

Unit 10b: HIT and Aspects of Patient-Centered Care

Component 7 – Working with HIT Systems



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Measuring Effectiveness of Patient-Centered Approaches

- Potential Variables to Measure:
 - The communication, respect, trust and caring experienced with providers
 - Degree to which patients have their unique needs and values considered during diagnosis & treatment
 - Perception of understanding options and being involved in making medical decisions
 - Patient's ability to get the information, education and support needed to care, prevent & manage health
 - Receiving support and follow-up when sick or need to manage a complex health condition.

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Exploring an Example of HIT Supported Patient Centered Care

www.myhealth.va.gov

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- My HealthVet is a web-based application designed for veterans, their families, & their friends with the goal of optimizing veterans' healthcare
 - Holistic
 - Supporting body, mind, & spirit
 - VA benefits, programs, & services
 - Personal Health Record
 - Self-entered personal & health-related information (patient participation)
 - Extracts from the VA electronic medical record

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My Healthe Vet "Blue Button"

- VA's Blue Button:
 - allows patient to download all of their information in their My HealtheVet account.
 - able to create a comprehensive report of all the data contained in patient's My HealtheVet account.
 - view, print or store their data
- One goal of **Blue Button** is to help patients better manage their overall healthcare by being able to share health information with those they trust. It puts *patient* in control.



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"Why I Want a Blue Button"

"As many have experienced, getting a copy of your medical records is rarely as simple as it sounds. The process often involves making multiple phone calls, having to fax in requests, paying photocopying charges and waiting - often as much as a few weeks. And at the end of the process all you have is a stack of paper - good for reading and for filing away, but not much else. But today, as more and more hospitals, pharmacies, and physician offices are adopting electronic medical records, the process should get better. Health care institutions in the vanguard of information technology and customer service are making it possible for their patients to review their records online. But not necessarily take them with them. "

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“Why Does It Matter?”

- Better engagement in health
- Learn more about conditions
- Springboard to provider conversations

Can't' we do that with paper already?

- Yes, but the difference is in the sharing & the apps!



Image Source: <http://www.flickr.com>

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Experiencing My Healthe Vet

- Access the Website at:
<https://www.myhealth.va.gov>
- Take the tour:
 - https://www.myhealth.va.gov/mhvPortal/ShowDoc/BEA%20Repository/multimedia/mhv_tour/tour.html
- Complete the student activity by accessing My Healthe Vet demo account
 - username: mhvuser
 - password: mhvdemo#1

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Summary

- Define patient-centered care.
- Suggest HIT-enabled solutions/strategies to enhance patient involvement in health and healthcare
- Assess the effectiveness of HIT systems in supporting patient-centered care.
- Perform self-assessment of personal beliefs related to HIT and patient centered care.



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**This completes Unit 10 of Component 7
“Working With HIT Systems”**



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