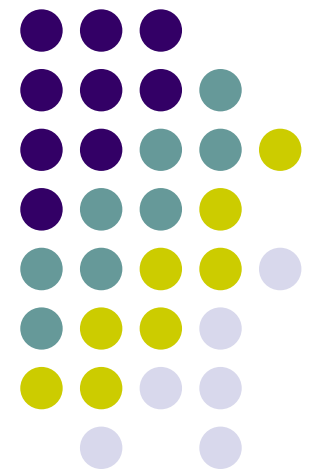


# Implementing a PHR for Adults with Disabilities

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# The PHR project

- Purpose: develop a PHR for a pilot group of adults with developmental disabilities who live at RSI and receive day services at Udac
  - Medically fragile with multiple chronic conditions
  - Unable to communicate medical history and other pertinent information to providers . . especially important in urgent or emergency care
  - Often brought to care setting by an escort who is not familiar with the individual's history, diagnoses, etc.
- The PHR will communicate essential items of information to the provider



# Project Partners

- **The College of St. Scholastica (CSS):** the intent is to specifically involve students from the HIM and Social Work programs were designated as project participants to implement the personal health record, working with individuals from the community agencies
- **Udac:** a non-profit organization that provides vocational services, community-based employment, recreation and leisure services, and other alternative services for adults with profound medical, physical and cognitive needs.
- **Residential Services, Inc (RSI):** a residential service that provides group home services for the same population of developmentally disabled adults
- **Community Health Information Collaborative (CHIC):** a non-profit corporation developed through a Rural Health Network Development Grant. Its focus is to initiate projects that promote health information exchange across care settings and to share costs and best practices across the membership. On this particular project, it is a funding and coordinating organization.



## Supported by . . .

- 3M Vision Grant
  - Community/education partnership grant
  - Focus: Sustainable projects that benefit a community
- Supplemental funding:
  - CHIC – Blandin Grant
  - St. Mary's/Duluth Clinic Health System
  - St. Luke's Foundation
  - Duluth Rotary



# Concept of a group PHR

- Although it is a personal health record, the data is managed by the individual's guardian and/or the caregivers at Udac and RSI rather than by the consumer;



# Product selection

- Needs assessment was conducted by HIM students and administrative personal from the facilities to identify the specific characteristics of the PHR
  - Example: record behavior; web-based
- Students researched PHR vendors and provided an analysis of their products; the facility managers then conducted a Request for Proposals. From that process, Follow Me was selected.
- The PHR product was customized by Follow Me to fit the specific needs of this unique population and is considered a “group PHR” – a product that is customized by the vendor and used by a group of individuals under a contract negotiated by a coordinating organization (in this case CHIC). The customized product developed through this process and utilized as the project PHR is called healthbio and is available via internet.



# Unique Aspects

- Each PHR was initially populated by trained students from The College of St. Scholastica's HIM and Social Work departments through a process of abstracting information from existing patient medical records; it is maintained and updated by nursing staff at Udac and RSI.
- Students developed policies and procedures that assure that Udac and RSI staff would update the PHR for the individual after each healthcare encounter. They also analyzed work flow process and re-designed work flow to assure that the PHR was both utilized and updated.



# Unique Aspects

- Primary care physicians for each of the consumers in the pilot group committed to using the PHR in their encounters with the consumers; the major hospital and emergency room providers also committed to utilizing the data in the PHR when a person from Udac/RSI presented with the PHR.
- Guardians of each consumer were provided with educational materials about the PHR project and gave explicit permission for the consumer to participate in the project; guardians were also given access privileges to the PHR.

# healthbio™

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## Welcome to HealthBio.org

HealthBio™ is an online personal health record designed for adults with developmental disabilities and others interested in sharing key health histories with their personal physicians as well as their other healthcare providers. [learn more>>>](#)

## Useful Health Links

- [Medline - Trusted Health Information for You](#)
- [WebMD - Better Information. Better Health.](#)



**Patient Login:**

Username:

Password:

**Clinician Login:**

Username:

Password:

- Patient Sign-Up
- Affiliates
- Clinician Sign-Up

**Patients**

Click here to create your HealthBio™ PHR

- [CHIC](#)
- [UDAC](#)
- [RSI](#)
- [CSS](#)

**Clinicians**

Click here to have access to patient information.



Welcome Susan Blue [Feedback](#) | [Logout](#)

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### MEDICATIONS

Med Name	Prescription date	Ordered by	Dosage	Prescription frequency
<a href="#">Prednesone injection</a>	4/10/2007	H. Stovall		
<a href="#">Advair</a>	5/4/2007	H. Stovall		
<a href="#">Penicillen</a>	5/17/2007	H. Stovall		
<a href="#">Tylenol</a>	5/9/2007	H. Stovall		

[Add record](#)

#### MEDICAL RECORDS

- Personal Info
- Emergency Contacts
- Conditions and Procedures
- Medical Office Visits
- Dental Office Visits
- Healthcare Providers
- Pain and Symptom Diary
- Medications
- Allergies
- Immunizations
- Family Medical History
- Hospitalizations and Injuries
- Medical Imaging
- Labs

#### REPORTS

- Emergency Medical Card
- Summary Medical Report
- Immunization Report

#### ADMINISTRATIVE

- Patient Photo
- Participating Physicians
- Change Password



# Lessons Learned

- Still Learning!
- Emerging Issues
  - Electronic data vs. information on paper
  - Credibility of electronic data
  - Ownership
- Vulnerable populations have significant needs



# What's Next?

- Summer 2007
  - Finalize implementation of the pilot at Udac/RSI
  - Identify a 2<sup>nd</sup> population of vulnerable adults for Year 2 of the Vision grant
- 2007-08
  - Measure success of project (students)
  - 2<sup>nd</sup> population needs assessment, vendor selection, etc.
  - And it starts all over again . . .
- 2008-09
  - Measure success of project #2
  - Repeat process with a 3<sup>rd</sup> group of vulnerable adults