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Patient Controlled Personal Health Record:
Engaging and Connecting the Patient

Patient Centered Care

"…care that is respectful of and responsive to individual patient preferences, needs and values, ensuring that patient values guide all clinical decisions"

IOM. (2001). *Crossing the Quality Chasm: A new health system for the 21st century.* Washington, DC: National Academy Press.

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Imagine a Patient's Journey

- J.B. is a 61-year-old man who is a busy lawyer and has had type 2 diabetes for 11 years, presents at an annual physical with three complaints: GERD, depression and excessive sleepiness.

Shortly after, it is confirmed that J.B. suffers from severe sleep apnea and hypertension.

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- In hopes to get more information, J.B. consults some clinical family members.
- Searches the web to solicit more information on his condition.
- J.B. has no access to his consultation notes, lab results, referrals, etc.
- J.B.'s clinician has no access to his self monitoring data.
- Limited access to accurate information.

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What could J.B. do with a PHR?

- Share information with any member within circle-of-care
- Engage by creating goals and trackers
- Receive and monitor test results
- Secure message his care team
- Track immunizations and other health information
- Note discrepencies in his record

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McMaster PHR

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McMaster PHR

- is controlled by the person who decides which parts of their PHR can be accessed, by whom and for how long
- contains information from cradle to grave
- contains information from multiple health and wellness care providers.
- accessible from any place at any time
- private and secure
- transparent (auditable)
- enables exchange of information with other health information systems and health/wellness professionals
- allows users to personalize experience with context-specific apps

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McMaster PHR

- Captures the holistic context contributing to the health of an individual:
  – Living Environment
  – Social Environment
  – Psychological Environment
- While connecting the individual to their formal health and wellness service providers:
  – Secure messaging; Appointment booking; Sharing health Information

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McMaster PHR Apps

Through the PHR, patients can subscribe to a variety of Apps to enhance their healthcare experience and management of their own health.

Clinic Apps
- Clinic defines services available
- Includes automatic data synchronization

McMASTER PHR

Care Apps
- Captures and enables **plan of care**
- Shared across full circle
- Can be prescribed

Wellness Apps
- Trackers
- Devices (e.g. glucometer)
- Issue-specific activities, tools and information

Research Apps
- Offers and enables participation in studies of interest
- Effective study tool

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"I don't know which doctor to choose. One has more friends on Facebook, but the other one just retweeted my message."

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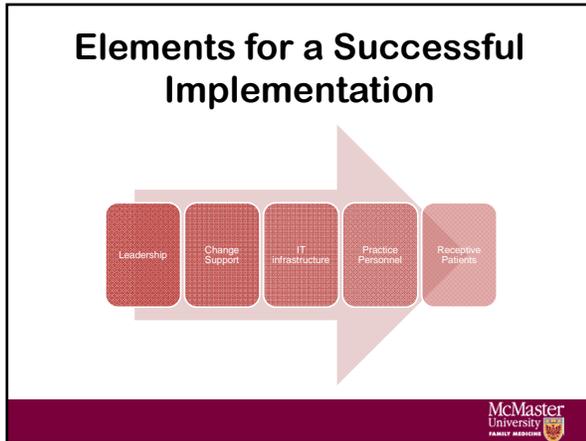
General Clinical Barriers to Adoption

- Limitations of stand-alone software
- Revenue model of software
- Reimbursement for electronic consultation with patients
- Disruption to clinic workflow

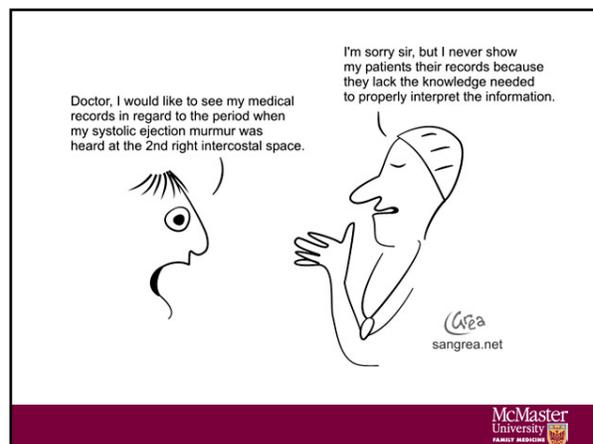McMaster University
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Recommendations

- Tight integration of PHR with EMR/HIS to enable person to connect anywhere they receive care (beyond the portal)
- Integration designs guided by provider workflow
- Clinical Education
- Patient Education

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Elements for a Successful Implementation

Leadership → Change Support → IT infrastructure → Practice Personnel → Receptive Patients

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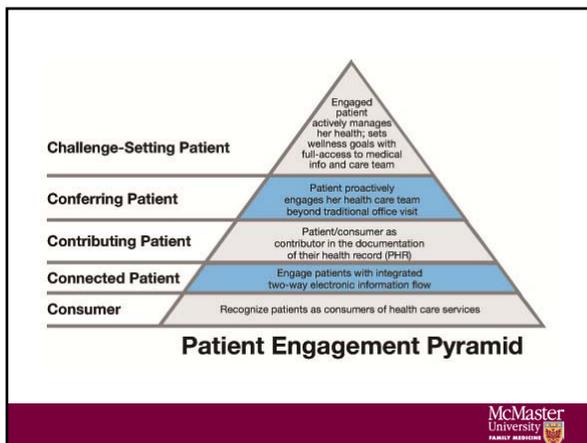FAMILY MEDICINE

- Leadership
  - organizational level
  - practice level
  - individual level
- Change Support
  - Champions
  - Facilitators
- IT infrastructure
  - Technology that **supports** workflow
- Practice Personnel
- SMART/Receptive Patients

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SMART Patients

- **S**elf-assured
- **M**otivated
- **A**ware
- **R**esourceful
- **T**alented

Patricia Flatley Brennan, RN, PhD, FAAN
University of Wisconsin-Madison

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Doctor, I would like to see my medical records in regard to the period when my systolic ejection murmur was heard at the 2nd right intercostal space.

I'm sorry sir, but I never show my patients their records because they lack the knowledge needed to properly interpret the information.

sangrea.net

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Patient Engagement Pyramid

"Patient Engagement is the Blockbuster Drug of the Century"

Missing Links in the Patient-Centered System

1. Policies that support information exchange
2. Interoperable infrastructure
3. Engaged Providers
4. Sustainable financial strategies

McMaster PHR: One Patient One Record

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