

Observations from the Exam Room: Patient-Centered HIT Implementation in Diverse Practice Settings

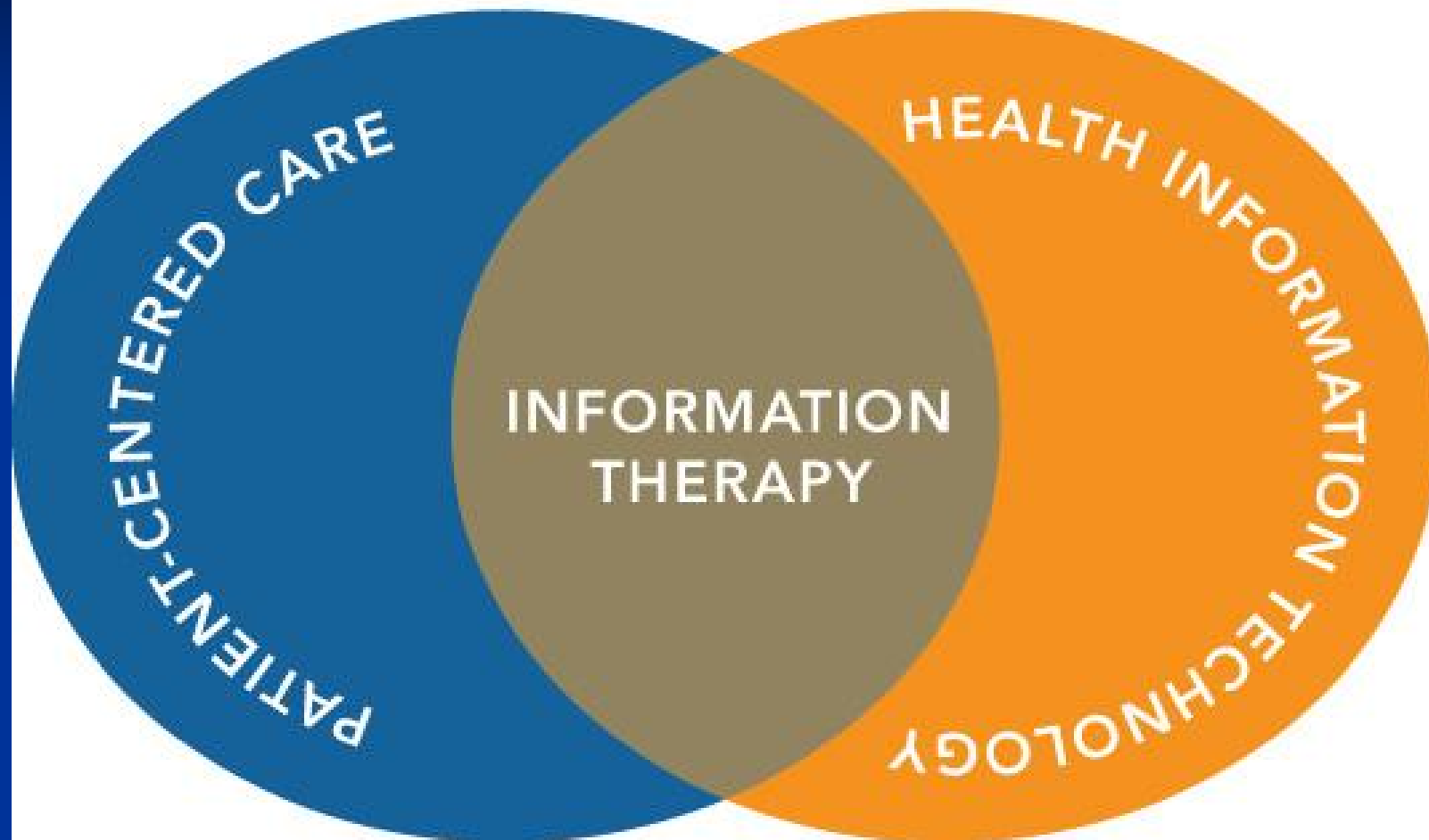
Joshua Seidman, Ph.D.
President



Bethesda, MD



Ix: THE INTERSECTION OF
HIT & PATIENT-CENTERED CARE



Joshua Seidman, PhD
President, Center for Information Therapy



The IxCenter

- Independent, not-for-profit organization
- Mission: Advance practice & science prescribing & using health information to improve people's health
- Vision: A future in which every health decision is informed



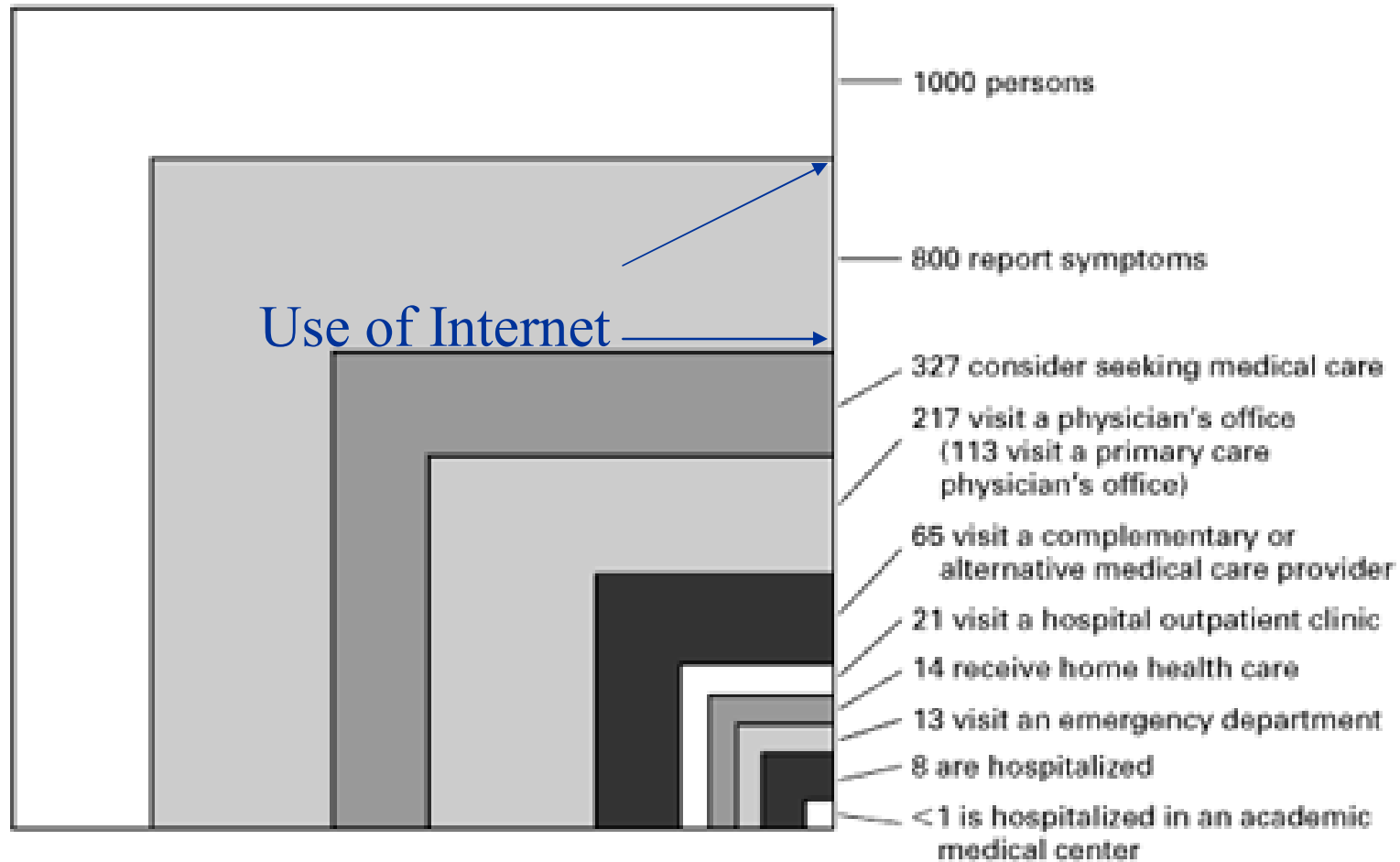
Why “Ix” and “Information Therapy”?

Corollaries between Ix & Rx

- Side effects
- Overdose
- Titrate the dosage
- Appropriate frequency & duration



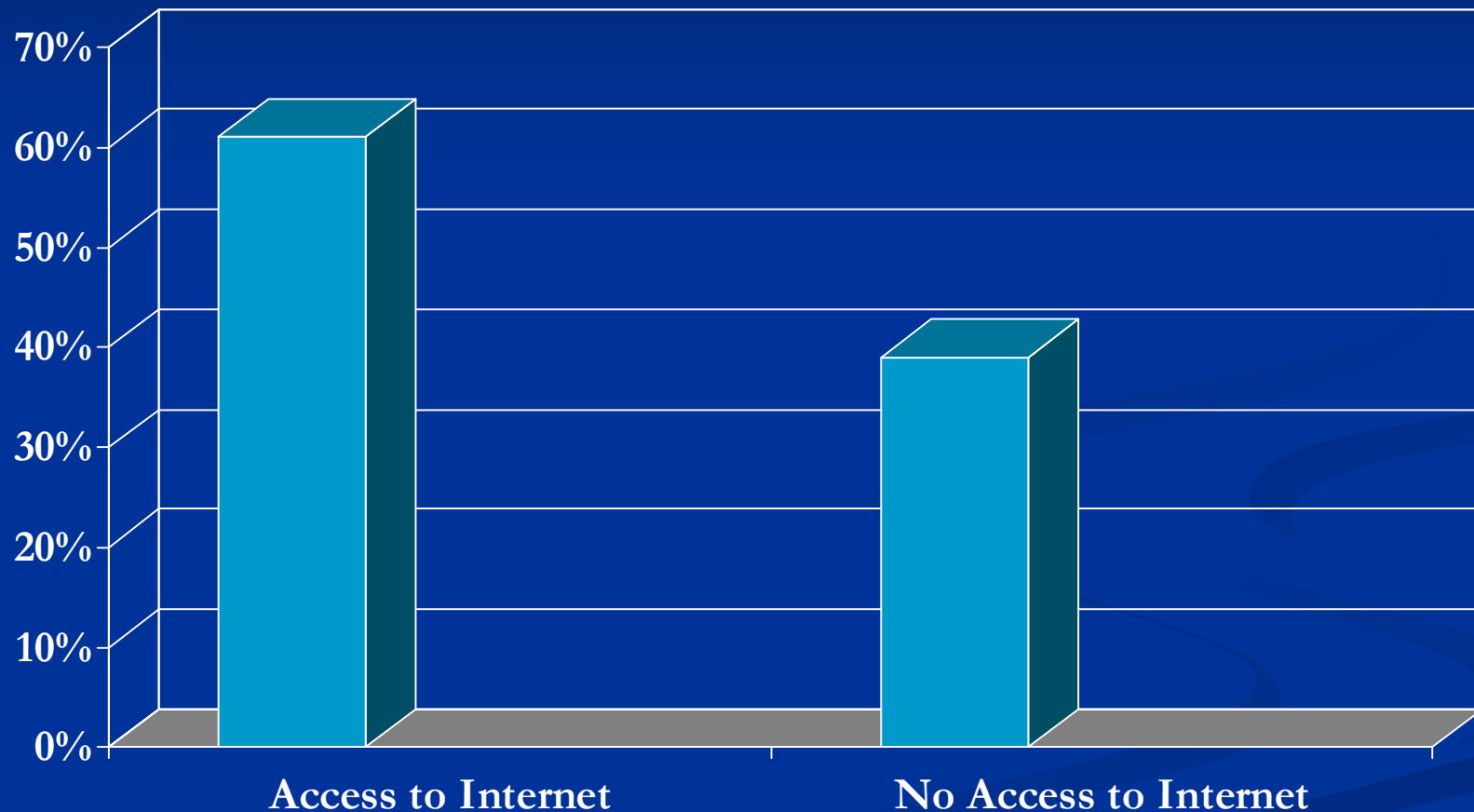
Ecology of Medical Care & the Internet



Green et al. The Ecology of Medical Care Revisited. NEJM; 344:2021-2025



Access to Internet for People with Household Income Below \$40,000/Year



Source: Pew Internet & American Life Project; Leigh Esterbrook, Evans Witt, Lee Rainie; Information Searches that Solve Problems, December 30, 2007. Available at http://www.pewinternet.org/pdfs/Pew_UI_LibrariesReport.pdf



Pew Internet Project Data

- “Dr. Google Phenomenon”
 - More consumers go online for health info than see a doctor
- What do consumers do when their physicians tell them to stop going online?
 - Switch doctors
 - Go underground



“Parallel Play”



“Parallel Play”

IN THE MD's OFFICE:

Research: Patients recall only 20%-50% of what MDs tell them 5 minutes after the fact (Eiser, 1982)

EVERYWHERE ELSE:

- Tangled web of health info
- Info is hard to:
 - Find (relative to need)
 - Understand
 - Remember
 - Contextualize

Ix: Bring Two Worlds Together



General Patient Information: HN: [], Name: [], Sex: Male, DOB: 10 Sep 1949, Age: 53y. Date Range: From 05-February-1998 To 05-February-2000. Modify...

Navigation: Demographics, Diagnoses, EMR, History, Orders, Reports, Flowsheet, Medications, Appointments, Visit

Filter: Complete Patient File. Cols/Rows: 121/01 (67.75). Order: Reverse Chronological. Granularity: Day.

Left Panel (Filters):

- Cardiology (7)
- Care Results (2)
- EENT
- Hospital Forms (37)
- Laboratory (50)
- Other (2)
- Pathology
- Pharmacy (1)
- Pulmonology
- Radiology (2)

Table Data:

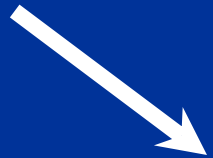
	Unit	Normal Range	02-Feb-2002	01-Feb-2002	29-Feb-2002	28-Feb-2002	21-Feb-2002	16-Feb-2002
<input type="checkbox"/> FPG	mg/dl	70 - 109					86.00	
<input type="checkbox"/> Gamma GT	u/l	8 - 61	45.00				2 Events	
<input type="checkbox"/> Globulin	gm/dl	2.5 - 3.5	1.40				2 Events	
<input type="checkbox"/> Hb	gm/dl	14 - 18	10.90				2 Events	
<input type="checkbox"/> Hct	vol%	41 - 53	32.10				2 Events	
Ketone		Negative	Negative				4 Events	
Lab Result			4 Events	2 Events	2 Events	15 Events		
<input type="checkbox"/> Urea Nitrogen	mg/dl	7 - 17	108.00				179.00	
<input type="checkbox"/> Creatinine	mg/dl	0.6 - 1.2					2.00	
RBC - Microscopic Exam	cel/HPF	0 - 5	0.00				4 Events	
WBC - Microscopic Exam	cel/HPF	0 - 5	3.5				4 Events	
Squamous Epithelium - ...	cel/HPF	0 - 5	1-2				4 Events	
Bacteria - Microscopic E...		-	Few				4 Events	
Amorphous - Microscopi...		Few	-				4 Events	
Mucous Thread - Micros...		-	Few				4 Events	
Cast - Microscopic Exam	HPF		-				4 Events	
<input type="checkbox"/> Non-FPG	mg/dl	70 - 109						
<input type="checkbox"/> pH			7.50				4 Events	

Buttons: Clear Selection, Record Care, Print Graph, Graph, Properties, Clear, Viewing Log, Refresh, Close

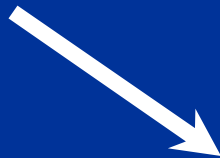
DATA vs. INFORMATION

HOW DO WE GET FROM INFORMATION TO INFORMATION THERAPY?

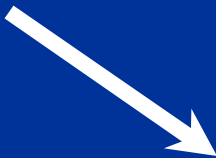
DATA



INFORMATION



KNOWLEDGE



BEHAVIOR



Safety-Net Providers Observed

- Institute for Family Health (New York)
- East Boston Neighborhood Health Center
- Cambridge Health Alliance (Massachusetts)
- La Clinica de La Raza (California)
- District of Columbia Primary Care Association
- Lifelong Medical Care (California)
- Queens Health Network (New York)
- UNITE HERE! (New York)
- Urban Health Plan (New York)
- Baltimore Medical System
- Redwood Community Health Coalition
- MiVia/La Luz Community Center (California)



Observations from CHCs: Technology

- Many clinicians not asking about Web access
- Many patients using email, cell phones, etc.
- Use of smart cards
- EHR implementation without portal access
- PHR implementation missing 2 things:
 - Link between PHI & contextualizing content
 - Concerted strategy to drive adoption

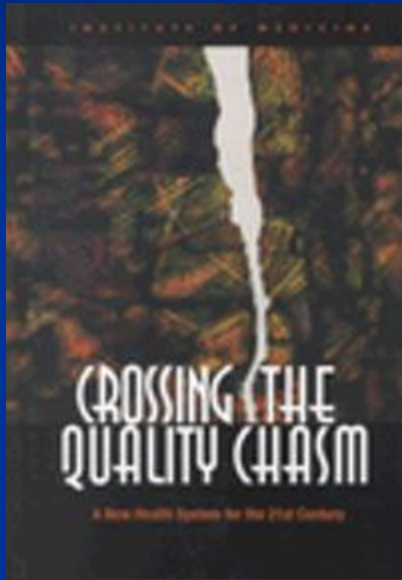


Observations from CHCs: Other Issues

- People hungry for information specific to need, but low expectations of providers
- Biggest health literacy challenges probably with patients with impaired cognitive function
- Tyranny of the in-person visit (reimbursement)
- Specific applications that could be transformative
 - Pre-visit prep
 - After-visit summaries (incl. Spanish)



Institute of Medicine



- “Ten simple rules for the 21st-century health care system”
- “Rule 1: Care based on continuous healing relationships”
- Encourage “all types of health care interactions that improve information transfer...”



IOM Rule #1: Continuous Healing Relationships

NAVIGATION

Targeted
Searching

Decision
Aids

SUPPORT

Social
Networks

Ix for
Visit Prep

Ix for
Decision
Support

Ix For
Health
Promotion,
Care
Management

Ix for
In-Person
Clinical
Encounter

Ix After-
Visit
Summary

CONTEXT

Secure
Messaging/
Virtual Visits

ORGANIZATION

Tagging



If You Want To Know More...

Visit

- www.ixcenter.org
- www.pchit.org

Email

- jseidman@ixcenter.org

Join

- The IxAction Alliance

Come to

- 2008 Ix Conference
 - WixRED: Next-Generation Patient-Centered Care
 - National Dialog on the Intersection of HIT & Patient-Centered Care
 - Ix & Health Literacy
 - Ix & Health Disparities Track

