



INTEGRATING AND MANAGING PATIENT-GENERATED INFORMATION

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DISCLAIMER

- No financial disclosures
- The views expressed in this presentation are my own. They do not necessarily reflect the views of the Military Health System components (Air Force, Army, Navy or Defense Health Agency) or any other governmental agency.



VALUE AND IMPORTANCE OF AN INVENTION

- *That it will ever come into general use, notwithstanding its value, is extremely doubtful; because its beneficial application requires much time and gives a good bit of trouble both to the patient and the practitioner; because its hue and character are foreign and opposed to all our habits and associations.*



SURVEY

- Do you use:
- Smart phone
- Health and wellness app(s)
- Wireless scale
- Mobile health device(s)
- Personal Health Record (PHR)



OVERVIEW

- Patient-Generated Health Information
- Healthcare Team
- Provider Concerns
- Patient Expectations
- Patient Experience
- Way Forward
- Discussion



PATIENT-GENERATED HEALTH INFORMATION

- Self-Entered Information
 - Most work for patient
 - Highly motivated
 - May not be in a standard format
- Monitoring Device
 - Minimal work for patient
 - Wider usage
 - Most likely to be in a standard format
- May be Healthcare Team prescribed



EXAMPLES OF SELF-ENTERED INFORMATION

○ Personal Health Record

- My HealtheVet (government)
- Microsoft HealthVault (public)
- RelayHealth (commercial - licensed)
- Included in modern EHR products (e.g., Cerner Health, Epic MyChart, Kaiser Permanente My Health Manager)

○ Journaling (mobile device apps)

- Day One
- UP Food and Drink Log
- MyFitnessPal Diary



HEALTHVAULT



Explore HealthVault

Discover apps & devices

Sign up or sign in [→](#)



Take control of
your health.

Explore HealthVault [→](#)

What is HealthVault?

Microsoft HealthVault is a trusted place for people to gather, store, use, and share health information online. [Learn more](#)

Organize your family's
health information.

Be better prepared for
doctor visits and
unexpected
emergencies.

Create a more complete
picture of your health,
with you at the center.

Achieve your fitness
goals.



MY HEALTHEVET


 UNITED STATES
 DEPARTMENT OF VETERANS AFFAIRS
 VA Home 

[VA Facility Locator](#) | [About MHV](#) | [RSS Feeds](#) | [Help](#) | [FAQs](#) | [Contact MHV](#)

SEARCH

[HOME](#) | [PERSONAL INFORMATION](#) | [PHARMACY](#) | [RESEARCH HEALTH](#) | [GET CARE](#) | [TRACK HEALTH](#) | [MHV COMMUNITY](#)

In the Spotlight

Manage Your Meds: My HealthVet's Rx Refill and Secure Messaging



One of My HealthVet's most popular features is the ability to refill VA prescriptions online. But sometimes you might still have a question about a prescription or the information on your Rx Refill page. You might have questions about a drug's side effects or how it works with other medicines. You might worry about food you shouldn't eat with the drugs. You might have a question about a prescription renewal. With Secure Messaging, you can ask these questions and expect a response within three business days. Learn how you can use Rx Refill and Secure Messaging to better manage your medications. [Read More >](#)

#PTSD Awareness - Learn What You Can Do to Help



June is #PTSD Awareness Month. As many of you know, each June VA asks everyone to join us in what we do all year long: help raise awareness of PTSD and effective PTSD treatments. Thank you for your help in the past. Please join us again this year. We want more people to understand what PTSD is and that there are PTSD treatments that can help. [Read More >](#)

What's YOUR health age?



Yes, you're healthy. You are eating better food, you even exercise a bit. You take medications on time, keep a positive attitude in life. So, yeah, you're healthy. But do you know your health age?

The healtheliving assessment (HLA) can help you better understand how you can lead a healthier life. This confidential, online tool asks you questions about your health history and lifestyle choices. Then it provides your health "age" compared with others. You get personalized reports on your overall health and risks of certain diseases. It also has recommendations on how to improve your health. [Read More >](#)

Service Alerts

-  [Blue Button](#)
-  [Prescription Refill](#)
-  [healtheliving assessment](#)
-  [Vitals & Readings](#)
-  [Hearing Aid Batteries](#)

Veterans Health Library



Blue Button Download My Data

The Blue Button is a feature that packages all your available health records into a single file that you can safely share with doctors, nurses, clinicians, even family members. [Read More](#)

Affordable Care Act



WHAT YOU NEED TO KNOW

Upgrading to a Premium Account

Member Login

User ID:

Password:

Login

[Forgot User ID?](#)
[Forgot Password?](#)

First time My HealthVet user?
Register today!

REGISTER

Quick Links

- [Veterans Crisis Line](#)
If you are in crisis call: 1-800-273-TALK (8255)
- [VA Mental Health Services](#)
- [Flu Shots for Veterans](#)
- [My HealthVet Account Types](#)
- [Authentication](#)
- [How to Use My HealthVet](#)
- [VA Dental Insurance](#)
- [My HealthVet Learning Center](#)
- [Most Requested Forms](#)
- [eBenefits](#)
- [Veterans Health Library](#)



RELAYHEALTH



[Help](#) [Sign Out](#)
Dr. Kathleen Charters

- Home
- Your Providers
- Message Center
- Health Records
- Education
- Account

Message Options

- Appointments
- Lab/Test Results
- Referrals
- Message the Office Staff
- Message Your Provider
- webVisit®

Quick Links

- Update Your E-mail Address
- Change Your Password
- Change Your Security Questions
- Change Your User ID

Provider Web Pages

[Jennifer Thorp PA](#)

Export or Download Health Data



Do You Like This Service?

- [Tell a Provider](#)
- [Tell a Friend](#)



Welcome Kathleen

Use the Message Options to begin a message to your healthcare provider. When your provider replies, you will be notified at kcharters@mac.com. Use this service only for non-urgent communications.

No New Messages

You can view all messages in your [Message Center](#)

Reminders

- [Link to a New Doctor](#)
- [Add a Family Member](#) to your account to send messages on their behalf
- [Set Up Your Account](#)

Health Records

Patient Name	Email Address	Last Updated
Dr. Kathleen Grace Charters	kcharters@mac.com	Mar 27, 2014

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APPS FOR JOURNALING



Day One (Journal...
Bloom Built, LLC



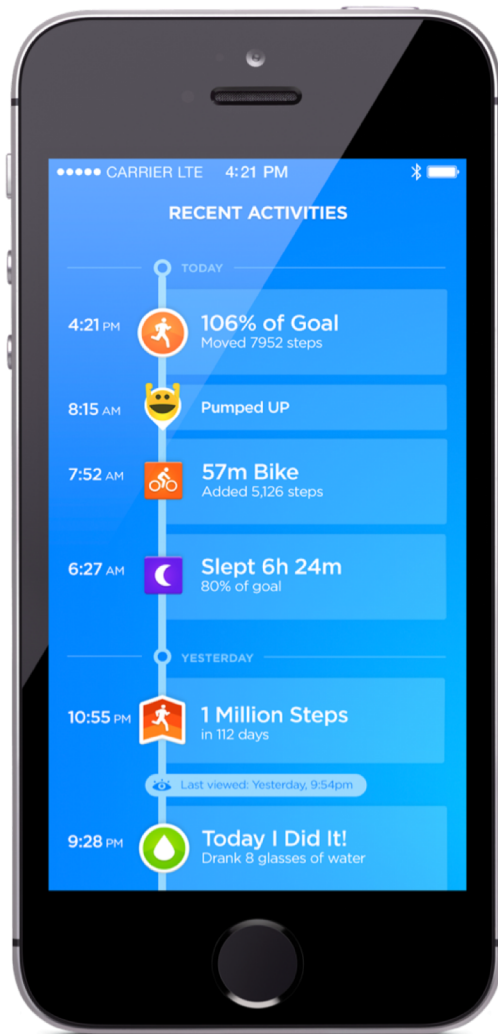
UP by Jawbone
Jawbone



Calorie Counter &...
MyFitnessPal.com



JAWBONE UP ON IPHONE



EXAMPLES OF MONITORING DEVICES

- Jawbone UP
 - Wristband
- Fitbit
 - Fitbit One (clip or lanyard)
 - Fitbit Flex (wristband)
 - Fitbit Aria (scale)
- Withings
 - Scales, activity trackers, sleep trackers, BP cuffs, pulse oximeters, light and sound environmental control for sleep
- iHealth
 - Scales, BP cuffs, pulse oximeters, glucometers



JAWBONE UP

Tracks steps, sleep, food, mood



FITBIT ONE



FITBIT ARIA



FITBIT FLEX



FITBIT APPS



Lose It!

by FitNow, Inc.

Sync your meals from Lose It! to Fitbit and extend Lose It! food budget by activities from your Fitbit tracker.

[Learn more >](#)



MyFitnessPal

by MyFitnessPal, LLC.

Sync your meals and activities to Fitbit and adjust your daily net calorie goal on MyFitnessPal by the data measured by your tracker.

[Learn more >](#)



SparkPeople™

by SparkPeople, Inc.

Link Fitbit to your SparkPeople account and you can dynamically share and sync data - including weight, fitness and sleep - to your SparkPeople profile.

[Learn more >](#)



Balance Rewards

by Walgreens

Sync a Fitbit One, Ultra or Zip tracker to Steps with Balance Rewards to earn points for walking, running and tracking your weight.

[Learn more >](#)



Microsoft HealthVault

by Microsoft

Link your accounts now to share your Fitbit body data with HealthVault.

[Learn more >](#)



Digifit

by Digifit, Inc.

Link Fitbit and Digifit, and your workouts are "automagically" posted to your Fitbit account and Fitbit activity to My.Digifit.com.

[Learn more >](#)



MapMyRun

by MapMyFitness, Inc.

Set goals, track your performance and succeed! Link your account to easily share Fitbit activity with MapMyRun.

[Learn more >](#)



TactioHealth™

by Tactio Health Group

TactioHealth is multi-user health tracking app that tracks Weight, Body Fat, Steps, BP, Cholesterol, Glucose, and Nutrition on your iOS or Android.

[Learn more >](#)



Endomondo

by Endomondo

Community based on the free GPS tracking of sports. It's fun, it's social and it's motivating.

[Learn more >](#)



WITHINGS PULSE O2



WITHINGS BLOOD PRESSURE CUFF



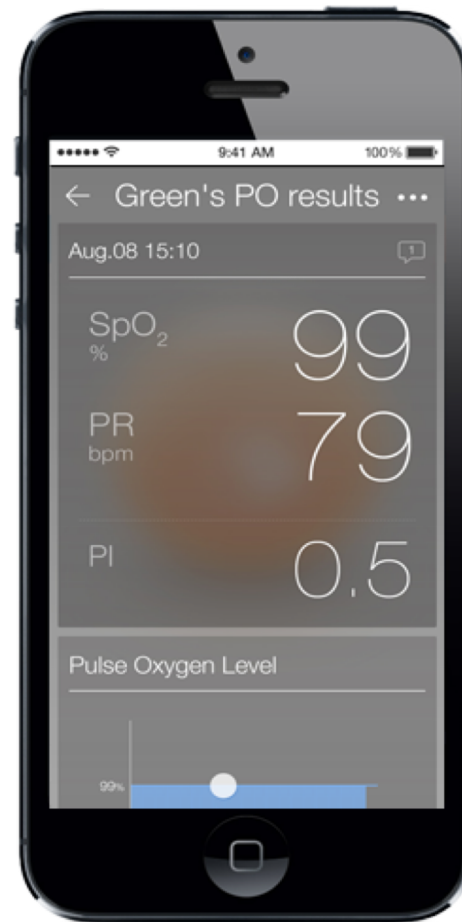
Withings Activité



WITHINGS AURA



iHEALTH



HEALTHCARE TEAM

- Information Prescription
- Secure Messaging
- Telehealth
- Patient Delegation to allow access to Protected Health Information (PHI)
- Patient and informal caregiver as members of the Healthcare Team
- Patient request to have Electronic Health Record (EHR) generated Consolidated-Clinical Document Architecture (C-CDA) sent by Direct protocol to PHR – meets Meaningful Use Stage 2
 - For example, see HealthVault letter



SECURE MESSAGING

PLEASE DO NOT REPLY TO THIS EMAIL. REPLIES TO THIS MESSAGE ARE ROUTED TO AN UNMONITORED MAILBOX.

You have received a message from your doctor's online office. To view your message, click this link:

<https://app.relayhealth.com/welcome.aspx>

If your email service has disabled this link, copy and paste it into your browser's address field

You can ignore this notification if you have checked your messages since Jul 11, 2014 01:08 PM EST.

(Please note: replies to this e-mail notification do not go to your doctor. Please contact your doctor's office if you have any questions.)



PROVIDER CONCERNS

- Fear of being overwhelmed
- Fear of being held accountable for information provided
- Ethics of modifying the patient's voice



PATIENT EXPECTATIONS

- Patient-Centered means patient-centered
- Communication is bi-directional/multi-directional
- Participation in decision-making
- Participation in goal setting
- Making the plan work in the white space of life outside of the healthcare delivery system
- Control of what information is shared and with whom
 - Opt In
 - Opt Out



PATIENT EXPERIENCE

- As Is
 - Frustration with lack of integration of healthcare
- Tools to facilitate healthy living
- Tools to facilitate communication of health information
 - Direct messaging protocol
 - Health Information Exchange (HIE)
 - Interoperability

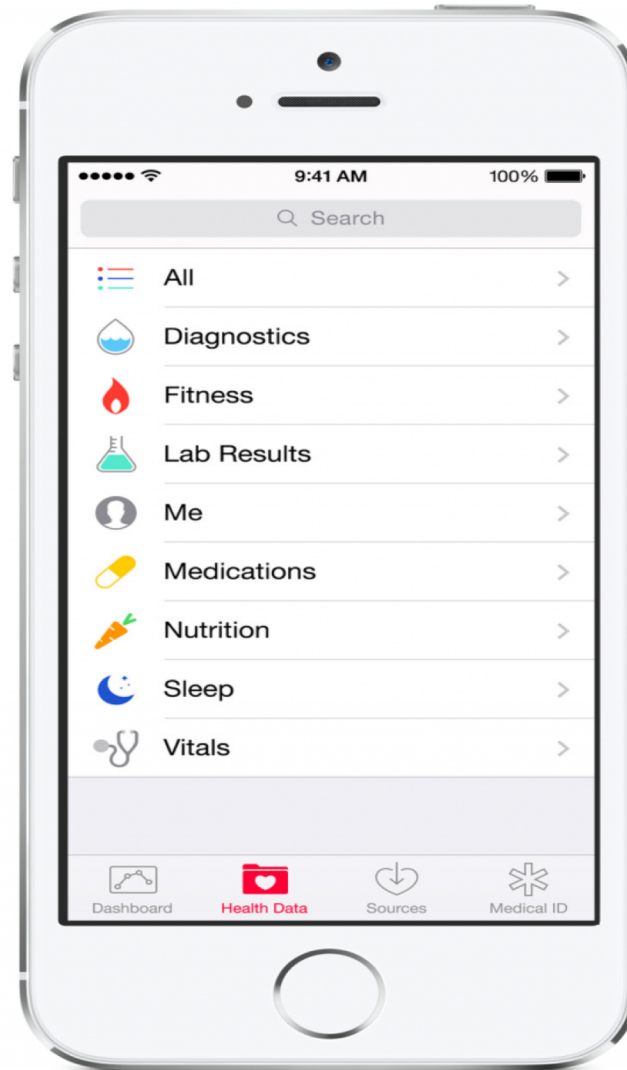


WAY FORWARD

- Mobile electronics will play a major role in the future of healthcare
 - Devices designed to track activity, food consumption and weight, sleep
 - Devices designed to track blood pressure, pulse, oxygenation, blood sugar, medications, etc.
 - Interactive alerts
- Apple will introduce a Health app in the forthcoming iOS 8 for iPhones and iPads
 - Dashboard



IOS 8 HEALTH APP DASHBOARD



DISCUSSION

- Searching for answers to the following questions:
- Given the patient's capability to collect their own health data, should you encourage patient's to do this?
- Will the Healthcare Team look at the data?
- Should this data be incorporated into the medico-legal health record?
- If yes, in what way?
 - A summary
 - Annotated
 - Edited
- How will this change nursing practice?

