

# HIMSS<sup>19</sup> CHAMPIONS OF HEALTH UNITE

Global Conference & Exhibition  
FEB 11-15, 2019 | ORLANDO

## New Horizons in Patient Directed Exchange

Session 180, February 13, 2019

Teresa Rivera, President and CEO, UHIN



# Conflict of Interest

Teresa Rivera, MBA

Has no real or apparent conflicts of interest to report.

# Agenda

1. Overview of engagement and patient-directed exchange
  - Importance and overall landscape
2. Discuss some of the issues facing data access and exchange
3. Review UHIN's patient portal
4. Call to Action
5. Questions

# Learning Objectives

- State the value to patients and providers of effective patient-directed exchange
- Describe the purpose and goals of patient applications to achieve improved health outcomes
- Identify the core application elements that contribute to increased patient-provider engagement



# Who is UHIN?

## HIE

5.5 Million

Patients with Data

63 Million

Clinical Messages sent

380+

Connected Facilities



## Clearinghouse Services

125 Million +

Administrative Transactions  
year-to-date

1199

Provider Members

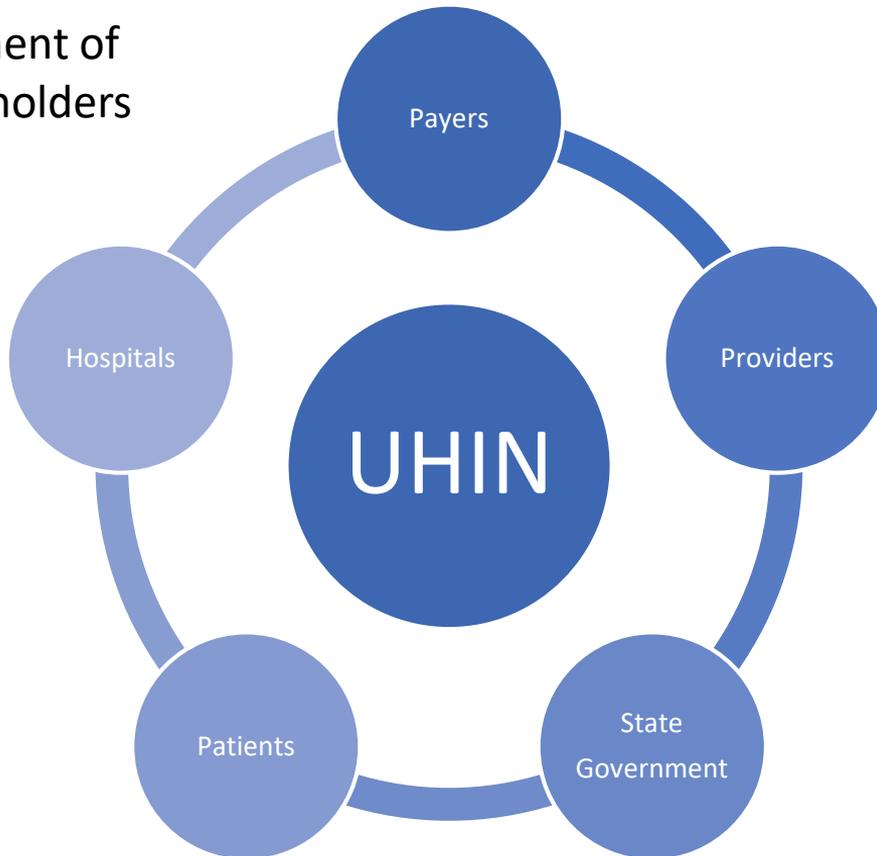
1307

Total Membership



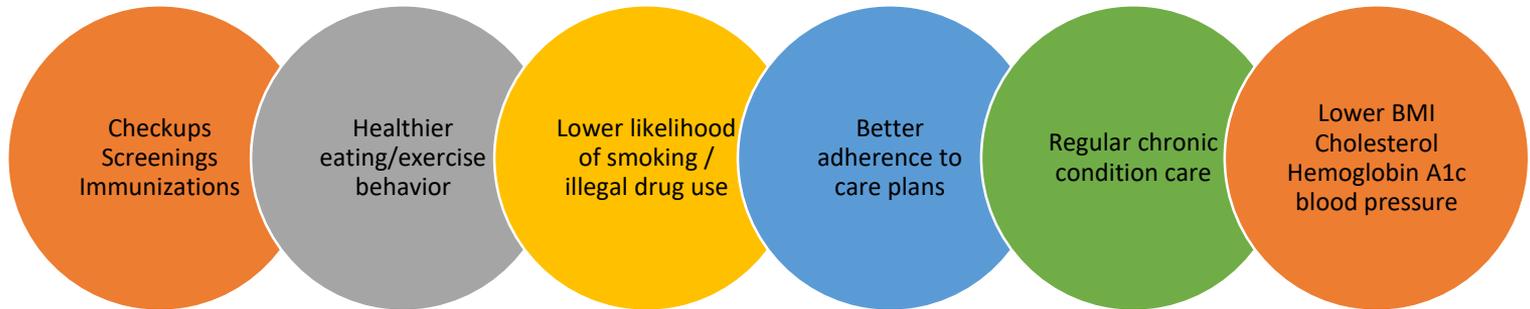
# Convener of the Community

Involvement of  
all Stakeholders



# Engaged Patients are Healthy Patients

Studies show engaged patients more likely to have:



# Poll Question #1

**Do you currently use a patient portal?**

1. Yes
2. No

<https://live.eventbase.com/polls?event=himss19&polls=5121>

## Patient Usage of Their Data Leads to Financial Efficiencies for Payers & Providers

Scripps Health estimates it realizes \$25 per patient

- Fewer phone calls
- Better routing of messages

Ohio State University study found significant savings

- Nearly \$90 per patient
- Over \$171,000 for approximately 2,000 patients



Paperless Billing

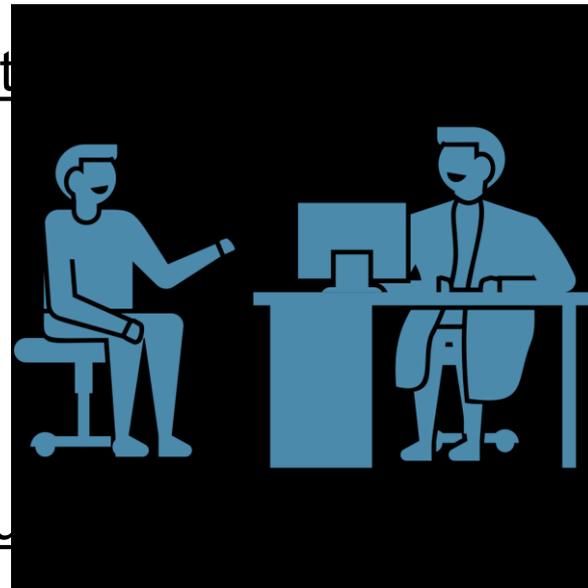
**Saved \$2.5 Million annually**



# Patient Access to their Data

ONC suggests engagement leads to

- Better patient-centered care
- Improved outcomes



MACRA & MIPS requirements include

- Patients access to information
- Patient – Provider communications



# Poll Question #2

**Do you provide patients access to their record?**

1. Yes
2. No
3. I don't know
4. I am not a provider/payer

<https://live.eventbase.com/polls?event=himss19&polls=5122>





## ient Information

does not stay within one system

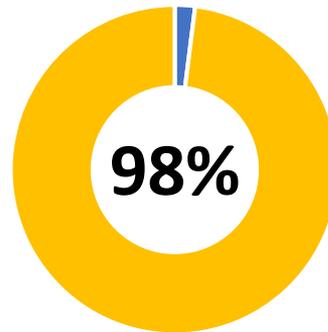
rs need all information  
rate diagnosis and  
ent

providers are connected  
E (but should be!)



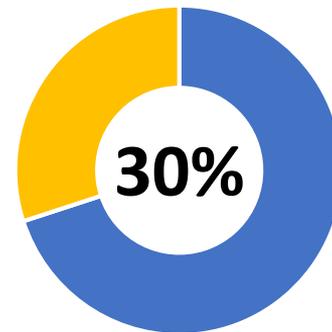
# Patient-Directed Exchange

- Increasingly seen as mechanism to improve patient engagement
- Patients want larger decision-making role in their care
- Greater use of technology to track healthcare data
- Important move into market by non-health care companies



Health Plans  
Offering Tools

Consumers  
who know  
about them



# Poll Question #3

**Do you think patient-exchange increases engagement?**

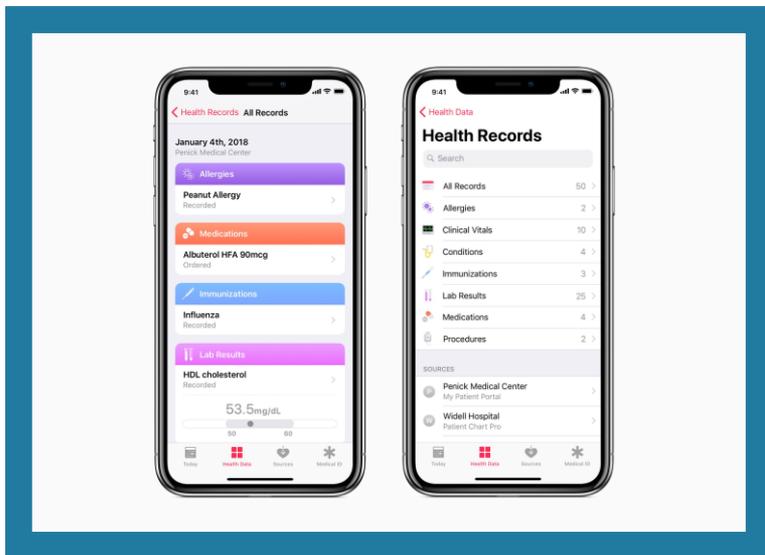
1. Yes
2. No
3. I don't know

<https://live.eventbase.com/polls?event=himss19&polls=5123>



# Changing EHR Technology

- Open APIs allow for patient-directed exchange with third-party apps
- Apple's Health is leading the way



- Others eyeing the space:  
Microsoft  
Amazon  
Facebook  
Google

# CMS Blue Button Initiative

- Giving patients access to their Medicare claims
- CMS pushing to have commercial do the same



The Blue Button symbol signifies that a site has functionality for customers to download health records. Patients can use this health data to improve their health and to have more control over their personal health information and their family's healthcare.



# The CARIN Alliance

- The CARIN Alliance: a non-partisan, multi-sector alliance
- Vision: Rapidly advance the ability for consumers and their authorized caregivers to easily get, use, and share their digital health information when, where, and how they want to achieve their goals using APIs.

Enabling consumers and their authorized caregivers to access more of their digital health information with less friction.



# The CARIN Alliance

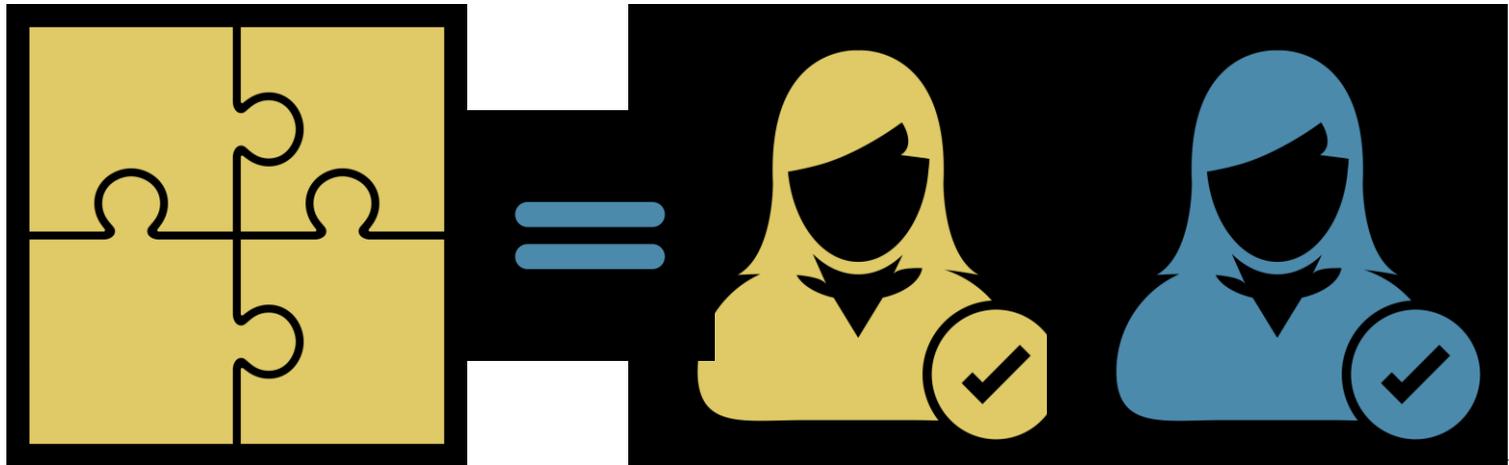
*“We envision a future where any consumer can choose any application to retrieve both their complete health record and their complete coverage information from any provider or plan in the country.”*

Definition: Consumer-directed exchange occurs when a consumer or an authorized caregiver invokes their HIPAA Individual Right of Access (45 CFR § 164.524) and requests their digital health information from a HIPAA covered entity via an application or other third-party data steward.



# Why a Patient Portal in the HIE?

- Patients are tired of multiple portals
- Portals do not aggregate data over disparate providers (i.e. Apple)
- HIEs perform patient matching to ensure longitudinal record



# Creation of MYONECHART

## UHIN's patient portal

- Aggregates data from all data sources in the HIE

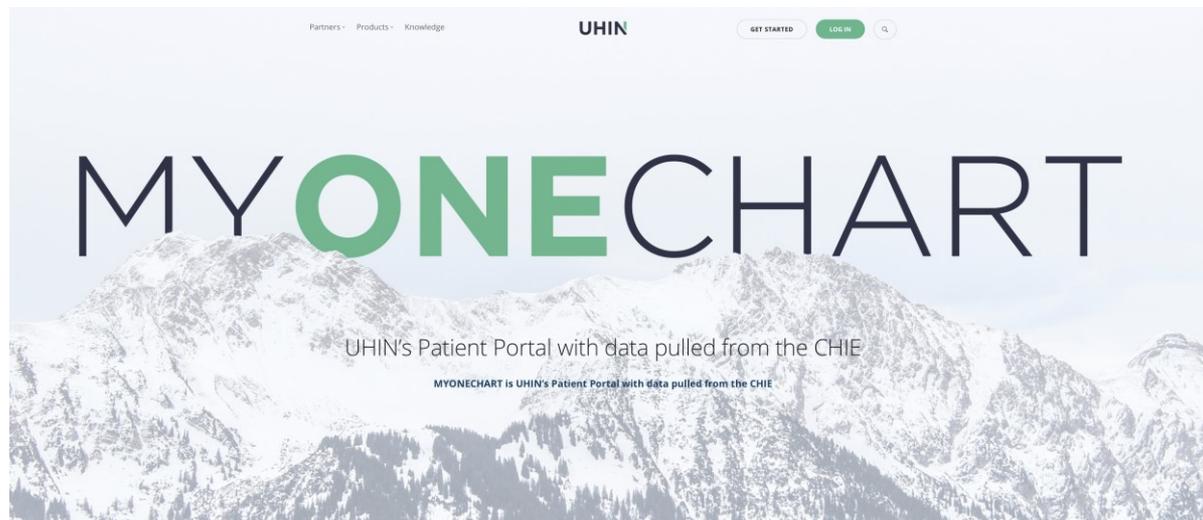
## Part of ONC interoperability grant

- Built internally

## Initial users included:

- 2 employer groups
- Graduate students at Utah Valley University

## Mobile version also available



# MYONECHART Current Capabilities

Access to all records  
found in the HIE

Allows for greater transparency

Includes Open Notes  
from participating organizations

Facilitates patient-provider  
discussions

Permits greater  
patient-directed exchange

Securely exchange records and  
communicate with provider

Can attach CCD

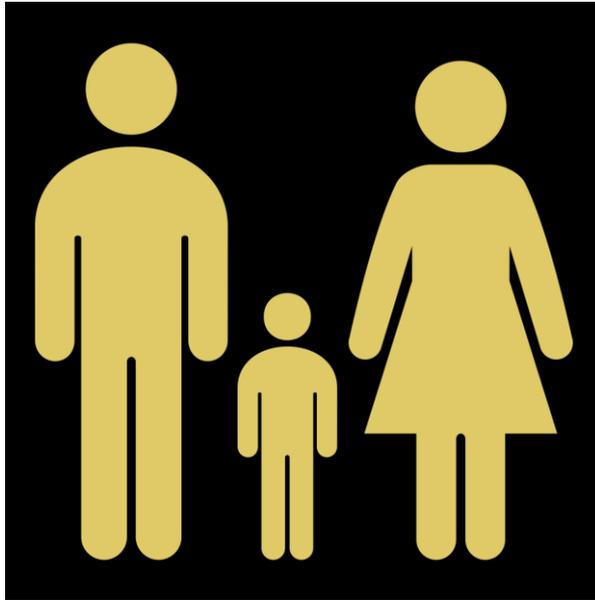
Using Direct Secure Messaging -  
SES



# MYONECHART demo



# MYONECHART Next Steps



- Parental proxy access
  - CYSHN-kids with multiple co-morbidities
  - May need to continue through adulthood
- Patient/Caregiver Education and Engagement Resources
- Curated succinct CCD of relevant information



# MYONECHART Longer-Term Upgrades



- Insurance Benefit information
  - Out of pocket accumulation (i.e. Co-pays and Deductibles)
- Physician's Orders for Life-Sustaining Treatment (POLST)
- Access to Care Plans
- Notifications of admissions to Caregivers



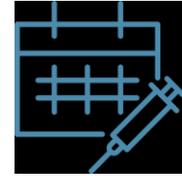
## What Should Patients Do With Their Records?



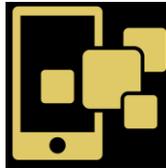
Check information, including medication list, for accuracy



Share with their doctor, trusted family members or caregivers



Keep track of child's last vaccination



Plug health information into apps and tools that help set and reach personalized health goals



Have medical history available in case of emergency, when traveling, seeking 2<sup>nd</sup> opinion, or switching health plans



# Poll Question #4

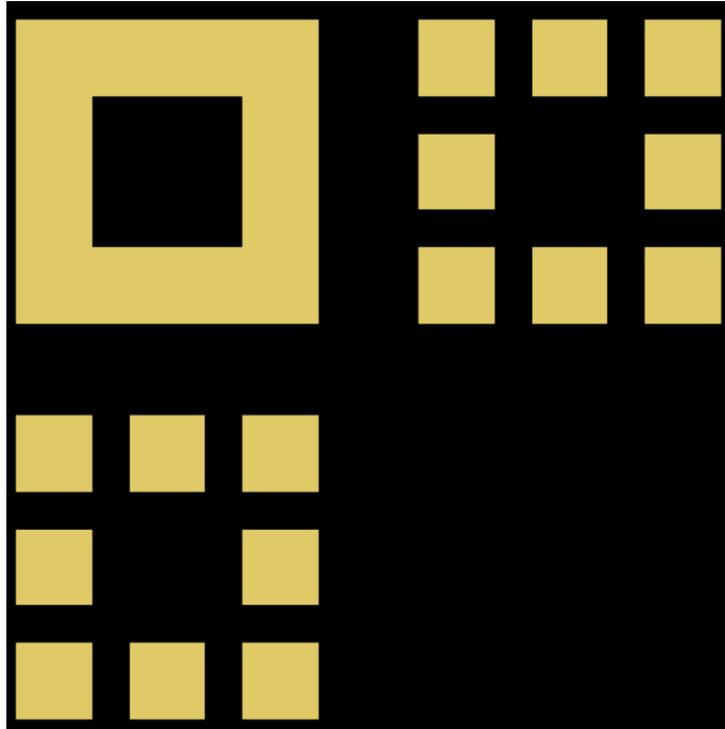
**How frequently do you access your own records?**

1. Several times a year
2. Once a year
3. Never

<https://live.eventbase.com/polls?event=himss19&polls=5124>



# Additional Benefits of Patient Portals

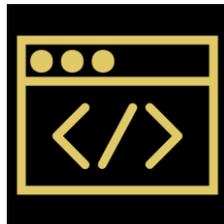


patient matching issues  
participation in developing and  
the Care Plan  
the Caregiver to access  
quickly on behalf of the

patient



# Call to Action



## PROVIDERS

Ensure your EHR system provides an API for the patient to access their records



## PAYERS

Create a blue button API  
Allow the patient access to their claims



## HIEs

Add a patient portal to allow patients access to an aggregated record



## PATIENTS

Sign up for access to available portals – Use your data



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## QUESTIONS

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