POWER TO THE PATIENT

The Patient Health Record

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

Janice Turek, RN, BSN
E-Health Specialist
Winona Health
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

Family Medicine of Winona PA

Sports Medicine & Orthopedic Surgery

Rushford Clinic

Winona Clinic Ltd.

99-bed acute care community hospital

191-bed attached nursing home

55-unit assisted living center

5 Clinics

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
Winona and Cerner Project

• 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
WINONA’S HEALTH ONLINE

- Secure messaging
  1. Appointments
  2. Med refill
  3. General Communications

- Medication Info & Checking

- Disease Management

- Health information viewing (EMR)

- Personal Health Profile

- Health Inventory

- Literature & Content Information

- Ancillary Providers
  - Home Health
  - Dentists
  - OP Mental Health
  - PT, OT
  - Nursing Homes, Assisted Living

- Care Coordinators And Educators

- WH Clinicians
  - Lab
  - Rad
  - Pharmacy
  - Chart View

- Winona Consumers "WHOL"

- WINONA'S HEALTH ONLINE

- Med Refill

- Personal Health Profile

- Literature & Content Information

- Dentists

- OP Mental Health

- PT, OT

- Nursing Homes, Assisted Living

- Care Coordinators And Educators

- WH Clinicians

- Lab

- Rad

- Pharmacy

- Chart View
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
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
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