Open Notes:
Putting Patients at the Center of Their Care

Bill Sonterre, Stratis Health
Lynn McFarling, MD, CentraCare

Health Care Homes Presentation
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Objectives

Participants at this learning event will gain knowledge to:

• Explain how open clinical notes foster patient engagement and activate patients to manage their health care

• Describe current open notes implementation in Minnesota

• Identify and address perceived barriers to open notes in your clinic

• Adapt practices used by one health system providing open notes across its clinic
Open Notes: Presenters

Bill Sonterre
Strategic Account Executive/Senior Health Information Technology Consultant, Stratis Health

Lynn McFarling, MD
Chief Medical Information Officer, CentraCare Health, St. Cloud
What are open notes?

- Sharing complete clinical notes electronically, not just after visit summaries (AVS)
  - History and physical
  - Assessment
  - Care plans
- Not software technology
- OpenNotes is a national movement that supports:
  - Fully engaging and activating patients
  - Helping patients understand and manage their health
  - Improving the quality and safety of care
- Allows patients better control of their health care information
  - Verify accuracy of medical records
  - Edit and add - own your notes
What are open notes?

• Helps patients remember what clinicians said
  – Allows patients to look up unknown terms, medical information
  – Patient can review in between visits/ongoing reminders
• Share information with personal support team/caregivers/family members
• Typically ambulatory setting, moving to inpatient, other settings
• Research shows improved adherence, safety, and satisfaction
  (Beth Israel Deaconess Medical Center, Boston)
• Grants in 2016 from Peterson, RWJF, Moore and Cambia Foundations to spread open notes
• Early adopters include VA, Kaiser, Geisinger, Mayo, Stanford, UCLA, BIDMC
Why open notes?

• Physicians communicate 80% of relevant information; patients remember 50% of that information
• Engage and activate patients
• Help patients understand and manage their health
• Improve overall quality and safety of care
Patient benefits from using open notes

- Remember what clinicians said
- Look up unknown terms, medical information
- Verify accuracy of information
- Control health care information
  - Review between visits
  - Edit and add to own your notes
  - Share with personal support team
From patients......

• “Sometimes I forget what is said to me because it is emotional and it is so nice to be able to go back and read exactly what my doctor was telling me.”

• “I feel less ‘information overload’ when I can review the clinical notes.”

• “I like to see my clinical notes. Sometimes it clarifies issues I may be confused about…My lab results are important to keep me aware of my condition and any progression. I'm more involved in my own care.”

• “Helps me track my progress and keep abreast of changes in my disease process, as well as prepare for my upcoming appointments.”

• “Allows me to share my medical records (or those of my children or aging parents) with family and physicians outside of Mayo Clinic.”
Stratis Health open notes
2018 Minnesota survey

• Gather current information regarding MN use of open notes
• Support spread of open notes in MN
• Conducted Jan 2018
• 18 organizations surveyed; 16 responded
Minnesota health systems that have implemented open notes

<table>
<thead>
<tr>
<th>Organization</th>
<th>Number of Clinicians - Minnesota</th>
<th>Year Implemented</th>
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<tbody>
<tr>
<td>Mankato Clinic</td>
<td>131</td>
<td>2011</td>
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<tr>
<td>Mayo</td>
<td>5,357</td>
<td>2012</td>
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<td>Avera</td>
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<td>2014</td>
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<td>Altru</td>
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<tr>
<td>Allina</td>
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<td>2017</td>
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<td>CentraCare</td>
<td>877</td>
<td>2017</td>
</tr>
<tr>
<td>Madison Health</td>
<td>14</td>
<td>2017</td>
</tr>
</tbody>
</table>
Survey findings - open notes implementers

• High percentage of clinicians sharing notes – over 90%
• Notes not shared – primarily mental health notes
• Patient contributed data - demographic changes, questionnaires, blood pressure, glucose, insurance, problem lists, medication lists, medical histories, messages, documents, photos, weights
• Collecting patient feedback on using open notes
• Promoting/providing assistance using open notes – 50%
• Need better metrics – how many are viewing; how are using notes
Implementation challenges

• Clinician concern: getting more questions/messages from patients
  – Did not happen after went live; a non-event

• Clinician concern: patients would not be able to understand their notes
  – Clinicians encouraged to use as opportunity to educate patients/families

• Provider education helped and was important in the process

• A few technical issues, but they got resolved
Implemented organizations - more work to be done

• Still low percentage (<10%) viewing notes; need to increase
• Keep amping up promotion and support for using available notes
• Improve monitoring/metrics to track viewing activity
• Monitor which notes not shared by providers
• Expand/open/share additional type notes - mental health, child/adolescent
• Expand to inpatient care – share notes real-time while patient in hospital
• Expand to other settings – such as long term care facilities
Non-implementers – barriers highlighted from survey results

- Needs to be an organizational priority; competing priorities
- Physician resistance; concerns about increased number of patient calls/questions about the information
- Lack of knowledge about the program
- Technical resources to set up the system
- Need patient portal to share information electronically
Non-implementers – what is being shared currently via patient portals

- Labs, test results, after visit summaries. Not sharing mental health or adolescent information
- Other information/uses – schedule visits, provider questions and communications, health reminders, surveys
- Patient contributed data – 5 responders allow; post hospital follow-ups, pre-visit questionnaires, flowsheets to collect blood sugars, patient surveys

Conclusion
- Organizations have much of the technology infrastructure in place for moving to full open notes sharing, less of a technology issue
- More about need for organizational priority
Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.
CENTRACARE OPEN NOTES
LYNN MCFARLING MD, CMIO
1. St. Cloud Hospital
2. CentraCare Health – Long Prairie
3. CentraCare Health – Melrose
4. CentraCare Health – Sauk Centre
5. CentraCare Health – Monticello
6. CentraCare Health – Paynesville
7. CentraCare Clinics
8. Carris Health - Rice Memorial Hospital – Willmar
9. Carris Health Surgery Center – Willmar
10. Carris Health Surgery Center – Marshall
11. Carris Clinics – May 1st, 2019 Epic Go-Live
COMMUNITY CONNECT SITES ON CENTRACARE'S EPIC SYSTEM

1. Sanford Health Broadway Clinic - Alexandria
2. Allergy, Asthma and Pulmonary Associates – St. Cloud
3. Williams Integracare – Sartell
4. Tri-County Health Care – Wadena
5. Alomere Health - Douglas County Hospital – Alexandria
6. Alomere Health – Alexandria Clinic – Alexandria
7. Alomere Health – Heartland Orthopedic – Alexandria
8. Renville County Hospital & Clinics – Olivia
9. St. Gabriel's Hospital & Family Medical Center – Little Falls
10. Little Falls Orthopedics – Little Falls
11. Madison Healthcare Services – Madison
12. Monticello Surgery Center – Monticello
CENTRACARE AND OUR EPIC COMMUNITY CONNECT LOCATIONS

- CentraCare = Green
- Community Connect = Blue
• Percentage of patients signed up for patient portal varies from 30% to 70%

• Older patients do use patient portals and do review notes and test results

• Percentage of patients that read notes ~ 13%

• High volume of patients messaging clinics for advice
HOW DO PATIENTS FIND THEIR NOTES

• Finding notes is not intuitive
• Ask EMR vendors to make access to notes easier to find
• Improve education to patients that the notes are available
WHAT CAN THE PATIENTS SEE?

• Lab test results all auto release
• Very few sensitive tests that don’t release (HIV, genetic tests, tumor markers)
• Plain x-rays, MRI, CT, nuclear medicine, pathology, cytology and microbiology
• Provider notes including clinic progress notes, H&P, consult notes, procedure notes, telehealth notes, discharge summary and therapy notes
• Not seen: chemical dependency and most behavioral health notes
BENEFITS OF OPEN NOTES

• Studies show that patients correct mistakes in documentation which improves accuracy and safety
• Remind patients why medications are prescribed and improves adherence to medications
• Remind patients of next steps in chronic disease management; upcoming tests, referrals, immunizations and other preventative services
• Builds trust between providers and patients with transparency of information. Patients feel the provider really listened to them when they see their description of symptoms documented in the note
• Stronger relationships between provider and patient lead to improved patient engagement
• Shared decision making is enhanced
• Caregivers benefit too by reviewing notes to better assist in managing care for patients
HEALTH CARE HOME CAN HELP

- Encourage patients and caregivers to sign up for patient portals
- Encourage patients to read their notes
- Explain the benefit of the note to the patient and caregivers
- Encourage patients to send corrections about documentation to the clinical team
Contacts & Resources

Bill Sonterre, Stratis Health
bsonterre@stratishealth.org
www.stratishealth.org

Lynn McFarling, MD, CentraCare
mcfarlingl@centracare.com
https://www.centracare.com/

Open Clinical Notes: A Tool for Patient Engagement – MDH LMS
www.health.state.mn.us/healthreform/homes/collaborative/lms