



ONC 2023

ANNUAL MEETING

Improving Patient Access to Health Information with Patients as Partners

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Improving Patient Access to Health Information with Patients as Partners

Speakers:

- Medell K. Briggs-Malonson, Chief, Health Equity, Diversity and Inclusion, UCLA Health System (*moderator*)
- Shannon West, Datavant/Sentara Health
- Sharlene Newman, University of Alabama
- Shally Madan, Luminate Health and PathGroup
- Trent Rosenbloom, Vanderbilt University



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Shally Madan

COO and Co-Founder



Program Metrics vs. Healthcare Industry Averages

The Luminate Health / PathGroup Maternal Health Program metrics outperform healthcare industry averages in all key categories.

78.4% vs. 24%

Open Rate

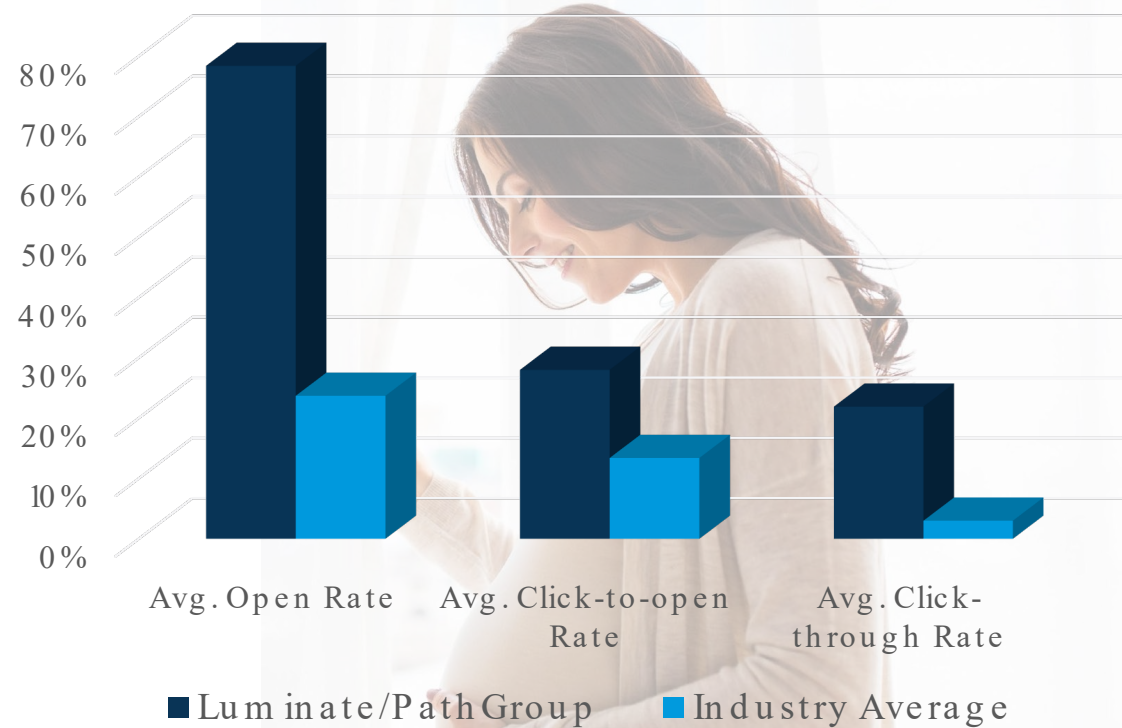
28% vs. 13%

Click-to-Open Rate

21.9% vs. 3%

Click-Through Rate

Maternal Health Program Metrics vs. Healthcare Industry Metrics



Start date: 1/26 End date: 6/30



Pre-counseling in the Era of Health Records Transparency

S. Trent Rosenbloom, MD MPH

Professor and Vice Chair of Biomedical Informatics

Professor of Internal Medicine, Pediatrics & Nursing

Director, My Health at Vanderbilt patient portal

December 14, 2023 – ONC Annual Meeting


21st Century Cures Act

- The Health Insurance Portability and Accountability Act of 1996 mandated patient access
- Meaningful Use (2011-15) instructed how to collect electronic data with the goal to allow sharing
- 21st Century Cures Act - enacted December 2016
 - Promotes patients' **free and seamless access** to their **electronic health information (EHI)** across entire care spectrum
 - Technology or business practices that prevent or delay access are deemed **“information blocking”**
 - Entered the compliance phase in April, 2021

21st Century Cures Act

- The Information Blocking Rule requires only that electronic health information be made available to patients **upon request**.
- In the real world, most health systems and vendors instead put most/all electronic health information into the patient portal immediately.



Results with a  next to them will have messages from your doctor. Click on the row to view the message.

Date ▼

Feb 22, 2021

Feb 22, 2021

Feb 22, 2021

Feb 22, 2021

Feb 22, 2021

You have a new test result in My Health at Vanderbilt. Because we are sharing the results with you as soon as they are available, it is very likely that you will see them before your healthcare provider does.

Please allow time for your healthcare provider to review. Some results may be hard to understand without talking with your healthcare team.


You can decide when to look at your results—right away or wait until you discuss with your healthcare provider.

4 easy steps*

1  **Settings**
Go to **Settings** in the top right corner.

2  **Notifications**
Click on **Notifications**.

3  **Health**
Under **Notification Preferences**, click on **Health**.

4  **Test Result**
Test result alerts are turned ON when the icon is **green**. Click the icon to make your choice. Then save your changes.



or



**steps must be completed in web version of My Health at Vanderbilt (not mobile)*

Interoperability & Information Sharing: What VUMC Colleagues Need to Know

Beginning in early 2021, patients will have new ways to access information in their medical record. These changes will help VUMC comply with new federal rules, part of the 21st Century Cures Act, that strongly emphasize putting patients in charge of their health records and mandate that patients have easy, electronic and secure access to their Electronic Health Information. Read below for more information on what to expect and how to prepare.

patients can
immediately
see test results in
My Health at Vanderbilt



released notes include
consultations, history & physical,
test result narratives,
discharge summary,
procedure and progress notes



giving patients access to
their medical records
empowers them to take
better control of their health



when writing notes, be respectful
when addressing sensitive topics
such as patient behavior, weight
and substance use

clinicians may choose to block
notes in rare, specific instances



historical notes will
not be visible to patients





Original Investigation | Health Policy

Perspectives of Patients About Immediate Access to Test Results Through an Online Patient Portal

Bryan D. Steitz, PhD; Robert W. Turer, MD; Chen-Tan Lin, MD; Scott MacDonald, MD; Liz Salmi, AS; Adam Wright, PhD; Christoph U. Lehmann, MD; Karen Langford, BBA; Samuel A. McDonald, MD; Thomas J. Reese, PhD; Paul Sternberg, MD; Qingxia Chen, PhD; S. Trent Rosenbloom, MD; Catherine M. DesRoches, DrPH

Abstract

IMPORTANCE The 21st Century Cures Act Final Rule mandates the immediate electronic availability of test results to patients, likely empowering them to better manage their health. Concerns remain about unintended effects of releasing abnormal test results to patients.

OBJECTIVE To assess patient and caregiver attitudes and preferences related to receiving immediately released test results through an online patient portal.

DESIGN, SETTING, AND PARTICIPANTS This large, multisite survey study was conducted at 4 geographically distributed academic medical centers in the US using an instrument adapted from validated surveys. The survey was delivered in May 2022 to adult patients and care partners who had accessed test results via an online patient portal account between April 5, 2021, and April 4, 2022.

EXPOSURES Access to test results via a patient portal between April 5, 2021, and April 4, 2022.

MAIN OUTCOMES AND MEASURES Responses to questions related to demographics, test type and result, reaction to result, notification experience and future preferences, and effect on health and well-being were aggregated. To evaluate characteristics associated with patient worry, logistic regression and pooled random-effects models were used to assess level of worry as a function of whether test results were perceived by patients as normal or not normal and whether patients were precounseled.

Key Points

Question What are patient attitudes and perspectives related to viewing immediately released test results through an online patient portal?

Findings In this survey study of 8139 respondents at 4 US academic medical centers, 96% of patients preferred receiving immediately released test results online even if their health care practitioner had not yet reviewed the result. A subset of respondents experienced increased worry after receiving abnormal results.

Meaning In this study, most patients supported receiving immediately released test results via a patient portal, but some patients experienced increased worry, especially when test results were abnormal.

Bottom Line

We surveyed a large cohort of patients and care partners at 4 geographically distributed academic medical centers who had accessed the patient portal at least once in the past year. Nearly all respondents (95.7%) wanted to continue to receive test results through the online patient portal immediately upon reporting and before being contacted by a health care practitioner. Most respondents indicated that reviewing results had either a positive effect or no effect on their level of worry. However, a subset of respondents with not normal results experienced additional worry. At 2 institutions, we observed reduced worry associated with precounseling before testing.



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