• Hospital – 86 Beds

• Emergency Services
  – Level III trauma center
  – Ambulance services
  – Hosted air ambulance

• Home Health, Hospice, HME, Health Transit, Homemaker+

• Long Term Care Facilities (6)
• Residential Care Facility (1)
• Independent Living Apartments

• Physician Clinics (35 clinics, 100+ providers)

• Outpatient Services / Rehab

• Ambulatory Surgery Center

• Carrie J. Babb Cancer Center
Patient Engagement

- Basic information sharing strategies
- Technologies to support patient engagement
- Skills building for caregivers
- Programs to encourage patient engagement
Technologies to Support our Patient Engagement Strategies

• Tethered patient portal (MyChart)
• Un-tethered personal health record
• Electronic white boards
• In-home telemonitoring
• Home based sleep studies
• Telemedicine
CMH Patient Portal - 2009

- 3,000 portal users signed up
  - About 5% of annual patients
- Most people who signed up, logged in
Certified & Combined Portal - 2014
Sending as Much Information As Possible

• Beyond the required elements (lab, meds, allergies, problems, CCD/CDA), also sending
  – Clinic Visit Notes
  – Radiology Reports
  – Hospital Discharge Summaries
  – Emergency Department Visit Notes
  – Letters / Health Maintenance Reminders
Mobile Friendly
Secure Messaging Strategies

• Plan A –
  – Brochures/Posters/General Marketing

• Plan B –
  – Assisting in waiting room/during discharge
  – Outbound messages from providers

• Plan C –
  – Prizes!
From 1/1/2014 – 10/31/2015

- Unique Patients (71,249)
- Signed up for MyChart (36,842, 52%)
- Actually logged in to MyChart (9,665, 14%)
- Sent a secure message on MyChart (4,331, 6%) – ALL EP

- During Meaningful Use reporting periods, CMH
  - Offers the portal and requests and email address
  - If the patient doesn’t have an email address, offers to help get one (gmail, yahoo, etc.)
  - If the patient still declines, offers to set up proxy access for a family member,
  - If the patient still declines, asks them to sign a form declining access.
Stage 3 vs. Today

Stage 3 Requirement
- 80% provided electronic access or API
- 10% actually do access or use API
- 35% provided electronic patient education
- 25% provider sends a secure message
- 5% patient generated data incorporated

CMH – 71,249 Patients
- 52% Signed up for MyChart
- 14% Actually logged in to MyChart
- 6% Patient sent a secure message on MyChart
Interoperability

• Summary of Care – 10% electronic measure
  – Hospital
    • Found individual providers that make up more than 10% of discharges
    • Helped them set up DIRECT messaging
    • Sent the same information that we always had sent (faxed Discharge Summary)
    • Also sent the CDA via DIRECT
    • Helped those providers retrieve the CDA
    • Answered questions about why we were sending the CDA
Interoperability

• Summary of Care – 10% electronic measure
  – Eligible Providers
    • Did not have any EP’s that exceeded the 100 referral/transition threshold during 90 day reporting periods
    • Continued sending relevant information for any referrals
    • Also tested CDA via DIRECT for some providers
    • Answered questions from receiving providers about CDA
    • Stopped faxing CDA to providers due to complaints
Use of CDA for Vendor Migration

• 39,000 Patients
• Pre-matched patient records
• Meds, allergies & problems as discrete data
• Reconciliation challenges
• Stripped out all other data except immunizations
• Used other methods for lab results, provider notes and scanned documents
Interoperability – HIE – Stage 3

• Send CDA for electronically for 50% of outbound referrals/ transitions/discharges
• Receive and incorporate CDA for 40% of inbound referrals and new patients
• Reconcile meds, allergies and problems for 80% of inbound referrals and new patients