New Horizons in Patient Directed Exchange

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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

- Payers
- Providers
- Hospitals
- Patients
- State Government

UHIN
Engaged Patients are Healthy Patients

Studies show engaged patients more likely to have:

- Checkups
- Screenings
- Immunizations
- Healthier eating/exercise behavior
- Lower likelihood of smoking/illegal drug use
- Better adherence to care plans
- Regular chronic condition care
- Lower BMI
- Cholesterol
- Hemoglobin A1c
- Blood pressure

Source: HealthAffairs, Feb. 2013
Poll Question #1

Do you currently use a patient portal?

1. Yes
2. No

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

Source: Modern Healthcare, Nov. 24, 2018
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

Source: Modern Healthcare, Nov. 24, 2018
MACRA & MIPS requirements include:

- Patients access to information
- Patient – Provider communications

ONC suggests engagement leads to:

- Better patient-centered care
- Improved outcomes
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

Source: Modern Healthcare, Nov. 24, 2018
Patient does not stay within one health system

Providers need all information for accurate diagnosis and treatment

Not all providers are connected to an HIE (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

$98\%$

$30\%$
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

Source: Modern Healthcare, Nov. 24, 2018
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

Source: CARIN Alliance / Leavitt Partners
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**
Access to all records found in the HIE

Includes Open Notes from participating organizations

Securely exchange records and communicate with provider

Allows for greater transparency

Facilitates patient-provider discussions

Permits greater patient-directed exchange

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 2nd opinion, or switching health plans
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

Source: Modern Healthcare, Nov. 24, 2018
Additional Benefits of Patient Portals

- Resolving patient matching issues
- Active participation in developing and following the Care Plan
- Allowing the Caregiver to access information 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
QUESTIONS

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