Enhancing Patient Engagement Through Health Information Technology: My Health*e*Vet and the GetWellNetwork

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Objectives

- The participant will be able to identify at least two population groups that may establish a My Health*e*Vet Account.
- The participant will be able to identify at least two My Health*e*Vet tools for patient engagement.
- The participant will be able to identify one use of clinical practice design.
- The participant will be able to identify a value added capability of the GetWellNetwork supporting patient engagement.

Background

- My HealtheVet was developed in 2003 as a patient facing portal accessible to any veteran, active duty service member or interested community member
- Delivers validated information related to:
  - Service connected health information
  - House Committee on Veterans' Affairs
  - US Senate Committee on Veterans' Affairs
  - White House news and alerts
  - VA Benefits
  - VA Events and Programs
  - Health tips for common conditions affecting Veterans

My Health*e*Vet

- My Health*e*Vet is a patient facing personal health record provided by the Veterans Health Administration to any Veteran or active duty military member and their family members.
- Individuals unconnected to the VHA may also create a My Health*e*Vet account for personal use.
- My Health*e*Vet is accessible through any internet browser (e.g., Explorer, Chrome, Firefox, etc.) by entering **www.myhealth.va.gov**
- My HealtheVet has 2,781,903 registered users with over 120 million visits, 52.9 million medication refill requests and 956,974 secure message opt-ins.

User Options in My Health*e*Vet

- The Veterans Administration provides a three-tiered level of service to My HealtheVet account holders:
- Basic Account holders
  - Self enter data in their personal health journal about medications, allergies, military health history, tests and allergies and medical events.
  - Record and track personal health parameters (e.g., blood pressure, blood sugar, cholesterol, heart rate, etc.) in Vitals & Readings.
  - Print a wallet card, establish personal health goals and download self entered information to view, save or print.

My Health*e*Vet

- Advanced Account includes all of the features of the basic account plus (only accessible to Veterans and VA patients):
  - View some information in the Veteran's VA or Department of Defense records.
  - Fill VA prescriptions online.
- Premium Account is only for Veterans and VA patients who have in-person authenticated and linked their My HealtheVet profile information to their full name, SSN, DOB and gender.
  - View, download, save or print key portions of their VA medical record to include discharge summaries and progress notes.
  - Create a Continuity of Care document which summarizes important health information from the VA health record.
  - Use Secure Messaging to contact providers

My Health*e*Vet & PATIENT ENGAGEMENT

- The Blue Button provides Veterans with the ability to view, download and save/print information about a hospital admission to include*:
- Discharge Summary
- Laboratory Reports
- Imaging Reports
- Medication List
- Problem List
- Progress notes, and more
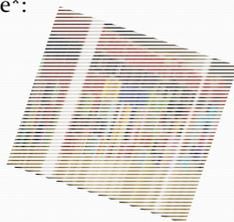
  *Meaningful use criteria

My Health*e*Vet & PATIENT ENGAGEMENT

- Using clinical information identifies patient-specific wellness reminders/follow-up care.*
- Access to the Veteran Health Library (also accessible to providers and staff through the Electronic Health Record.
- Secure electronic messaging to allow bi-directional messaging on relevant health information.*
  - Allows for bi-directional sharing of documents as attachments.
  - Allows providers to create distribution groups to facilitate transmission of shared information.
- Allergy and immunization history available.
- Electronic ordering of medication refills with verification of refill status.*

*Meaningful use criteria

GetWellNetwork

- Interactive Patient Care
  - Entertainment system providing the Veteran with bedside access to television programming, first run movies, games and the internet.
  - Veteran may access personal e-mail using the internet connection available through the bedside terminal.
  - Provides Veteran and staff option to select and/or assign patient –specific education resources* (e.g., disease management movies, relaxation screens and/or music, medication monographs, and comprehension questions).

*Meaningful use criteria

GetWellNetwork Management Console

Clinical Practice Design

- Allows for the creation of interfaced clinical pathways to guide Veterans' care experience (e.g. discharge planning, pain management, patient education, and disease specific)
- Clinical pathway triggered at admission
- Completed milestones are documented in the medical record
- Additional items can be programmed using the bedside Quick Care function or through the management console

Discharge Planning with Interactive Patient Care
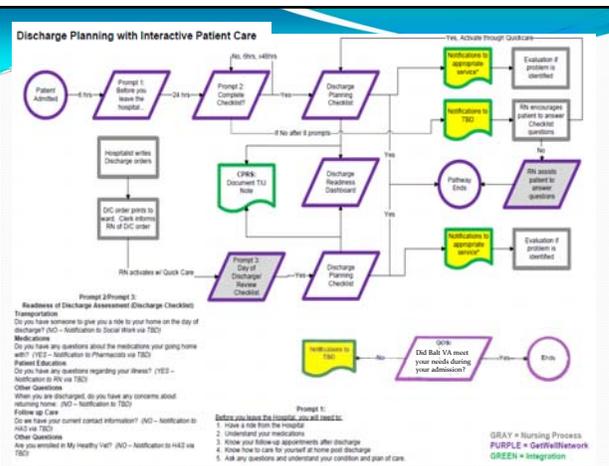
GetWellNetwork-Value Added

- Program the delivery of a welcome video addressing Joint Commission requirements for hand hygiene, patient safety (e.g., fall prevention) and See It, Say It campaign.
- Question of the Day addressing patient satisfaction (e.g., Pain score, room cleanliness, Quiet at Night, communication with nurse/provider).
- Select items for recording in the electronic medical record (e.g., pain score and response made by staff).

GetWellNetwork-Value Added

- Connectivity with My Health*e*Vet allowing for bedside registration or access to current account with full accessibility (delivers message to MHV Coordinator if Veteran requires assistance)
- Interface with Vocera or other paging system.
- Access to Secure Messaging while hospitalized, allowing communication with primary care provider*.
- White Board provides daily on-line schedule for each Veteran including patient specific education, progress toward pathway goals and identity of care givers.

Measuring success

Questions