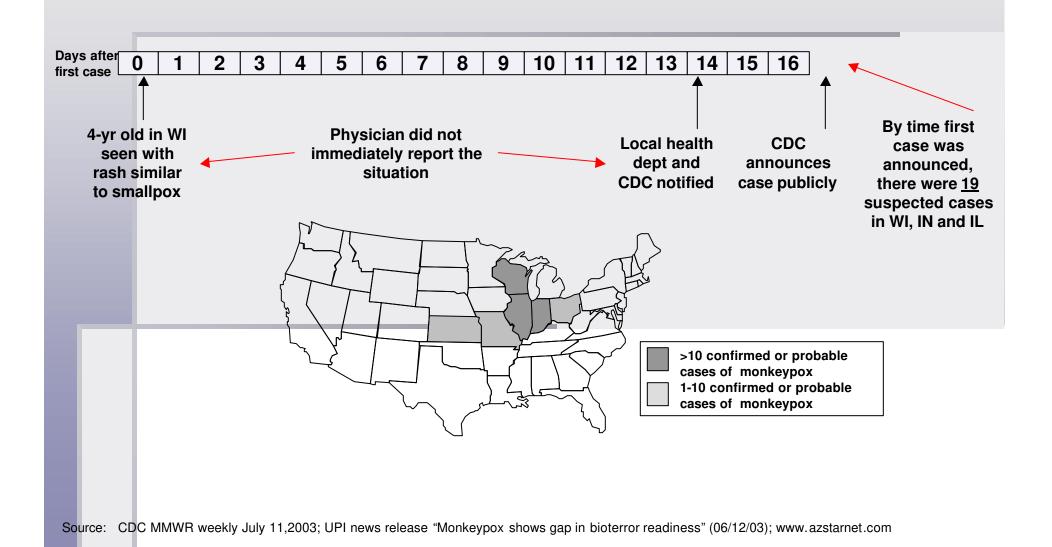
TYPICAL REPORTING PROCESS



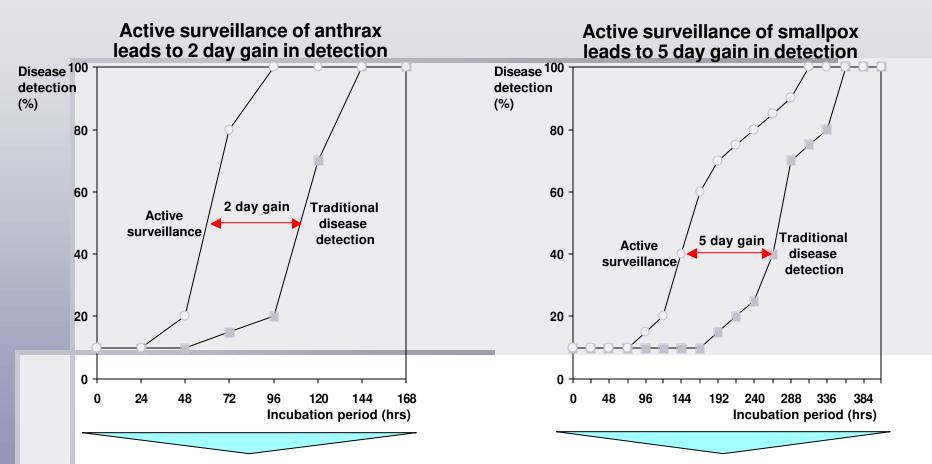
FASTER REPORTING



MONKEYPOX OUTBREAK



EVERY DAY COUNTS



Disease models indicate earlier detection can reduce fatalities by a factor of 7

Disease models indicate earlier detection can reduce fatalities by five orders of magnitude

Source: "Biosurveillance: Using Informatics for Public Health," Kenneth Mandl; DARPA and Johns Hopkins Applied Physics Lab;

DETECTION TO RESPONSE

Inputs

Basic patient data

- Age
- Gender
- Address

Encounter information

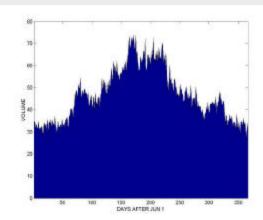
- Data and time of visit
- Visit location

Symptoms/diagnosis

- Chief complaint (free text)
- Chief complaint ICD9 code
- Diagnosis ICD9 codes

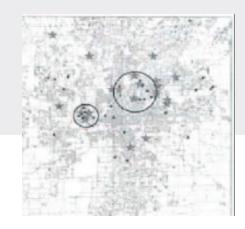
Temporal detection

Compare data to time series models for utilization, disease outbreaks

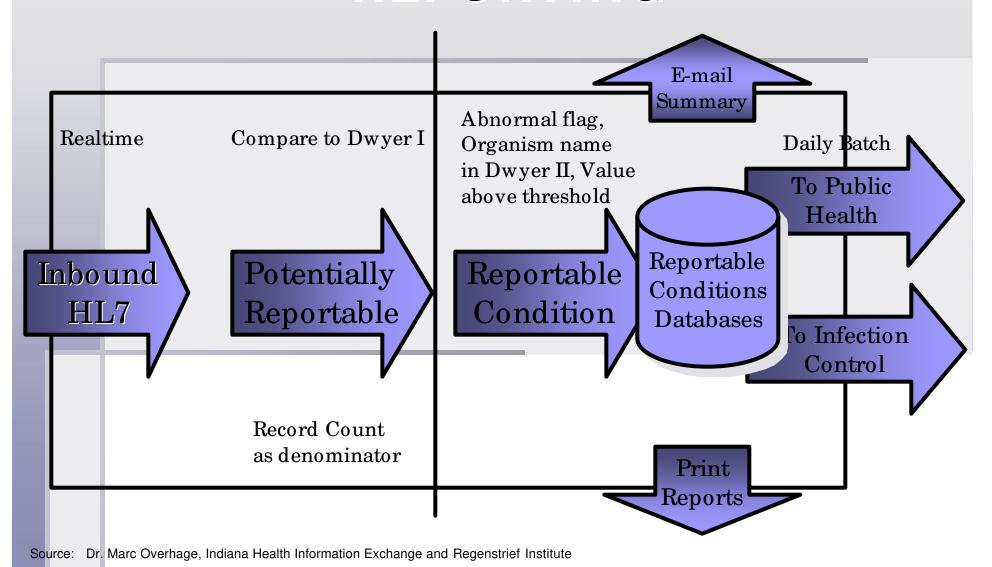


Geographical detection

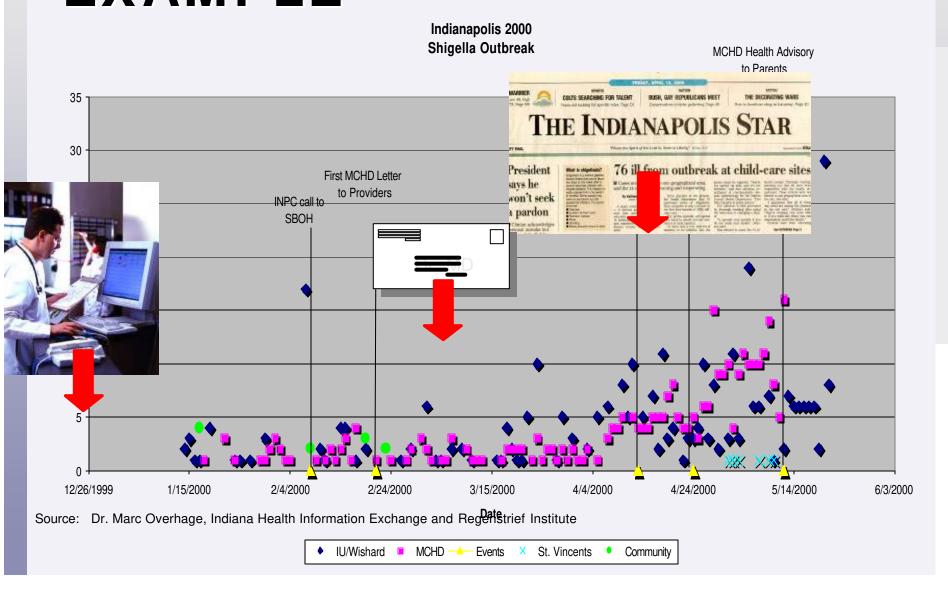
Compare patient address data to to baseline utilization geocoding



INDIANA PUBLIC HEALTH REPORTING

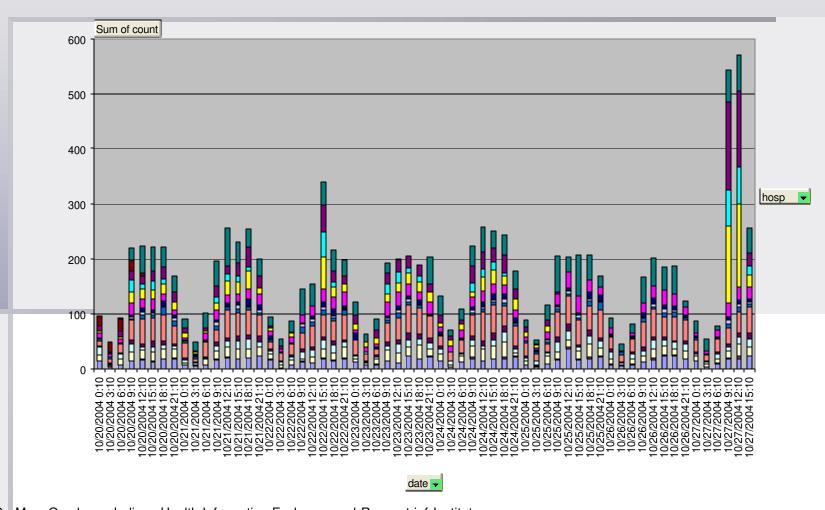


INDIANA SHIGELLA EXAMPLE



INDIANA SYNDROMIC SURVEILLANCE

DIOD L'age L'IEIUS LIEIE



Source: Dr. Marc Overhage, Indiana Health Information Exchange and Regenstrief Institute

SUMMARY

- Greatest value to public health is not in cost savings but in benefit to consumers
- Ability to expand our view of public health is greatest opportunity and greatest challenge

Consumer Involvement and Oversight in Regional Health IT Efforts

Alison Rein, MS
Assistant Director, Food & Health Policy
National Consumers League
October 11, 2005

National Consumers League

- Consumer research, education and advocacy since 1899
 - www.nclnet.org
- Mission: economic and social justice for consumers and workers

Creating A Context for Consumer Involvement

- There is no doubt that many consumers are taking a more active role in their healthcare
- They are engaging in this process through a variety of means and media, including electronic health records

Creating a Context for Consumer Involvement

What do consumers want when it comes to electronic healthcare?

What challenges emerge?

Creating A Context for Consumer Involvement

- What do they assume?
- What are their concerns?
- Who do they trust?
- How should that inform the process moving forward?

A Quick Look at the National Landscape

What is happening at the national level to get consumers involved?

What <u>should</u> be happening at the national level to get consumers involved? "Health IT is not software and computers — it is physicians making better treatment decisions; nurses and pharmacists delivering safer care; and consumers making better choices among treatment options."

--David Brailer

- Significant commitment of resources to support regional health information exchange organizations (RHIOs)
 - Are there any concrete rules for involving consumer stakeholders?
- Funds awarded for establishment of a National Resource Center for HIT
 - Do any of the grantee organizations plan to build a clearinghouse for consumers?

- Patient/community members should play an integral part of the governance and advisory structure of RHIOs
- Formal mechanism for providing feedback to the RHIO governing body.
- Explicit plan for patient / community engagement
- Measurement tools to evaluate consumer involvement

- RHIOs also should engage in community-wide efforts to solicit and inform:
 - Survey patient/community members for attitudes, perceptions and needs — cannot rely solely on national data — and respond to those needs.
 - Inform patients/community members about the benefits of and responsibilities associated with electronic healthcare generally

- RHIOs also should engage in community-wide efforts to educate:
 - Educate patient/community members about their rights and responsibilities as more active agents in their own healthcare.
 - Particular effort should be made to educate patient/community representatives on technical issues in order to make their contributions effective and meaningful

- Patient/community members should work to support these efforts by:
 - Establishing a formal mechanism at the national level for shared learning and discussion of substantive policy issues among consumer/patient groups
 - Establishing liaisons between these national level organizations and local/regional groups to:
 - Broaden outreach
 - Support education and information exchange
 - Identify consumers/patients to serve on RHIO governance boards

- Some important policy discussions might include:
 - Appreciation of HIPAA limitations
 - Awareness of state privacy laws
 - Authorization points for data access
 - Appropriate data use

- With all of those mechanisms in place, patient/community members would have more trust in RHIOs
- This is essential for the ultimate
 success of individual RHIOs, as well as for the broader NHIN

Healthcare in Transition:

Toi-sethities-ior Individuals

Markle, AHRQ, RWJF Conference October 11, 2005

Presented by: Holt Anderson, NCHICA





The Decade of Health Information Technology: Delivering Consumer-centric and Information-rich Health Care

Framework for Strategic Action

July 21, 2004

Tommy G. Thompson Secretary of Health and Human Services

David J. Brailer, MD, PhD

National Coordinator for Health Information Technology



Framework for Strategic Action

- Inform clinical practice with use of EHRs
- Interconnect clinicians
- Personalize care with consumer-based health records and better information for consumers
- Improve public health through advanced biosurveillance methods and streamlined collection of data for quality measurement and research

Challenges in Providing Care

- Healthcare increasingly more complicated
 - Specialists
 - Medications
 - Research
 - Mobility of Population
- Healthcare increasingly dependent on information
 - Safety
 - Quality (Compliance & Cost)
- Healthcare increasingly more costly
 - Shift of Costs to Consumers
 - Consumer Choices & Empowerment (Control?)

Consumer Drivers

Convenience

I know my records will be there when I have an appointment.

Cost

I will have results from that test I took last week and not have to pay for another one

Safety

If I am in an accident, the complete records for my care will be there

Control

 I want to be able to give my records out only when necessary and be able to select which records at that time

Close Family Members

 I want to be able to make sure that my chronically ill parent/child has the information available when visiting an emergency room or when referred to another specialist

FOR IMMEDIATE RELEASE

Allscripts & Medem to Provide Free Medical Records to Katrina Evacuees

Portable iHealthRecord, Electronic Prescribing to Address Prescription and Medical Record Challenges

CHICAGO, IL & SAN FRANCISCO, CA – September 8, 2005 – Allscripts (Nasdaq: MDRX), the leading provider of clinical software, connectivity and information solutions that physicians use to improve healthcare and Medem, the nation's premier physician-patient communication network, founded by leading U.S. medical societies, today announced that they will provide free electronic prescribing and interactive personal health records to aid in the care of the hundreds of thousands of individuals displaced by Hurricane Katrina. Physicians will use the electronic prescribing software to write prescriptions and speed delivery of medications to those in need. The portable iHealth personal health records have already begun to allow individuals and care providers to rebuild medical histories and record treatments that are being delivered from a variety of clinicians at different locations now and over the next several months. This information will then be available to the patients through secure access over the Internet, anytime, anywhere in the United States where they may relocate. It will also be available, with their permission, to emergency and other caregivers.

Motivations to provide PHRs:

- Employee / Member Benefit
 - Self-funded Health Plans
 - VA My Health e-Vet
- Customer / Patient Loyalty Strategy
 - Hospitals and Health Systems
 - Physician Practices / Specialties
 - Chain Pharmacies
 - Credit Cards
- Professional / Specialty Societies
 - Pediatric Population
 - Diabetic Population
- Consumer Services
 - MedicAlert
 - Retirement Communities
- Vendor-Consumer Market Driven
 - Quicken
 - My Family Health Portrait
- Medicare
 - Care Management for Chronic Conditions
- Medicaid
 - Care Management for Chronic Conditions
- RHIOs
 - Federations
 - Co-ops
 - Hybrids

Where do RHIOs fit?

- Federation Model multiple independent / strong enterprises
 - May offer competitive PHRs
- Co-op Model multiple enterprises agree to share resources and create central utility
 - Easier to provide a patient portal view into combined database (Portal = PHR)
- Hybrid region containing both Federation and Co-op RHIOs
 - Standards for PHRs / Portals very important in order to ensure interoperability
 - Common form factor / input-output devices

Types of RHIOs - Federations

- Includes large, "self-sufficient" enterprises
- Agreement to network, share, allow access to information they maintain on peer to peer basis
- May develop system of indexing and/or locating data (e.g., state or region-wide MPI)
- In NC (Triangle, Triad, Charlotte Metro)

Types RHIOs (cont.)

Co-ops

- Includes mostly smaller enterprises
- Agreement to pool resources and create a combined, common data repository
- May share technology and administrative overhead
- In NC (Western NC, Eastern NC, other)

Types of RHIOs (cont.) Hybrids

- Combination of Federations and Co-ops
- Agreement to network, share, allow access to information they maintain on peer-to-peer basis
- Allows aggregation across large areas (statewide or regional)
- In NC (Hybrid probably necessary for Statewide initiatives)

Organizational Structure

- 501(c)(3) Nonprofit
 - Eligible for Federal and State Grants
 - Contributions may be tax deductible as charitable

Issues:

- Limit of ~20% 40% on income from "unrelated business" activities (i.e. not charitable and educational)
- May need to subcontract or otherwise handoff operational aspects of activities

Challenges to Broader Exchange of Information

Business / Policy Issues

- Competition
- Internal policies
- Consumer privacy concerns / transparency
- Uncertainties regarding liability
- Difficulty in reaching multi-enterprise agreements for exchanging information
- Economic factors and incentives

Technical / Security Issues

- Interoperability among multiple parties
- Authentication
- Auditability

Ensure Your Health Record is Available

HEALTH

Health Care



FDA approves computer chip for humans

Devices could help doctors with stored medical information

The VeriChip, the size of a grain of rice, is inserted under the skin with a needle in a procedure that takes less than 20 minutes to complete.

The Associated Press Updated: 6:38 p.m. ET Oct. 13, 2004

My Health e-Vet



on MHV >>click here

VA Honors Veterans

VA Health Care Workers Respond to Katrina

While touring VA evacuee reception sites and Gulf Coast facilities damaged by Hurricane Katrina last week, Secretary Jim Nicholson praised VA health care workers who responded in the storm's aftermath. He noted that VA employees had examined and comforted thousands of veterans evacuated from areas destroyed by Hurricane Katrina, staffed five mobile clinics in Louisiana and Mississippi, and readied thousands of beds in VA hospitals nationwide for those seeking refuge from the storm. "I thank our heroic staff who

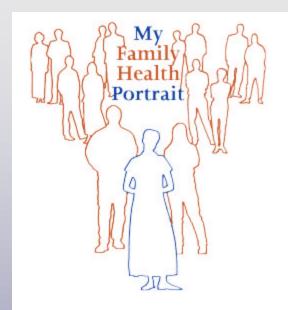


My Health e-Vet

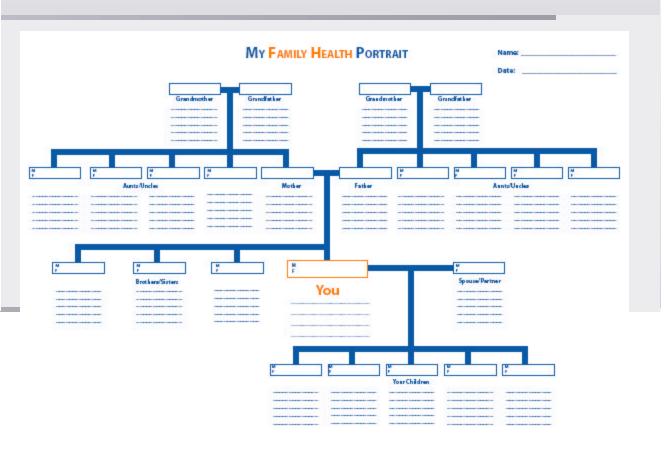




My Family Health Portrait

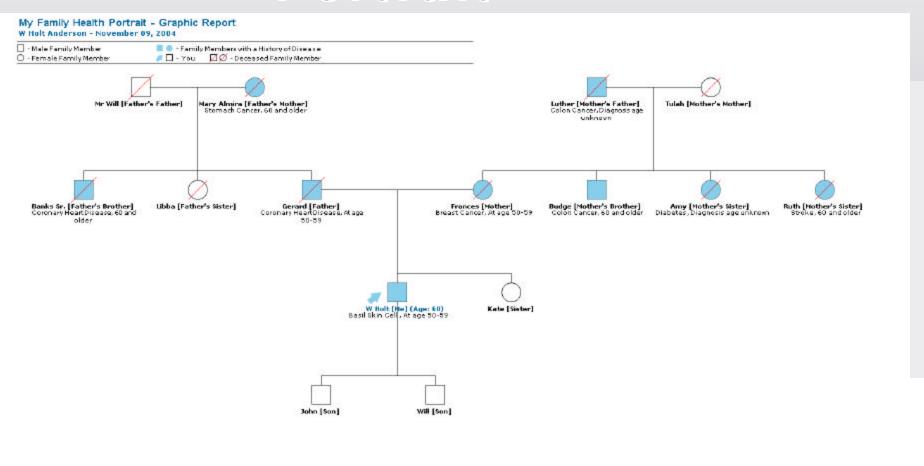


THE SURGEON GENERAL'S FAMILY HISTORY INITIATIVE





My Family Health Portrait



Equisins/Nieces/Nephews:

| Braden [Nephews] | James [Nephews] | Jenny [Nieces]



myPHR

myPHR Personal Health Record

A guide to understanding and managing your personal health information









This Web site is provided as a free public service by the <u>American Health Information</u> Management Association (AHIMA).

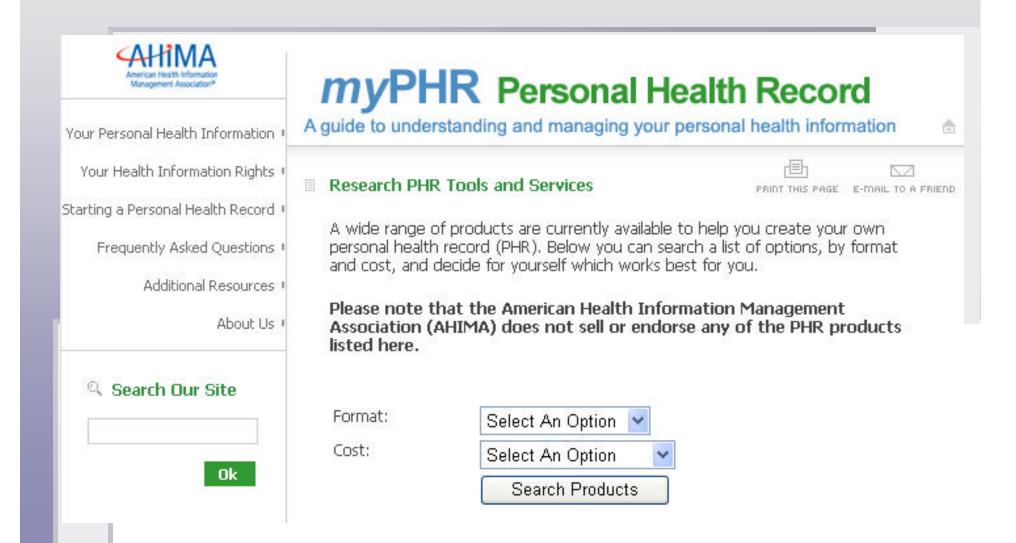
Your personal health information is a valuable resource to you, your family, and the doctors, nurses, and other healthcare professionals who provide your treatment and care. But did you know that, in most cases, a complete record of all of your personal health information cannot be found in any single location or consistent format?

Each one of your healthcare providers (family practitioner, allergist, OB-GYN, etc.) compiles a separate medical record on you. These multiple medical records can lead to an incomplete story about your health.

Keeping your own <u>personal health record (PHR)</u> allows you to provide doctors with valuable information that can help improve the quality of care you receive. A PHR can help reduce or eliminate duplicate tests and allow you to receive faster, safer treatment and care in an emergency. In short, a PHR helps you play a more active role in your healthcare.



myPHR



DISCLAIMER

The following examples were discovered by a Web search and no endorsement or claim of utility is hereby implied. Consumers will be presented with these and other commercially-available tools and will need to make their own decisions as to their usefulness to meet their needs.





Protect Yourself with the Nation's Leading Emergency Medical Information Service - The MedicAlert® E-HealthKEY



Your Key to Good Health

In a medical emergency, things happen fast. Health care providers need a simple way to get more information. The MedicAlert® E-HealthKEY is an intelligent self-contained USB-enabled tool that is designed to launch your critical medical information in emergencies and allows you to carry your complete personal health record at all times.

The MedicAlert® E- HealthKEY enables you to:

- · Record your medical and family history
- Track medications
- · Create an emergency wallet card
- · Record and graph lab values for easy analysis
- Communicate health information through personal reports
- Set and receive automatic reminders

FEATURED ITEMS

See How the E-HealthKEY Works (Flash - 140k)

Now Available!

MedicAlert Membership

Required



Already a Member?

LOGIN

Limited time offer! Order online, and receive free ground shipping!

Due to high demand allow for 7-10 business days for shipping. FREE shipping ends Sept. 30th.

Windows XP and 2000 versions only.

Macintosh version currently not available.

Click here for Prices and Member Plan comparisons.

If you have any questions please contact us.

ehealth@medicalert.org



The MedicAlert® E- HealthKEY enables you to:

- · Record your medical and family history
- Track medications
- Create an emergency wallet card
- Record and graph lab values for easy analysis
- Communicate health information through personal reports
- Set and receive automatic reminders
- Track fitness goals
- Store medical images or reports tied to any condition

Transport personal health information privately and securely on your key chain with the MedicAlert® E-HealthKEY. Simple, reliable, and secure, The MedicAlert® E-HealthKEY plugs into any PC USB port (available in 99.9% of all computers built in the last four years worldwide, See demo). Windows XP and 2000 versions only. Macintosh version currently not available.





records for living

- Mome (
- (A) About Us
- MealthFrame
- Personal Health Records
- Products and Services
- Your Family's Health
- Search
- SiteMap

 Records For Living, Inc. is an innovator in personal information management, and health care software solutions

Our product and service offerings are focused on providing solutions to a broad range of health and wellness management issues. Our objective is to create the right tools and support to make you an empowered healthcare consumer.



HealthFrame is a personal health record management software product that consolidates the entirety of your family's health and wellness information, under your control.

Whether you are caring for young **children**, elderly **parents**, managing a chronic **condition**, trying to lose **weight**, or simply recognize the benefits of maintaining your own personal health record (**PHR**), HealthFrame has the right tools to help you.

Complete medical records always within your reach—anywhere, anytime.

Using HealthFrame to manage your complete medical record is a critical step in:

- improving the quality of your health care
- · helping reduce the risk of medical errors and
- · lowering your medical costs





records for living







Overview

Benefits

Features

Try It

Buy It

Support

Suggestions

- Personal Health Records
- Products and Services
- Your Family's Health
- Search
- SiteMap

$HealthFrame {}^{TM}\text{-} \textit{The Family Health Organizer}$

HealthFrame is a software system designed to permanently record, organize and help you and those to whom you permit access, to more easily and completely understand all aspects of your personal health — as well as that of your family.

HealthFrame supports all aspects of health and wellness management. With HealthFrame you can improve the quality of the healthcare you receive from your interactions with health care providers

Almost no emergency room can actually retrieve your critical health information.



HealthFrame

- tracks progress on growth, height, weight, and much more
- tracks critical information, and ensures that it is up-to-date view of your entire health picture
- simplifies tracking medical expenses for taxes or insurance
- allows you to carry with you critical health information and have it at your fingertips in case of emergencies

Benefits

Features

Try It

Download Demo

Support

Purchase



Personal Health Record System



Home Register Login











Access Your Personal Health Record

Identification

Plan & Provider Data

Personal Contacts

Disease History

Surgical History

Medications

Allergies

Genetic Profile

Immunizations

Personal Health Risks

Current Health Status

Physical Exam

Maintenance Chart

Laboratory Studies

Imaging Studies

Documents

Diaries

Public Records

Visit History



Personal Health Record System

Your Health Record is utilized to provide personalized disease & drug information, wellness services, products, directories, and doctor appointments. It is your private and secured medical data repository. Access to any information by necessary health care providers requires your verified permission.

Click here to submit data

Click here to see your data



Top Rated EMR and

Rated "Best in KLAS", 2004 and #1 rated by ACGroup, TEPR & ACR www.eclinicalworks.com

Medical Billing Software

Fast Electronic Claims, Secure HIPAA Compliant, Web-based LeonardoMD.com



@ 1994-2004 Telemedical.com Inc.| See Related Site: TelemedicalRecord.com.











Quick Search

Your gateway to reliable health information

GO >>>

Advanced Search

About HealthInsite

A-Z Health Topics

Conditions and Diseases
Topics such as asthma,
diabetes, cancer, arthritis,

depression

Health and Wellbeing

Topics such as fitness, nutrition, drugs, preventing suicide, health insurance, women's health, living with a disability

Life Stages and Events

Topics such as menopause, pregnancy, ageing, going into hospital

Health Services

Includes links to State/Territory Health Services and other services

<u>News</u>

Health*Insit*e Newsletter

<u>Help</u>

<u>Home</u>

Personal Medical Records

Every time you visit your doctor, hospital, or another healthcare provider, a record of your visit is made. This information is then compiled into what is known as your medical, or health, record and the information is used by doctors, nurses, and other medical staff to ensure you receive quality healthcare.

Follow the links below to find information relating to personal medical records.

Created September 2004

Printer friendly page

27 Resources Found

Results 1 to 20 displayed.

1 2

Title: Health Issues Centre Forum on Electronic Health Records 31 May 2005

Publisher: Consumers' Health Forum of Australia (CHF)

Description: Presentation by CHF at Health Issues Centre electronic health records forum in Melbourne on 31 May 2005.

Date: Jul 2005

Title: CHF, Consumers and Electronic Health Records

Publisher: Consumers' Health Forum of Australia (CHF)

Description: Presentation by Amanda Bresnan, CHF at the 8th Annual Electronic Health and Electronic Health Records IIR

Congress in Sydney on 28 June 2005.

Date: Jun 2005

Title: Strategy for Encouraging Consumers and General Practitioners to Make Better Use of Electronic

Medication Records in Chronic Disease Management

Publisher: Consumers' Health Forum of Australia (CHF)

Description: Strategy to improve use of electronic medication records by GPs and consumers with chronic illnesses.

Date: Jun 2005

Login/Create Profile

Other Related Topics:

Access to Health Services

Consumer Rights

References

- U.S. Dept. of Veterans Affairs
 - http://www.myhealth.va.gov/
- U.S. Surgeon General's Family Health Initiative
 - http://www.hhs.gov/ismilyhistory/
- AHIMA myPersonal Health Record
 - http://www.myphr.com/
- MedicAlert
 - http://www.medicalert.org/E-Health/
- Records for Living
 - http://www.recordsforliving.com/
- TeleMedical.com
 - http://www.telemedical.com/records.html
- Australian Government Health Insite
 - http://www.healthinsite.gov.au/topics/Personal Medical Records
- NCHICA
 - www.nchica.org

Thank you!

Questions?