



POWER TO THE PATIENT

The Patient Health Record

**Minnesota e-Health Summit
A Private-Public Call to Action
Thursday, June 23, 2005**

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Objectives

- 1. Examine the Winona Health community network***
- 2. Define the step-by-step process to achieve a successful community E.H.R.***
- 3. Describe the issues associated with implementing a community wide on-line E.H.R***

**A community of 30,000
people located on the
Mississippi River, 40
miles east of the
Mayo Clinic**

**Service area of 60,000
people**



Winona, Minnesota

**Community
Memorial
Hospital**



**99-bed acute care
community hospital**

**Family Medicine
of Winona PA**



**191-bed attached
nursing home**

**Rushford
Clinic**



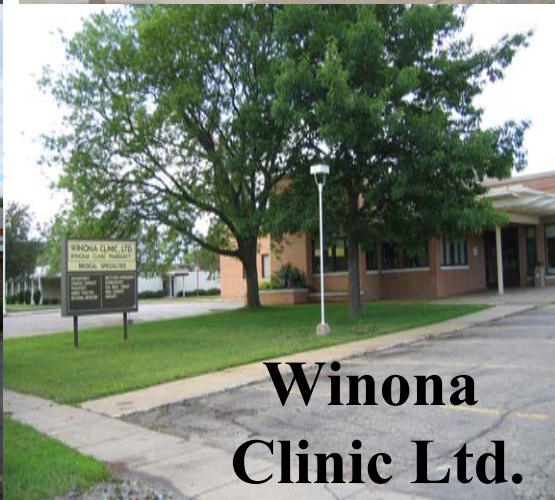
**55-unit assisted living
center**

**Sports Medicine
& Orthopedic Surgery**



5 Clinics

**Winona
Clinic Ltd.**



**2 Tertiary Care Centers
within an hour drive**



Our Vision

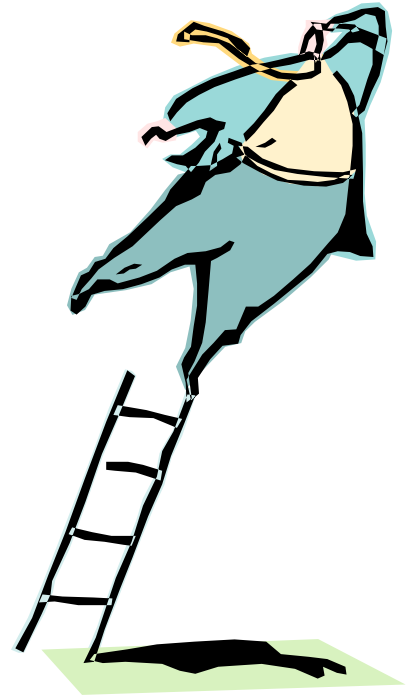
Connect health care Providers with their patients through a single electronic system that allows them to share patient information in a secure setting

- ◆ **Through sharing of patient information increase the quality and safety of care provided to patients**
- ◆ **Improve Operational Efficiencies**
- ◆ **Empower the patient to improve their own health**

- **Alpha-Site for IQ Health**
- **First Health Organization to Integrate IQ Health and the Millennium Database**
16 Cerner Products
- **ASP with computer hosting by Cerner in Kansas City**
- **Two large Broadband companies**
One that partnered up with WH

How the patient wants to be Empowered

- Reliable and up to date health and disease information
- Clarification about recent or past health care
- Opportunities to manage their Chronic Diseases better
- Reminders on Health Dates
- Ability to request appointments and refills
- Access to their Health Records
 - Allergies
 - Immunizations
 - Labs
 - Procedures
 - Medication history and information



How the Provider wants to Empower the Patient

1. With very little disruption to workflow and improved efficiency to clinical setting
2. Access to Health Information required for reporting

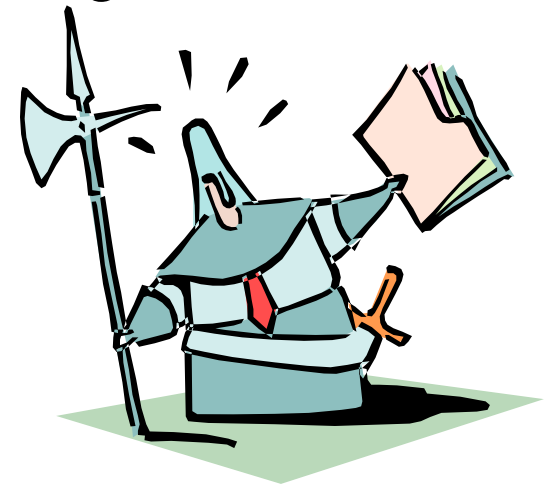
Immunizations

Allergies

Medications

Procedures

Labs and results



3. Better disease and disease risk management sources
4. Resources to help the patient make choices and manage health better

*Reached a Balanced Product that
is useful and of equal value
to both the Patient and Provider*



- ◆ **Through sharing of patient information increase the quality and safety of care provided to patients**
- ◆ **Improve Operational Efficiencies**
- ◆ **Empower the patient to improve their own health**

Winona Health Online

A Web-based Personal Health Record

Record includes medications, allergies, previous medical or surgical problems & current problems

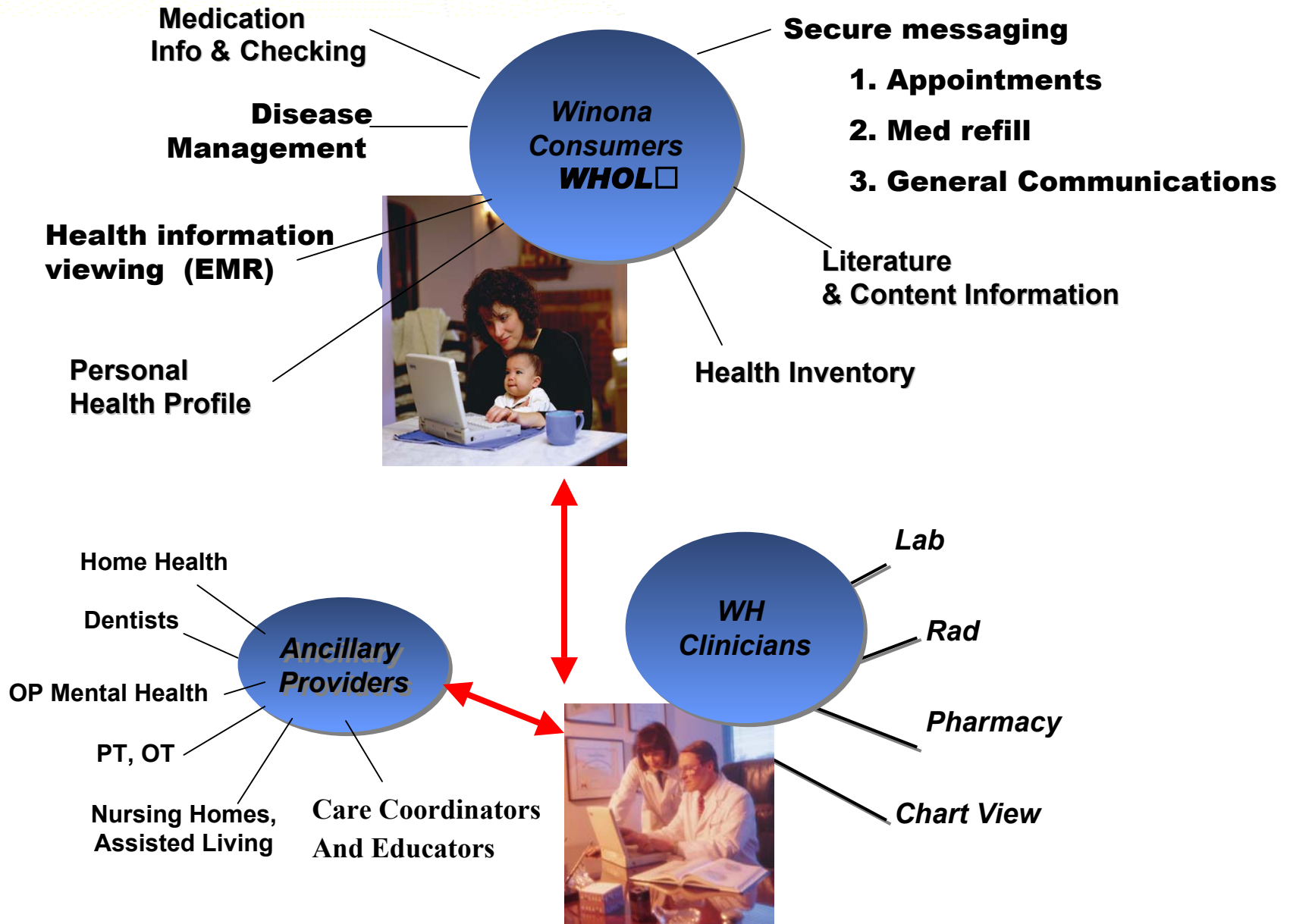
- **Secure messaging to and from provider directly into/from the EMR**
- **Disease Management Centers**

The screenshot shows the Winona Health Online Personal Health System interface. The browser window title is "IQHealth - Microsoft Internet Explorer" and the address bar shows "https://winona.iqhealth.com/". The page features a blue header with the "Winona Health" logo and navigation links: "Find a Doctor", "Calendar", "Online Nursery", "Gift Shop", and "Contact". Below the header, the user's name "Janice Turek" and birth information "Born: 01/31/1955 (50) Female" are displayed, along with a "[Switch Account]" dropdown and a "Log off" link. The main content area is divided into several sections:

- Personal Health System:** Includes a search bar with "Search For" and "in Medications" dropdown, and a "Go" button.
- Message Center:** A section titled "Stay connected with my healthcare providers" with an "Inbox | New Message" link. It contains a table with columns for "Priority", "From", "Subject", and "Date & Time (Central Time)". Below the table, it states "You currently have no new messages in your inbox."
- Personal Health Record:** A section titled "My life, my health." with a list of links: "Allergies", "Immunizations", "Measurements", "Medical Conditions", "Medical Tests", "Medications", and "Surgeries/Procedures".
- Health Information:** A section titled "Focus on important issues" with a list of links: "Calculators", "BMI", "Waist-to-hip", "Target heart rate", "Due date", "Fertility", "Healthy quizzes", "Arthritis", "Cholesterol", "Colon cancer", "Self-care tools", "Heimlich", "How to floss correctly", and "How to brush correctly".

The left sidebar contains a navigation menu with categories: "IQHealth", "Centers" (Asthma Center, CHF Center, Diabetes Center, Medication Center), "My Health" (Personal Health Record, Message Center, Health Information, Address Book), and "Account Maintenance" (Member Maintenance, Permission Maintenance). At the bottom, there are links for "What's New", "Contact Us", "Privacy", "Security", and "Terms". The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time "12:06 PM".

WINONA'S HEALTH ONLINE



Clinicians receive messages including diaries/log in the EMR

- *Request for Medication Refills go to Pharmacies*
- *Schedule request go to Schedulers*
- *Health Questions go first to Nurses*
- *Logs/diaries go to Health Coordinators*

PowerChart Office - (Outpatient Workflow) Inbox

Task View Patient Chart Clinic Inbox Help

WEAVER

Messages

| | Patient Name | Subject |
|----|----------------------|------------------------------------|
| 1 | Clark, Sarah | Diabetes Diary |
| 2 | Clark, Sarah | Medication Refill |
| 3 | White, Erin | Medication Refill |
| 4 | Clark, Sarah | Diabetes Diary |
| 5 | Ruff, Gillian Kay | Diabetes Diary |
| 6 | Prim, Jennifer R | Consultation |
| 7 | Dore, Deb | General Message |
| 8 | Malinowski, Samantha | Diabetes Diary |
| 9 | Ruff, Gillian Kay | Diabetes Diary |
| 10 | Clark, Sarah | Diabetes Diary |
| 11 | Malinowski, Samantha | Diabetes Diary |
| 12 | Marchan, Greg | FW: Medication renewal for Digoxin |
| 13 | Wagner, Jim Joseph | FW: Medication renewal |
| 14 | Wagner, Jim Joseph | FW: Medication renewal |
| 15 | Ruff, Gillian Kay | Appointment Pre Reg |
| 16 | Ruff, Gillian Kay | Diabetes Diary |
| 17 | Clark, Sarah | Diabetes Diary |
| 18 | Clark, Sarah | Diabetes Diary |

Messages (4 new)
Sign and Review (3 new)
Results to Endorse (14 new)
New Results FYI (24 new)
Orders to Approve

Patient's Name: Clark, Sarah **Caller:**
From: Clark, Sarah
Subject: Diabetes Diary

| February 16 - February 22 | | | | | | | |
|---------------------------|-------|---------|-------|---------|--------|---------|-----|
| SUN 02/16/2003 | Bfast | AMSnack | Lunch | PMSnack | Supper | BedTime | Oth |
| Glucose | -- | -- | -- | -- | -- | -- | -- |
| Carb Intake | -- | -- | -- | -- | -- | -- | -- |
| Short Dose/Type | -- | -- | -- | -- | -- | -- | -- |
| Long Dose/Type | -- | -- | -- | -- | -- | -- | -- |
| Comment | | | | | | | |
| MON 02/17/2003 | Bfast | AMSnack | Lunch | PMSnack | Supper | BedTime | Oth |
| Glucose | 80 | -- | 90 | -- | 100 | -- | -- |
| Carb Intake | 3 | -- | 3 | -- | 5 | -- | -- |
| Short Dose/Type | 4 Hu | -- | -- | -- | 6 Hu | -- | -- |
| Long Dose/Type | 7 N | -- | -- | -- | 10 N | -- | -- |
| Comment | | | | | | | |
| TUE 02/18/2003 | Bfast | AMSnack | Lunch | PMSnack | Supper | BedTime | Oth |
| Glucose | -- | -- | -- | -- | -- | -- | -- |
| Carb Intake | -- | -- | -- | -- | -- | -- | -- |
| Short Dose/Type | -- | -- | -- | -- | -- | -- | -- |
| Long Dose/Type | -- | -- | -- | -- | -- | -- | -- |

Message

Task Edit View Options

Medication renewal Save to patient's chart Attach result(s) to the message

Patient: Clark, Sarah Caller: Phone:
To: Clark, Sarah
Subject: RE: Diabetes Diary

Due date: [] [] [] [] [] []

Message:

From: Clark, Sarah
To: Weaver, Chris L
Sent: 2/20/2003 8:57:50 AM
Subject: Diabetes Diary
Status: Opened as of 2/21/2003 11:19:13 AM

February 16 - February 22
SUN 02/16/2003 Bfast AMSnack Lunch PMSnack Supper BedTime Other
Glucose -- -- -- -- -- --
Carb Intake -- -- -- -- -- --
Short Dose/Type -- -- -- -- -- --
Long Dose/Type -- -- -- -- -- --

What is e-Health Disease Management?

A continual exchange of data between the patient and appropriate provider that enables the delivery of health interventions at the optimal time to promote the best possible Health Outcome.



Education to the patient
Medication Management
Knowledge management (building on experience)
Encouragement
Coaching


Patient

- My Diary
- Diary Summary
- My Plan
- Assessments
- Health content
- Submission to clinician
- Connectivity with clinician

Clinician

- Connectivity with patient
- View patient record
- Medical Record to patient
- Enrollment, program management, patient tracking

Asthma Center

[Back to Personal Health System](#) 

My Asthma Toolbox

Track. Review. Share.

- My Diary
- Edit Diary
- Diary Summary
- My Plan
- Before I Visit My Doctor
- Since My Last Visit
- Contact Your Care Coordinator

Resources

Links important to me.

- American Asthma Association
- American Lung Association
- National Heart, Lung and Blood Institute


Medication Schedule

[Add New](#) | [Print](#) | [Interactions](#)

| Time | Medication |
|----------|---------------------------|
| 5:00 AM | theophylline |
| 7:00 AM | Toradol 10 mg oral tablet |
| 8:00 AM | theophylline |
| 2:00 PM | theophylline |
| 10:00 PM | Toradol 10 mg oral tablet |

Asthma Center

Managing Made Easy.



Resources defined to fit my needs.

My Diary

Specify your symptoms, peak flow, and asthma triggers and click Save.

Date: Time:

Symptoms

GREEN: No symptoms

YELLOW: Coughing Shortness of breath
 Wheezing Unable to do normal activities
 Tightness of chest Unable to sleep at night

RED: Very hard time breathing
 Trouble talking or walking
 Constant coughing
 Need rescue medication less than every four hours

Comments and other symptoms:

▶ Peak Flow

▶ Triggers

My Plan

Print

Review your plan for each zone.

Healthcare Professional: Dr. John Johnson
 Phone Number: (123) 555-1234
 Hospital: DeVos Children's Hospital

Patients Name: Hanna C
 Parent/Guardian's Name:
 Phone Number: (123) 45

Best Average Peak Flow: 400

Green Zone - All Clear

Peak Flow Above 320

No signs of asthma
 No problems while sleeping
 Able to do normal activities



If you are in the **GREEN** zone: Take your *rescue* medicine, 15-20 minutes.

Controller Medications **Dose**
 Flovent 2 Puffs

Rescue Medication
 Albuterol 1 vial Every 4-6 hrs.

Yellow Zone - Caution!

Peak Flow Between 320 - 200

Early signs of asthma:
 Coughing
 Wheezing
 Tightness of chest
 Shortness of breath
 Unable to sleep at night



If you are in the **YELLOW** zone: Take your *rescue* medicine(s) to get your asthma under control. If you're not having any signs of asthma continue to take controller medicine(s).

Instructions: - If signs of asthma return, you may continue to take *rescue* medicine(s) up to every 4 hours.

Controller Medications **Dose** **Frequency**
 Flovent 2 Puffs Every morning & night

Rescue Medication
 Albuterol 1 vial Every 4-6 hrs.

Red Zone - Danger!

Peak Flow Less than 200

Late signs of asthma:
 Very hard time breathing
 Trouble talking or walking
 Constant coughing
 Ribs show when breathing
 Breathing medicines don't help



If you are in the **RED** zone: This is an emergency, use your *rescue* medication.

Instructions: - If you feel better, you should still call the doctor.

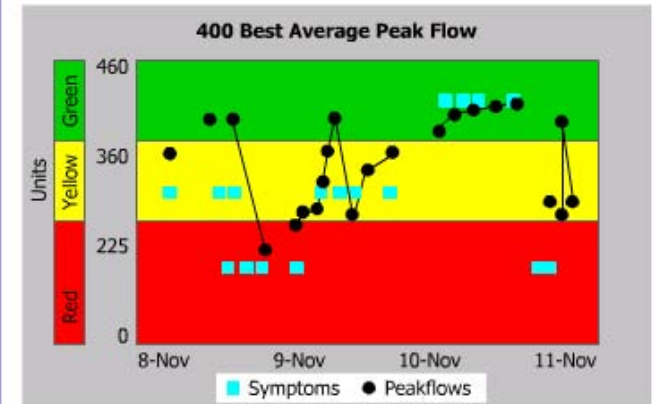
Controller Medications **Dose** **Frequency**
 Flovent 2 Puffs Every morning & night

Rescue Medication
 Albuterol 1 vial Every 4-6 hrs.

My Diary Summary

To view a different timeframe, select a date range of no more than 31 day

Start Date: End Date:



Tuesday, November 8

Peak Flow: 401.0

Symptoms:

- Frequent coughing
- Shortness of breath

Triggers:

- Pollen

Was the Action Plan followed? No

What medication did you take?

Flovent and Albuterol

Due to asthma complications, have you had to seek medical attention since your last visit? No

Close

Workflow to Physician

Patient sends message to provider from IQ Health

Health Inventory, Survey, Chief Complaint, or General Message

Physician's Nurse receives message in InBox housed in the EMR,
may forward on to physician

Doctor right clicks on message to get directly into patient's Medical
Chart

Provider can complete a prescription using Easy Script, send it off to
the Pharmacy

Provider can “reply” back to the patient.

Provider can save patient message and his response to the EMR – no
additional charting needed.

Our Quest Continues.... Coming Soon

Health inventories and surveys

Direct view for patients into their EMR

Allergies

Medications

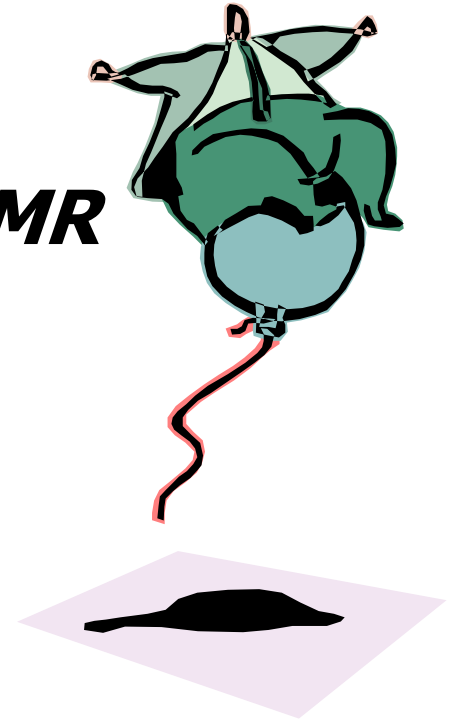
Procedures

Immunizations

Labs

Device Integration for Disease Management

Health Care Reminders generated from the EMR



Conclusion Key Points

- **Empowering the Patient means empowering the provider for better delivery of unique services**
- **The service needs to be of value to all partners**
 - The delivery needs to be easily accessible and efficient to all
 - The service needs to have immediate gratification and worth
- **E-Health needs to be incorporated into health routines just like any other delivery of care**
- **EDUCATE, don't market to all partners**

POWER TO THE PATIENT

