Health Management Information Systems

Unit 8
Consumer Health Informatics

Objectives

- Describe the emergence of Personal Health Records and their implications for patients, health care providers, and health systems.
- Discuss the benefits and challenges of consumerism in the ongoing development and use of health information systems

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Personal Health Record (PHR)

- Electronic record of health-related information on an individual
- Conforms to nationally recognized interoperability standards
- Drawn from multiple sources
- Managed, shared, and controlled by the individual

Defining Key Health Information Technology Terms
http://healthit.hhs.gov/portal/server.pt/gateway/PTARGS_0_10741_848133_0_0_18/10_2_hit_terms.pdf

Contents of a PHR

- Personal identification
- Emergency contact information
- Physician, dentist, and specialists contact information
- Health insurance information
- Living wills, advance directives, or medical power of attorney

http://www.myphr.com/index.php/health_literacy/glossary_of_terms/letter/p/

Contents of a PHR

- Organ donor authorization
- Significant illnesses/surgical procedures and associated dates
- Current medications and dosages
- Immunizations and their dates
- Allergies/sensitivities to drugs or materials
- Family history

http://www.myphr.com/index.php/health_literacy/glossary_of_terms/letter/p/

Contents of a PHR

- Recent physical examination results
- Opinions of specialists
- Important tests results; eye and dental records
- Provider correspondence
- Health related educational materials
- Other health related information

http://www.myphr.com/index.php/health_literacy/glossary_of_terms/letter/p/

HL7 PHR System (PHR-S) Functional Model

- Three sections of functions for PHR-S
  - Personal health
  - Supportive
  - Information infrastructure
- Offers guidelines that facilitate HIE among PHR systems and between PHR and EHR systems

http://wiki.hl7.org/index.php?title=Product_PHR_FM

Role of PHRs

- Help consumers make informed health care decisions
- Engage consumers in their care
- Supply information to health care providers
- Integrate the delivery of health care and place the consumers at the center of their care

PHR Implications

- For consumers
  - What to include
  - What format
  - Who has access
  - What to share
  - Where to store

PHR Implications

- For health care providers
  - Use in patient care
    - Confidence the information is reliable
      - Belongs to the patient
      - Accurate/complete/up-to-date
  - Impact on workflow
    - Integration without impeding workflow
  - Interoperable
    - Ability to share and exchange information

PHR Implications

- For sponsoring organizations
  - Keeping the PHR private and secure
    - Controlled access
  - Reliability of the system housing the PHR
    - Available when needed
  - Ability to export as well as import information
    - Seamless integration
    - Standardized permissions and formats

Health Consumerism

- Health consumerism
  - Patient involvement in their own health care decisions
- Enabler of health care consumerism
  - Health information systems

Health Consumerism

"Once passive recipients of medical care, patients are increasingly regarded as active 'consumers' (and potential critics) with the right to certain standards of service, including the right to full information, to be treated with respect and to be actively involved in decision-making about treatment."

Mead N, Bower P. Patient-centredness: a conceptual framework and review of the empirical literature. Social Science & Medicine. 2000

Benefits of Consumerism

- Catalyst for patient-centric health information systems
- Push for the adoption of health information systems

Challenges of Consumerism

- Health information systems
  - Evaluation of technology needed and determining how to integrate
  - Directly providing health information and/or serving as portals to other sites
    - Consumer literacy
    - Filtered based on need
    - Easy access
    - Trustworthy information
    - Engaging the consumer

Summary

- PHRs are similar to EHRs except
  - Managed, shared, and controlled by the individual
- PHRs have multiple roles such as engaging consumers in their care and placing the consumers at the center of their care

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Summary

- PHRs have implications for consumers, health care providers, and if used, the sponsoring organization
- Health care consumerism is impacting the development and use of health information systems

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