eHEALTHDC

**Helping Healthcare Providers Adopt
Electronic Health Records and
Achieve Meaningful Use**

DCPCA
DISTRICT OF COLUMBIA PRIMARY CARE ASSOCIATION

Achieving the Patient Engagement Measures with Meaningful Use
On-Demand Webinar
December 2018

12/28/18

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- The intended audience of this training module is:

  - Eligible Professionals (EPs) enrolled in the Promoting Interoperability (PI) program for Medicaid, also known as Meaningful Use (MU)

  - Practice leadership and staff who support operations and management – and may play primary roles in enabling and engaging patients to use patient portals

- The learning objectives of this training module are to:

  - Prepare EPs to successfully attest to the MU requirements for patient electronic access, secure messaging and patient engagement

  - Understand patient engagement strategies

- This module will cover:

  - MU objectives and measures for patient electronic access, secure messaging and coordinating care with patient engagement

  - Patient portal best practices

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MU PATIENT ENGAGEMENT SUMMARY

MU Function	Modified Stage 2	Stage 3
Provide Electronic Access to Patients *Mod Stage 2: Objective 8* *Stage 3: Objective 5*	**M1: >50%** unique patients have timely access (within 4 business days) to view, download, and transmit (VDT) their health information	**M1: >80%** unique patients (or authorized representative) have timely access to view, download, and transmit (VDT) their health information; **and** patients can access their health information using apps conforming to API standards of the provider's EHR
Access Health Information Electronically *Mod Stage 2: Objective 8* *Stage 3: Objective 6*	**M2: >5%** unique patients view, download or transmit (VDT) their health information to a 3rd party	**M1: >10%** unique patients **either** (1) view, download or transmit (VDT) their health information to a 3rd party; **or** (2) access their health information via an API; **or** a combination of (1) and (2)
Provide Patient Education Resources *Mod Stage 2: Objective 6* *Stage 3: Objective 5*	EP uses clinically relevant information from CEHRT to identify **patient education** resources for **>10%** of unique patients	**M2**: EP uses clinically relevant information from CEHRT to identify **patient education** resources and provide electronic access to those materials for **>35%** of unique patients
Send Secure Messages to Patients *Mod Stage 2: Objective 9* *Stage 3: Objective 6*	Send secure message to **>5%** of unique patients or authorized representative	**M2**: Send secure message to **>25%** of unique patients or authorized representative
Incorporate Patient-Generated Health Data *Stage 3: Objective 6*	None	**M3:** EP incorporates patient-generated health data from a non-clinical setting for **>5%** of unique patients into the EHR

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Patient Electronic Access	
Objective	Provide patients the ability to view online, download, and transmit their health information within **4 business days** of the information being available to the eligible professional (EP). EPs must satisfy both measures in order to meet this objective.
Measure 1	More than **50 percent** of all unique patients seen by the EP during the Promoting Interoperability (PI) reporting period are provided timely access to view online, download, and transmit to a third party their health information subject to the EP's discretion to withhold certain information.
Measure 2	For the PI reporting periods in 2017 and 2018, more than **5 percent** of unique patients seen by the EP during the PI reporting period (or his or her authorized representatives) view, download or transmit to a third party their health information during the PI reporting period.

Click here for more information from CMS on this objective and measure.

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Patient Electronic Access to Health Information	
Objective	The eligible professional (EP) provides patients (or patient-authorized representative) with timely electronic access to their health information and patient-specific education.
Measure 1	For more than **80 percent** of all unique patients seen by the EP: ▪ The patient (or the patient-authorized representative) is provided timely access to view online, download, and transmit his or her health information; **and** ▪ The provider ensures the patient's health information is available for the patient (or patient-authorized representative) to access using any application of their choice that is configured to meet the technical specifications of the Application Programming Interface (API) in the provider's CEHRT.

Click here for more information from CMS on this objective and measure.

Coordination of Care through Patient Engagement	
Objective	Use CEHRT to engage with patients or their authorized representatives about the patient's care.
Measure 1	For a Promoting Interoperability (PI) reporting period in 2019, **more than 10 percent*** of all unique patients (or their authorized representatives) seen by the eligible professional (EP) actively engage with the EHR made accessible by the provider and **either** (1) View, download or transmit to a third party their health information; **or** (2) Access their health information through the use of an Application Programming Interface (API) that can be used by applications chosen by the patient and configured to the API in the provider's CEHRT; **or** (3) A combination of (1) and (2). *Threshold from 2018 increased from **5%**

Click here for more information from CMS on this objective and measure.

- Check with your EHR vendor on whether you have to individually create accounts or authorize information to be sent to a patient's portal

- Customize eHealthDC sample portal communication materials and use them to inform your patients

- Collect e-mail addresses at check-in to enable the portal

- Help patients login to their portal as part of check-out process

- Post flyers in waiting room about the portal

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- Ensure API capabilities are "turned on"

- Education resource materials do not have to be stored within or generated by the certified EHR

  - Can be 3rd party content

  - Some portals can link to patient education information provided to the patient during the encounter

- Work with your TA Specialist and vendor to configure your EHR and portal to meet this measure

Patient-Specific Education

Objective	Use clinically relevant information from certified electronic health record technology (CEHRT) to identify patient-specific education resources and provide those resources to the patient.
Measure	Patient-specific education resources identified by CEHRT are provided to patients for more than **10 percent** of all unique patients with office visits seen by the eligible professional (EP) during the Promoting Interoperability (PI) reporting period.

Click here for more information from CMS on this objective and measure.

Patient Electronic Access to Health Information	
Objective	The eligible professional (EP) provides patients (or patient-authorized representative) with timely electronic access to their health information and patient-specific education.
Measure 2	The EP must use clinically relevant information from CEHRT to identify patient-specific educational resources and provide electronic access to those materials to more than **35* percent** of unique patients seen by the EP during the EHR reporting period. * Threshold increased from 10% in Program Year 2018

Click here for more information from CMS on this objective and measure.

- Education resource materials do not have to be stored within or generated by the certified EHR

  - Can be 3rd party content

  - Some portals can link to patient education information provided to the patient during the encounter

- Work with your TA Specialist and vendor to configure your EHR and portal to meet this measure

Secure Electronic Messaging

Objective	Use secure electronic messaging to communicate with patients on relevant health information.
Measure	For a Promoting Interoperability (PI) reporting period in 2018, for **more than 5 percent** of unique patients seen by the eligible professional (EP) during the PI reporting period, a secure message was sent using the electronic messaging function of certified electronic health record technology (CEHRT) to the patient (or the patient-authorized representative), or in response to a secure message sent by the patient (or the patient-authorized representative) during the PI reporting period.

Click here for more information from CMS on this objective and measure.

Coordination of Care through Patient Engagement	
Objective	Use CEHRT to engage with patients or their authorized representatives about the patient's care.
Measure 2	For PI reporting period in 2019, more than **25* percent** of all unique patients seen by the EP during the PI reporting period, a secure message was sent using the electronic messaging function of CEHRT to the patient (or the patient authorized representative), or in response to a secure message sent by the patient or their authorized representative. *Threshold increased from 5% in Program Year 2018

Click here for more information from CMS on this objective and measure.

- Send an introductory message or an outreach message that informs patients of their health information being available via the patient portal

- Send a message to your patient upon availability of laboratory results – Examples:

  - "Everything looks great, your results are normal – keep doing what you're doing and we'll check again in a year."

  - "Your results are still a bit high. Continue taking the medication and let's re-check in a month. Please schedule an appointment."

Image credit: Getty Images

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Coordination of Care through Patient Engagement	
Objective	Use CEHRT to engage with patients or their authorized representatives about the patient's care.
Measure 3	**Patient generated health data** or data from a nonclinical setting is incorporated into the CEHRT for **more than 5 percent** of all unique patients seen by the EP during the PI reporting period.

Click here for more information from CMS on this objective and measure.

STAGE 3 TIPS:
Incorporate Patient Generated Health Data

- Encourage your patients who are tracking their vitals, blood pressure, heart rate, or glucose at home to send their data to you via the patient portal

- Acceptable data can include:

  - Health and nutrition information

  - Activity trackers (steps) and wearables

  - Other home and medical device data

  - Advance directives

- Work with your vendor to learn how your EHR incorporates patient generated data

Image Credit: AARP

1. Introduce portal personally

   ▪ Help patient set up username and password before they leave

2. Patient portal should be easy to use

   ▪ Discuss features with your EHR vendor and turn on ALL functionality to integrate apps

   ▪ Registration process should be streamlined

3. Doctor buy-in

   ▪ Providers should use it and talk about its value

   ▪ Provider messaging must express empathy

4. Inform your patients

   ▪ Remind patients about portal when speaking with them on the phone or when they check-in/check-out

5. Sell benefits of portal to the patient

  - Convenient access to patient information

6. Send information through the portal

  - Embed portal link with appointment confirmation emails or text reminders

7. All physician to patient messaging submitted through portal

8. Offer patient education material on portal so patients can compare their medical data

9. Portal should be mobile-friendly

  - Support app component (mobile app offered by most EHRs)

10. Reinforce portal usage across whole practice

  - Build awareness constantly

Patient Engagement

"Combines patient activation with interventions designed to increase activation and promote positive patient behavior"

Source: Health Affairs, February 14, 2013

Can be described as "the process by which patients become invested in their own health"

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- Patient engagement relies on:

  - Patient access to health data (longitudinal view)

  - Patient-provider communication

  - Patient satisfaction

- Measuring patient engagement is critical

  - It must be easy to measure

  - It must positively correlate to improved patient experience, improved health outcomes and lower costs

- Measurement helps you know how you are doing

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THANK YOU

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