

Personal Health Records: An Overview

First in a 3-part Series

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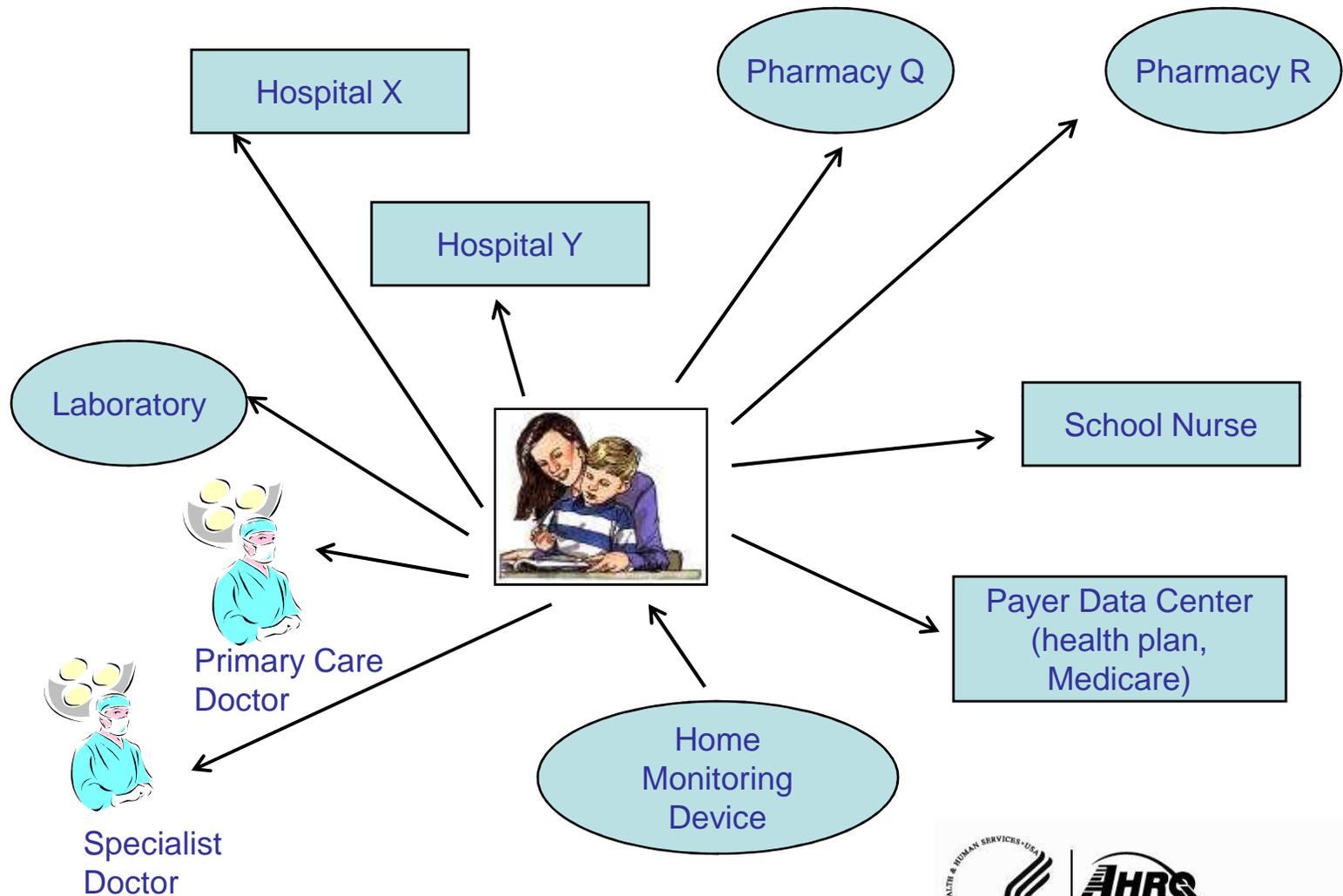
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Functions, Architecture, Emerging Issues

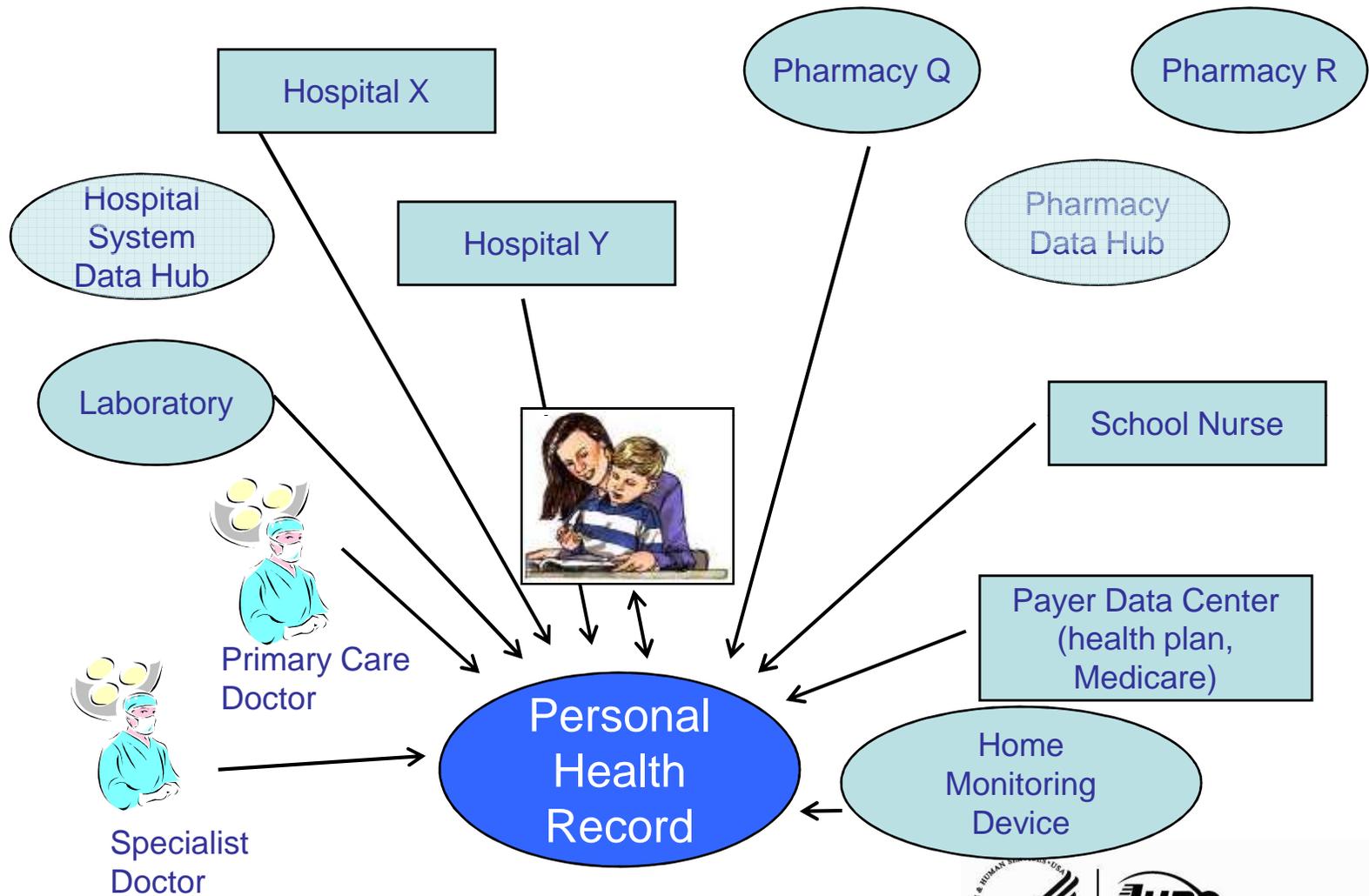
Presenter:

**David Lansky
Markle Foundation**

Retrieving Your Health Information



Being Your Own Information Hub



National Landscape - 2008

- President's 10-year commitment (2014?)
- HHS: American Health Information Community – Consumer Empowerment “Breakthrough”
- Congress – Carper, Porter bills for federal employees; Brownback Health Record Banks
- AHIP and BCBS – 100 million Americans
- Global internet companies – Microsoft, Google, Intuit ...
- Major employers – IBM, PepsiCo, Wal-Mart, Dossia
- Major providers – VA, Kaiser, Partners
- Consumer organizations – AARP, American Heart...

PHR Services Today

- Patient education, self-care content and consensus guidelines
- Secure messaging
- Appointment scheduling and reminders
- Preventive service reminders
- Adherence messaging
- Patient diaries (pain, symptoms, side effects)
- Longitudinal health tracking tools (charts, graphs)
- Drug interactions checking
- Financial information, such as Explanation of Benefits
- Rx refills

There is strong interest among consumers in using health information technology to more fully participate in their own health care.

Statement	% Yes
Check for mistakes in your medical record.	69%
Check and fill prescriptions.	68%
Get results over the Internet.	58%
Conduct secure and private email communication with your doctor or doctors.	57%

Now let's imagine that a new secure online service was made available to you allowing you to locate your medical records and view them through your own secure online "personal health record" account. Now I am going to read you some things this secure online "personal health record" service would allow you to do after I read each item, please tell me, yes or no, whether or not you would use this secure online "personal health record" service for each activity.

Despite these high levels of support for health information technology, keeping electronic medical information private and secure remain chief consumer concerns.

Statement	% Absolute Top Priority
The identity of anyone using the system would be carefully confirmed to prevent any unauthorized access or any cases of mistaken identity.	91%
An individual would be able to review who has had access to their personal health information.	81%
Only with an individual's permission could their medical information be shared through this network.	79%
Employers would NOT have access to the secure health information exchange networks.	68%

I am going to read you different attributes that could be part of this exchange or network and I would like you to rate the importance of each. As you respond, please keep in mind that not every attribute can be a top priority.

MARKLE FOUNDATION



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Source: Markle Foundation survey October 2005 - http://www.phrconference.org/assets/research_release_101105.pdf

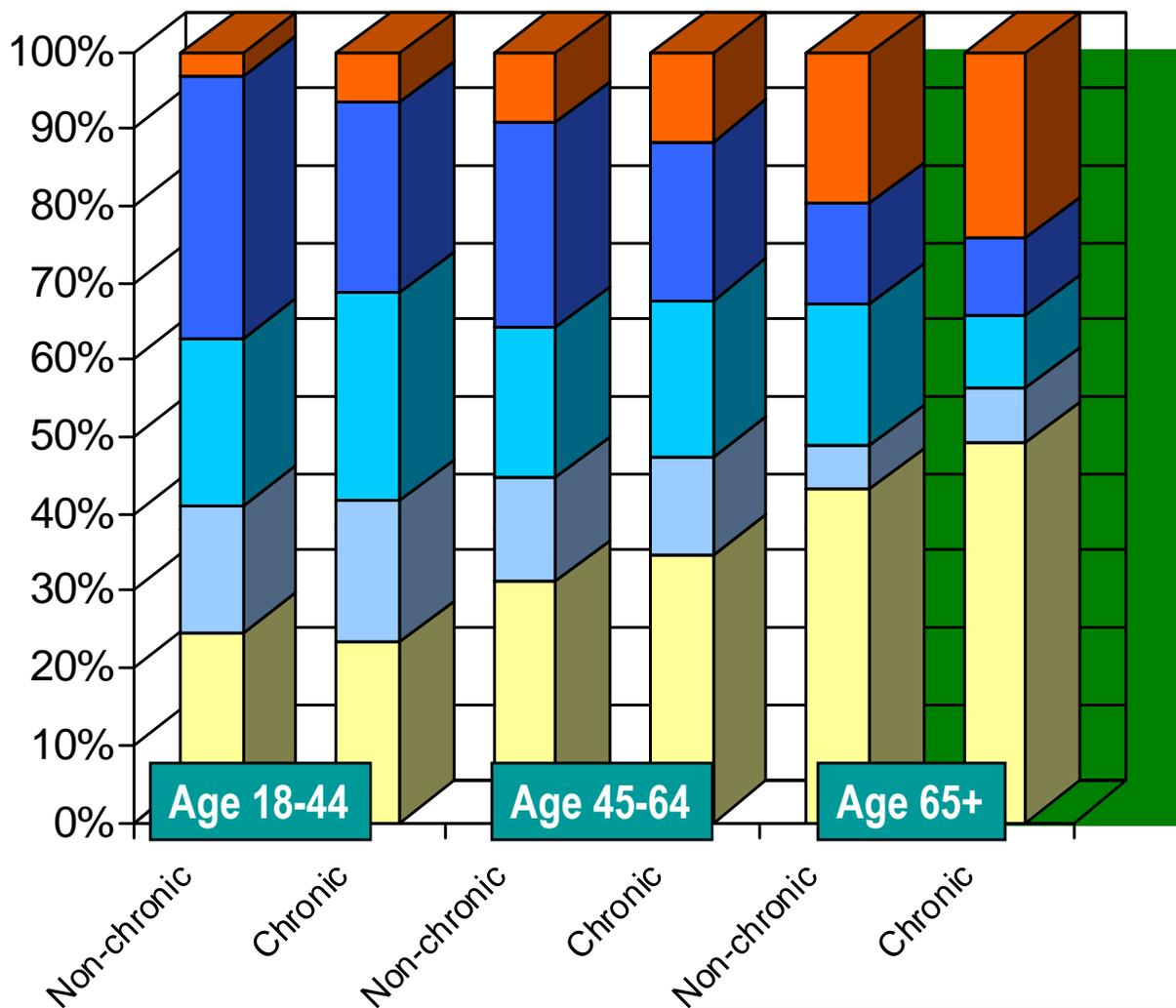
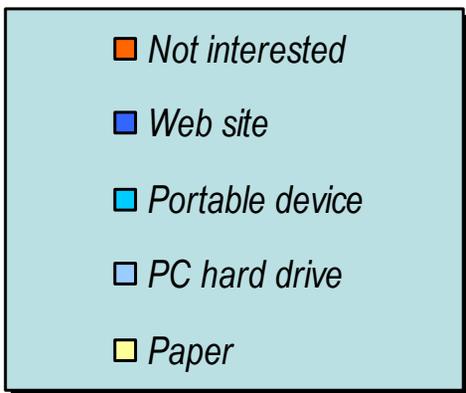
The Many Flavors of PHR – c. 2008

1. Institutional/IDN provider portal (e.g., Epic)
2. Individual provider portal (e.g., Medem)
3. Untethered – USB, desktop, PDA (e.g., CapMed)
4. Populated from claims data (e.g., Aetna)
5. Population oriented (e.g., LifeLedger)
6. Condition oriented (e.g., PeopleLikeMe)
7. Service oriented (e.g., MyPyramidTracker)
8. And... health 2.0 sites (e.g., SophiasGarden)

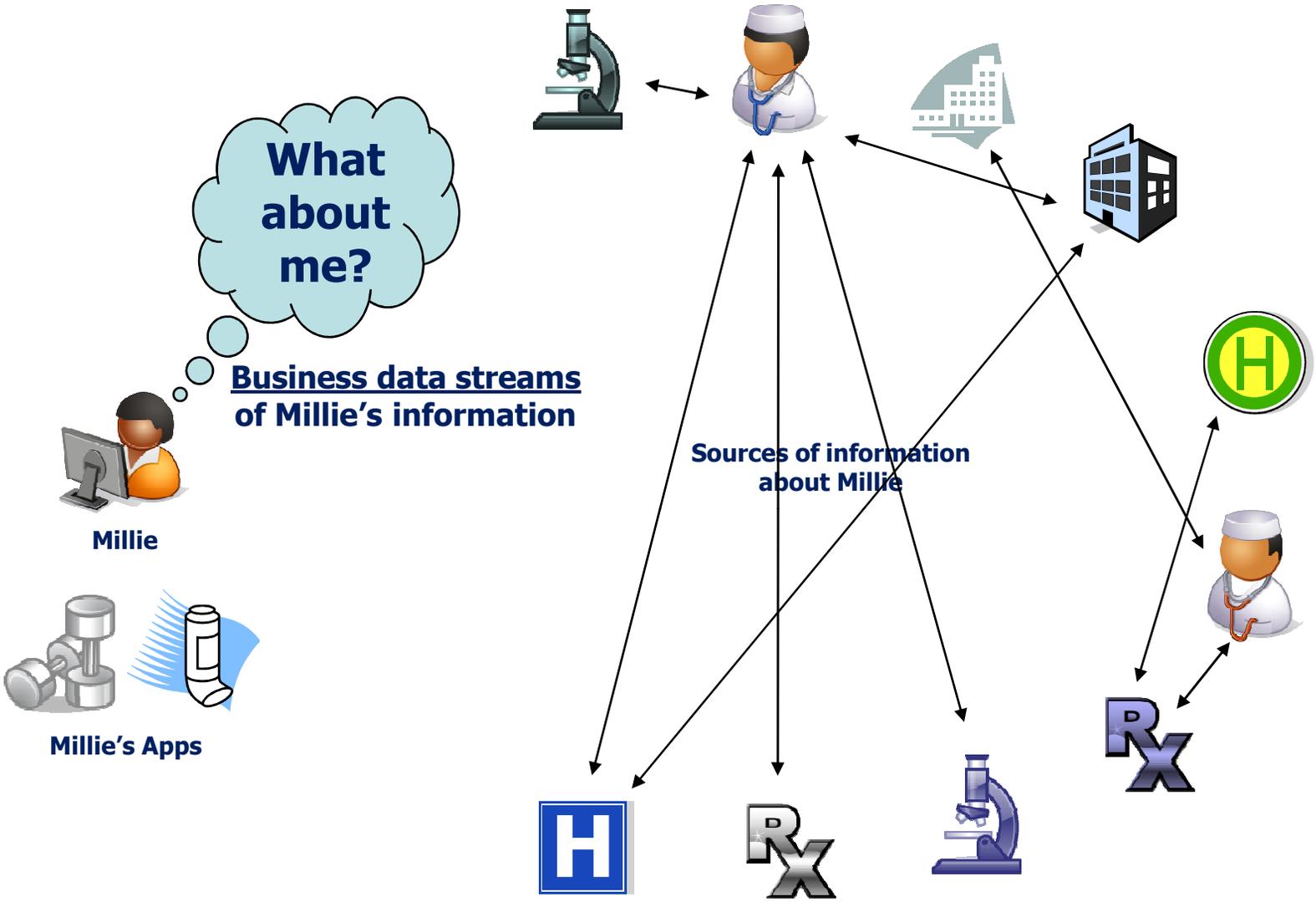
What Do We Know About Adoption and Use?

- Provider portals reach 15-50% of patients to whom offered
 - Computer skilled
 - High users (visits, meds)
- Most other approaches with small uptake, except incentivized (e.g., IBM - \$150)
- Transactions heavily used
- Specialized products seem to have more user interest

People Vary in their Preference for PHR media



As of 3/07, 29% of seniors reported regular use of the Internet. (65% of people age 50-64)



Consumer data streams of Millie's information

Personal Health Data Requested



Consumer Access Services

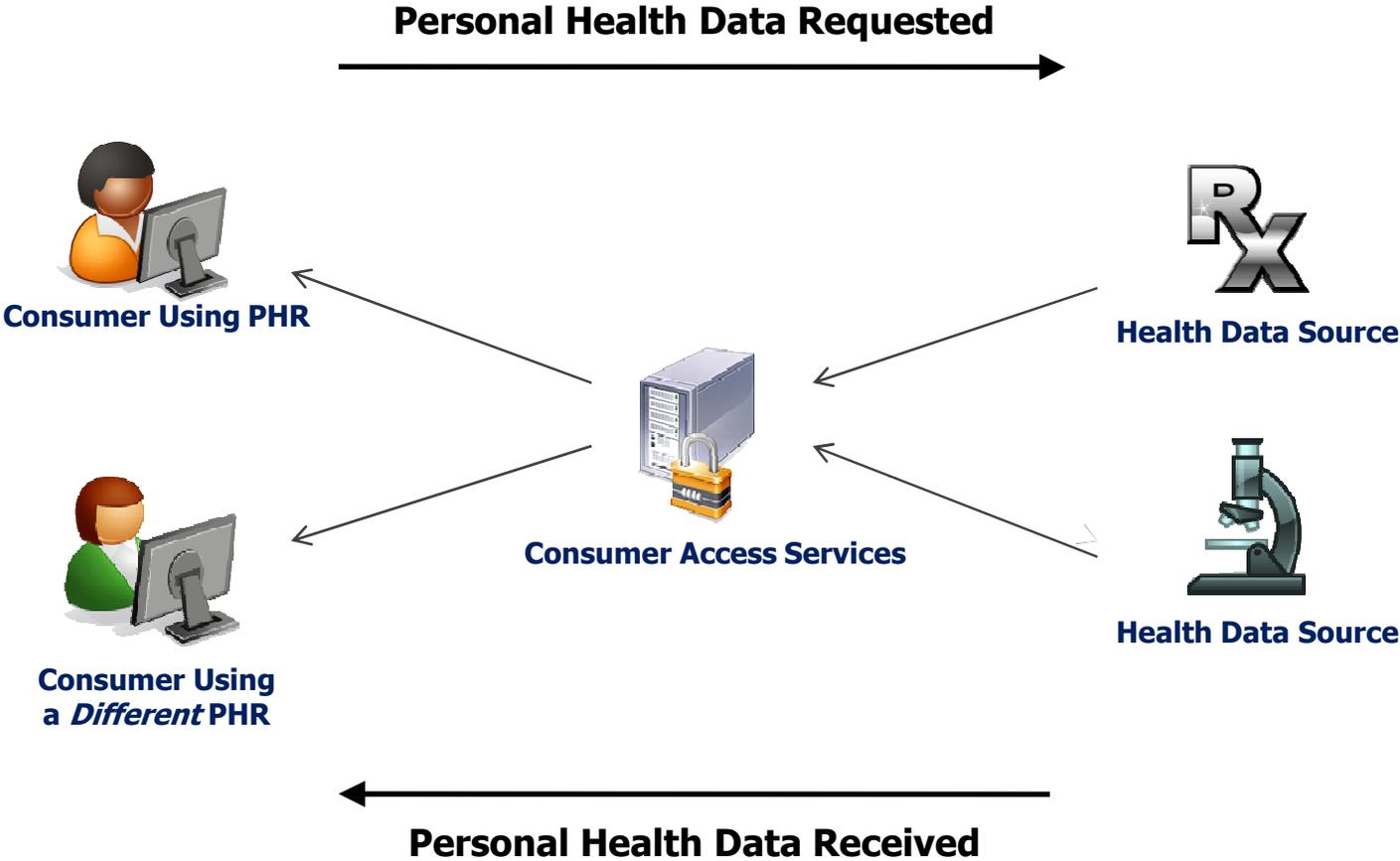


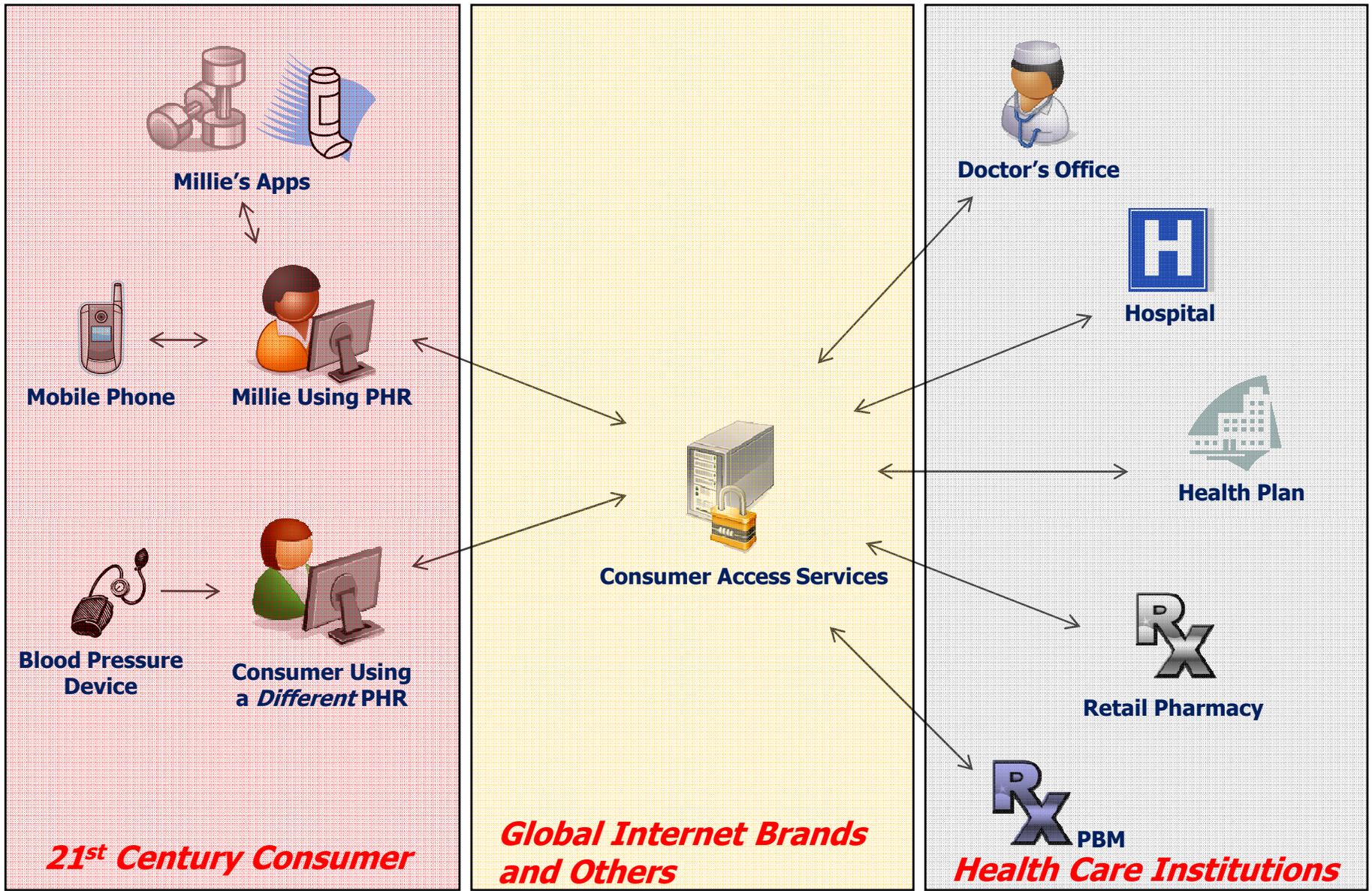
Health Data Source



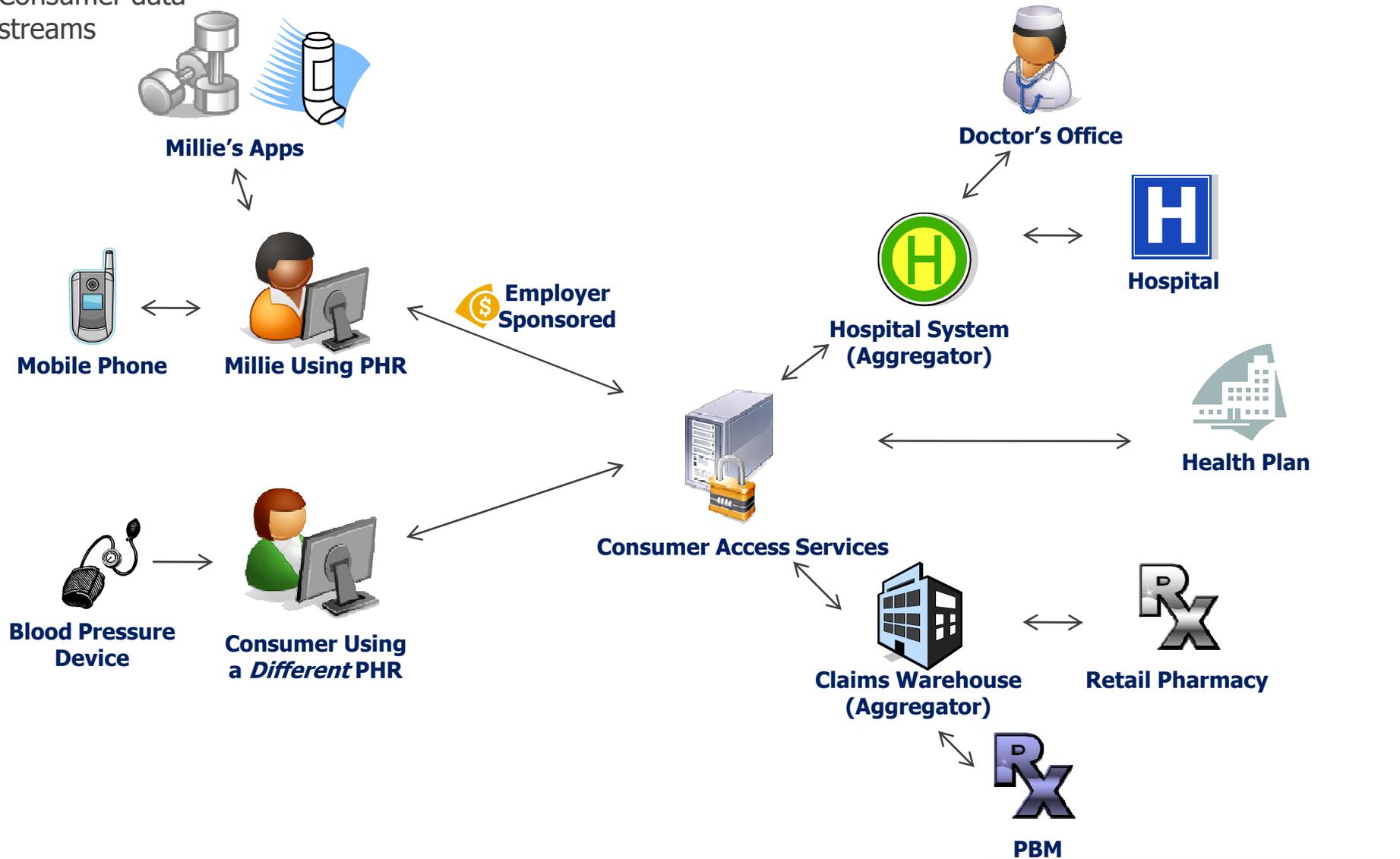
Personal Health Data Received

Consumer data streams





Consumer data streams



***Creating a networked PHR
environment that achieves
sustainable consumer
confidence***

Individual Consumers Will Need Mediating Bodies to Facilitate their Access to the Network

Functions:

- Distribute services to populations of consumers.
- Issue individuals' identity credentials and "vouch" for them as network users.
- Help consumers access and aggregate their personal health data and connect with various services.
- Assure that network-wide policies (e.g., privacy and information practices) are followed.

Potential Sponsors of Consumer Access Services

- Affinity groups (e.g., AARP, labor unions)
- “Retail” PHR providers (e.g., WebMD, Intuit, Medem)
- Consumer portals (e.g., Google, Yahoo)
- Data clearinghouses (e.g., SureScripts)
- Retail pharmacies (e.g., Walgreens, Wal-Mart)
- Health plans (e.g., AHIP, BCBS)
- Provider organizations (e.g., VA, Kaiser Permanente)

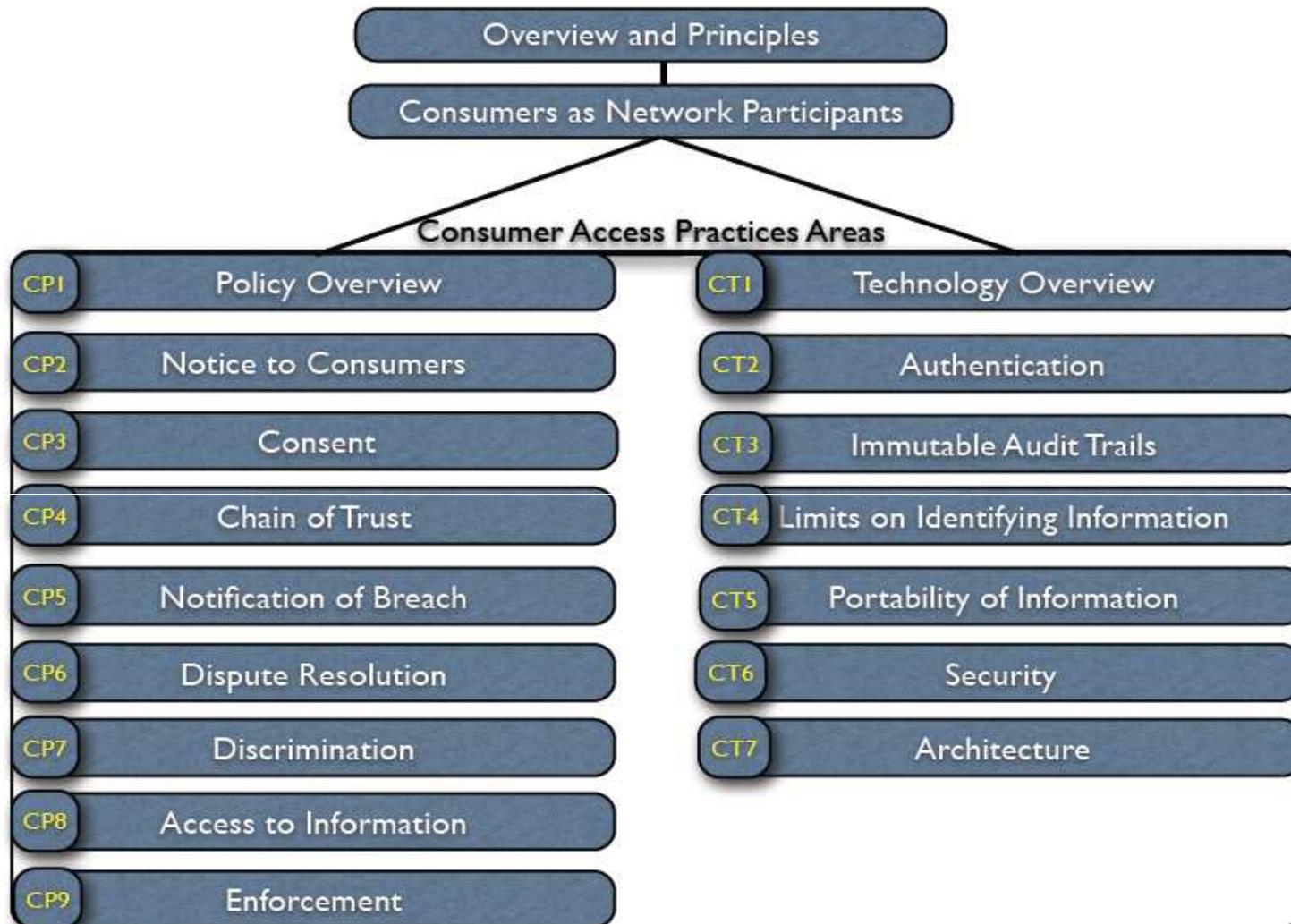
Keys to Success?

- Defining a Consumer Access Service that is trusted by consumers
- Defining a Consumer Access Service that is trusted by other participants on the network
- Determining minimum necessary privacy and security policies and practices

Needed Policy Framework for Consumer Access Service

- Does HIPAA address privacy and security concerns?
- Authentication
- Authorization
- Consent and notification
- Consumer control of information sharing, including audit
- Rules for secondary use, data mining
- Annotating and editing data
- Data management systems
- Governance, transparency, remedies

Common Framework for Networked Personal Health Information



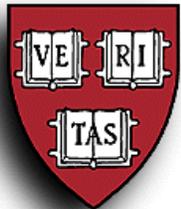
Big Questions – 2008

- Will Consumer Access Services succeed?
- Will common information practices create a trustworthy environment?
- Will data holders release data to the new intermediaries – or become aggregators themselves?
- Will high-value consumer applications emerge?
- Which business models will emerge?

Patient Controlled Health Records: National, Regional, and Local Update

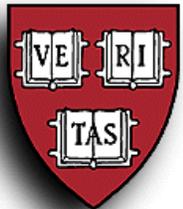
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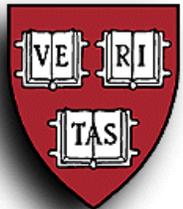
Themes

- National Perspective from HITSP
- New Vendor products
- BIDMC's Patientsite



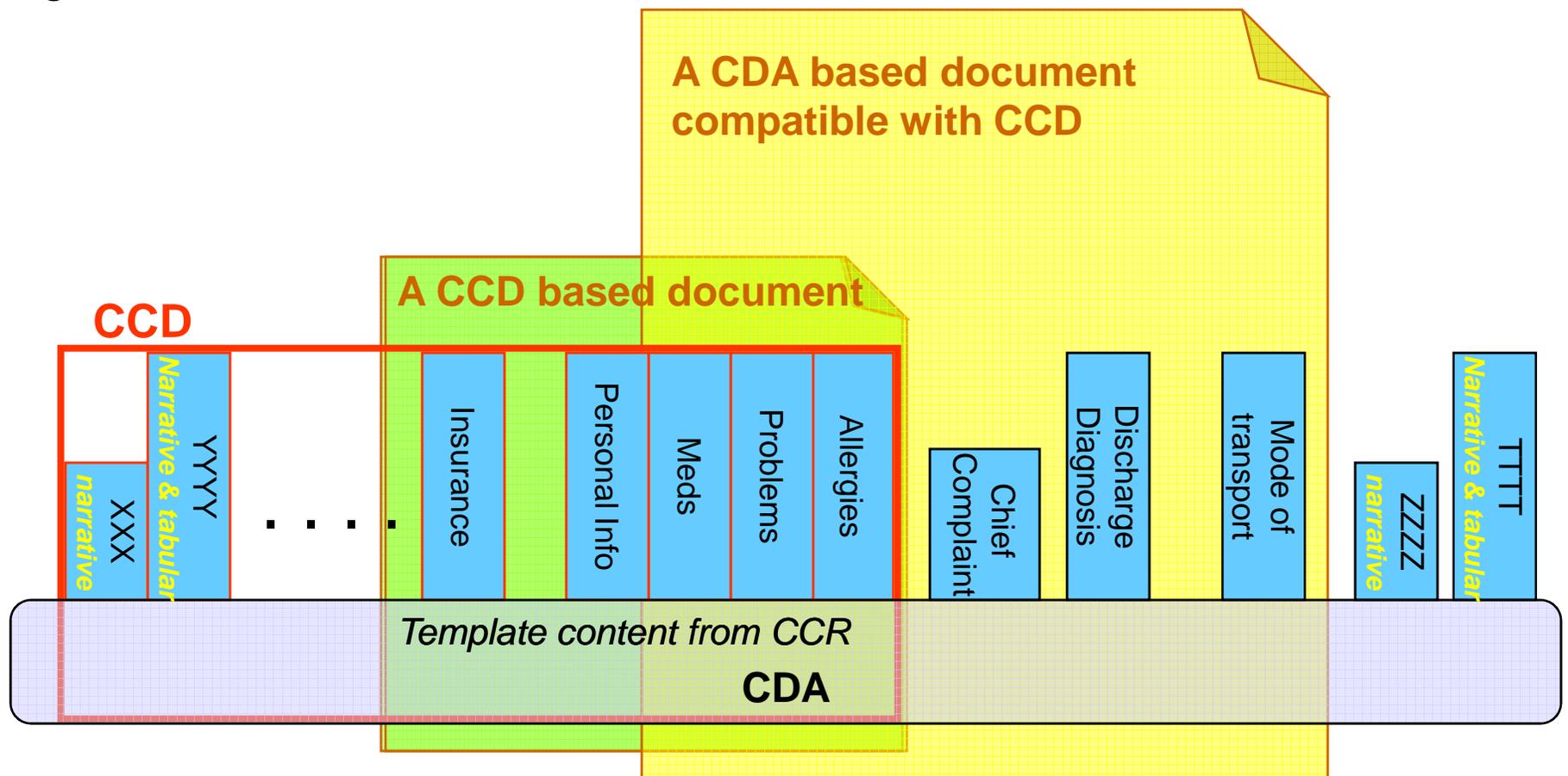
HITSP and the PHR

- What standards were chosen?
- What is the impact on architecture?
- What are the next steps?



CCD: collection of templates that represent the core content for healthcare summary documents

CDA: foundation standard enabling the definition of templates for a broad range of healthcare documents



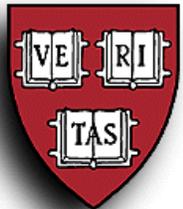
New Vendor Products

- Dossia/Indivo
- Google
- HealthVault



PatientSite

- Patientsite over the past 5 years
- 2.5 million transactions and 40,000 monthly patient users
- All the worries about provider and patient information overload have not occurred



Welcome to

PatientSite™

Healthcare you can connect with



Sign In

First Time Here?

Take a Tour

Want to Join?

Register Now!

[Minimum Browser Requirements](#)

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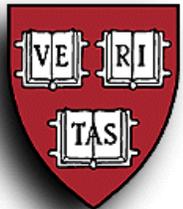


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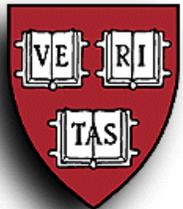
Patient Access to Record

- What should they see?
- When should they see it?
- Who else should have access?
- How should we present it?



Personal Health Record

- Patient-entered and maintained
- Data types:
 - Text
 - Numeric data
 - Documents and other objects



Educational Partners

- PreOp – Patient Education
- UpToDate – Provider Edition
- UpToDate – Patient Edition
- Medical Dictionary
- Multum – medication information database
- Lab Test Online



Messaging Volume

- Clinical messages: 27.8*
- Prescription renewals: 3.1*
- Referrals: 2.1*
- Appointment requests: 2.6*

**monthly volume per 100 patients*



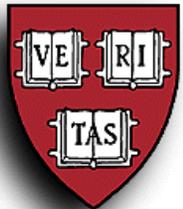
Patients

- 57% female
- Median age ~43
- 4% over 70 years old



Patient Drivers

- Secure Messaging with Provider
- Access to Medical Records
- Convenience
 - Request Appointments
 - Medication Refills
 - Referrals to Specialists
 - Review Bills Online
- Education
 - Disease specific content by experts at CareGroup
 - Links to medication information
 - Personalized drug interaction information



Summary

- The ideal PHR prepopulates data from hospitals, clinics, payers, labs, and pharmacies
- HITSP will help catalyze PHR interoperability among stakeholders
- New vendor products will enable patients to be stewards of their own data

