

MINNESOTA'S  
**VISION**  
*A Better State of Health*

*Health Care  
Homes* | **HCH**



# Patient Tracking and Registry Functions

## Standards: 0040 Subp. 3 A

At certification: Has a registry.

- Registry is searchable and electronic
- Systematic reviews of applicant population
- There is sufficient data to develop a report to identify gaps in care for patients with chronic or complex conditions.

# Patient Tracking and Registry Functions Standards: 0040 Subp. 3B, 4

At recertification, end of year one:

- Registry is “worked” by the HCH team to identify gaps in care and processes are in place to prevent gaps such as appointment reminders or pre-visit planning

# Searchable registries include,

- EMR registries, orders / appointment management, data management system registries, immunization registries, access or excel database.
- Combination of population and disease management registries.
- Clinics who have other methods to track their population may consider a variance.

# Participant registry and tracking participant care activity standard certification verification

- Applicant submits workflow that shows how clinic is using their registry.
- At site visit evaluators observe how staff use the registry in clinic operations and quality work.

# Certification Process

- There is ***flexibility for innovation*** built into the application process
- HCH Standards are a road map to implementation, clinics determine how!
- Verification process, self-assessment form, confirms clinic is ready for site visit with brief description and key documents.
- Site visit shows how work is done, MDH is not looking for a lot of new policies only those policies designated in the HCH rule.
- Clinic chooses documentation format, paper or electronic many different types of documents.

# Minnesota's Vision for Health Care Homes:



## Transformational change in care delivery

- Changes in clinic / community infrastructure and culture
- Creation of a patient- and family-centered care system

## Measurement focused on “IHI Triple Aim”

## Payment blends payments for services and coordination of care

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# MINNESOTA'S VISION

*A Better State of Health*

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# *Registries, Personal Health Records (PHRs) and the Minnesota Health Care Home*

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# Objectives

- Provide an overview of registries and Personal Health Records (PHRs)
- Describe how a registry might support the Minnesota health care home (HCH)
- Provide a list of free and low-cost registries and PHRs currently available to clinics
- Identify considerations when evaluating health information technology (HIT) options

# Stratis Health



- Stratis Health is a non-profit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facility improvement for people and communities
- Under federal contract, Stratis Health serves as Minnesota's Medicare Quality Improvement Organization (QIO)
- Stratis Health is also involved in other state and national projects funded through government contracts, foundation and corporate grants, and health systems
- [www.stratishealth.org](http://www.stratishealth.org)

# Acknowledgement

This work was completed by Stratis Health through a contract with the Minnesota Academy of Pediatric Foundation for the Minnesota Department of Health (MDH) Health Care Home Resources and Education Project

# EHR

- Support patient-specific clinical information
- Examples include:
  - Provide care reminders
  - Increase reliability and safety of processes (e.g. medications and labs)
  - Share information among providers

# Registry

- Use data to monitor and improve care for a population
- Examples include:
  - Use evidence-based protocols to plan care
  - Track and manage patients proactively (“opportunistic care”)
  - Track quality indicators
  - Identify gaps in performance
- Format:
  - Web-based (no client server) or a database
  - Independent or component of EHR

# Minnesota HCHs Criteria

- Access
- Registry
- Care coordination
- Care plan
- Continuous improvement

Reference: [www.health.state.mn.us/healthreform/homes/standards/AdoptedRule\\_January2010.pdf](http://www.health.state.mn.us/healthreform/homes/standards/AdoptedRule_January2010.pdf)

How can a registry help your clinic as a health care home?

# Access

Facilitate consistent communication among the HCH, the patient and their family (“participant”), and other providers to provide the participant with continuous access to their HCH

# Access

## Vendor-reported examples:

- Provide provider with continuous access to patient's medical record information
- HIPAA compliant
- Receive and incorporate data from other sources
  - Structured data: EMR/EHR, PHR, practice management systems, labs
  - Unstructured data: transcription

# Registry

Use an electronic, searchable registry that enables the HCH to identify gaps in patient care and manage health care services

# Registry

## Vendor-reported examples:

- Collect demographic , medical, and social patient-level data
- Customize/modify measures and templates for any chronic condition or prevention program
- Provide statistics about care provided and gaps in care based on care guidelines
- Create registries of patients with multiple chronic conditions

# Care Coordination

Provide care coordination focused on patient and family-centered care

# Care Coordination

## Vendor-reported examples:

- Engage patient through integrated PHR
  - May include bi-directional messaging
- Use progress note to succinctly summarize patient's health goals, which is readily accessible to provider
- Communicate through inter-registry secure email/messaging
- Generate patient-facing documents

# Care Plan

Have a care plan for selected patients with a chronic or complex condition that involves the patient and the patient's family in care planning

# Care Plan

Vendor-reported example:

Care plans contain evidence-based guidelines embedded into software that develop reminders for care. Patients have access to the care plan online and can see how well they are doing compared with the care plan and become actively engaged in managing their care.

# Continuous Improvement

Ensure continuous improvement in the quality of the patient's experience, health outcomes, and cost-effectiveness of services

# Continuous Improvement

## Vendor-reported examples:

- Monitor high-risk patients
  - Track whether patients meeting CDC criteria for priority groups for H1N1 vaccination received vaccination
- Monitor or graph process measures and patient outcomes over time
  - Track patient experience
  - Provide documentation for substantiating grant utilization, pay-for-performance reimbursements, quality certifications, and quality improvement projects

# Free Registries

Product Name	Vendor	Website
Chronic Disease Electronic Management Systems (CDEMS)	CDEMS	<a href="http://www.cdems.com">www.cdems.com</a>
HealthyCircles	MyTelehealth Solutions, LLC	<a href="http://www.healthycircles.com/Public/Consumer/Home.asp">www.healthycircles.com/Public/Consumer/Home.asp</a>
Patient Fusion	Practice Fusion	<a href="http://www.practicefusion.com/pages/ehr_features.html">www.practicefusion.com/pages/ehr_features.html</a>
Veterans Health Information Systems and Technology Architecture (VistA)	WorldVistA	<a href="http://www.worldvista.org/AboutVistA">www.worldvista.org/AboutVistA</a>

Free products identified as of April 2010; may have costs associated with set-up, implementation, training, maintenance, and support.

Functionality verifiable through RFI or website materials, which may not be comprehensive or confirmed by vendor. Information may not be the most current available. Please contact the individual vendor directly for most up to date information.

# Low & Mid-Cost Registries

## Low-Cost (<\$1,000 per provider per year) Registries as of April 2010

Product Name	Vendor	Website
Reach My Doctor	Alere	<a href="http://www.rmdnetworks.com">www.rmdnetworks.com</a>
Helper EMR	Netsmart Technologies	<a href="http://www.helper.com">www.helper.com</a>
MDinsight	MDdatacor	<a href="http://www.mddatacor.com">www.mddatacor.com</a>
VersaForm	VersaForm Corporation	<a href="http://www.versaform.com">www.versaform.com</a>

## Mid-Cost (\$1,000-\$5,000 per provider per year) Registries as of April 2010

Cielo Clinic	Cielo MedSolutions	<a href="http://www.cielomedsolutions.com/products.asp">www.cielomedsolutions.com/products.asp</a>
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# Registry Evaluation Considerations

- Does the registry:
  - Allow for management of patients with multiple chronic conditions?
  - Allow for customization?
  - Have an integrated PHR? If not, does it interface with a PHR, allowing for discrete data integration?
  - Have a process to back up data?

# Registry Evaluation Considerations

- Is the registry easy to use?
- Does the free version meet your needs?
- Are there any hidden costs?
  - Server
  - Set-up
  - Training
  - Ongoing support
  - Upgrades
- How are upgrades disseminated, both software and reference data?

# Personal Health Record (PHR)

- An electronic source of an individual's information, used by a patient or proxy
- Help engage individuals in their care
- Enable individuals to share data with clinics
- Limitation: individuals who may most benefit from a PHR, may not use one (e.g. chronic diseases, low health literacy)

# Personal Health Record (PHR)

- Access:
  - provided by individual, clinic/provider, employer, or health plan
- Format:
  - Independent or tethered to a registry or EHR
  - Online/web-based, mobile device, PDA application, USB (card, stick)
- Cost structure:
  - One time fee
  - Per individual or patient per year
  - Per clinic or provider per year

# PHR Functionality

- Personal information (biographic, demographic)
- Emergency contact(s)
- Health provider (s)
- Health insurance information
- Family health history
- Medical conditions
- Allergies
- Medication(s)
- Measurement(s) (i.e. blood pressure, glucose)
- Lab test result(s)
- Medical documents (i.e., EKGs, MRIs, CTs, x-rays)

# PHR Functionality

- Personal documents (i.e. living will, continuity of care, advance directive)
- Socioeconomic (i.e., education, occupation, hobbies, travel, drug use, tobacco and alcohol use, marital status, obesity, diet, and exercise)
- Patient ability to share information electronically with provider
- Provider ability to submit information electronically to PHR
- Integration with database (such as Microsoft HealthVault)

# Free PHRs

Product Name	Vendor	Website
Google Health	Google, Inc.	<a href="http://www.google.com/health">www.google.com/health</a>
HealthyCircles	My TelehealthSolutions, LLC	<a href="http://www.healthycircles.com/Public/Consumer?home.aspx">www.healthycircles.com/Public/Consumer?home.aspx</a>
It Runs in My Family	SGgenomic, Inc.	<a href="http://www.itrunsinmyfamily.com">www.itrunsinmyfamily.com</a>
MedsFile.com	MedsFile.com	<a href="http://www.medsfile.com/Personal-Health-Record.aspx">www.medsfile.com/Personal-Health-Record.aspx</a>
My Doclopedia PHR	Doclopedia	<a href="http://www.doclopedia.com/Login.aspx">www.doclopedia.com/Login.aspx</a>
My Family Health Portrait	NIH, HHS	<a href="https://familyhistory.hhs.gov/fhh-web/home.action">https://familyhistory.hhs.gov/fhh-web/home.action</a>
NoMoreClipboard.com	NoMoreClipboard	<a href="http://www.nomoreclipboard.com">www.nomoreclipboard.com</a>
PassportMD	MediConnect Global	<a href="http://www.passportmd.com">www.passportmd.com</a>
Patient Fusion PHR	Practice Fusion	<a href="http://www.practicefusion.com/pages/phr.html">www.practicefusion.com/pages/phr.html</a>
Patient Power	Global Teleimaging, LLC	<a href="http://gtipatientpower.com">http://gtipatientpower.com</a>
Profile MD	e-Med Tools	<a href="http://www.profilemd.com">www.profilemd.com</a>
Shared Care Plan	PeaceHealth	<a href="http://www.sharedcareplan.org">www.sharedcareplan.org</a>
WebMD	WebMD, LLC	<a href="http://www.webmd.com/phr">www.webmd.com/phr</a>

Functionality verifiable through RFI or website materials, which may not be comprehensive or confirmed by vendor. Information may not be the most current available. Please contact the individual vendor directly for most up to date information.

# Low-Cost PHRs

Product Name	Vendor	Website
ActivePHR	ActiveHealth Management	<a href="http://www.myactivehealth.com/consumer">www.myactivehealth.com/consumer</a>
American Medical ID	American Medical ID	<a href="http://www.americanmedical-id.com/extras/takecontrol.php">www.americanmedical-id.com/extras/takecontrol.php</a>
ClarityHealthJournal	Consulting Cadre	<a href="http://www.clarityhealthjournal.com">www.clarityhealthjournal.com</a>
EMRy STICK	Blue Goose Corporation	<a href="http://www.emrystick.com">www.emrystick.com</a>
MedFlash	Connectyx Technologies Corp	<a href="http://www.med-flash.com">www.med-flash.com</a>
MediCompass	iMetrikus, Inc	<a href="https://secure.medicompass.com/default.aspx?ReturnUrl=%2f">https://secure.medicompass.com/default.aspx?ReturnUrl=%2f</a>
MedID Card	MedID Ware	<a href="http://medidware.com/cart/index.php?main_page=pag&amp;id=2&amp;chapter=0">http://medidware.com/cart/index.php?main_page=pag&amp;id=2&amp;chapter=0</a>
US Health Record	US Health Record	<a href="http://www.ushealthrecord.com">www.ushealthrecord.com</a>

Low-cost PHRs are a combination of online, web-based, and USB products geared toward the provider/clinic or individual/patient.

Functionality verifiable through RFI or website materials, which may not be comprehensive or confirmed by vendor. Information may not be the most current available. Please contact the individual vendor directly for most up to date information.

# PHR Evaluation Considerations

- What kind of PHR solution makes sense for your clinic?
  - Individual versus clinic-level?
  - Will the PHR integrate with your existing system(s)?
- How will the PHR function in your clinical framework?
  - Are you able to direct communication through the PHR to the appropriate provider?
  - Does the PHR alert the provider to unusual behavior or patterns in data?

# Future Resources

- The final products of this work, including free and low-cost PHR and registry vendor lists will be posted on the MDH website in June 2010:
- [www.health.state.mn.us/healthreform/homes/index.html](http://www.health.state.mn.us/healthreform/homes/index.html)

# Thank You!

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