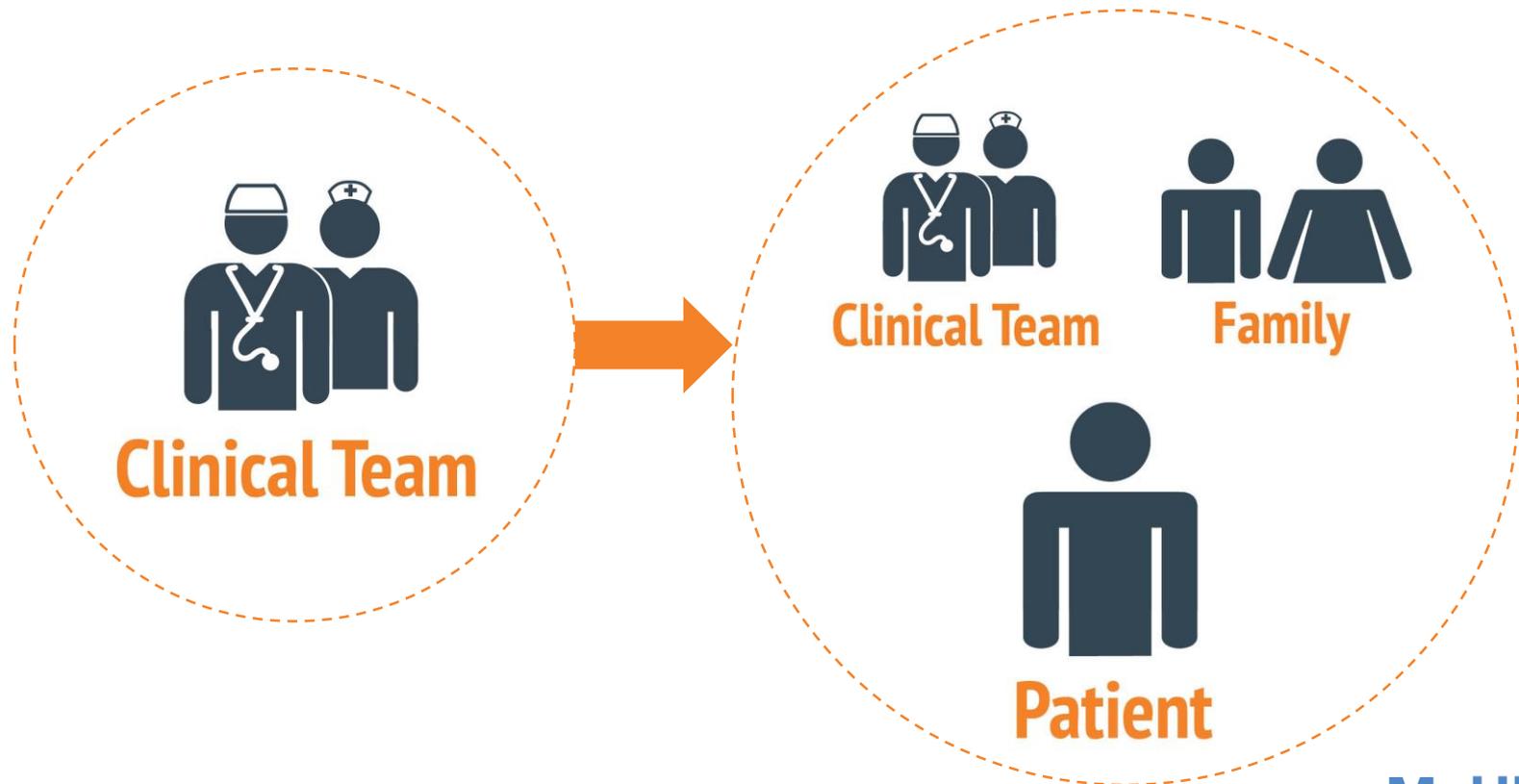# Patient Engagement

Agenda

- What is Patient Engagement

- Compliance, Engagement and Empowerment

- Why is Patient Engagement a hot topic

- Patient Engagement - Stage 3 Meaningful Use

- Getting Started with Patient Engagement

- Case Study

- How Can MeHI Help

- Questions

"Actions individuals must take to obtain the greatest benefit from the healthcare services available to them"

- Center for Advancing Health Behavior

Patient-centered care is a ***culture shift*** to engage and empower patients.
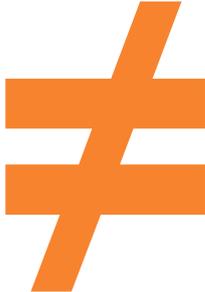
What is Patient Engagement?

Patient Engagement is…

"using personal health IT tools comprises actions individual take to obtain the greatest benefit from the health services available to them, using information technology capability that enables them to:

– Better understand their health and health conditions;

– Obtain access to their own health data in real time or near real time;

– Improve communications with their doctors and providers;

– Take more responsibility for their own health and health outcomes;

– Improve their experience of interacting with the healthcare system;

– Inform and educate their families and caregivers; and

– Get support about health and healthy behaviors from family, friends, caregivers, and health professionals."

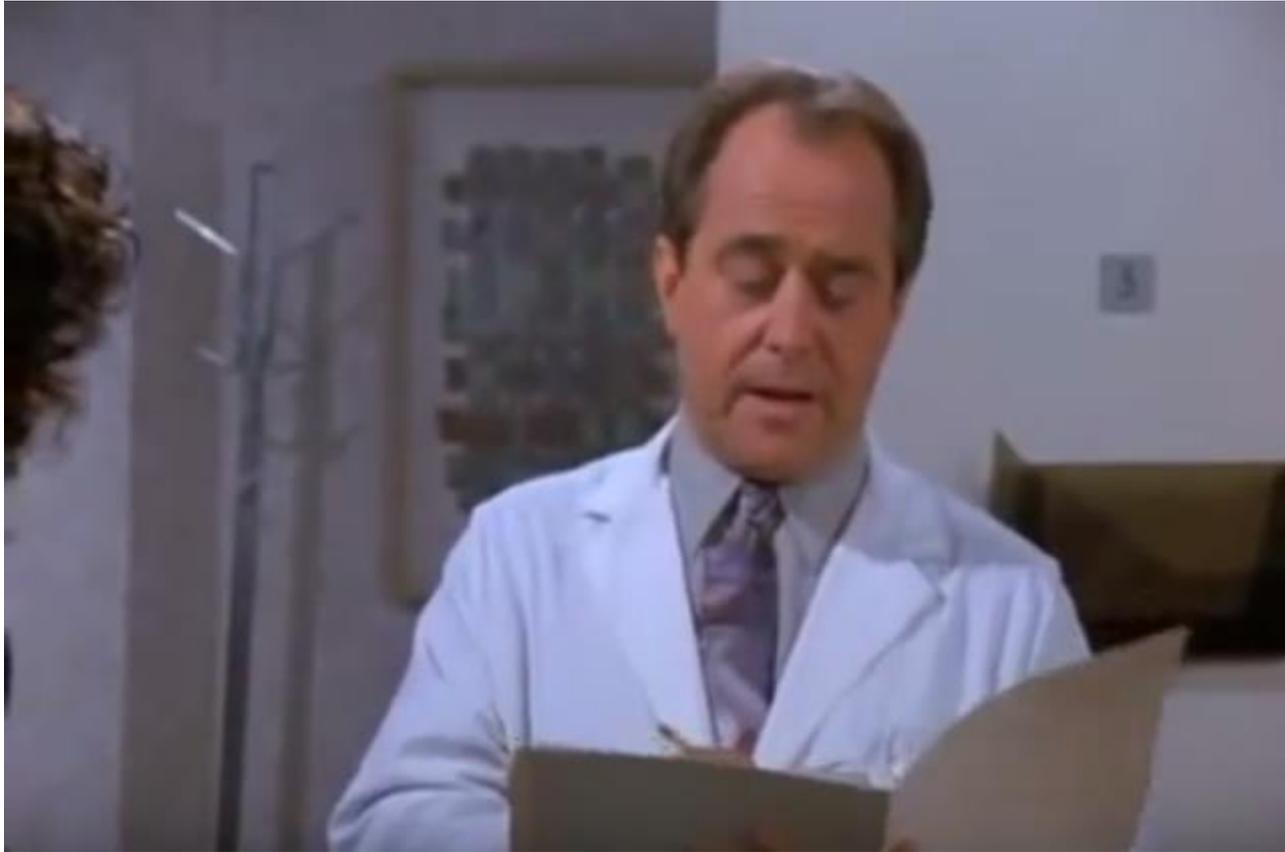- *The Health Information and Management System Society (HIMSS)*

Massachusetts eHealth Institute

Compliance, Engagement and Empowerment

Engaging a Patient ≠ Compliance

Patient Engagement is at the forefront because:

- Rising Cost of Healthcare

- Quality of Health Care Improvements

- Incentives are Available for Health IT Investments

- New and Innovative Payment Models

Patient Engagement and Stage 3 Meaningful Use

Patient Engagement & Stage 3 Meaningful Use

- CMS and ONC released the final rules for the EHR Incentive Programs, Stage 3 Meaningful Use and 2015 EHR Certification Requirements.

- Stage 3 moves all Hospitals and Providers to demonstrate improvement with patient outcomes.

- Key Meaningful Use objectives to support this effort are:
  - Care Coordination through Patient Engagement
  - Patient Access
  - Health Information Exchange

- Stage 3 MU will be optional for Hospitals and Providers in 2017, and required in 2018.

Stage 3 Meaningful Use – API & Patient Engagement

If the proposed Stage 3 Meaningful Use is implemented, API functionality will be required to give Patients access to their electronic medical records without the need to use a patient portal.

API allows for:

- Patient Empowerment;

- Flexibility for Patient Interaction; and

- Innovation.

"Patient Engagement is a key element and even a necessary condition for the achievement of patient-centered care."

- (Gerteis, Edgman-Levitan, Daley and Delbanco,Eds., 1993; Institute of Medicine, 2001)

Key Points for Initiating Process:

- Meaningful Use lays the Foundation

- Strategic Approach vs. Tactical Approach
  - Organizational Commitment is Essential
  - Identify Key Administrative, Clinical and Technical Individuals

- MU Drives Patient Engagement Activity…*but that's not all*
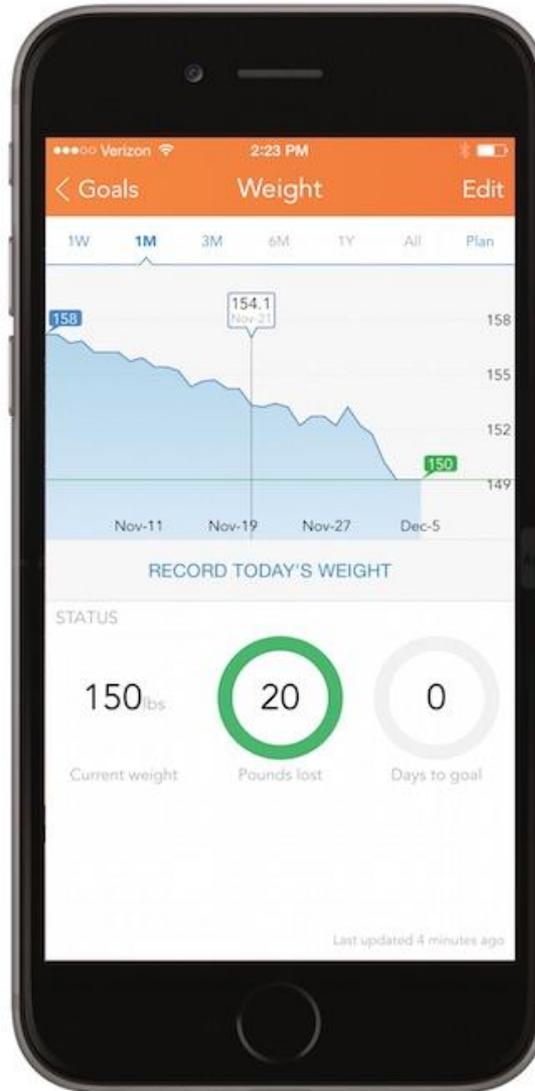
Five Phases of Patient Engagement Framework:

Inform Me

Engage Me +

Empower Me +

Partner With Me +

Support My e-Community +

Patient Engagement Case Study

Patient Engagement Case Study

You're doing great!

Way to go!

+

Personal Health Information

=

How can MeHI help?

MeHI has:

- A team of dedicated staff to assist healthcare organizations and providers with their Patient engagement efforts

- Customize support options

- A Consumer eHealth Readiness Tool
  - Online business intelligence support services that includes an extensive organization assessment, real-time progress reports, and comprehensive resource center

- Who Can Benefit from using the Consumer eHealth Readiness Tool?
  - Hospitals, Medical Groups, PMCHs, ACOs

Questions?

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