

# Georgia eHealth Summit



Georgia Health Information  
Exchange Inc.



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

March 12, 2012



# **The Consumer and Caregiver Role in HIE**

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# It's Simple

- Participate and Nag

***But it's not easy***

# Consumer Access

- Patients want access to safe, reliable medical care on the Internet, just like banking, shopping or booking a flight. Eighty percent of the public want doctors to use email to communicate with patients, but only 9% of physicians actually do that even occasionally<sup>1</sup>

1 - Benjamin Brewer, MD "Internet Visits With Doctors Can Beat Office Appointments" Wall Street Journal Online August 20, 2008

# Know Your Numbers

- Patients want easy, secure access to their information. Seventy-eight percent of respondents would use a secure online method to access their medical histories and share information with their doctor<sup>2</sup>

However...

- Nearly two-thirds of Americans do not maintain their own medical record (paper or electronic)<sup>3</sup>

2 - Intuit Health Survey: Americans Worried About Costs; Want Greater Access to Physicians, 2011

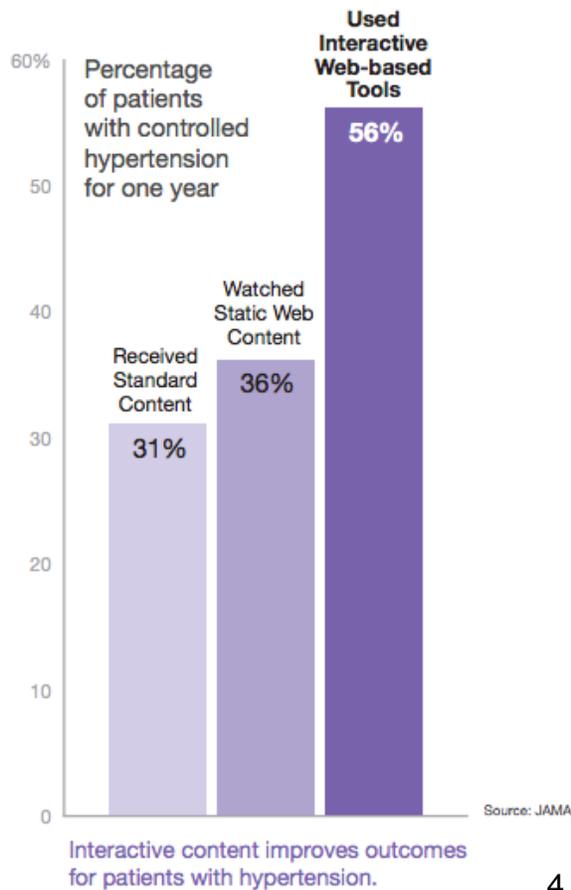
[http://about.intuit.com/about\\_intuit/press\\_room/press\\_release/articles/2011/IntuitHealthSurveyAmericansWorriedAboutCostsWantGreaterAccessToPhysicians.html](http://about.intuit.com/about_intuit/press_room/press_release/articles/2011/IntuitHealthSurveyAmericansWorriedAboutCostsWantGreaterAccessToPhysicians.html)

3 - Kaiser Family Foundation (2009). 2008 update on consumers' views of patient safety and quality information. Summary & chartpack. Washington, DC: Kaiser Family Foundation, from <http://www.kff.org/kaiserpolls/posr101508pkg.cfm>

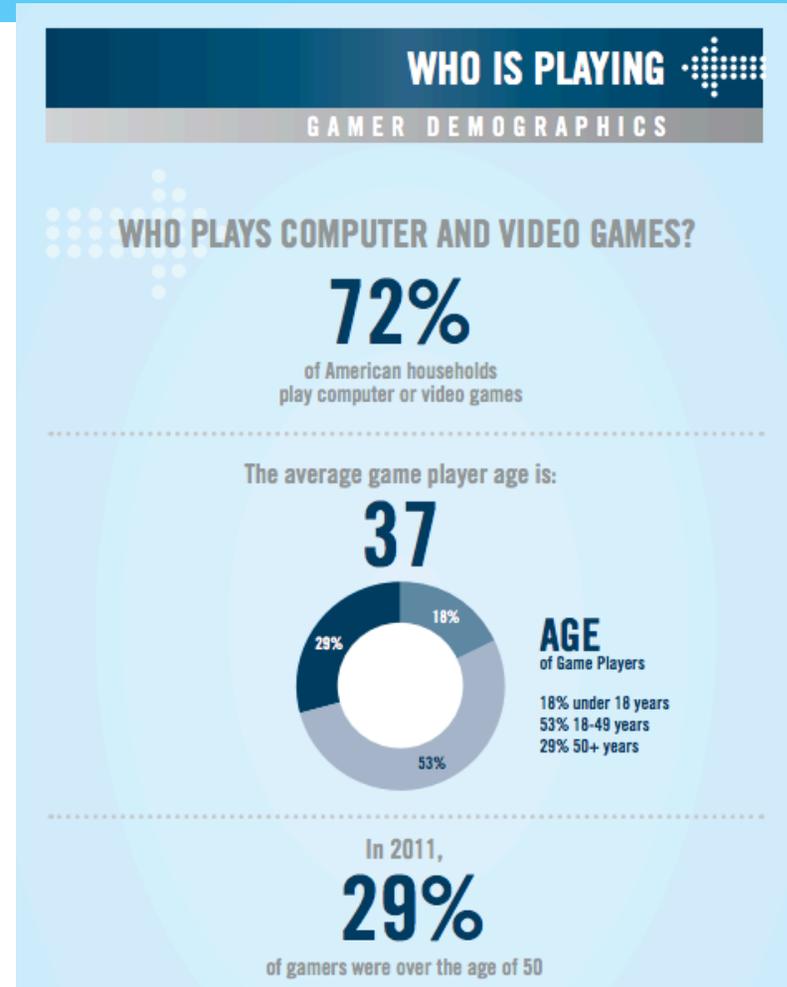
# Data-Driven Consumer Applications



# Infotainment



4



5

4 - The Value of an Engaged Patient, emmiSolutions, 2009 [http://www.emmisolutions.com/downloads/Value\\_of\\_an\\_Engaged\\_Patient-Emmi\\_Solutions.pdf](http://www.emmisolutions.com/downloads/Value_of_an_Engaged_Patient-Emmi_Solutions.pdf)

5 - Essential Facts about the Video Game Industry, Entertainment Software Association, 2011 [http://www.theesa.com/facts/pdfs/ESA\\_EF\\_2011.pdf](http://www.theesa.com/facts/pdfs/ESA_EF_2011.pdf)

# ANGRY BIRDS LESIONS



# What's So Meaningful About It Anyway?

- Stage 1 Meaningful Use set a (very) low bar for information sharing with patients
  - 1) Provide information (including diagnostic test results, problem list, medication lists, allergies) to at least **50%** of all patients within **three business days**
  - 2) Provide information to at least **50%** of all patients who are discharged **and request** an electronic copy of their discharge instructions and procedures
  - 3) Provide clinical summaries for at least **50%** of all office visits within **three business days**
  - 4) Provide electronic access to the health information of at least **10%** of all unique patients within **four business days** of that information being made available to the EP

# Making it Meaningful

- Stage 2 builds upon this foundation
  - 1) remains the same
  - 2) increases from 50% to 80%
  - 3) *Make information relevant to the patient encounter available for viewing and downloading within 24 hours. Follow-up tests should be included in future clinical summaries within four business days. Data should be available in human-readable and structured formats.***
  - 4) Same as #3, with capability of filtering, based on date and encounter
- AND adds the following:
  - 5) *Requires EPs to provide online, secure patient messaging***

***Now we're getting somewhere***

# Enable the “Dial Tone”

- Choose standards-based and interoperable tools and USE THEM



**EHR | HIE** Interoperability  
WORKGROUP

# Who's Enabling the Dial Tone?

Amazing Charts  
 ApeniMED  
 Allscripts  
 Quest Diagnostics  
 Care 360  
 Cerner Corporation  
 eClinicalWorks  
 e-MDs  
 Epic  
 GE Healthcare  
 Greenway  
 NextGen  
 Polaris  
 Siemens  
 SOAPware

EHRs

Alabama  
 Alaska  
 American Samoa  
 Arizona  
 Arkansas  
 California  
 Colorado  
 Connecticut  
 Delaware  
 District of Columbia  
 Florida  
 Georgia  
 Guam  
 Hawaii  
 Idaho  
 Kansas

Kentucky  
 Louisiana  
 Maine  
 Massachusetts  
 Minnesota  
 Mississippi  
 Missouri  
 Montana  
 Nebraska  
 Nevada  
 New Hampshire  
 New Jersey  
 New Mexico  
 New York  
 North Carolina  
 North Dakota

Ohio  
 Oklahoma  
 Oregon  
 Pennsylvania  
 Puerto Rico  
 Rhode Island  
 South Carolina  
 South Dakota  
 Tennessee  
 Texas  
 Utah  
 Vermont  
 US Virgin Islands  
 Virginia  
 West Virginia  
 Wisconsin  
 Wyoming

States

Ability  
 Axolotl  
 Harris  
 Health-ISP  
 Inpriva  
 Kryptiq Corporation  
 Max.MD  
 MedAllies  
 Medicity  
 Mirth  
 Secure Exchange  
 Solutions  
 Surescripts

HIEs /  
 HISPs

Microsoft  
 Nomoreclipboard.com  
 SmartPHR

PHRs

**If your state, territory or solutions provider is not listed, ask them WHY NOT?**

# Beyond the Dial Tone

- Create Collaborative Care Organizations
  - Try out new solutions
  - Communicate
  - Adopt the Patient Empowerment Framework<sup>6</sup> or similar



6 – The Patient Empowerment Framework, emmiSolutions, 2012. [http://www.emmisolutions.com/downloads/Patient\\_Empowerment\\_Framework.pdf](http://www.emmisolutions.com/downloads/Patient_Empowerment_Framework.pdf)

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