The Office of the National Coordinator for Health Information Technology

The Role of Health IT in Healthcare Transformation

6th National DNP Conference, September 26, 2013

Judy Murphy, RN, FACMI, FHIMSS, FAAN
Deputy National Coordinator for Programs & Policy
Office of the National Coordinator for Health IT
Department of Health & Human Services
Washington DC

DNP

Putting the I in HealthIT
www.HealthIT.gov

A look at . . .

- The Time is Now for Health IT
- Meaningful Use Stage 1 Update
- Health IT as the Means, not the End
- Today's Key Informatics Priorities
  - Health information exchange
  - Patient engagement
- IOM Report: Best Care at Lower Cost
- What are the biggest challenges in our future
  - Meaningful use of meaningful use
  - Health reform

A Bit of History …

- President Bush's goal in 2004

  "… an Electronic Health Record for every American by the year 2014. By computerizing health records, we can avoid dangerous medical mistakes, reduce costs, and improve care."

  - State of the Union address, Jan. 20, 2004

- Executive order established the Office of the National Coordinator for Health Information Technology (ONCHIT) as part of the Dept of Health & Human Services (HHS)
  - *Dr. David Brailer appointed the first National Coordinator*

The Time is Now …

- President Obama's goal in 2009

  "To lower health care cost, cut medical errors, and improve care, we'll computerize the nation's health records in five years, saving billions of dollars in health care costs and countless lives."

  - First Weekly Address
  Jan. 24, 2009

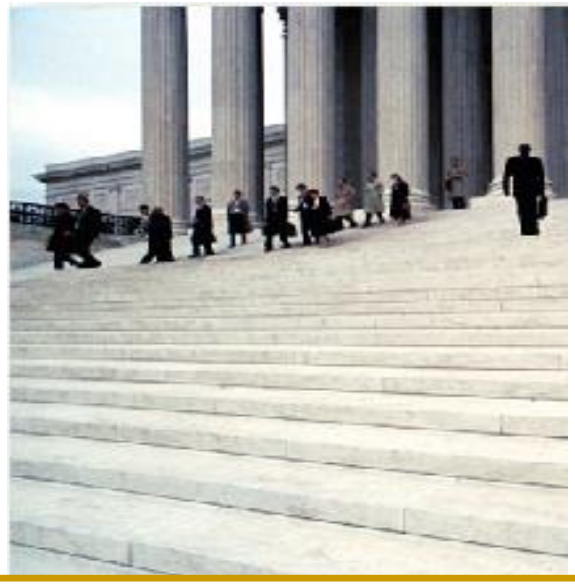
- February 17, 2009 – the American Reinvestment and Recovery Act (ARRA – Stimulus Bill) is signed into law
  - *HITECH component of ARRA provides an incentive program to stimulate the adoption and use of HIT, especially EHR's*
  - *Dr. David Bluementhal appointed the new National Coordinator*

HITECH Act of 2009

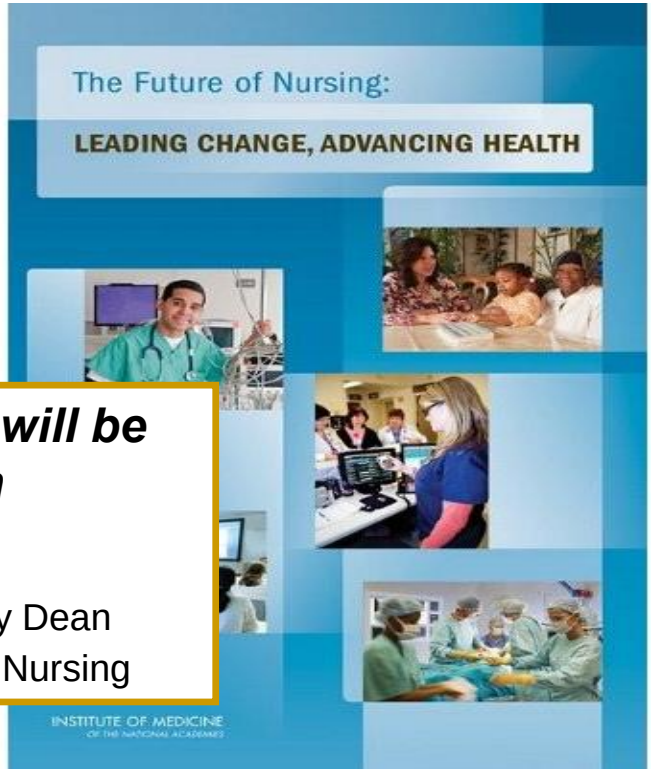
- HITECH = Health Information Technology for Economic and Clinical Health
- Part of the American Recovery and Reinvestment Act (ARRA) passed by the 111th Congress
  - $787 Billion
  - Highly partisan vote
- Healthcare portion = $147.7 Billion
  - $87B for Medicaid
  - $25B for support for extending COBRA
  - $10B for NIH
  - **$22.5B directly for HealthIT**

The national focus on HIT continues …

PPACA Mar 2010
(Patient Protection & Affordable Care Act)



IOM
Future of Nursing Report
Oct 2010



"There is no aspect of our profession that will be untouched by the informatics revolution in progress."

- *Angela McBride,* Distinguished Professor and University Dean Emeritus Indiana University School of Nursing

Increasing public & government attention on Safety, Quality and Cost

The Washington Post

HealthIT.gov
Advancing America's Health Care

HEALTHGRADES
GUIDING AMERICA TO BETTER HEALTHCARE™

IHI.org | A resource from the Institute for Healthcare Improvement

U.S. Department of Health & Human Services
HHS.gov
Hospital Compare

THE LEAPFROG GROUP
Informing Choices. Rewarding Excellence.
Getting Health Care Right.

U.S. Department of Health & Human Services
AHRQ Agency for Healthcare Research and Quality
Advancing Excellence in Health Care

The New York Times

NCQA Measuring the Quality of America's Health Care

THE WALL STREET JOURNAL.

Care and Payment Reform Activities

- Inter-professional Education & Inter-collaboratory Practice Models
- Patient Centered Medical Home (PCMH)
- Pay for Performance (P4P)
  - Programs to pay for value; not for volume (outcome; not services)
- Accountable Care Organizations (ACO)
  - Shared Savings Program (SSP)
  - Advanced Payment ACO Model
  - Pioneer ACO Model
- Center for Medicare & Medicaid Innovation Programs (CMMI)
  - State Innovation Models Initiative (SIM)
  - Comprehensive Primary Care Initiative (CPC)
  - Bundled Payments for Care Improvement Program (BPCI)
  - Community-based Care Transitions Program (CCTP)

HealthCare.gov
Learn
Get Insurance
Español
Individuals & Families
Small Business Owners
Welcome to the Marketplace
The Health Insurance Marketplace is a new way to get coverage that meets your needs.
Starting October 1, 2013, you can come here to fill out an application and see your plan choices. In the meantime, we can help you get ready.
CHOOSE YOUR STATE AND WE'LL TELL YOU YOUR NEXT STEPS
Select Your State
Live Chat

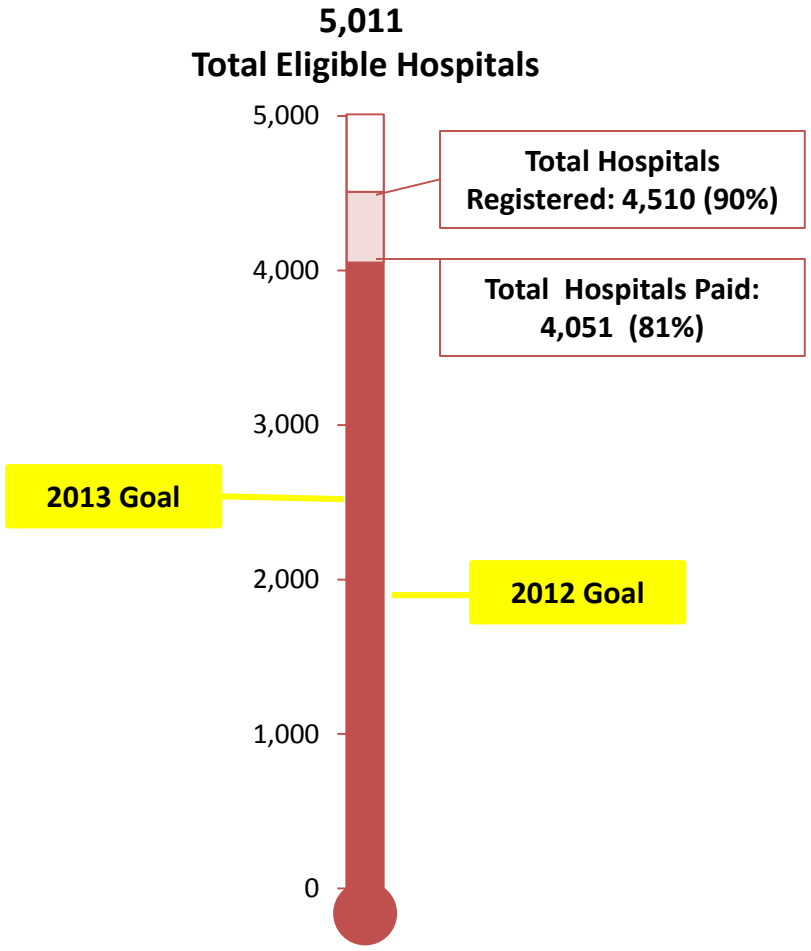
We've come a long way …

A Remarkable Journey

Number of Eligible Professionals Registered and Paid as of July 2013

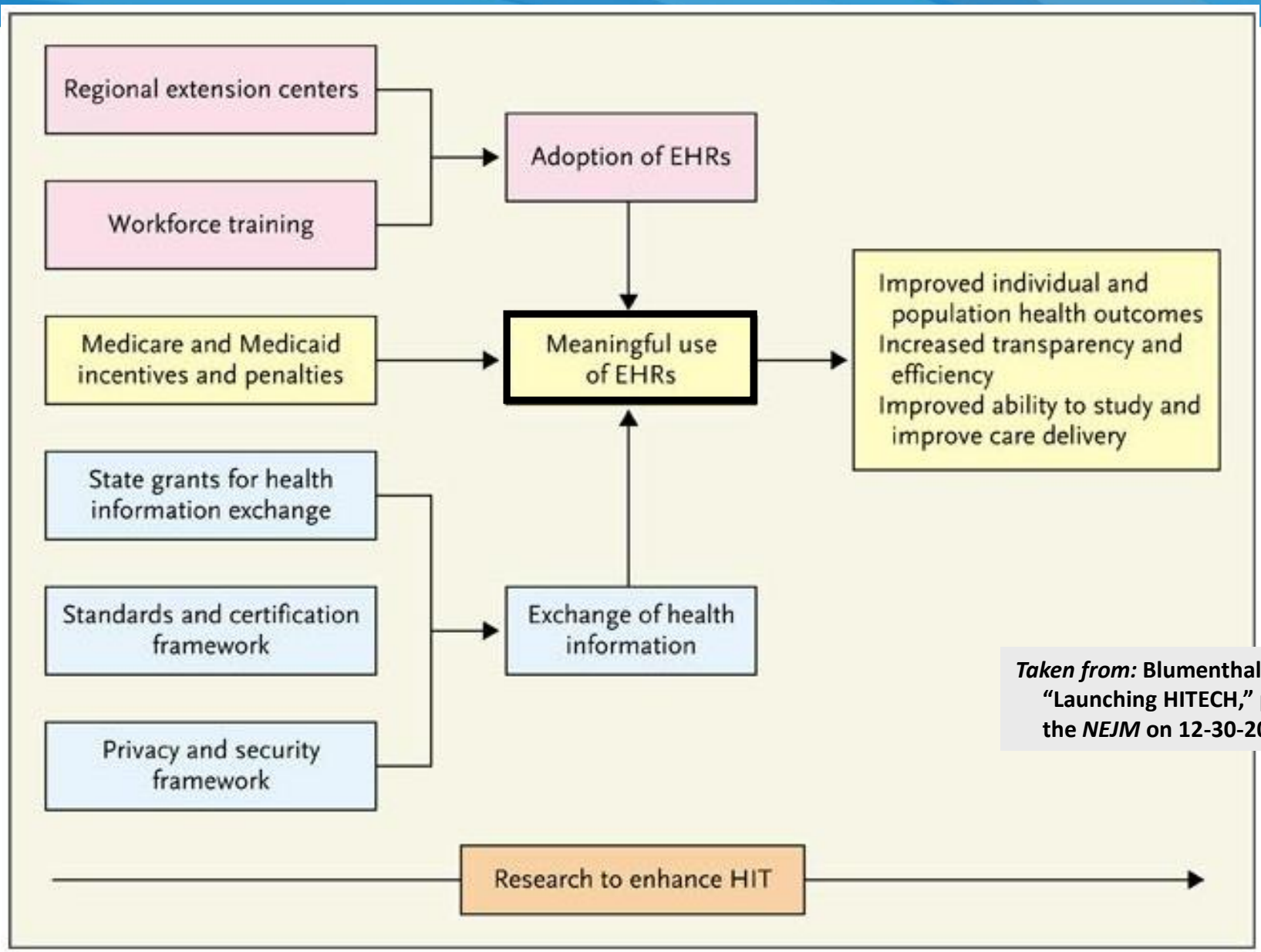
Source: CMS EHR Incentive Program Data as of 7/31/2013

Number of Eligible Hospitals Registered and Paid as of July 2013



Source: CMS EHR Incentive Program Data as of 7/31/2013

HITECH Framework for MU of EHRs



Taken from: **Blumenthal, D. "Launching HITECH," posted by the *NEJM* on 12-30-2009.**

13

HIT as the means, not the end

Dr. David Blumenthal, previous National Coordinator of HIT, emphasizes

"HIT is the means, but not the end. Getting an EHR up and running in health care is not the main objective behind the incentives provided by the federal government under ARRA. Improving health is. Promoting health care reform is."

- At the National HIPAA Summit
in Washington, D.C.
on September 16, 2009

Modernizing health care

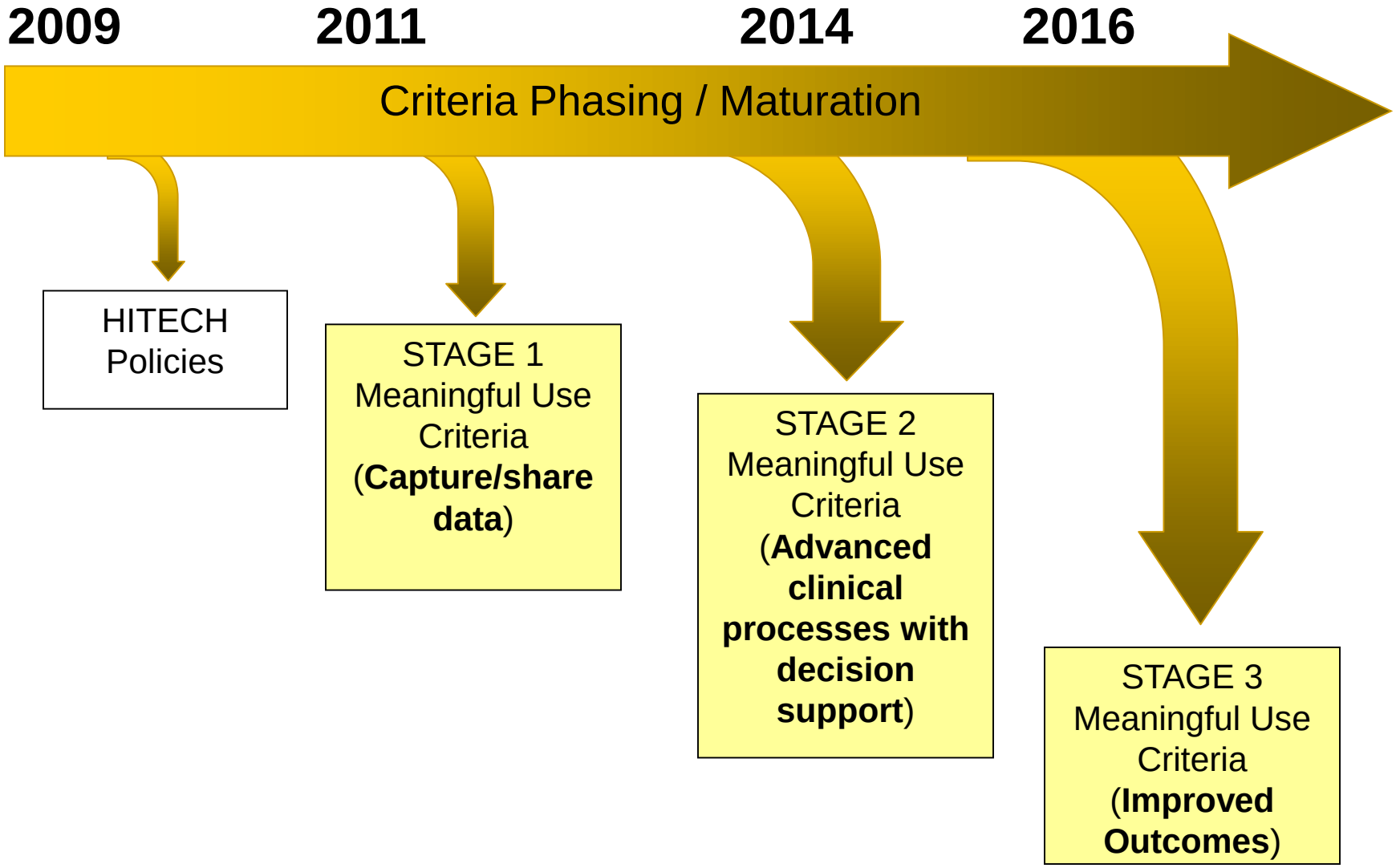
Dr. Farzad Mostashari, current National Coordinator of HIT, emphasizes

"The goal of implementing health IT is to provide care that is safer, improves the quality of care, creates greater efficiency, and is more coordinated and patient-centered. Technology can help lead the nation to a place where we can "prevent a million heart attacks and strokes in the next five years, where we can reduce hospital acquired conditions by 40% over the next three years, [and] reduce readmissions by 20% over the next three years."

- At the HIMSS Conference

on February 28, 2012

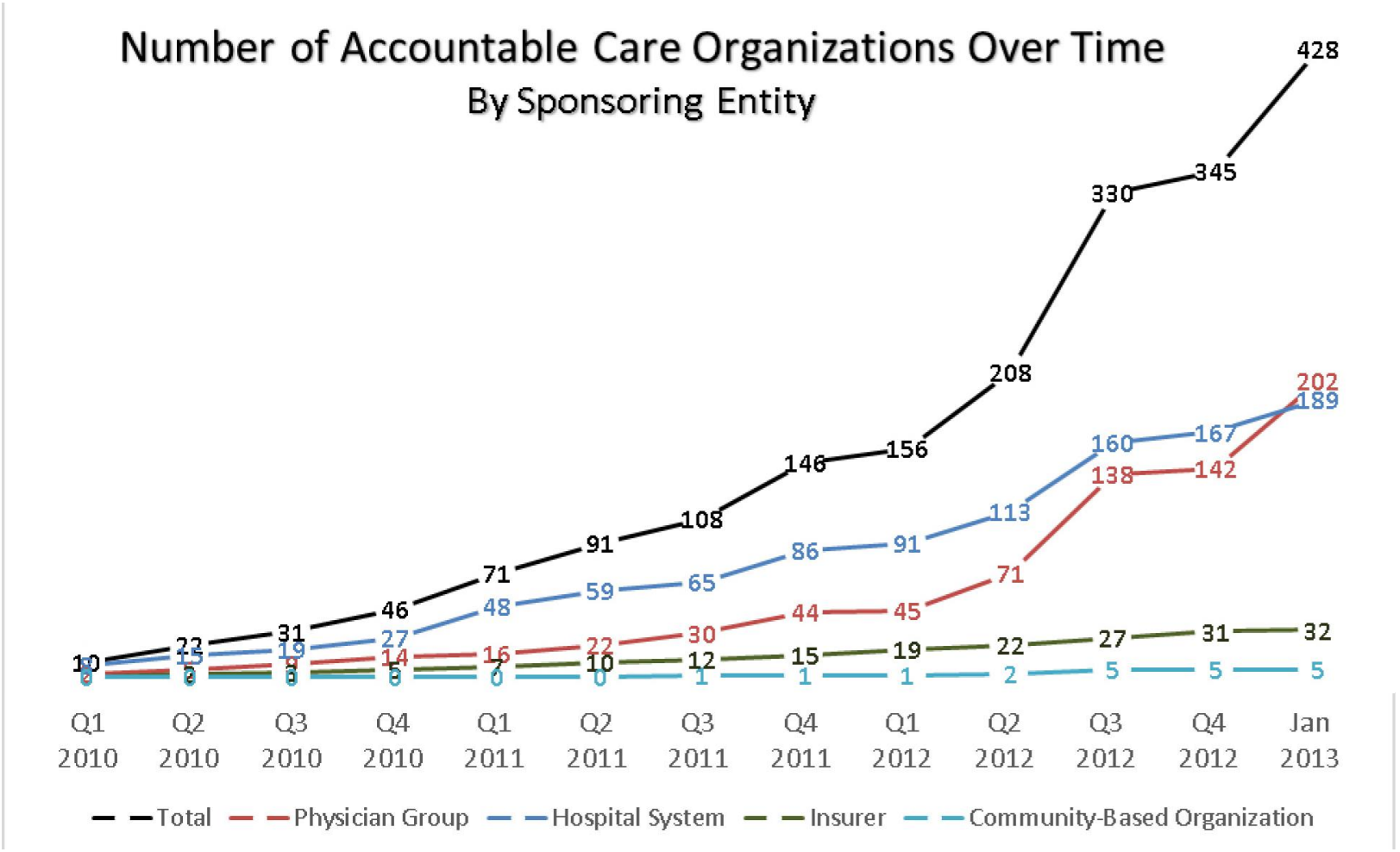
Staging of the Meaningful Use Criteria



TODAY - Key Priorities:
Keeping the Patient at the center of all we do

- Patient-Centric health care and health record by
  - Laying the groundwork for interoperability with standards, testing & certification
  - Facilitating broad implementation of health information exchange
- Patient Engagement by enabling patient
  - Access
  - Action
  - Attitude

New payment approaches are creating a strong business case for exchange



Source: Muhlestein, February 19th post on the Health Affairs Blog http://healthaffairs.org/blog/2013/02/19/continued-growth-of-public-and-private-accountable-care-organizations/

Focus on INTEROPERABILITY in the Stage 2 Meaningful Use Criteria

FOCUS ON INTEROPERABILITY

- E-prescribing
- Transition of Care summary exchange:
  - Create & transmit from EHR
  - Receive & incorporate into EHR
- Lab tests & results from inpatient to outpatient
- Public health reporting – transmission to:
  - Immunization Registries
  - Public Health Agencies for syndromic surveillance
  - Public health Agencies for reportable lab results
  - Cancer Registries
- Patient View, Download and Transmit to 3rd Party

Back in the Day…

"The obedience of a patient to the prescriptions of his physician should be prompt and implicit. [The patient] should never permit his own crude opinions as to their fitness to influence his attention to them."

- AMA's Code of Medical Ethics (1847)

And Now…

"Patients share the responsibility for their own health care…."

- AMA's Code of Medical Ethics (current)

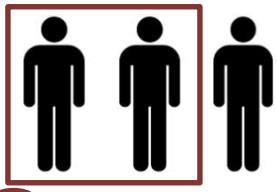
"Patients can help. We can be a second set of eyes on our medical records. I corrected the mistakes in my health record, but many patients don't understand how important it will be to have correct medical information, until the crisis hits. Better to clean it up now, not when there's time pressure."

– Dave deBronkart (ePatient Dave)

There is an Untapped Demand for Access & eHealth Tools

90%

agree you should be able to get your own medical info electronically



2 out of 3

would consider switching to a provider who offers online access through a secure Internet portal

72%

of internet users have looked online for health information in the past year

20%

have accessed their health info online with prescriptions being the most common

91%

own cell phones

53%

of those are smartphones

52%

gather health info on their phones

9%

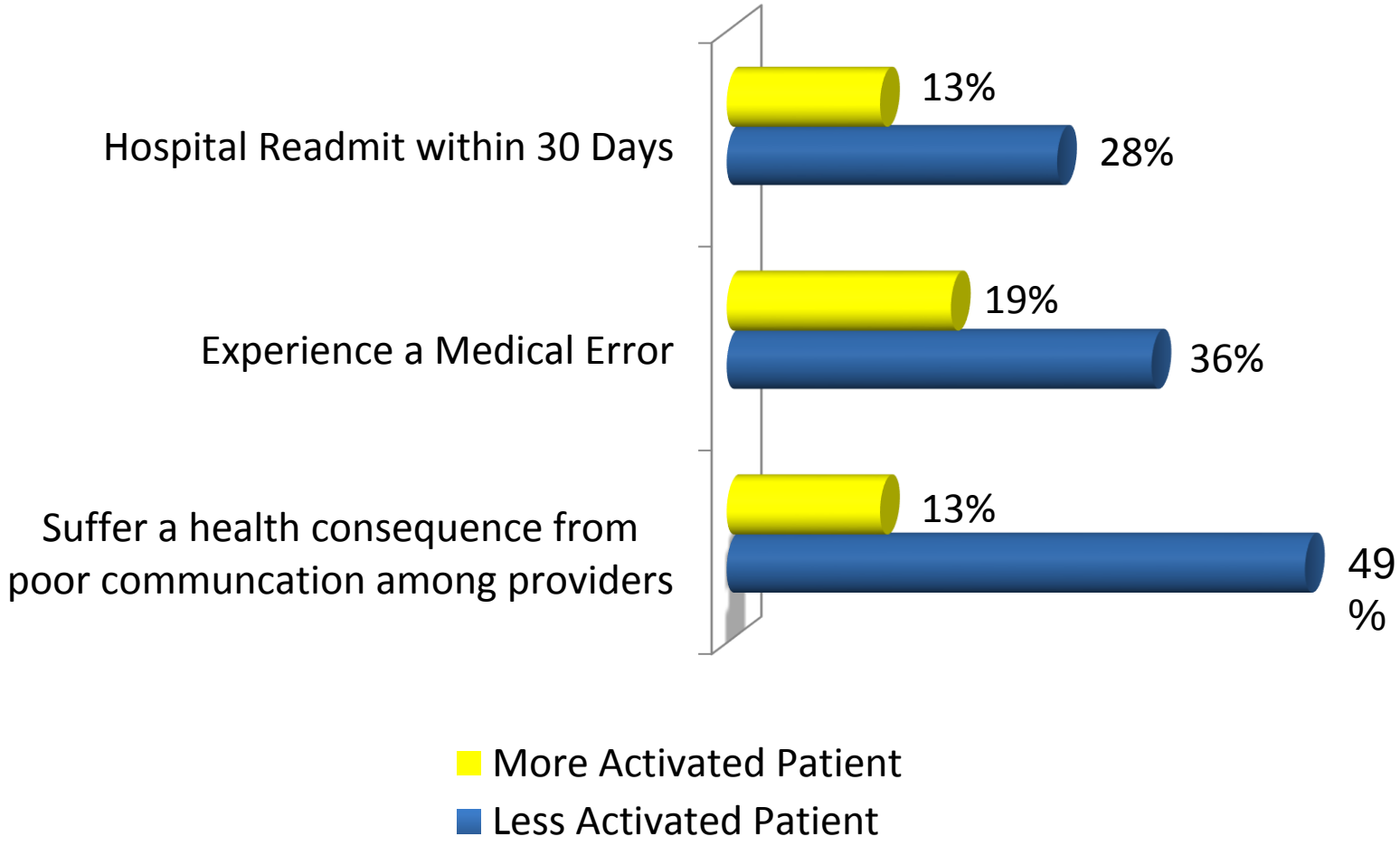
have a mobile app to manage their health

21%

of individuals who track use a form of technology

References available upon request

Better Engagement => Better Outcomes



Source: AARP Survey of patients over 50 with 2 or more chronic conditions

The Blockbuster Drug of the Century (Aug 28, 2012)

HL7 STANDARDS HEALTH

Engaging Conversations on Healthcare and Technology

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THE BLOCKBUSTER DRUG OF THE CENTURY: AN ENGAGED PATIENT

Tweet 165 | Share 63 | +1 12 | Like 26

August 28th, 2012 by Leonard Kish

Print Friendly

165 Tweet 26 Like 12 +1 63 Share

Patient engagement continues to be big news. Meaningful Use's Stage 2 final rule has patient and family engagement at its very core. And, based on solicited feedback, the ONC reduced patient engagement measures from 10% to 5%, showing it may be the hardest goal of Meaningful Use to achieve.

So why, oh why, is patient engagement such a big part of MU and the Medicare shared-savings program for ACOs?

All this is so different for healthcare providers. It's like a great restaurant learning that their new business is going to be – in addition to continuing to provide a great in-restaurant experience – teaching people how to cook at home. What? This isn't what we do! It's impossible!

Actually, it's surprising that it has taken us this long to focus on patient engagement because the results we have thus far are nothing short of astounding. If patient engagement were a drug, it would be the blockbuster drug of the century and malpractice not to use it.

Top Trend (Feb 22, 2013)

Healthcare Informatics
Healthcare IT Leadership, Vision & Strategy

Webinars

Policy | Clinical | Technology | Business | Meaningful Use | HIE | Blogs | HCI 100

Top 10 Tech Trends: Pushing the Patient into the Picture

February 22, 2013 by Gabriel Perna

SHARE | PRINT

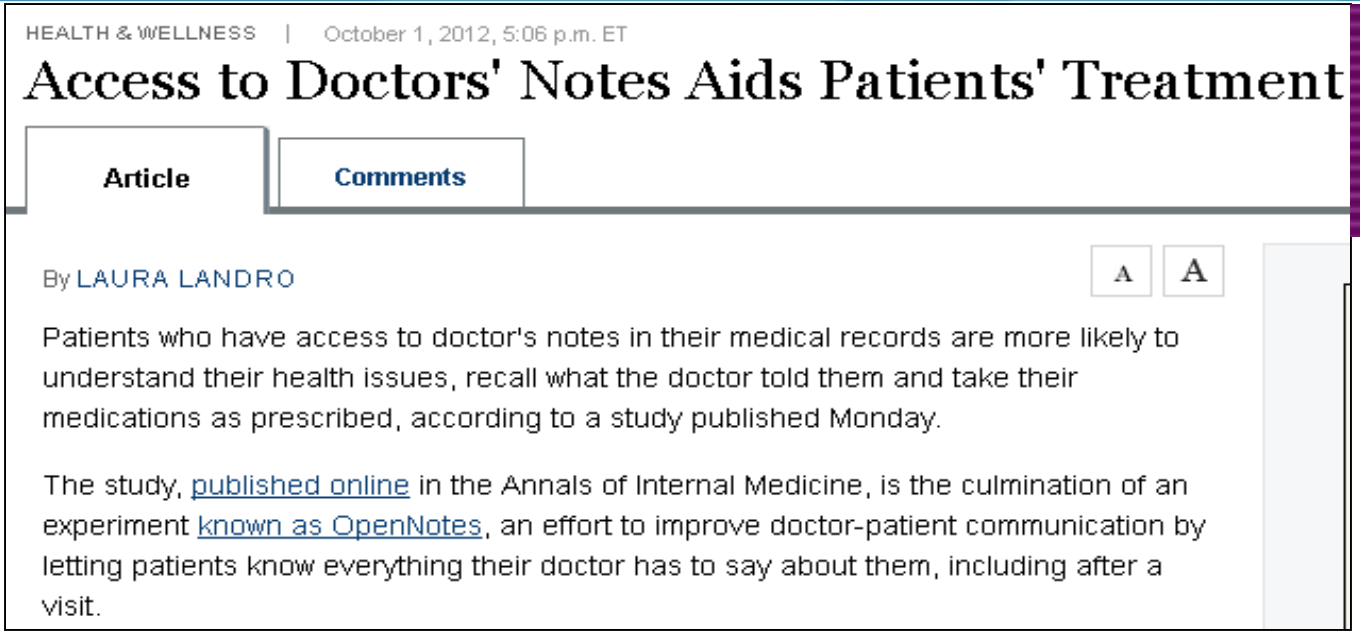
In 2012, Leonard Kish, a health IT strategist, made a bold proclamation about a new "blockbuster drug of the century." The drug Kish was referring to can't be found in stores or in a scientific laboratory. Instead, he said, it was something conceptual, adding that if healthcare organizations of all kinds made use of that "drug," the results would be astounding.

Kish was talking about patient engagement; and his thoughts echo a rising sentiment among healthcare organizations as well as the federal government. While patient engagement is certainly not a novel idea, thanks to the Office of the National Coordinator for Health IT's (ONC) Blue Button initiative, it's been recently thrust into the limelight.

ONC, other government agencies, and other healthcare stakeholders have used the Blue Button capability to promote the idea of giving patients easy access to their health information. They're coupling this push with various data liberation initiatives, which would allow for patient data to be used by developers to create

Open Notes:
A Win-Win for Patients & Providers

Putting the I in HealthIT
www.HealthIT.gov



HEALTH & WELLNESS | October 1, 2012, 5:06 p.m. ET

Access to Doctors' Notes Aids Patients' Treatment

Article | Comments

By LAURA LANDRO

Patients who have access to doctor's notes in their medical records are more likely to understand their health issues, recall what the doctor told them and take their medications as prescribed, according to a study published Monday.

The study, published online in the Annals of Internal Medicine, is the culmination of an experiment known as OpenNotes, an effort to improve doctor-patient communication by letting patients know everything their doctor has to say about them, including after a visit.

WSJ article. Available online at:
http://online.wsj.com/article/SB10000872396390443862604578030382214331320.html?KEYWORDS=health+law
Delbanco, et. al. "Inviting Patients to Read Their Doctors' Notes: A Quasi-experimental Study and a Look Ahead" *Ann Intern Med*. 2 October 2012;157(7):461-470.

Kaiser finds PHR users more likely to stay members

A study of nearly 400,000 Kaiser Permanente members found that those who used a personal health record were more than twice as likely to stick with the integrated-delivery network as members who did not.

Turley, et. al. Association Between Personal Health Record Enrollment and Patient Loyalty. Am J Manag Care. 2012;18(7): e248-e253. http://www.ajmc.com/articles/Association-Between-Personal-Health-Record-Enrollment-and-Patient-Loyalty

Geisinger: Better Data Quality

- Patients completed a medication feedback form prior to their office visit
- Key Findings
  - Patient response exceeded expectations
  - On average patients requested **at least 2 changes** per submitted form

Please update the information as accurately and completely as possible for each medication by clicking the Update button.
When you are finished updating each medication, scroll to the bottom of the screen and click 'Next' to continue.

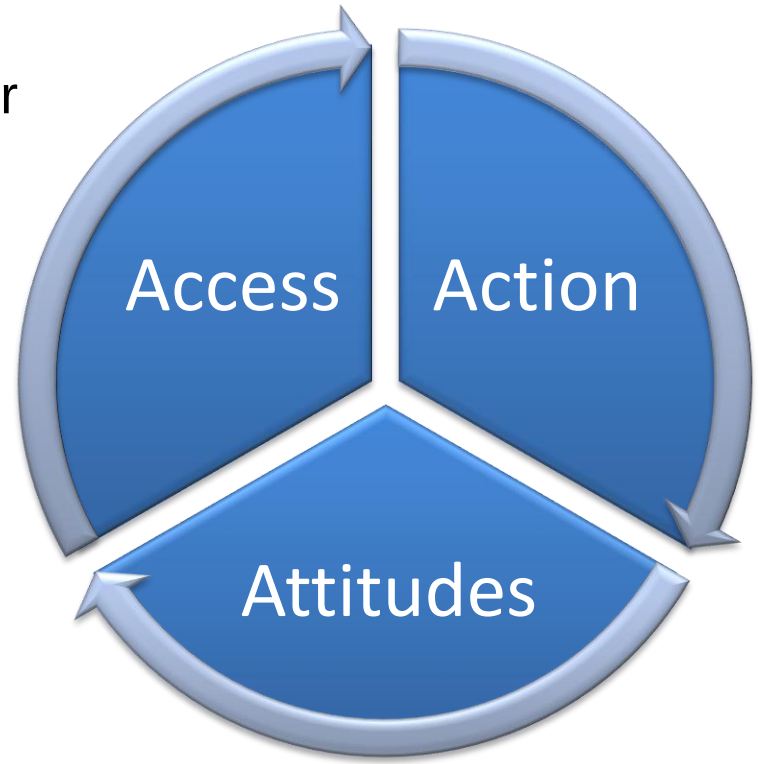
Medication Name (Generic Name)		Are you still taking this medication as prescribed?	Problem(s) with this medication	Who was contacted about this medication?
Metoprolol Tartrate Tab 50 MG (METOPROLOL TARTRATE 50 MG PO TABS); 1/2 tab twice a day	Update			
Aspirin Tab 81 MG (ASPIRIN 81 MG PO TABS); 1 TABLET DAILY	Update			
Ibuprofen Tab 800 MG (MOTRIN 800 MG PO TABS); as needed	Update			

Please click the 'Next' button below to continue

Prescription

The Three A's Approach to Consumer eHealth

Increase consumer Access to *their* health information



Enable consumers to take Action with *their* information

Shift Attitudes to support patient-provider partnership

1.) ACCESS: Let People Get their Health Data

Putting the I in HealthIT
www.HealthIT.gov

- HIPAA ensures the right to Access Your Health Information (Office of Civil Rights)
- Right to Amend/Correct Your Health Information

DEPARTMENT OF HEALTH & HUMAN SERVICES — Office of the Secretary

Director
Office for Civil Rights
Washington, D.C. 20201

May 31, 2012

Message from Leon Rodriguez, Director, Office for Civil Rights

Many consumers want to play a more active role in their health care. The right to see and get a copy of your medical records (called the right to access) is fundamental to your ability to participate in our health care system. For this reason, I know how important it is for you to be able to get your medical records. I see the value of access to health information every day as the Office for Civil Rights (OCR) does its vital work as the primary protector of the privacy and security of that information under the Health Insurance Portability and Accountability Act (HIPAA).

For example, when military families are transferred, they need their medical records to help find the very best doctors and specialists or to enroll their children in a new school. Busy parents need to be able to keep track of all of their own *and* their children's doctor visits. Health information is critical to all patients so that they can track their progress through wellness programs, monitor chronic conditions, communicate with their treatment teams, and adhere to their important treatment plans. Important tools like Electronic Health Records (EHRs) and Personal Health Records (PHRs) will make it easier, safer, and faster for you to get access to your health information and *stay engaged*. These tools help you become a true partner in your health care and wellness.

I also know that, all too often, consumers face barriers to getting their health information – and the first barrier is that many do not know their rights. You should know you have the right to:

Ask to see and get a copy of your health records from most doctors, hospitals, and other health care providers such as pharmacies and nursing homes, as well as from your health plan; and
Get the copy of your record in the way that you want – such as an electronic copy or a paper copy – if your plan or provider is able to do so.

Consumer Blue Button Pledge Program (*www.healthit.gov/pledge*)

Putting the I in HealthIT
www.HealthIT.gov

Over 450 organizations have Pledged to provide access to personal health information for 1/3 of Americans…

American Nurses Association

Alliance for Nursing Informatics

Beth Israel Deaconess Medical Center

Children's Hospital Boston

The College of Healthcare Information Management Executives (CHIME)

Cleveland Clinic

Consumers Union

Continua Health Alliance

Dossia

EHRA: HIMSS Electronic Health Record Association

Floyd Medical Center

GE Healthcare

Harbin Clinic

Cincinnati Beacon Text4Health Program in partnership with HealthBridge

Health Record Banking Alliance

Healthrageous

Microsoft HealthVault

Healthcare Information Management Systems Society

IATRIC Systems

IHIT Indiana Health Information Technology, Inc.

Intel

Kaiser Permanente

National eHealth Collaborative

National Health Council

Taking the Blue Button nation-wide

Blue Button Pledge

To Empower Individuals to Be
Partners in Their Health Through Health IT

- Get more organizations to offer Blue Button
- Make “Blue Button” a household name = “electronic access to my health data”
- Advance technical capabilities = “set it and forget it”
- One of 5 game-changing projects involving the 2012 Presidential Innovation Fellows

My healthevet
Manage Your VA Health Care Online

Peter L. Levin Follow
@pllevin

VA's #BlueButton now at 1 million users, aims at 100 million bit.ly/RlPVpB; radio interview with good writeup @VAInnovation

Reply Retweet Favorite

THE WHITE HOUSE
WASHINGTON

Nursing Insider News

>August 2012 Nursing Insider

FIND THE RIGHT JOB FOR YOU!

ANA Nurse's Career Center

ANA Encourages RNs to Use Their Personal Health Information as Step Toward Empowering Consumers to Manage Health

^ m d SHARE

08/23/12
08/23/12

Building on its commitment to increase consumers' engagement in their health care decisions, the American Nurses Association (ANA) first is seeking to ensure that registered nurses (RNs) use their own personal health information to improve their health.

The pledge ANA is requesting RNs to sign is part of the U.S. Department of Health and Human Services Office of the National Coordinator for Health Information Technology's (ONC) Consumer Campaign to involve and empower consumers in their health management through the use of information technology. The pledge asks RNs to obtain their personal health records from their health care providers, develop or maintain the records online, and use those records to make decisions about their own health.

ANA PRESS RELEASE & PLEDGE

ANA Encourages RNs to Use Their Personal Health Information As Step Toward Empowering Consumers to Manage Health (8/22/12)

ANA Encourages RNs to Take the Pledge

ONC Consumer Campaign Pledge

ANA Pledges to Help Patients Improve Care Through Use of Electronic Health Information (9/12/11)

Association Joins National Consumer eHealth Program Launch

"Ask For Your Health Records Week"

- American Nurses Association, the Alliance for Nursing Informatics and the American Nursing Informatics Association championed "Ask For Your Health Records Week"
- Encouraged nurses to ask for their health record so they'd be better positioned to share their experience with their patients.

2.) ACTION: Enabling Consumers to use their Health Data

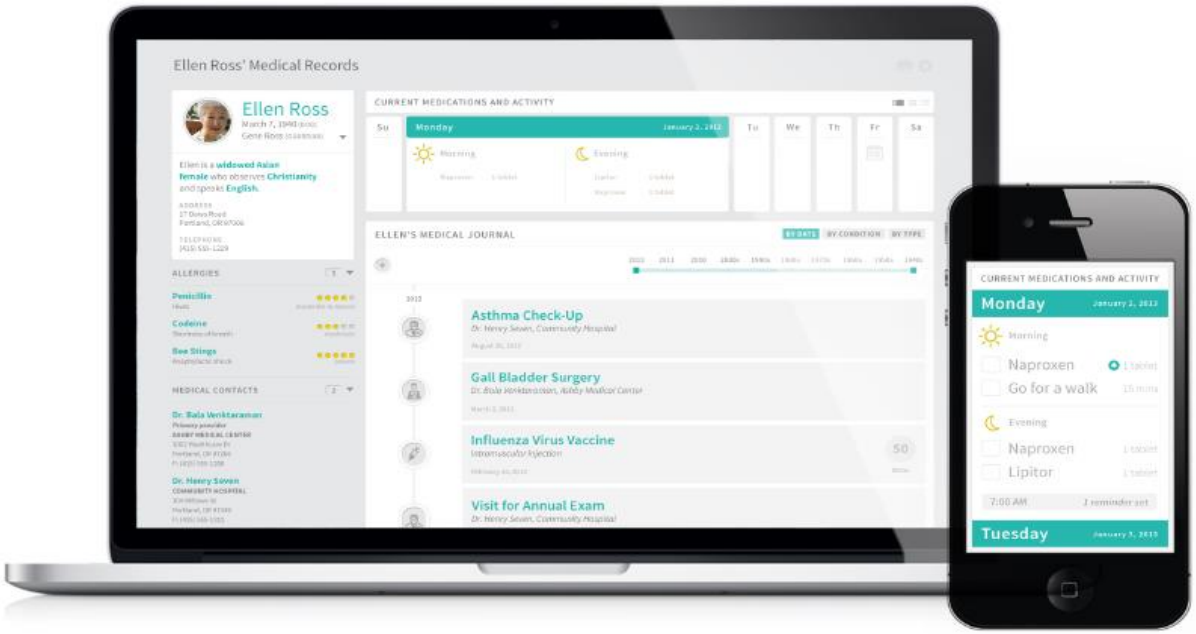
Catalyzing the development of tools that use health data:

- ✓ Pilots
- ✓ PHR Model Privacy Notice
- ✓ Innovation Challenges

txt4health

Challenge.gov
Government Challenges, Your Solutions

Mobile App Challenges



Medical History

Patient: Caldwell, Ruben
Address: 240a SW 3rd St. Gainesville, FL 32601
Date of Birth: June 20, 1939
Phone: 352-223-2091

Primary Care: Bishop, J. ANRP
Address: Malcolm Randall VA Medical Center Gainesville, FL
Phone: 1-888-500-5678

Problem	History	
Congestive Heart Failure	Jan. 1, 2002 - Present	03

What to watch for

Weigh yourself daily and keep these values in a log that you bring to appointments. Limit sodium intake to < 2 g per day, and limit

Jan. 1, 2002

Tests and Examinations: Echocardiogram after recent heart attack showed left ventricular ejection fraction (LVEF) 45-50% (normal is

http://challenge.gov/

Putting the I in HealthIT
www.HealthIT.gov

Challenge.gov powered by ChallengePost

Log in | Sign Up

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Government Challenges, Your Solutions

Home | Find Challenges | About

e.g.: "Apps" or "Health" SEARCH

On Challenge.gov, the public and government can solve problems together.

SIGN UP AND PARTICIPATE or Learn More

Featured Challenges

1 2 3 4

Corporate Mentoring Challenge

by Corporation for National and Community Service

The Corporate Mentoring Challenge: Strengthen Tomorrow's Workforce Today

About 4 months to submit | 21 followers | LEARN MORE

Browse Challenges

CATEGORIES

- Defense (25)
- Economy (27)
- Education (52)
- Energy & Environment (49)
- Health (88)
- International Affairs (8)

http://challenge.gov/ONC

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www.HealthIT.gov

Office of the National Coordinator for Health Informat...

Office of the National Coordinator for Health Information Technology

(ONC)

Recent Challenges

Mobilizing Data for Pressure Ulcer Prevention Challenge

by Office of the National Coordinator for Health Information Technology

A multidisciplinary call to develop a mobile health app to facilitate prevention, early detection and appropriate management of pressure ulcers in clinical settings

About 3 months to submit
$80,000 in prizes
LEARN MORE

Health Design Challenge

by Office of the National Coordinator for Health Information Technology

We invite designers and developers to redesign the patient health record.

Winners announced
$50,000 in prizes
1,287 followers
LEARN MORE

Family Caregivers Video Challenge

by Office of the National Coordinator for Health Information Technology

Create a video that shares how you use information technology to help manage healthcare for a loved one.

Winners announced
$8,350 in prizes
275 followers
LEARN MORE

Browse Challenges

CATEGORIES

Health (25)
Science & Technology (19)
Software (7)
Technology (4)

About

ONC is the principal Federal entity charged with coordination of nationwide efforts to implement and use the most advanced health information technology and the electronic exchange of health information. The position of National Coordinator was created in 2004, through an Executive Order, and legislatively mandated in the Health Information Technology for

Blue Button Connector

Hub to facilitate navigation to websites that provide Blue Button access

3.) Shift ATTITUDES about how Patients and Providers Interact

Putting the I in Health IT
www.HealthIT.gov

Watch Video

The Power of Personal Stories

Health IT Video Contest Series

Background

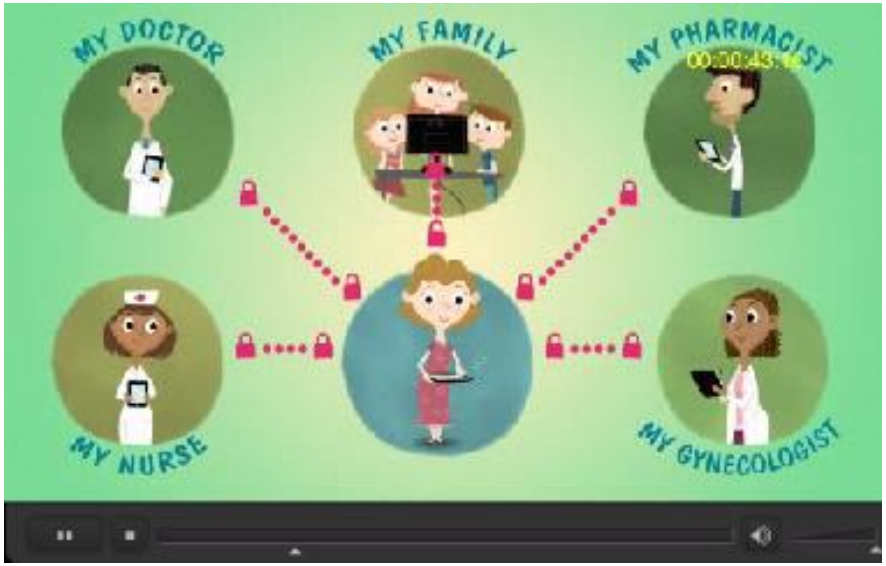
- Multiple themed contests
- Cash prizes for winning videos
- Includes public voting
- All contests appear on **challenge.gov**

Goals

- Show value of health IT
- Invite people to tell their own stories
- Motivate and inspire others to leverage technology to improve health

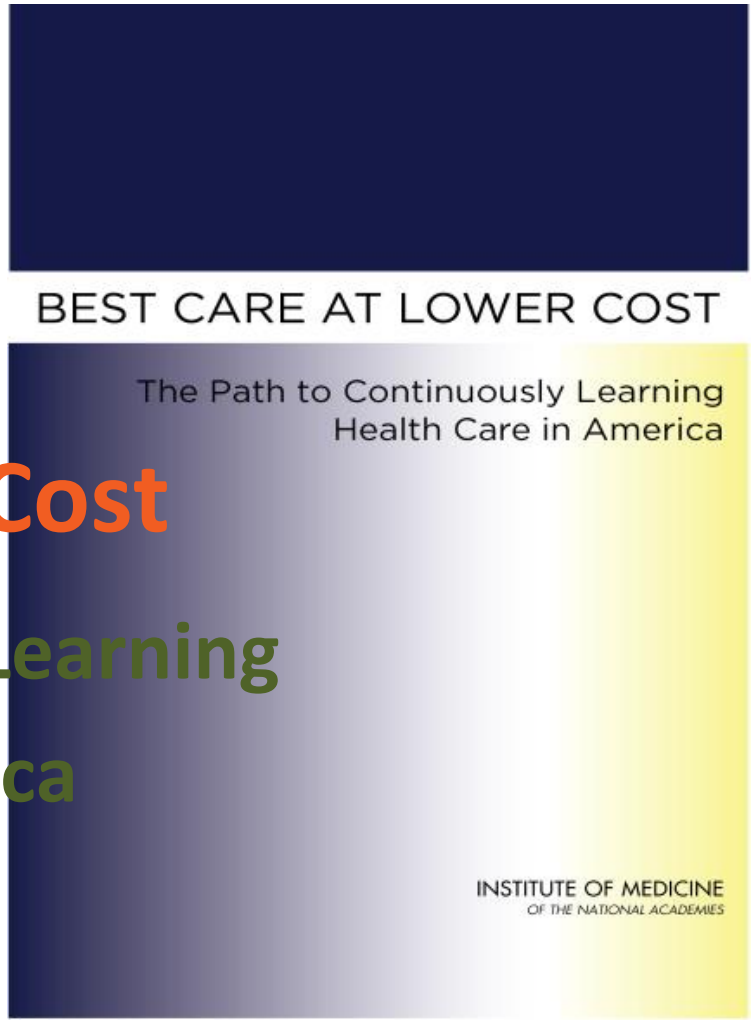
“Health IT For You” Animated Video

Putting the I in Health IT
www.HealthIT.gov



www.HealthIT.gov/4uvideo

- Make the topic approachable & entertaining!
- Explain the benefits of health IT and having online access to your health information
- 3:00 min and :60 sec available in English and Spanish
- Award Winning Video - 2013 Platinum Pixie Award and Gold Aurora Award



Best Care at Lower Cost

The Path to Continuously Learning Health Care in America

September 2012

iom.edu/bestcare

The Result?

The U.S. health care system today

10 Recommendations

Foundational elements

1. **The digital infrastructure –** Improve the capacity to capture clinical, delivery process, and financial data for better care, system improvement, and creating new knowledge.
2. **The data utility –** Streamline and revise research regulations to improve care, promote the capture of clinical data, and generate knowledge.

Care improvement targets

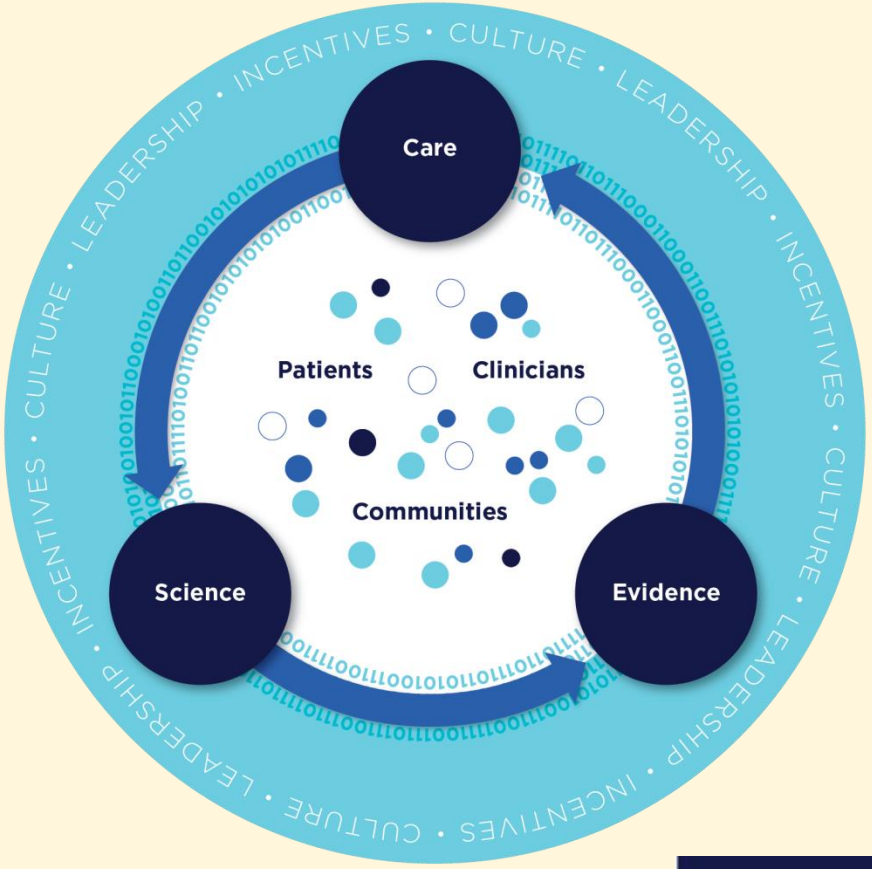
3. Clinical decision support
4. Patient-centered care
5. Community links
6. Care continuity
7. Optimized operations

Supportive policy environment

8. Financial incentives.
9. Performance transparency
10. Broad leadership

The Vision

Continuous Learning, Best Care, Lower Cost



September 2012

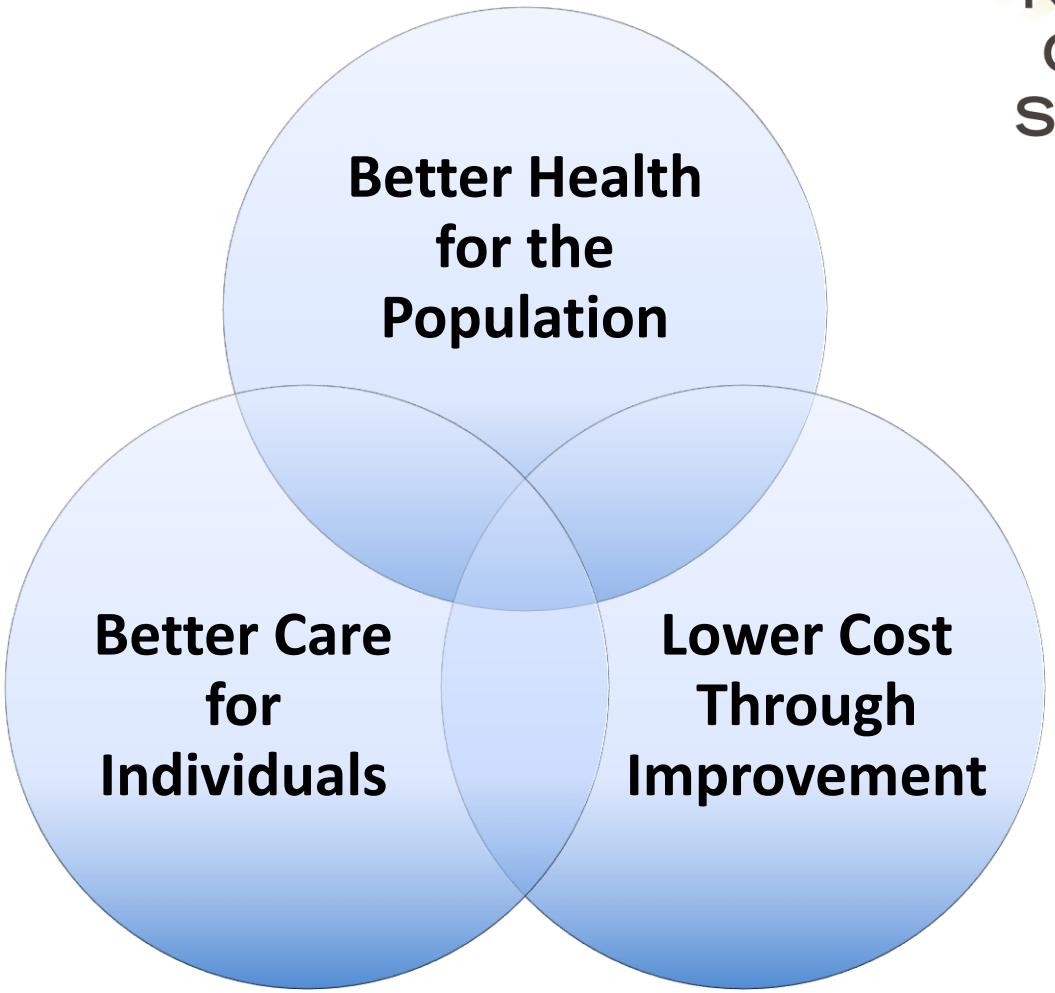
INSTITUTE OF MEDICINE
OF THE NATIONAL ACADEMIES
Advising the nation / Improving health

BEST CARE AT LOWER COST

The Path to Continuously Learning Health Care in America

Our National Quality Strategy

NATIONAL QUALITY STRATEGY



Health IT: Help drive the 3-Part Aim and lay a foundation for care delivery and payment reform

Better healthcare

Improving patients' experience of care within the Institute of Medicine's 6 domains of quality: *Safety, Effectiveness, Patient-Centeredness, Timeliness, Efficiency,* and *Equity.*

Better health

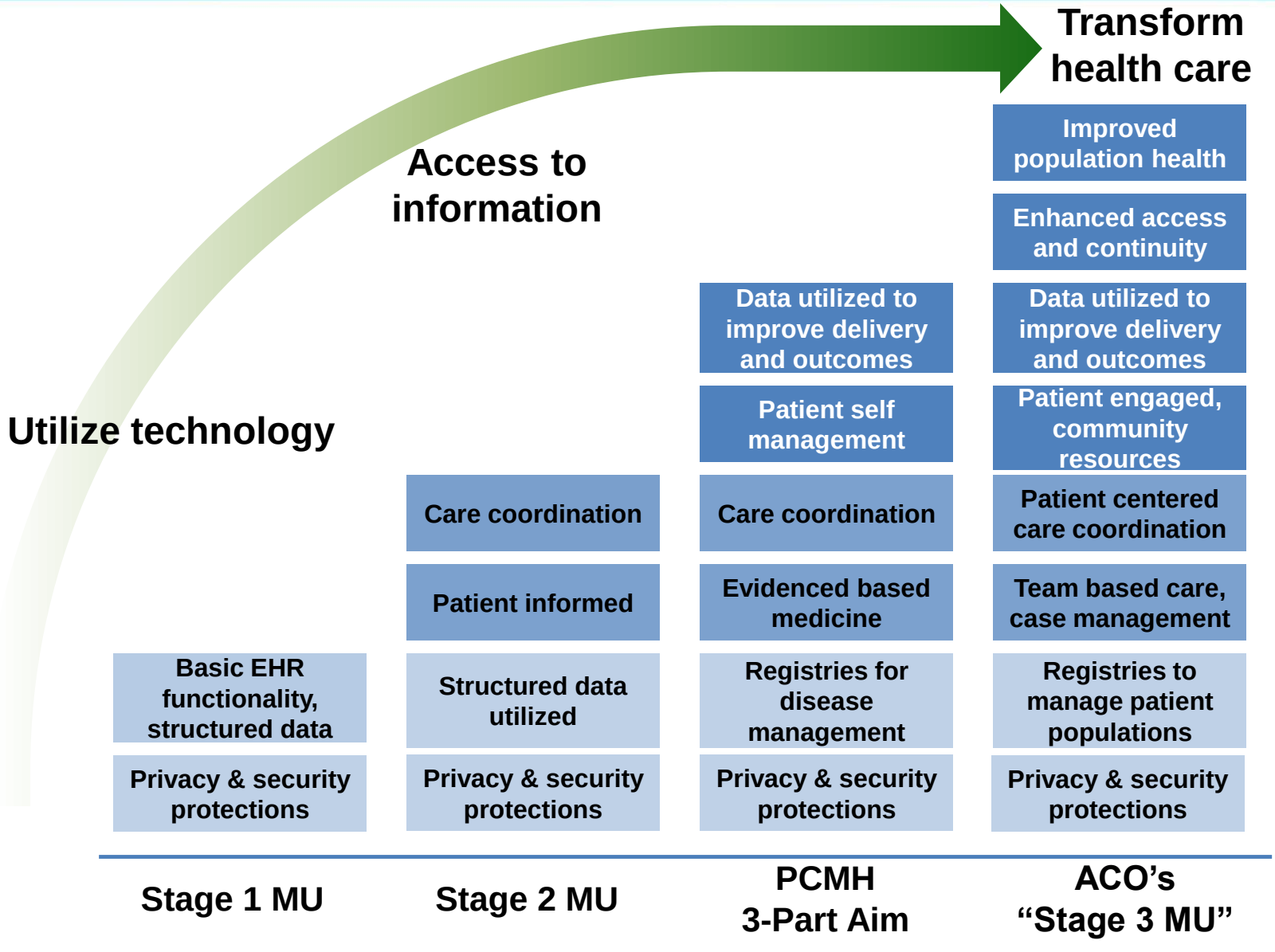
Keeping patients well so they can do what they want to do. Increasing the overall health of populations: address behavioral risk factors; focus on preventive care.

Reduced costs

Lowering the total cost of care while improving quality, resulting in reduced monthly expenditures for Medicare, Medicaid, and CHIP beneficiaries.

Health Information Technology

Meaningful Use of Meaningful Use



Resources

- **Browse the ONC website at: HealthIT.gov**
  click the Facebook "Like" button to add us to your network
- **See our Challenges at: http://challenge.gov/ONC**
- **Subscribe, watch, and share:**

@ONC_HealthIT

http://www.youtube.com/user/HHSONC

Health IT and Electronic Health Records

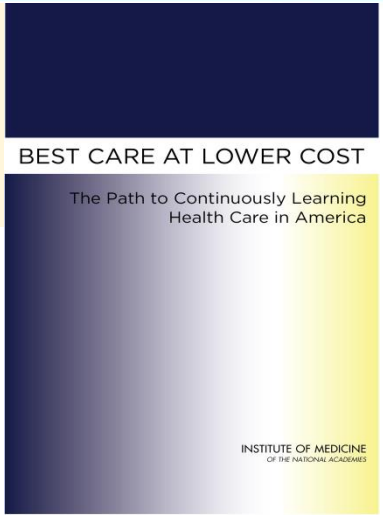
http://www.scribd.com/HealthIT/

http://www.flickr.com/photos/healthit

Health IT Buzz Blog

Resources

INSTITUTE OF MEDICINE
OF THE NATIONAL ACADEMIES
Advising the nation / Improving health



iom.edu/bestcare

AHRQ

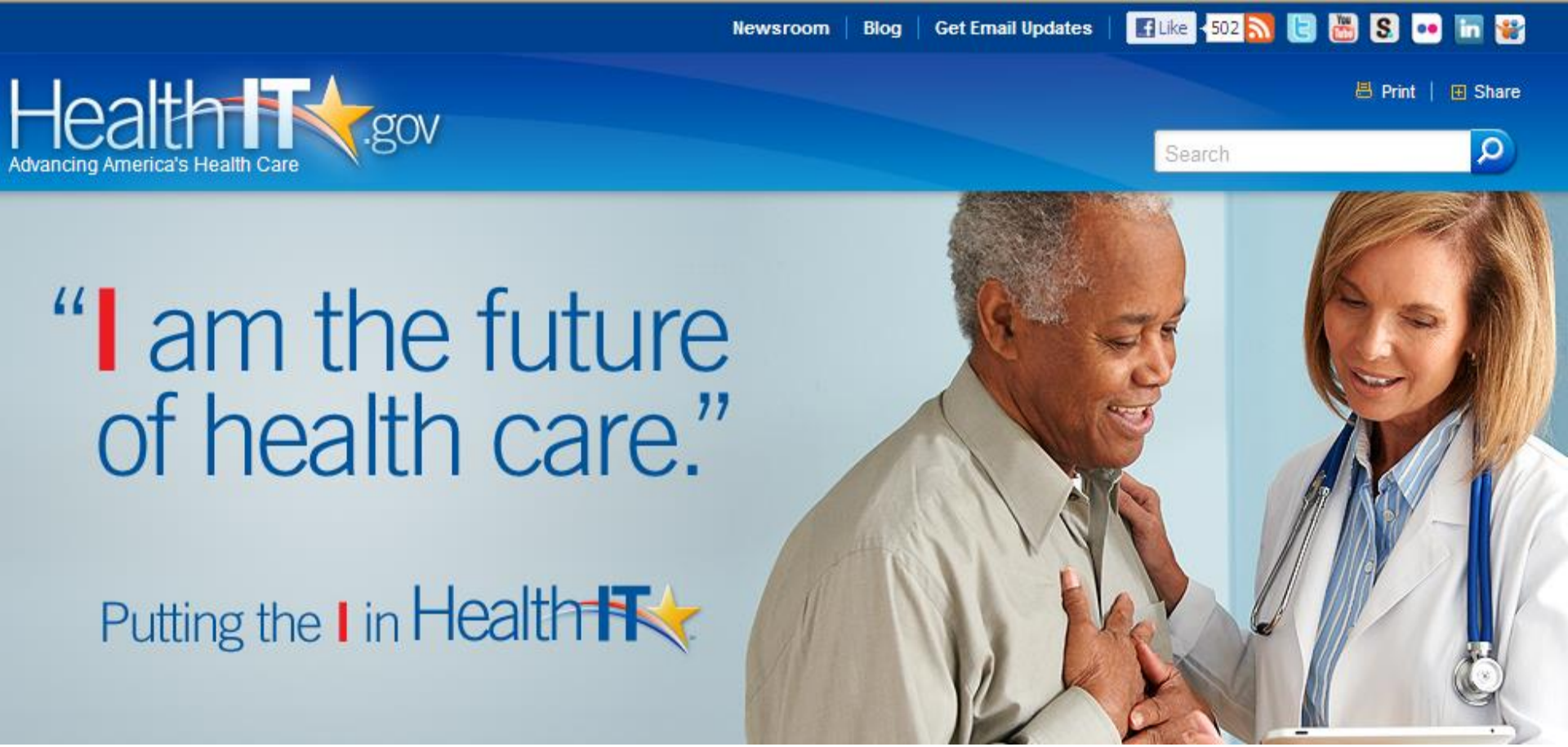
http://healthit.ahrq.gov/HealthITEnabledQualityMeasurement/Snapshot.pdf

NCQA
Measuring quality. Improving health care.

http://www.ncqa.org/Portals/0/Public%20Policy/PCMH_MU_Graphic_062012.pdf

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms



Thank you!

For more information, contact:
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