

# NW OpenNotes Consortium

2014 Coordinated Care Model Summit

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Bringing people together  
to improve health care and health



# What is OpenNotes?

- Patients invited to review their doctors' visit notes through secure patient portals
- Each patient notified automatically via e-mail message when a note has been signed...and reminded to review it before their next scheduled visit
- Research and demonstration project in 2010, involving more than 100 PCPs and 20,000 patients in Boston (BIDMC), rural Pennsylvania (Geisinger), and the Seattle inner city (Harborview)

*Supported primarily by the Robert Wood Johnson Foundation*

# 3 Overall Questions

- Does OpenNotes help patients become more engaged in their care?
- Is OpenNotes the straw that breaks the doctor's back?
- After living with this transparency, do patients and doctors want to continue?

# Reports from Patients

Among patients with notes (visits):

- 82% of patients opened at least one of their notes
- 1-8% of patients across the 3 sites reported that the notes caused confusion, worry, or offense
- 20-42% shared notes with others

# Reports from Patients

- 70-72% “taking better care of themselves”
- 77-85% “better understanding of their medical conditions”
- 76-84% “remembering the plan for their care better”
- 69-80% “better prepared for visits”
- 77-87% “more in control of their care”
- 60-78% “doing better with taking my medications as prescribed.”

# Principal Concerns of 105 Participating PCPs

## Impact on workflow

	Expectations (%)	Post-intervention (%)
Visits significantly longer	24	2
More time addressing patient questions outside of visits	42	3
More time writing/editing/dictating notes	39	11

...and, compared to the year preceding the intervention, the volume of electronic messages from patients did not change

# 3 Overall Questions

- Does OpenNotes help patients become more engaged in their care? **YES**
- Is OpenNotes the straw that breaks the doctor's back? **NO**
- After living with this transparency, do patients and doctors want to continue? **YES, virtually 100%**

# NW OpenNotes Consortium\*

**February 2013:** *We Can Do Better* annual meeting-- decides to adopt OpenNotes as a major initiative

**June 2013:** WCDB convenes meeting of Oregon's health systems, consumer groups, and policy makers

**Monthly:** Meetings involving major health systems

**September 2013:** Agreement to form a consortium of health systems to collaborate together to implement OpenNotes as a community

\* Support/collaboration with:



# NW Consortium Clinical Participants



U.S. Department  
of Veterans Affairs  
Veterans Health  
Administration



# Early Adopters

- Portland VA
  - All Veterans, entire EHR since Jan 2013 (Pilot project at Portland VA since 2001)
- Kaiser NW ~1100 MDs
  - 500K patients on April 8, 2014
- OCHIN
  - 82 member organizations in 19 states, 350 clinic locations, over 4000 doctors
  - Doctors can opt in, April 2014
- OHSU
  - All family practice patients (first clinic in May 2014)
- Portland Clinic ~105 MDs
  - Clinic wide adoption July 2014
- Vancouver Clinic ~ 220 MDs
  - Clinic wide adoption July 2014

# Right Behind

- Legacy Health System: 6 hospitals, ~2600 MDs
  - 2 Clinics piloting spring 2014
- PeaceHealth: 3 regions, 10 hospitals, ~800 MDs
  - Vancouver region live in October 2014
  - Plan to rollout all sites in 2014/2015
- Providence Oregon: 8 hospitals, 90 clinics
  - Implementing 2015
- Salem Health: 2 hospitals
  - 1 Clinic pilot spring 2015
- Reaching out to other health systems . . .
  - Samaritan Health Services has implemented parts of OpenNotes (radiology reports)
  - Adventist joining the regular monthly meetings
  - St. Charles, Planned Parenthood, others...

# Toolkit: [www.myopennotes.org](http://www.myopennotes.org)



patients and clinicians on the same page



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[Who Is Sharing Notes?](#)

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**Why implement open notes at your institution? +**



**How will open notes work for your institution? +**



**What do open notes look like at other sites? +**

*Introducing the OpenNotes Toolkit:  
Tell us what you think!*



## What is OpenNotes?

Sharing clinicians' notes with patients—a simple idea for better health [More >](#)



## Why it Works

Patients become more actively involved in their care [More >](#)



## Toolkit

Get started reading, writing and sharing notes [More >](#)

[Find Participating Sites >](#)

# Kaiser Permanente Northwest: Early information on implementation

- Traffic to portal to review visit information up 400%
- MD email traffic flat
- Rare concerns from patients about care
- ¼ of 1% of notes are hidden by MDs
- Mental health providers excluded
- Adolescents (13-18) excluded
- 7,000 notes per day now available to patients.

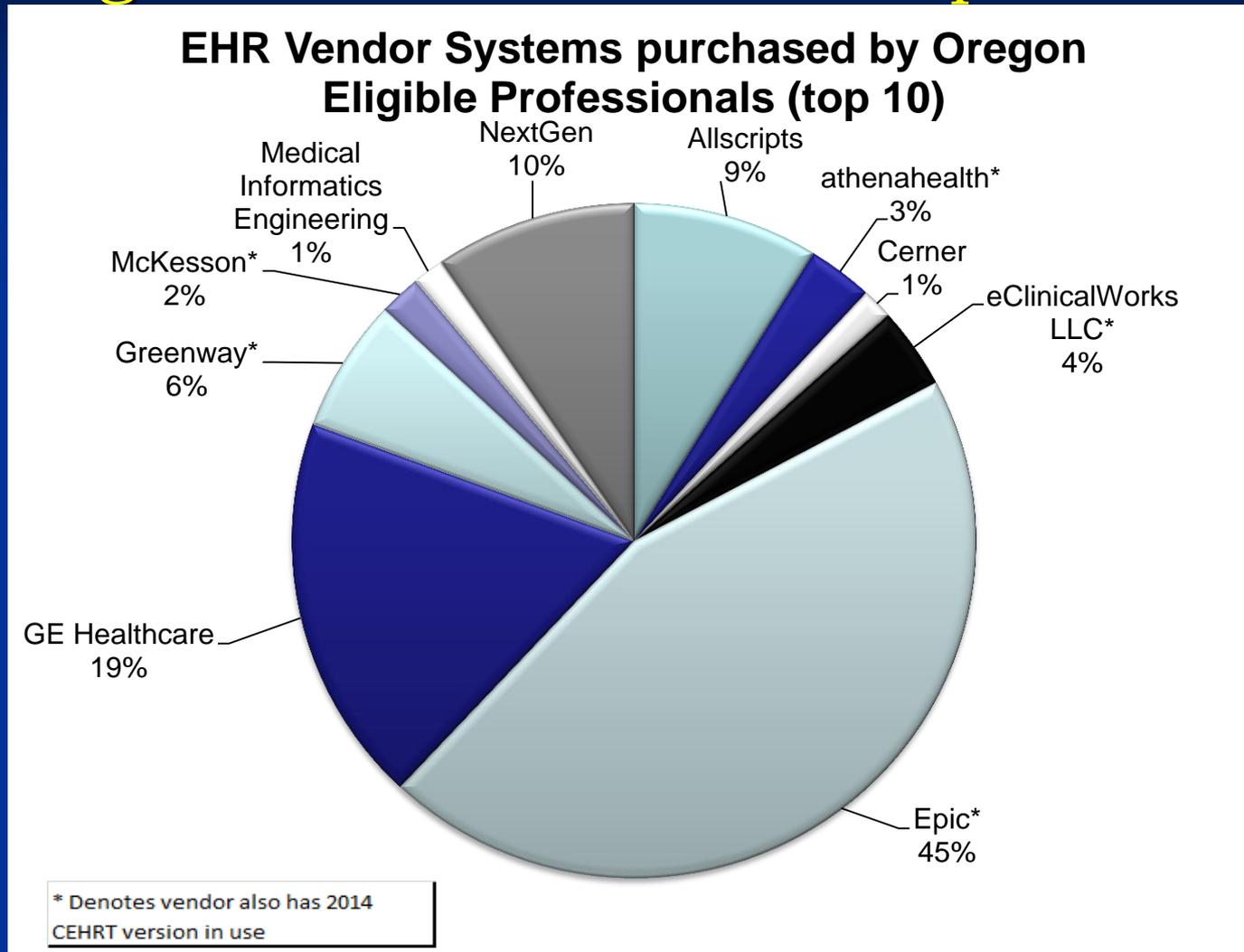
# KPNW Patient Advisory Council

- *“Having the KP.org notification that I can view my doctor’s notes on myself reminded me to have my labs drawn. It is a new schedule for lab draws that I had forgotten. I have a serious condition and this will help me do what my doctor wants me to do .”*
- *“Reviewing the notes I see why I need to lose weight. I cut the notes out of KP.org and posted in my kitchen. I DO NOT WANT TO BE A DIABETIC and this is in my face. It feels like my doctor really cares about my health, I never knew that .”*
- *“For me, the chart notes are like Paul Harvey states ' THE REST OF THE STORY ”*
- *“I told my doctor I ran every day and now I think he knows I REALLY DON'T. This may hold me more accountable to myself and my doctor“*
- *“I wanted my doctor to treat my mind, body and spirit. I am convinced that is happening based on reading the notes.”*
- *“The total picture of my health will help me heal”*

# Key Takeaways

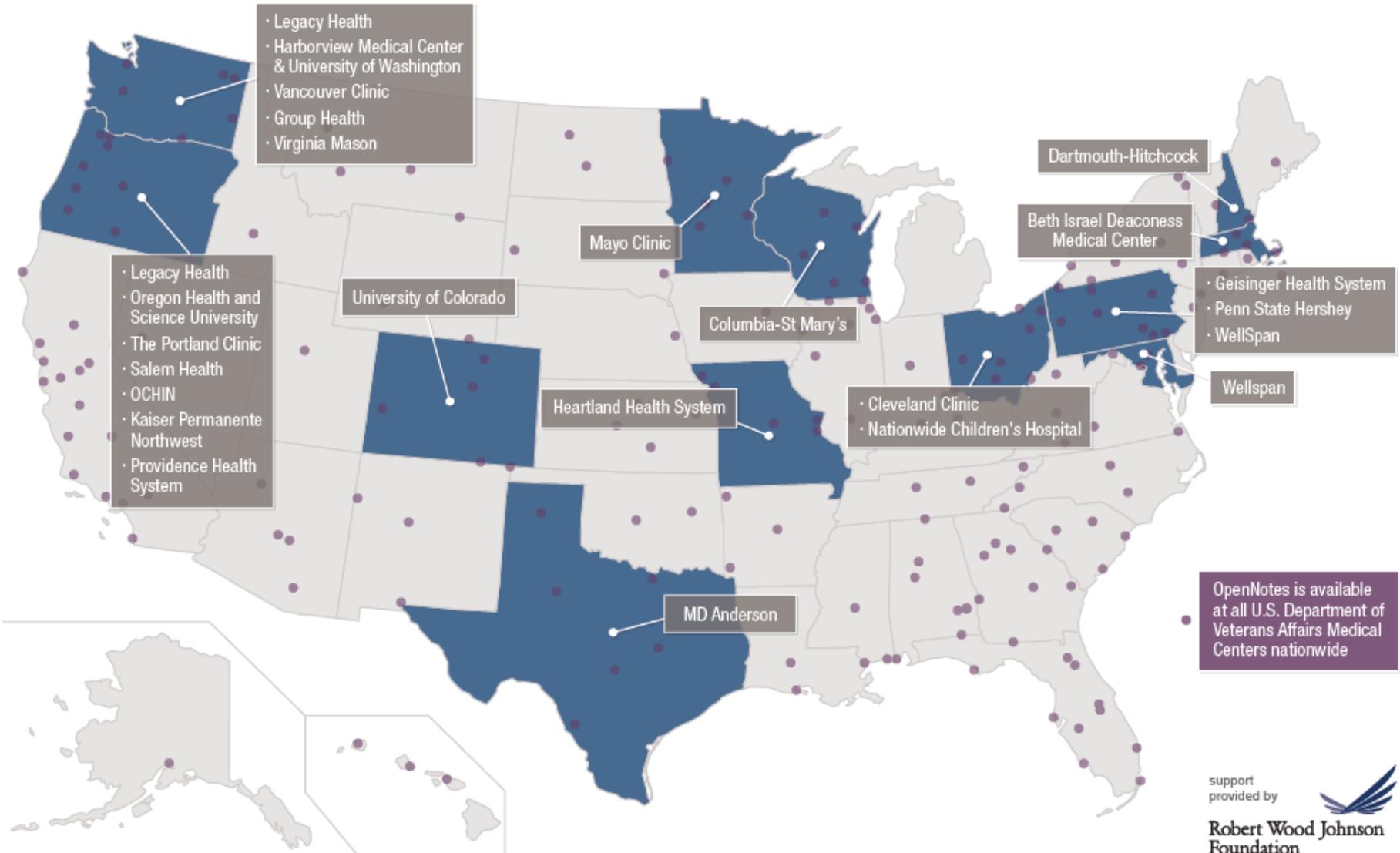
- General agreement that good evidence for significant benefits
- Impact to physician well-being may actually be positive
  - MD email traffic flat
  - ?? Shorter visits ??
  - Better patient engagement
- Physician leadership is critical !!
- Physician change management is the hardest part
- Technical piece is smaller; need vendor cooperation.
- “Co-opetition” helps to drive pace of change
  - Supporting and pushing/challenging each other
- EHR is an enabler for this; one of the tangible benefits of widespread EHR adoption.
- Other regions?

# Future: Oregon EHR Vendor Landscape





# More than 3.7 million patients have easy access to their clinician's notes thanks to OpenNotes



# Summary

- OpenNotes: A national initiative working to give patients access to the visit notes written by their clinicians
- Proven benefits:
  - Patient engagement
  - Minimal physician impact
  - Cost/Benefit
- NW OpenNotes Consortium
  - First to embrace OpenNotes as a community
  - Monthly meetings – open to all health systems
  - Physician leadership / change management
  - Co-opetition as a driver for adoption
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