

NW OpenNotes Consortium

2014 Coordinated Care Model Summit

December 4, 2014

Homer Chin, MD
Amy Fellows, MPH



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




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




patients and clinicians on the same page


Follow

[What is OpenNotes?](#) | [Who Is Sharing Notes?](#) | [Toolkit](#) | [Research](#) | [News](#) | [About Us](#)


enter search terms



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
- $\frac{1}{4}$ 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

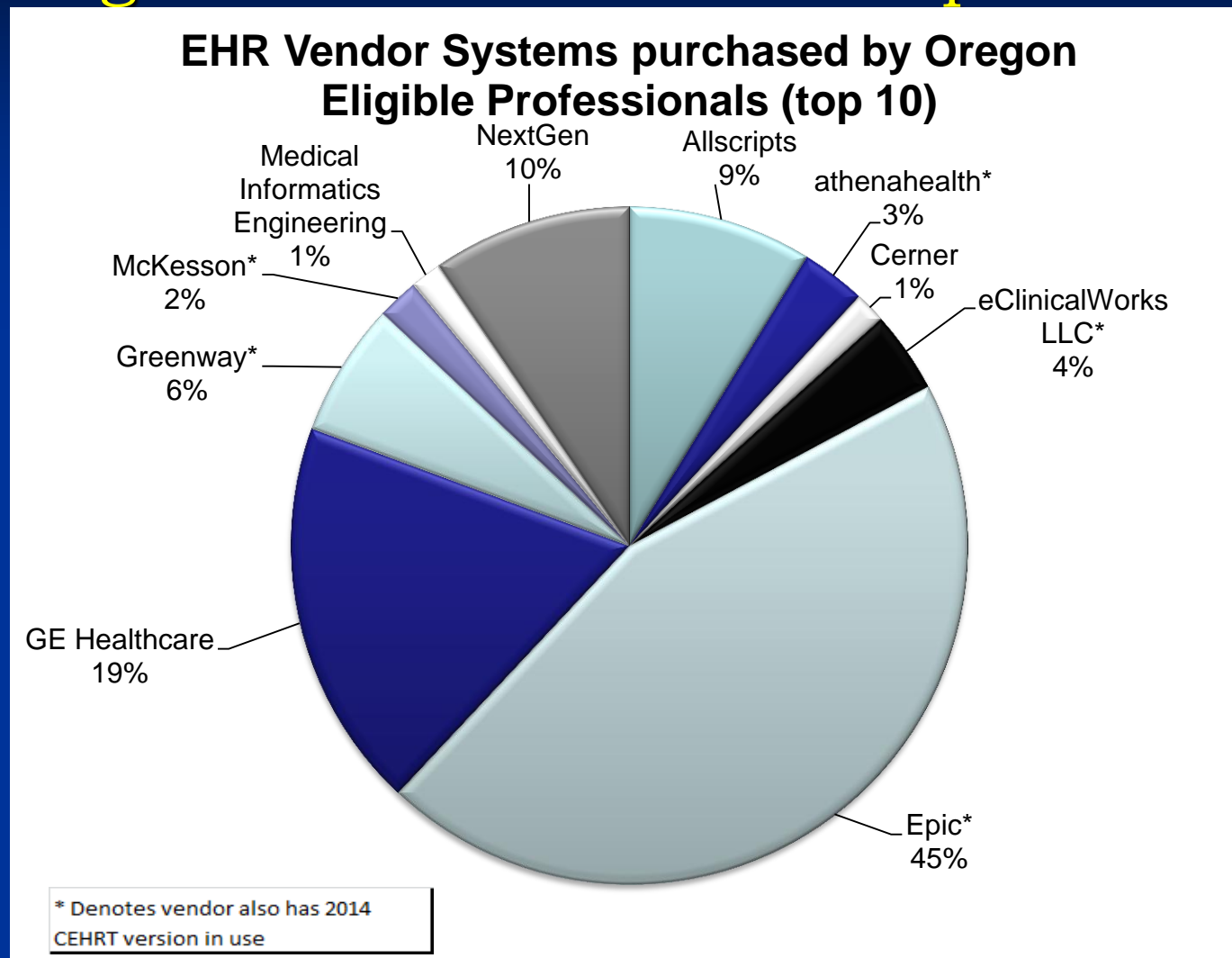
- *“Having the KP.org notification that I can view my doctor’s notes on myself reminded me to have my labs drawn. It is a new schedule for lab draws that I had forgotten. I have a serious condition and this will help me do what my doctor wants me to do .”*
- *“Reviewing the notes I see why I need to 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?

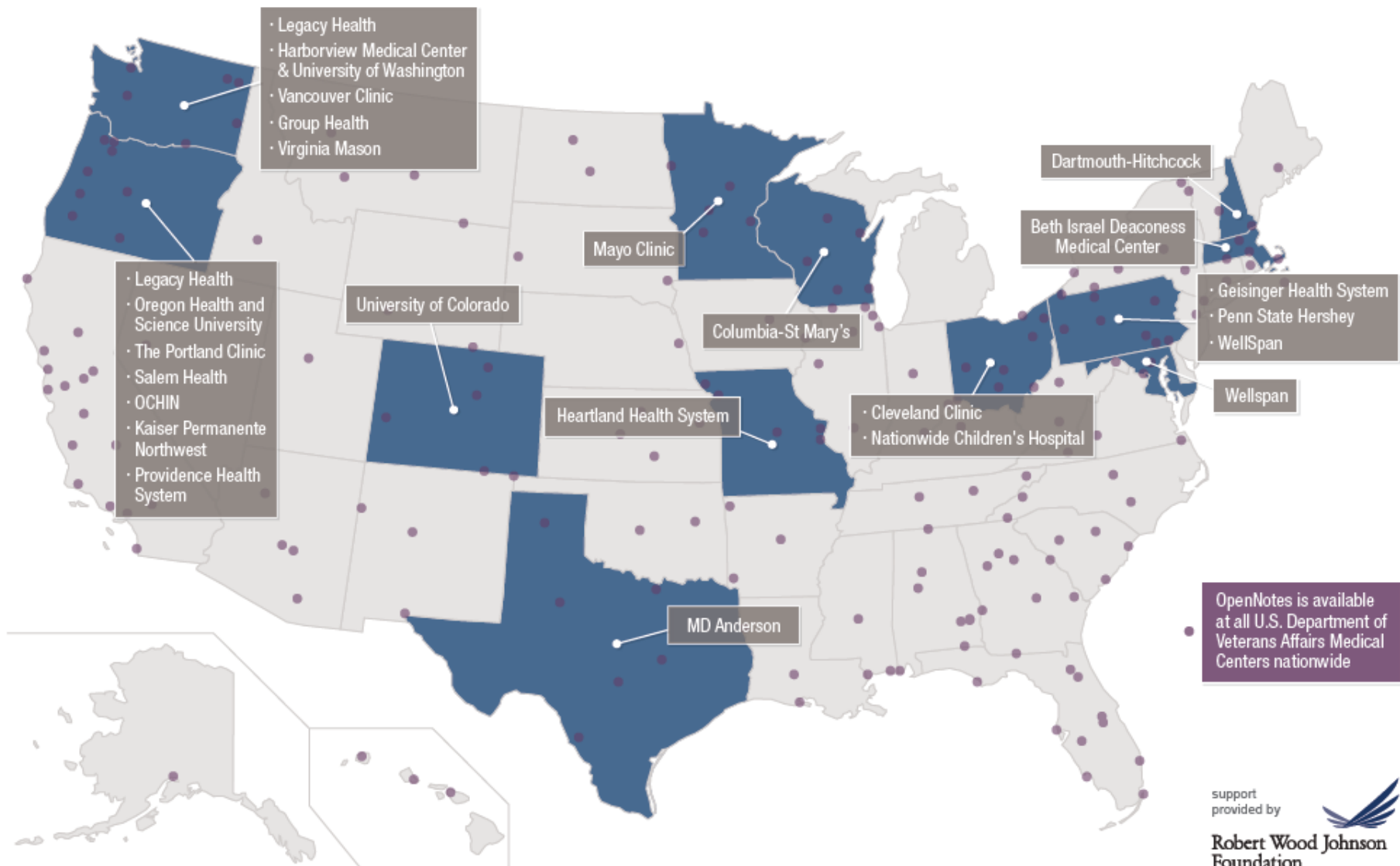
Future:

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
 - Contact: amy@wecandobetter.org or Homer.L.Chin@kp.org