

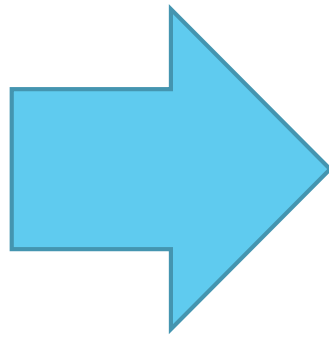
The Patient Journey

A Guided CarePath helps create a single streamlined patient experience through the entire journey of an acute care episode.



wellbe.me®

Guided CarePath



Smart
Checklists for
Patients



Delivered online
and available 24/7
from home

The Empowered Patient of the 21st Century

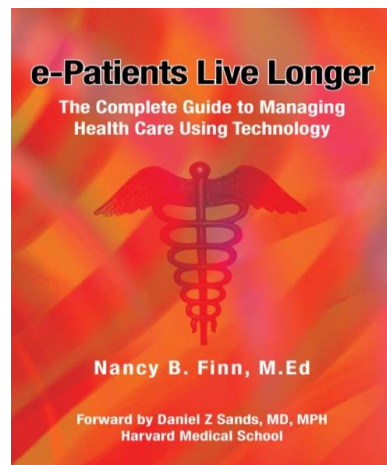


**How Technology Enables
Good Medical Practice**

Presented by Nancy B. Finn,

- ▶ Healthcare journalist and thought leader, author of

e-Patients Live Longer, The Complete Guide to Managing Health Care Using Technology



Key Points

- ▶ Profile of the 21st century empowered patient (e-patient).
- ▶ Priorities of an e-patient.
- ▶ Digital Tools.
- ▶ Why Communication and Collaboration are so important.
- ▶ Challenges for providers and patients.
- ▶ The Future.

The 21st Century Patient Profile

- ▶ Smart, well read
- ▶ Used to constant communication from many media
- ▶ Concerned about their health and their family's health
- ▶ Confused and overwhelmed with the complexity of health care today
- ▶ High Expectations

What Are the e- Patient's Priorities?

- ▶ Compassionate care
- ▶ Complete Attention, open, two-way communication
- ▶ Care that puts safety and security of the patient first
- ▶ Full information at the point of care
- ▶ Access to resources needed to understand medical issues
- Clear discharge instructions including specifics about medications, follow up appointments, and home care.
- ▶ Availability of a patient advocate if needed

Compassionate, Safe Care

Patients want care that is:

- ▶ Thoughtful and personal
- ▶ High Quality and Safe
- ▶ Incorporates joint decision-making
- ▶ Efficient and Economical
- ▶ Patient-Centered

Full Communication: Gimme Me My Data



- ▶ Access to the data in the health record (Open Notes).
- ▶ What the patient will do with the data.
- ▶ Do patients really want the data?
- ▶ What sort of problems does this create for the provider?

Challenges

For Patients

Understanding what is happening.

Learning how to navigate the system.

Cost and consequences of care.

For Providers

Dealing with stresses of care environment.

Incenting patients to become engaged/empowered.

Viewing patients as full partners in their care.

Providing appropriate enabling tools.

Savvy Providers

Know that patients are seeking patient-centered, participatory health care

Foster better communication and collaboration, using technology to enable this. (e.g. email, portals, e-visits)

Are sensitive to the needs and desires of each individual patient

Continue to adopt and implement new technologies

Savvy Patients

- ▶ Want communication and collaboration
- ▶ Expect to be kept fully informed
- ▶ Use digital communication tools to be in touch with their personal health and to interact with their providers
- ▶ Expect to be treated as full partners in the healthcare decision process

Tools for e-patients & savvy providers

- ▶ Digital health records
- ▶ Email Patient
- ▶ Portals
- ▶ Health Information Exchange
- ▶ Smartphones/Chronic Care Monitoring Tools
- ▶ Online resources including the web and social networks
- ▶ Cloud computing enables the data repository
- ▶ Chronic care management tools
- ▶ Telemedicine

How Patients Use Digital Tools?

Go Online for health information to diagnose health issues themselves or to be armed with information to discuss with providers

Use smartphone apps to monitor conditions and measure diet, fitness, vitals

Engage in conversations with others on social networks about their health issues

Email their providers for faster response to get rid of telephone tag

Use patient portals for secure communication, online conversation, to view labs and get referrals and prescription renewals

Where do Patients Get Information

- ▶ 70% of U.S. adults get information, care, or support from a doctor or other health care professional.
- ▶ 60% of adults get information or support from friends and family.
- ▶ 24% of adults get information or support from others who have the same health condition.
- ▶ The vast majority of this care and conversation takes place offline; small group of people communicate online.

(PEW study: Health online 2013)



Web Resources

- ▶ Information overload
- ▶ *Google Search* option
- ▶ Best web sites for information include:
 - Sites sponsored by well respected health institutions e.g. Mayo Clinic
 - Sites sponsored by health societies e.g. cancer.org
 - Other general sites e.g. medlineplus, Healthfinder.gov, webmd.

Questions to Ask when Selecting Health Sites

- ▶ Who developed this site?
- ▶ Was it properly vetted by health care professionals?
- ▶ Has the site been updated recently?
- ▶ Is contact information provided?
- ▶ Can the information on the site be verified?
- ▶ Does the site have a seal of approval?

Social Networks

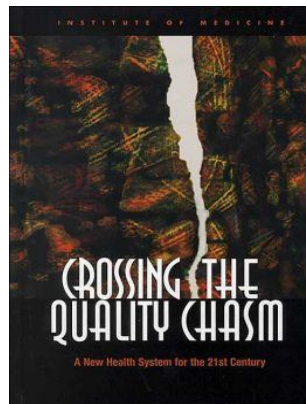
- ▶ A social network is a community of individuals who engage and have similar interests.
- ▶ Examples include: Facebook, Twitter, You Tube, Patients Like Me -Daily Strength, ACOR, ICYou, My Family Health



Patient Centered Care, History and Definition

“Respectful of and Responsive to individual patient preferences needs, and values and ensuring that patient values guide all clinical encounters.”

(IOM Crossing the Quality Chasm, National Academy Press, 2001)



Hallmarks of Patient- Centered Care

- ▶ Team Approach
- ▶ Patient Included in important health decisions when there are diverging opinions or multiple options:
- ▶ Long-term relationship - Medical Home
- ▶ Use of Digital Communication Technology

In-Patient Care

Choosing a Hospital -

Hospital compare

Quality check

HealthGrades

Access to EHR

Communication and coordination among providers

Follow up /Recovery services plan

Patient Advocates

The patient must have a voice on the care team.

Advocates:

- ▶ Family,
- ▶ Friends,
- ▶ Social workers

Signed legal document appointing an advocate.

Chronic Disease Management

- ▶ More than 120 million people suffer from chronic conditions.
- ▶ Patient participation in managing and monitoring these conditions is critical.
- ▶ Five steps in patient self management: (Shared responsibility between the patient and the provider)
 - ▶ Collection of data.
 - ▶ Transmission of data.
 - ▶ Evaluation of information & agreement on treatment choice.
 - ▶ Notification among health team (patients and providers).
 - ▶ Executing the intervention/treatment.

Chronic Disease Management Tools

Home monitoring machines



Smartphones - Newest technologies

- ▶ Smartphones
- ▶ Web resources
- ▶ Home monitoring systems
 - ▶ Weight scales, glucometers, blood pressure kits and peak flow meters
 - ▶ Wearable devices to measure pulse and heart rate fluid retention

Connected Health

Bringing care to those are homebound.

Healthcare to underserved populations

- ▶ Telemedicine - uses expanded bandwidth and technology such as video, robotics.
- ▶ Addresses the shortage of physicians;



What the Future Holds Patient at Center Stage

- ▶ Personalized Medicine/ Genetics and Genomics
- ▶ Implanted Microchip & Continuous monitoring of chronic conditions
- ▶ Robotic Surgery



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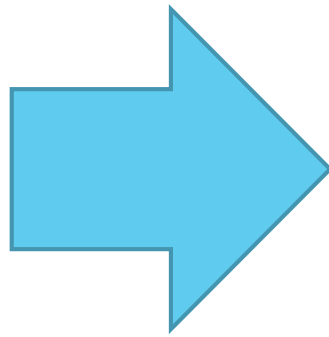
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