



SINI 2017

27th Summer Institute
in Nursing Informatics

Clinical Practice, Health, and the Internet of Things

July 11-14, 2017

University of Maryland School of Nursing, Baltimore, MD



Progress with the OpenNotes Initiative

Jan Walker, RN, MBA
Co-founder, OpenNotes

Beth Israel Deaconess Medical Center, Harvard Medical School
jwalker1@bidmc.harvard.edu



I have no conflicts of interest.



What are OpenNotes?

Open notes are visit notes
that patients can access online
through providers' patient portals.

“How can patients participate if they can't see
what I see?”

-- Danny Sands, MD

(It's a concept, not software)



Office Note Example

History: XXXXX is a 64 y.o. male who comes into clinic with a chief complaint of pain at the right posterior heel. Pain has been present for several months. Pain is described as aching and burning. It is aggravated by day to day activities and specifically long drives. It does not hurt with activity, including running and long hikes. Sometimes it will be sore first thing in the morning. It is unchanged recently.

Past medical history: I have reviewed and confirmed the past medical history in the chart.

Medications: reviewed medication list in the chart

Exam: Patient is alert and oriented x3, in no apparent distress.

BP 131/87 mmHg | Pulse 52 | Wt 89.812 kg (198 lb)

Musculoskeletal: soft tissue swelling noted over the posterior medial heel with palpable bursa only painful over the superior calcaneal process, and not where it overlies the soft tissue., tenderness at Achilles tendon insertion

X-ray: Ill defined enthesiophyte noted at the achilles insertion. Soft tissue swelling over the medial aspect of the calcaneal process seen. No fractures or other issues noted.

Assessment: Chronic bursitis right heel

Plan:1. Discussed pathology and biomechanical findings in detail with patient. Conservative options include; doing nothing, shoe gear modifications, shoe inserts, physical therapy, local injection, casting, oral anti-inflammatories and avoiding all aggravating activities. Surgical options discussed. Patient elects for contrast soaks, RICE, and continued diclofinac gel at this time.

2. Return to clinic to discuss efficacy of treatment or on an as needed basis.

MyChart



mybonsecours
your home for good health

BON SECOURS HEALTH SYSTEM



[mychart](#)

[mydoctor](#)

[myhealth](#)

[myprescriptions](#)

[myappointments](#)

[myresults](#)

[bonsecours.com](#)

Welcome to mychart

mychart offers Bon Secours patients personalized and secure online access to portions of their medical records. It enables you to securely use the Internet to manage and receive information about your health - online, any time! mychart is a free service offered to Bon Secours patients.

With mychart, you can use the Internet to:

- Communicate with your doctor
- Request medical appointments
- View your health summary from the mychart electronic health record
- Access your test results
- Request prescription renewals
- View your recent doctor's visits

How do I sign up?

Bon Secours patients who wish to participate will be issued a mychart activation code during their doctor's visit. This code will enable you to login and create your own user ID and password.

First Time User? [Click Here](#)

MyChart Username

[Forgot MyChart Username?](#)

Password

[Forgot Password?](#)

Sign In

MyChart © Epic Systems Corporation

First Time User? [Click Here](#)

Learn More...

- [Frequently Asked Questions](#)
- [Privacy Policy](#)
- [Terms and Conditions](#)

MyChart® licensed from Epic Systems Corporation, © 1999-2010. Patents pending.



About OpenNotes

- Began with three-institution study in 2010 at Beth Israel Deaconess Medical Center, Geisinger Health System, and Harborview Medical Center
- Now a national movement to make OpenNotes the standard of care



Robert Wood Johnson Foundation

GORDON AND BETTY
MOORE
FOUNDATION



The
COMMONWEALTH
FUND

crico



PETERSON
CENTER ON
HEALTHCARE



Study Results: PCPs

- Few PCPs reported impacts on workflow
 - 2% reported longer visits
 - 3% reported spending more time on patient questions
 - 11% reported spending more time on documentation
- Email volume did not change
- Concerned about patients being confused, offended, or worried, but few patients reported that (1-8% at different sites)

Study Results: Patients

- 82% of patients who had a visit opened at least one note
 - Including patients who were older, sicker, less educated
- About 3 out of 4 reported benefits of reading notes
 - taking better care of themselves
 - understanding their health and medical conditions better
 - feeling more in control of their care
 - feeling better prepared for visits
 - doing better with taking their medications as prescribed
- 99% wanted access to continue after the study
- 85% said availability of open notes would influence choice of future providers



The Bottom Line

- 99% of patients wanted to continue
- 85% of patients said availability of open notes would influence their future choice of providers.
- At the end of the 12-month study, no PCP stopped
- All 3 participants decided to implement institution-wide

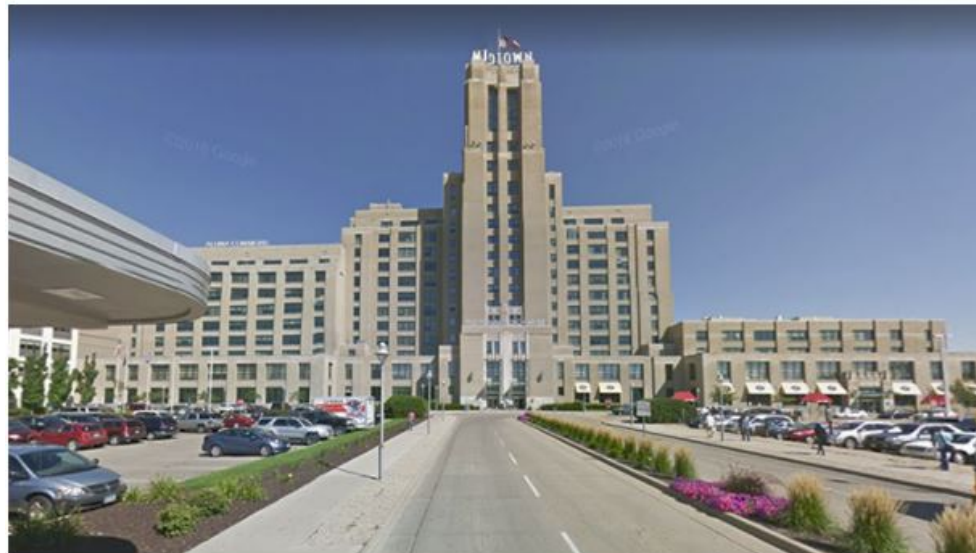


Patient Engagement

Allina Health extends OpenNotes to 500,000 patients

The hospitals consumers can now read what doctors write about them, message care teams and participate in eVisits.

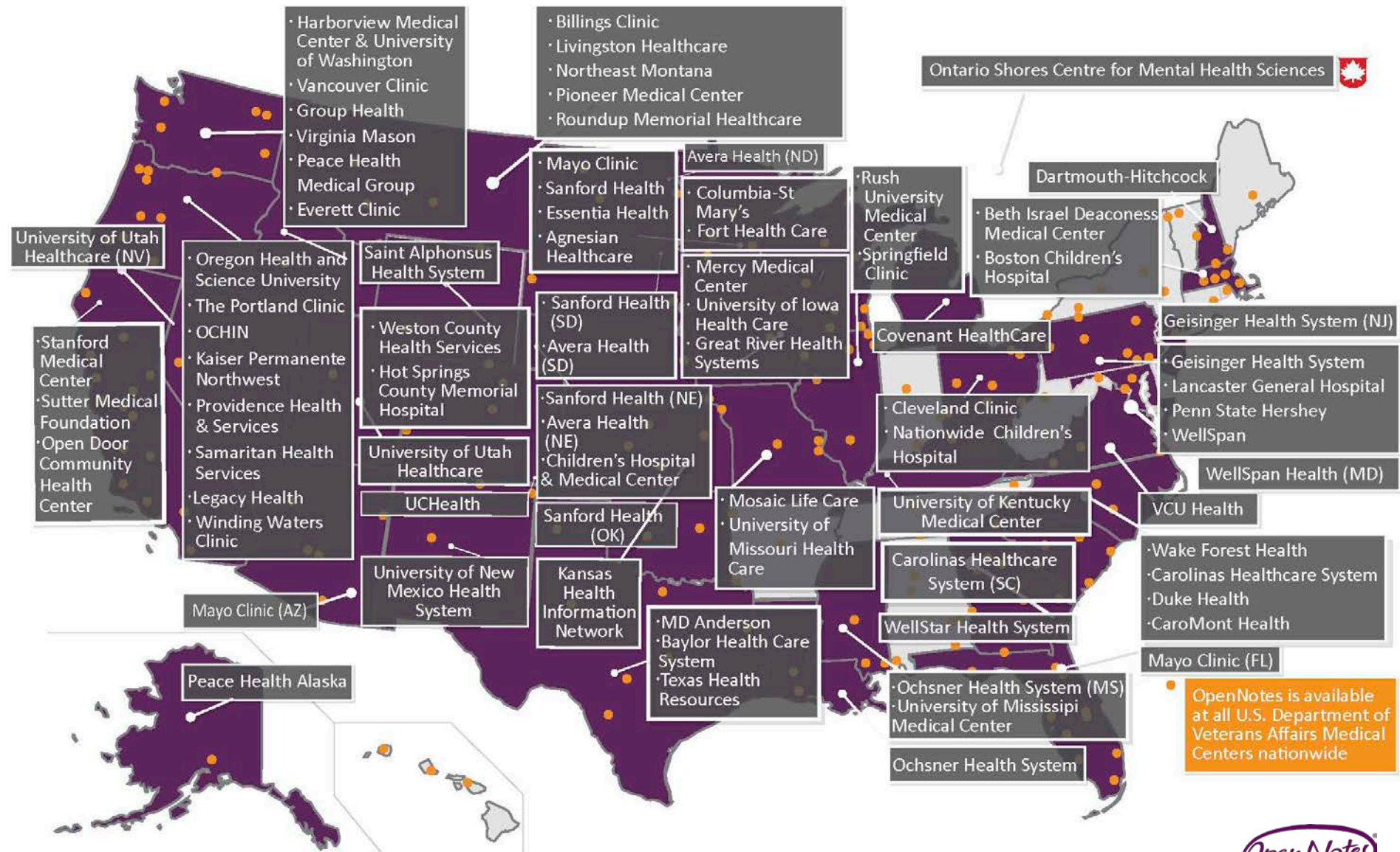
By [Tom Sullivan](#) | June 30, 2017 | 01:22 PM



Allina Health announced this week that approximately half a million patients in the Minneapolis region can now read the notes physicians write about them.



More than 15 million patients have easy access to their clinicians' notes



Variations in Implementation

- Opt in / opt out
- Notifications to patients about new notes
 - Message
 - Tally on home page
- Location of notes (easy or hard to find)
- Exclusions
 - Hidden notes
 - Mental health
- Clinicians

Patient Safety



Safety

“If this had been available years ago I would have had my breast cancer diagnosed earlier ... A previous doctor wrote in my chart and marked the exact area but never informed me. This potentially could save lives.”

(Patient)

“I feel safer, knowing there are more eyes on what I’m doing.”

(PCP)

Medication Adherence



Medications

- “I’d been taking losartan for a while ... but not really accepted the fact that I needed it [the note] finally made me understand the importance ... There wasn’t anything in the note that we hadn’t discussed, but to see it in writing just made a big impact.”
- Patients with access to notes are slightly more likely to pick up hypertension meds
 - Wright E et al. Sharing physician notes through an electronic portal is associated with improved medication adherence: Quasi-experimental study. *M Med Internet Research* 2015;17(10):e226.

Care Partners



Mental Health





<https://www.youtube.com/watch?v=42duY4oBbC8&t=22s>

Looking Ahead

- Inpatient notes
 - Different from ambulatory care
 - A few sites
 - Let's start with online discharge summaries and instructions!
- *OurNotes*
 - Patients, families contribute to notes, permanent part of record
 - Pilots show patients can set visit agenda
 - Will soon test input before visits:
 - Review last note
 - Write interim history
 - Set visit priorities

Looking Ahead

- Annotate notes
- One place for all your notes
- Highlight important sections
- Make a list of questions
- Make a to do list
- Forward a note



Resources for Adopters

- Visit our website *www.opennotes.org* and sign up for the mailing list
- Toolkit for implementers
 - Roadmap and advice about key decisions
 - Sample FAQs for patients and clinicians
 - Communications checklist and sample materials
- Resources for evaluators
 - Patient and provider surveys
 - Links to all open notes papers are on the website
- Need something else? Contact us!

Thank You!



from the  team



Beth Israel Deaconess
Medical Center



A teaching hospital of
Harvard Medical School

Let's discuss...



www.opennotes.org