Roadmap for Engaging MN Consumers in Using Health Information Technology
Strategic Plan, Tools, & Resources
Project Team

• University of Minnesota, School of Nursing
  • Consumer Health Informatics Practicum, Fall 2012

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Overview

- Illustration of strategic plan, provides tools and resources for engaging MN consumers in using health information technology (HIT)

- The Roadmap is guided by the National e-Health Collaborative Patient Engagement Framework
  - A model created to guide healthcare organizations in developing and strengthening strategies to engage patients through the use of eHealth tools and resources
  - Levels of engagement align with stages of Meaningful Use Development.
Levels of Engagement

- **Inform Me ➔ Inform and attract** – Consumer has below basic Health IT literacy skills
- **Engage Me ➔ Retain and interact** – Consumer has basic Health IT literacy skills
- **Empower Me ➔ Partner efficiently** – Consumer has intermediate Health IT literacy skills
- **Partner with Me ➔ Create synergy and extend reach** – Consumer has intermediate Health IT literacy skills
- **Support My e-Community ➔ Consumer engaged** – Consumer has proficient Health IT literacy skills

- Consumers approach Health IT from different levels of health IT literacy depending on previous knowledge and experience
  - Proficient consumers will be more ready to be engaged with Health IT
  - Allows the below basic consumer to start engaging in using Health IT as the state of Minnesota continues to build upon each level of engagement
  - Each level of engagement builds upon the previous level to ensure processes and strategies are in place for success.
Roadmap Components

- **What We Know Now and How We See the Future - System Framework**
  - Current state of consumer engagement in using health IT and guidance for the future
- **Moving Forward - System Outcomes**
  - The desired outcome from the use of HIT in Minnesota health care (ultimate goals)
- **Measures of Success - System Measures**
  - Used to determine if desired outcomes have been achieved
- **Next Steps - Goals**
  - Aligned with the System Outcomes and indicate what needs to be done to engage consumers in using HIT; Each goal is one step in the direction toward consumer engagement
- **What Needs to Change - Key Measures**
  - Align with the Goals and indicate data to determine progress in achieving the Goals
- **The Roadmap - Statewide Strategic Directions**
  - Recommended actions necessary to implement and achieve the Goals
System Framework
What We Know Now and How We See the Future

• **Current State**
  - State of MN is currently in Meaningful Use stage 2, aligns with empowering consumers; Inform Me and Engage Me levels should be verified as working correctly to ensure proper foundation
  - Multiple agencies and work groups such as, Stratis Health, KHA-REACH, ICSI, MN Health Action Group and MN e-Health Initiative, are leaders in developing innovative health IT solutions for improving health care in Minnesota

• **Vision**
  - Establish a health system in Minnesota that uses information to empower individuals and to improve the health of the population
  - To accelerate the adoption and use of HIT in order to improve health care quality, increase patient safety, reduce health care costs and improve public health
  - To develop a comprehensive scope that includes four domains: consumers, clinicians, policy/research, and public health ([www.health.state.mn.us\e-health](http://www.health.state.mn.us\e-health))

• **Mission**
  - To improve health and health care for all Minnesotans through the use of and engaging consumers in the use of health information and technology.
System Outcomes
Moving Forward (see chart in handout)
System Measures

Measures of Success (Examples below, See handout for full list)

• **Inform Me**
  • MDH website will act as trusted source of information
  • Standard procedures can be researched and checklists provided for care

• **Engage Me**
  • Forms will not need to be printed; providers can auto-log into system
  • Method for managing care after initial visit

• **Empower Me**
  • Patients will be able to verify EHR entries
  • PHR will inform EHR and make sharing information with provider easier
  • Patients can have EHR shared between providers

• **Partner with Me**
  • Website will be tailored to member when they log in; tailored to consumer preferences
  • Ability to create and manage goals related to wellness
  • Physicians will be able to verify their prescribed treatment does not cause adverse interactions with existing treatments for patient
  • English as a second language will have the same information
  • Providers will begin allowing patients to access records; trust will be built; culture change

• **Support My e-Community**
  • Patients will be able to get care without leaving home
  • Patients can choose level of privacy and who sees records (not all or nothing)
  • Children will learn importance of understanding health history and engaging in maintaining health
Goals

Next Steps

• **Goals indicate what needs to be done to achieve the Vision:**
  • Formation of collaborative teams to review goals, assess progress, develop solutions, and proactively respond to patient experience and other feedback data
  • Development of partnerships between policy makers, agencies, community groups, health care systems/providers and health care consumers in quality improvement and redesign efforts
  • Engagement of health care consumers in developing and vetting patient information, educational materials, websites/portals, care planning and supporting tools, including cultural/linguistic appropriateness
  • Involvement of patient/family advisors in “walk-throughs” to assess care delivery from patient perspectives
**Key Measures**

**What Needs To Change**

- **Key Measures indicate what needs to change and how to determine progress in achieving the Goals:**
  - Engagement in Care - partnership to improve based on patient’s goals
    - Shared decision making, joint goal setting, developing care plans
  - Engagement in Redesign - working to redesign care
    - Care coordination, designing diagnosis management programs, improving patient experience
  - Engagement in Governance - setting policy for initiatives or organizations
    - Hiring Staff, setting job descriptions, or setting qualification criteria or payment policies for medical home initiative
  - Engagement in Communities - working with community groups in redesigning care and governing systems/organizations/policies
    - Community groups on HIE boards, connecting providers to community resources etc.
The recommended actions necessary to implement and achieve the Goals

The Strategic Directions represent infrastructure elements of a coordinated and comprehensive statewide system to engage consumers in HIT.

Partners necessary to the infrastructure:

- Health Policy and Legislation
- Public Health Agency
- Providers and Professionals
- Community Agencies
- Healthcare Consumers/Patients

The Roadmap
Strategic Statewide Directions

Inform Me
June 2013

Engage Me
December 2013

Empower Me
December 2014

Partner With Me
December 2015

Support My e-Community
December 2016
Inform Me – Complete by June 2013

- Minnesota Department of Health
  - Verify basic patient information is provided on MDH website.
    - Directories for finding care
    - Research tools
    - Standardized forms
    - Treatment
  - Use research to determine which treatments would be the most beneficial to list
    - Add links to website to assist with health literacy
      - Medline Plus
      - Mayo Clinic
- Health Literacy Annotated Bibliography provided by University of Minnesota School of Nursing
- Create MN State-wide standardized forms for HIPAA, Insurance, Advanced Directives, and Consent; Partner with provider organizations, e-Health Advisory Committee, & ICSI
The Roadmap
Strategic Statewide Directions

• **Engage Me – Complete by December 2013**
  • Integrate directories with Google maps and existing symptom checkers
  • Build standard spreadsheets and make available on MDH website for pregnancy, fitness, diet
  • Add Facebook and Twitter buttons next to information for sharing
  • Create log-ins and exchange for forms between pharmacies/providers and patients
  • Integrated health record – Create a standardized format so MN EHR can also act as patient’s PHR
  • Create online games that teach people about their health and conditions
The Roadmap
Strategic Statewide Directions

• **Empower Me – Complete by December 2014**
  • Add a forum for reviewing and rating providers to online directories
  • Enable secure messaging on MDH website
  • Hire nurses who can monitor website and answer secure messaging related to care; acting as liaison for those in need
  • Create method for EHR and PHR on website; integrate with log-in of consumers and providers
  • Add maps of how to seek care to MDH website; processes for finding providers, paying bills, submitting claims for various types of health plans (Medicare, Medicaid, Employer based, etc.)
  • Add “permissions” capability to EHR and PHR
  • Create database to support patient level information; feed and populate with data from patient resources
  • Write policy to require providers to use standard EHR format and activation on MDH site
The Roadmap
Strategic Statewide Directions

- **Partner with Me – Complete by December 2015**
  - Build data analytics support to determine patient needs
  - Build website to display content in different manners depending on what is important to patient population segments
  - Add alerts to MDH EHR regarding interactions
  - Use data analytics to determine if immunization plans are adequate
  - Build websites in Hmong, Somali, Native American, German, French
  - Add alerts to log-in so patient is aware of care needs when they use website
  - Use data analytics for reporting purposes
  - Build automated reports based on data
  - Use data collection for clinical trials
  - Allow members to state their preferred communication channels, diet, and treatment types
  - Collect the billing data associated with care episodes;
  - Use data analytics to compare costs to other states and determine if adequate
The Roadmap
Strategic Statewide Directions

- **Support My e-Community – Complete by December 2016**
  - Create educational materials in other languages including audio and video formats
  - Send updates to providers related to data analytics of care treatments and cost
  - Enable live chat (such as chat and webcam for secure communication between provider and patient)
  - Create method for patient alerts to be texted to mobile phone
  - Use data analytics to create reminders for Rx and appointments
  - Allow providers such as alternative medicine, behavioral, dentist, etc. to participate
  - Create method for “levels of privacy” and switch to turn on/off for specific users/group types
    - Partner MN e-Health Advisory Committee
  - Build blog capability into site
  - Build education of HIT use into K-12 curriculum
Questions?
References


