



OpenNotes: Providing Patients Access to Physicians' Notes

December 4, 2013



Webinar Agenda

- Welcome & Introductions – *Kathy Wallace*
- OpenNotes– *Dr. JoAnn Elmore*
- Patient & Family Advisor Response
– *Bob and Barb Malizzo*
- Patient and Family Engagement Resource – *Kathy Wallace*
- Plans for 2014 – *Kathy Wallace*
- Wrap-up/ Questions - *Kathy Wallace*

Evaluation

- Webinar funded by CMS through the *Partnership for Patients*
- CMS reviews results and wants 80% of participants to evaluate educational sessions
- Please complete the simple three question evaluation by Dec. 12, 2013:
- <https://www.surveymonkey.com/s/2013Dec04>

OpenNotes[®]

The logo for OpenNotes is centered on a solid black background. It features the words "OpenNotes" in a white, handwritten-style script font. A registered trademark symbol (®) is located at the top right of the word "Notes". The text is enclosed within a white, hand-drawn oval border. At the bottom left of the oval, a white arrow points upwards and to the right, towards the beginning of the word "Open".



OpenNotes: What We Learned



www.myopennotes.org

About the OpenNotes Study

- More than **19,000** patients
- **105** volunteer primary care physicians
- **3** diverse sites
 - Beth Israel Deaconess Medical Center
 - Geisinger Health System
 - Harborview Medical Center
- **12** months of sharing notes



3 Questions

- Does OpenNotes help patients become more engaged in their care?
- Is OpenNotes the straw that breaks the doctor's back?
- After 1 year, will patients and doctors want to continue?



Patients Were Enthusiastic

- **Patients used the notes**
 - Up to 92% of patients across the 3 sites read their doctor's note(s)
- **Patients reported important benefits**
 - Feeling more in control of their care (77-87%)
 - Better understanding of health and medical conditions (77-85%)
 - Doing better with taking their medications (60-78%)
- **Patients were rarely (1-8%) confused, worried, or offended by what they read in their doctors' notes**



Doctors Experienced Little Disruption and Observed Benefits

- **Few doctors reported impacts on their workflow**
 - Longer visits (0-5%)
 - More time addressing patients' questions outside of visits (0-8%)
- **Some doctors changed how they wrote notes**
 - 0-21% reported taking more time writing notes
 - 3-36% reported changing the way they wrote about mental health, substance abuse, cancer, and obesity
- **Many doctors described strengthened relationships with their patients**



A New Medicine...Toward a New Standard of Care

- Designed to help the vast majority of patients, and those who care for them
- With rare contraindications
- Patients and providers will learn to use it widely and well



Potential Impacts of sharing notes...

- **Trust:** Malpractice is often a result of miscommunication: *“Doctor really listened, not hiding anything.”*
- **Safety:** *“I wish this had been available when my cancer was diagnosed...” “I reminded my doctor when she forgot to order a test.”*
- **Better use of resources:** *“I read the note and did what we discussed. Can’t we postpone the next visit?”*
- **Real teamwork:** Patients and clinicians write notes together.



Potential Impacts of sharing notes...

- “I don’t have time to write for educating patients.” An opportunity for nurses to help educate patients? An educated patient is a better member of the healthcare team.
- “Should patients really see everything?” We are in the Model T stage, but this will be worked out with experience...
- 20-42% of participants shared notes. Confidentiality versus privacy...Notes are enormously helpful to caregivers, onsite and distant. They can also be shared with other doctors and clinicians. Sharing notes should be the patient’s decision...



And finally: Changing the culture...

- How do we get those who receive care to take full advantage?
- How do we get those who provide care to take full advantage?



Main publications to date

- Delbanco T, Walker J, Darer J, Elmore JG, Feldman HJ, Leveille SG, Ralston JD, Ross SE, Vodicka E, Weber VD. **Open Notes: Doctors and Patients Signing On.** *Annals of Internal Medicine* 2010;153:121-125.
- Walker J, Leveille S, Ngo L, Vodicka E, Darer JD, Dhanireddy S, Elmore JG, Feldman H, Oster NV, Ralston JD, Ross SE, Delbanco T. **Inviting patients to read their doctors' notes: Doctor and patient expectations.** *Annals of Internal Medicine* 2011; 155(12):811-9
- Delbanco R, Walker J, Bell SK, Darer JD, Elmore JG, Farag N, Feldman HJ, Mejilla R, Ngo L, Ralston JD, Ross SE, Trivedi N, Vodicka E, Leveille SG. **Inviting Patients to Read Their Doctors' Notes: A Quasi-experimental Study and a Look Ahead.** *Annals of Internal Medicine* 2012;157:461-470.



Myopennotes.org

The screenshot shows the MyOpenNotes.org website homepage. At the top, the OpenNotes logo is on the left, and the tagline "A new medicine with exciting potential" is on the right, accompanied by a "Follow" button. Below the header is a navigation menu with links for Home, What is OpenNotes?, Research, Getting Started, News, About Us, and For the Media. A search bar is located on the right side of the menu.

The main content area features a large image of two men looking at a laptop. Below the image is a quote: "A Patient's View of OpenNotes: 'Greater knowledge about one's medical condition has a strong tendency to level the playing field.'" To the right of this image are three yellow boxes with icons and text: "What is OpenNotes?" (Sharing clinicians' notes with patients), "Why It Works" (Patients become more actively involved in their care), and "Getting Started" (Reading, writing and sharing notes). A "Find Participating Sites >" button is located below these boxes.

Below the main content area is a video player titled "OpenNotes: Evidence is In" showing a man and a woman at a computer. To the right of the video player is a "News" section with three articles: "The American Nurses' Association: OpenNotes initiative aims to improve patient-clinician communication, care", "Columbia St. Mary's Now Sharing Visit Notes with Patients", and "Dr. Bruce McDermott of Columbia St. Mary's on Adopting OpenNotes".

The footer contains three sections: "About OpenNotes" (Toward a new standard of care: Transparent notes for health and illness), "Stay in Touch with OpenNotes" (Enter your email to be notified of the latest news from OpenNotes), and "Contact Us" (Site Map, Admin Login). The footer also includes logos for Beth Israel Deaconess Medical Center, GEISINGER, UW Medicine, and Robert Wood Johnson Foundation, along with a "Follow" button.



www.myopennotes.org

OpenNotes is Supported by:

The Robert Wood Johnson Foundation

With additional funding from the Drane Family
Fund and the Richard and Florence Koplow
Charitable Fund



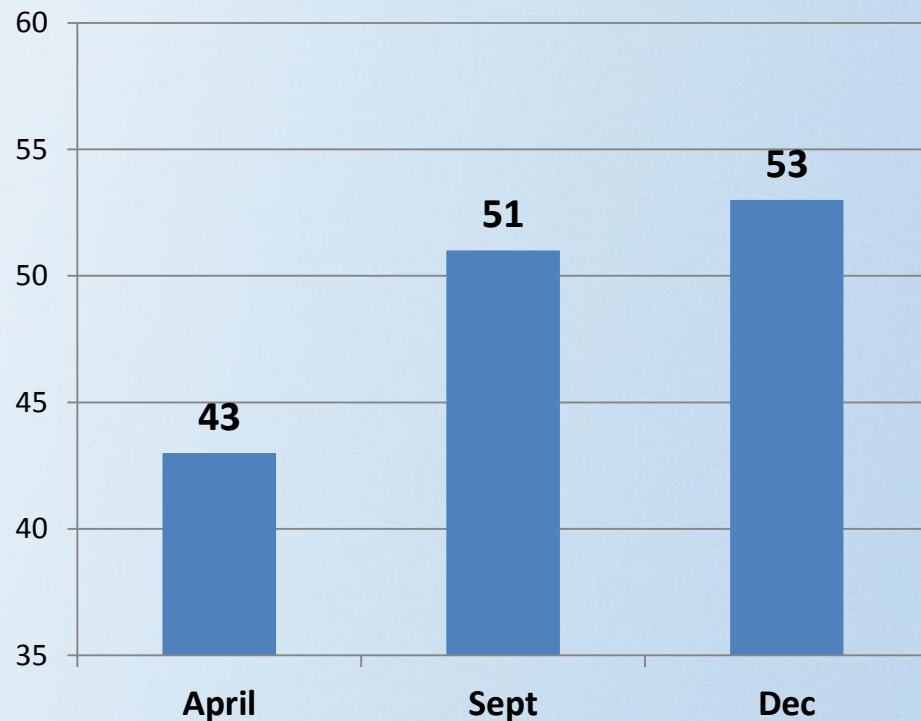
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Engaging Patients, Reducing Harm

- Measurement of success
 - Measured using the CMS criteria on the monthly level of participation reports.

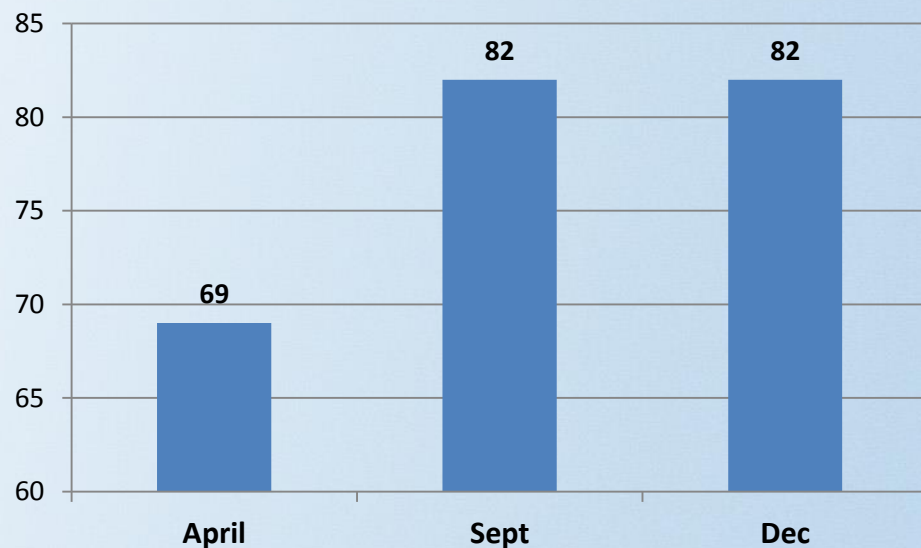
Measuring Success

- P1— Prior to admission, hospital staff provides and discusses with every patient that has a scheduled admission, allowing questions or comments from the patient or family, using a planning checklist that is similar to CMS's Discharge Planning Checklist.



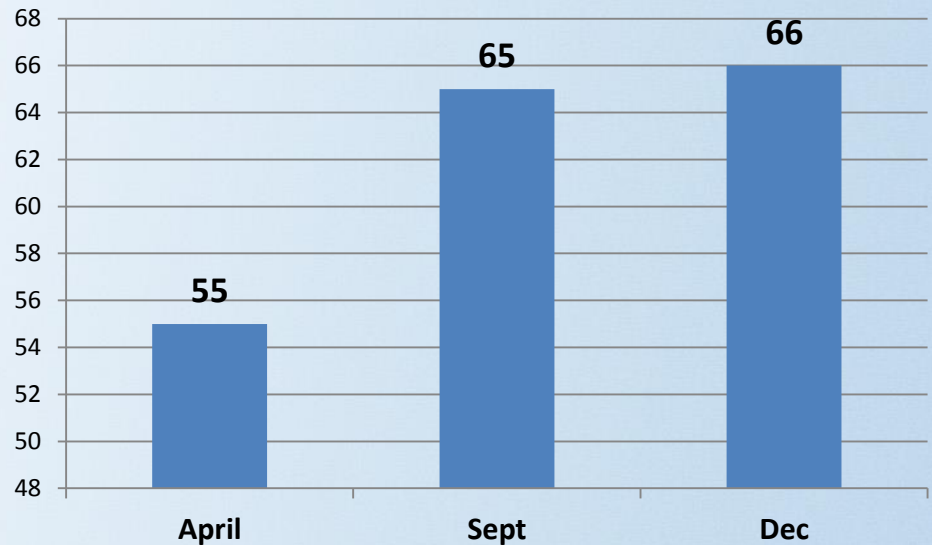
Measuring Success

- P2—Hospital conducts shift change huddles and does bedside reporting with patients and family members in all feasible cases.



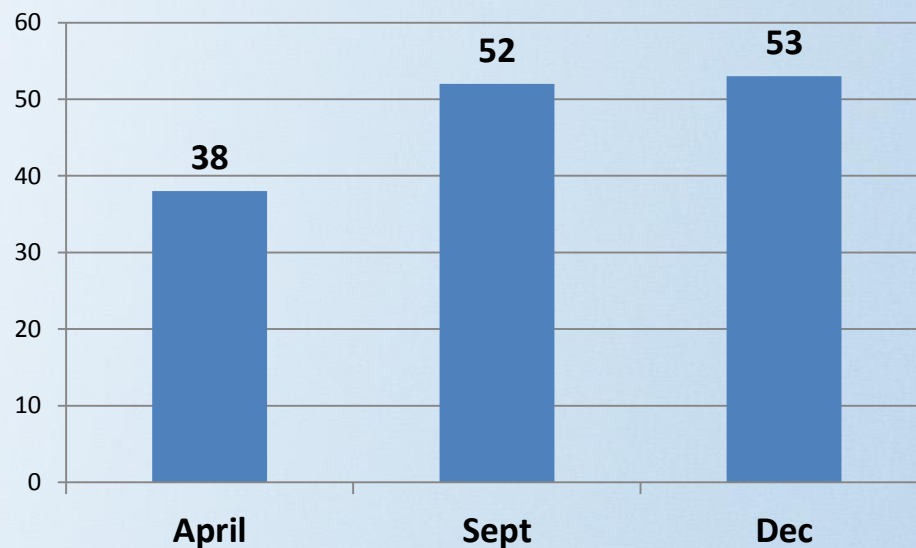
Measuring Success

- P3— Hospital has a dedicated person or functional area that is proactively responsible for patient and family engagement and systematically evaluates patient and family engagement activities.



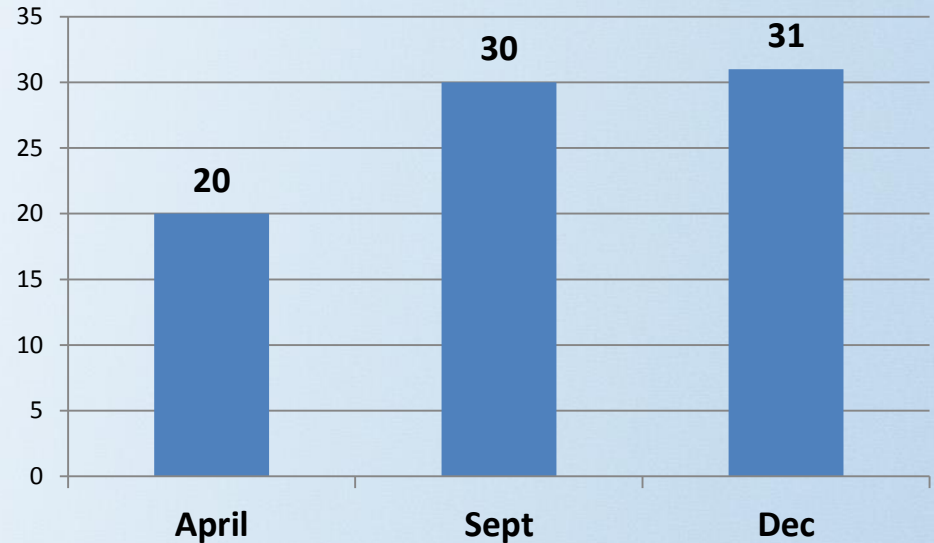
Measuring Success

- P4—Hospital has an active Patient and Family Engagement Committee OR at least one former patient that serves on a patient safety or quality improvement committee or team.



Measuring Success

- P5—Hospital has at least one or more patient(s) who serve on a governing or leadership board and serves as a patient representative.



Plans for 2014

What is your interest?

Evaluation

- Please remember to complete the simple three question evaluation by Dec. 12, 2013!
- Include what you would like to see with Patient & Family Engagement in 2014.
- Survey will also be distributed along with link to the recording in the next few days.
- Link: <https://www.surveymonkey.com/s/2013Dec04>

Thank you