Patient Education Paradigm Shift
Leveraging a Personal Health Record for the Provision of Veteran-Centric Care
Department of Veterans Affairs (VA)

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Summer Institute of Nursing Informatics
Objectives

- Identify partnership opportunities that promote Veteran-centric care
- Identify patient tools for clinical collaboration
- Build bridges that extend current clinical practice with new tools
- Apply My HealthVet tools for patient education and management of chronic disease
The ‘Point of Care’ Has Changed
Initiatives and My Health eVet

- Implement Virtual Lifetime Electronic Record
- Improve Veteran mental health
- Design a Veteran-centric healthcare model
- Expand health care access for Veterans
- Ensure preparedness to meet emergent national needs
- Blue Button project
- My Recovery Plan
- Patient Education Management System
- Health Risk Assessment
- Veterans Health Library
- Research collaboration
- Secure Messaging
- Environmental alerts
- Emergency Preparedness Center
- Articles
Complementary

- Authoritative medical record
- Bar Code Medication Administration
- Imaging
- Clinical reminders
- Decision support
- Remote data view

- Veteran “owns” information
- Veteran controls access
- Consumer empowerment
- Easy access to information, tools, courses and resources
- Self-entered information
- Incremental addition of extracts copied from the VA electronic health record
- Secure Web-based portal
Knowledgeable patients are better able to make informed health care choices, stay healthy and seek services when they need them.
My Health eVet Features

Personal information (contacts, providers...)
- Personal, family, and military health history
- Personal health summary
- Medical events
- Wallet health information card

Pharmacy section
- Medications (over the counter drugs, herbals...)
- Online VA prescription refills, VA prescription history
- My Complete Medications (printable summary)

Track health measures (blood pressure, weight...)
- Food and activity journals

Trusted health education information
- Self-assessment tools, VA Wellness Reminders
- Mental health resources (including online courses)

Health calendar
Secure Messaging (currently at 8 VA sites)
Case Vignette
35 year old female
5 feet 3 inches
Weight 180 lbs
Body Mass Index 31.88
BP is elevated (150/94)
Spinal cord injury with paraplegia
Mother died due to diabetic complications
Father treated for hypertension
The case presented is fictitious and does not represent actual patient data. The photos seen in this presentation are actors playing a part to enhance the visual experience of the audience.
Using the Kiosk located in the clinic area, the patient can:

- Check-in for their scheduled appointment
- Register for My Health\(\text{eVet}\)
- Begin the My Health\(\text{eVet}\) In-Person Authentication Process
- Pull up and print-out educational material
Patient sits in waiting area

TV plays My Health eVet
• The Perfect Visit
• Bob’s Med Wreck
• In-Person Authentication

My Health eVet Fact Sheets available

Patient goes back to exam room

Height 5.3 inches;
Weight 180 pounds
Blood Pressure 150/94;
Pulse 58;
Respirations 17

Patient provides My Health eVet Doctor Sheet

Patient waits in exam room

Reviews questions to ask provider
Fact Sheets

My HealthVet’s Mental Health Screening Tools

My HealthVet offers online screening tools about mental health conditions, including Alcohol Use, Substance Abuse, and Post Traumatic Stress Disorder (PTSD). As a health care partner, taking an online screening is a good way to learn about your health symptoms. Best of all, with Internet access, you can be done logging onto My HealthVet at www.myhealth.va.gov. Using the My HealthVet online screening tools, you can take brief screenings at www.myhealth.va.gov. Only you see the results based on your online account or sent anywhere. This empowers you to become an active caregiver and allows you to print a copy of the results for your personal records. You can copy them to your health care provider or a mental health professional.

Free mental health screening tools include:
- Alcohol Use
- Depression
- Post-Traumatic Stress Disorder (PTSD)
- Substance Abuse

My HealthVet allows you to use one or more of the screening tools to see if you have symptoms commonly linked with a specific mental health condition or stress. The fact that a person has symptoms is not always an indication of mental illness. For example, does not always imply that a person has a mental health condition or that a mental health condition is causing an overall disturbance to the person’s life.

Note: My HealthVet online screening tools are not intended to provide a complete assessment. They can help identify symptoms and help a care provider determine if a more comprehensive evaluation by a mental health professional is needed.

My HealthVet’s Spirituality Center

Many people go through life without giving much thought to what they think about the people and things that give them a sense of purpose. This page offers tips about how to become a more active caregiver and allows you to print a copy of the results for your personal records. You can copy them to your health care provider or a mental health professional.

Popular health screening tools include:
- Alcohol Use
- Depression
- Post-Traumatic Stress Disorder (PTSD)
- Substance Abuse

My HealthVet allows you to use one or more of the screening tools to see if you have symptoms commonly linked with a specific mental health condition or stress. The fact that a person has symptoms is not always an indication of mental illness. For example, does not always imply that a person has a mental health condition or that a mental health condition is causing an overall disturbance to the person’s life.

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Veterans Health Administration
Office of Health Information

www.myhealth.va.gov

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Questions to Ask Health Care Provider

Speak up if you have any questions. "What is the test for? What is the medication? What are the side effects? When should I call the doctor?" The only stupid question is the one you do not ask.

ABOUT HIGH BLOOD PRESSURE

- What do my blood pressure numbers mean?
- What should my blood pressure be?
- What are my options to control high blood pressure?
- How often should my blood pressure be checked?
- What about home blood pressure monitors?
- Should I use blood pressure machines at stores?
- How does exercise affect my blood pressure?
- What’s my daily sodium (salt) limit?
- Will I need to take blood pressure medicine

ABOUT DRUG TREATMENT

- What kind of medicine should I take?
- Is there sodium in the medicine I take?
- What should I know about the medicine?
- What are the side effects?
- How do I know if it's working?
- How can I remember when to take the medicine?
- What if I forget to take a medicine?
- Should I avoid any foods or other medicines?
- Can I drink alcohol?

There are two key people on your health care team, you and your health care provider. You are just as important as your provider in directing your health care. The first step you should take in becoming an active team member of your health care team is to understand what you are being treated for and why. Continue to ask questions until you understand the answer. By paying attention to your health and maintaining your own records, you will become an active, informed decision maker in your health care.
Case Study: Provider

Provider enters room

- Greets patient; reviews patient’s MHV Doctor Sheet and Complete Medications List

Logs into CPRS

- Patient record has “MHV” button
- Works thru clinical reminders/patient’s wellness reminders

Performs Clinical Exam

- Opens Meds Tab to display Outpatient Med List and completes Medication Reconciliation
Below is a list of the categories of information you can include in your "Doctor’s Sheet." The items you select will be included in a printer friendly document that you can print out and take to your doctor.

Select Categories:

- [ ] Personal Information
- [x] Family Health History (Self)
- [x] Contact Information
- [ ] Family Health History (Relatives)
- [x] Allergies
- [x] Medical Events
- [x] Immunizations
- [x] Military Health History

This is your personal health information. Your health care professional does not have access to this information unless you share it.
CPRS Header displays indicator “MHV “ Button for authenticated My HealthE Vet users

“MHV” Button links to My HealthE Vet
Case Study: Electronic Medical Record

Provider updates
Patient’s Electronic Medical Record (CPRS)

My Health eVet
Patient Medication List
Medical Events
Allergies and Immunizations
Clinical Reminders Met
Case Study: Services

Patient/ Health Care Team identify goals for next visit

Talks with patient and addresses questions and concerns

My Health eVet eRx pad

Patient visits Dietician

My Health eVet Food Journal

My Health eVet Activity Journal

Patient visits Pharmacy

Update Complete Medication List
**Integration into Care**

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**Track Health**

**Health Histories**
- Allergies
- Immunizations
- Medical Events
- Family Health History
- Military Health History
- Use Personal Health Summary to print your MHV Doctor Sheet

**Vitals & Readings**
- Weight
- Blood Sugar
- Cholesterol
- Blood Pressure
- Heart Rate
- Pain
- Pulse Oximetry
- Body Temperature

**Journals**
- Food Journal
- Activity Journal

**Medications**
- Record all your Medications, OTC, Herbals & Supplements
- Refill your VA prescriptions online

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**My HealtheVet**

**Goals until next visit:**
1. Bring print out Vitals + Readings charts/graphs
2. Bring print out Health History journals
3. Bring print out of Food and Activity Journals
4. Bring print out of Doctor Sheet

**Research the following health topics:**
1. Healthy Living Center - Healthy Eating
2. Healthy Living Center - Physical Activity
3. Disease + Condition Center - Diabetes
4. Medical Library - Medline Plus - ???

**If you have questions, your local My HealtheVet Point of Contact is:**
- Alfreda Rhodes-King

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**Dr. David Douglas**

Healthcare Provider: ____________________________ Date: 2/12/2009
My Health eVet: Research Health

- Healthy Living Centers
- Diseases + Condition Centers
- Mental Health
- Medical Libraries
- Service Related Conditions
- MedlinePlus®
- Healthwise®
- My HealtheVet Learning Center
Research Health Details

Service Related
- Agent Orange
- Traumatic Brain Injury
- Hearing Impairment
- Gulf War Syndrome

Condition Centers
- Breast Cancer
- Coronary Heart Disease
- Diabetes
- Heart Failure
- Hepatitis C
- HIV/AIDS
- Hypertension
- Post Traumatic Stress Disorder
- Preventing Infection
- Influenza
- Stroke

Healthy Living Centers
- Healthy Eating
- Physical Activity Center
- Smoking & Tobacco Use Cessation
- Separation From Active Duty
- Caregiver Assistance
- Healthy Sleep
- Emergency Preparedness
- Medications: Play it Safe
- Spirituality
- Spinal Cord Injury

Mental Health Screening Tools
- Alcohol Use Screening (AUDIT-C)
- Depression Screening (PHQ-9)
- PTSD Screening (PCL)
- Substance Abuse Screening (ASSIST)

Learning Center

Medical Libraries
- MedlinePlus®
- HealthWise®
My Health eVet: Personal Information

- In Case of Emergency (ICE)
- My profile
- My account
- Change password
- Account activity history
- Printable wallet size health information card
Pharmacy

- VA Prescription refills
- VA Prescription refill history
- Self-entered medications, herbals, Over-the-Counter medications and supplements
- My VA Medications List
- My Complete Medications List (VA and self-entered)

Over 15.5 Million VA prescription refill requests since launched in August 2005

May 2010: highest month ever with 483,074 prescription refill requests