



# Clinical Insight and Development of Technical Assistance Tools to Improve The Needs of Providers, Administrators, and Patients

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# Introduction

- While 80% of patients in the U.S report that their doctors use an EHR system in 2014, this does not reflect the percentage of doctors themselves who use EHRs (NPWF 2014)
- About 114,000 providers are now enrolled in Meaningful Use (MU) incentive by CMS
  - Providers faced concerns about meeting the different stages of MU and patient engagement (HelahtItBuzz 2014).
- Office of Programs (OPRO) under Office of National Coordinator (ONC) targets consumer HealthIT needs:
  - Addresses consumer issues through frequent development of tools that are uploaded onto healthit.gov
    - Providers and consumers access these tools and rate them online

# Methodology

- Tools submitted by three teams: interoperability, consumer engagement, and delivery systems on January 5th 2015 approved by the Technical Assistance (TA) lead
- During this time, clinical insights and inquiries was added by the NMF Fellow based on recent medical school experiences and shadowing.
- The feedback given from these tools was sent to the teams who will re-submit them within 3-4 months to the TA lead.
- NMF Fellow provided feedback on 3 drafts of the Clinical Council document and power point presentation
  - Clinical Council: Four senior ONC members with clinical and federal backgrounds will provide clinical validity to selected tools

# Methodology

## Office of Programs Technical Assistance Tool Development Process

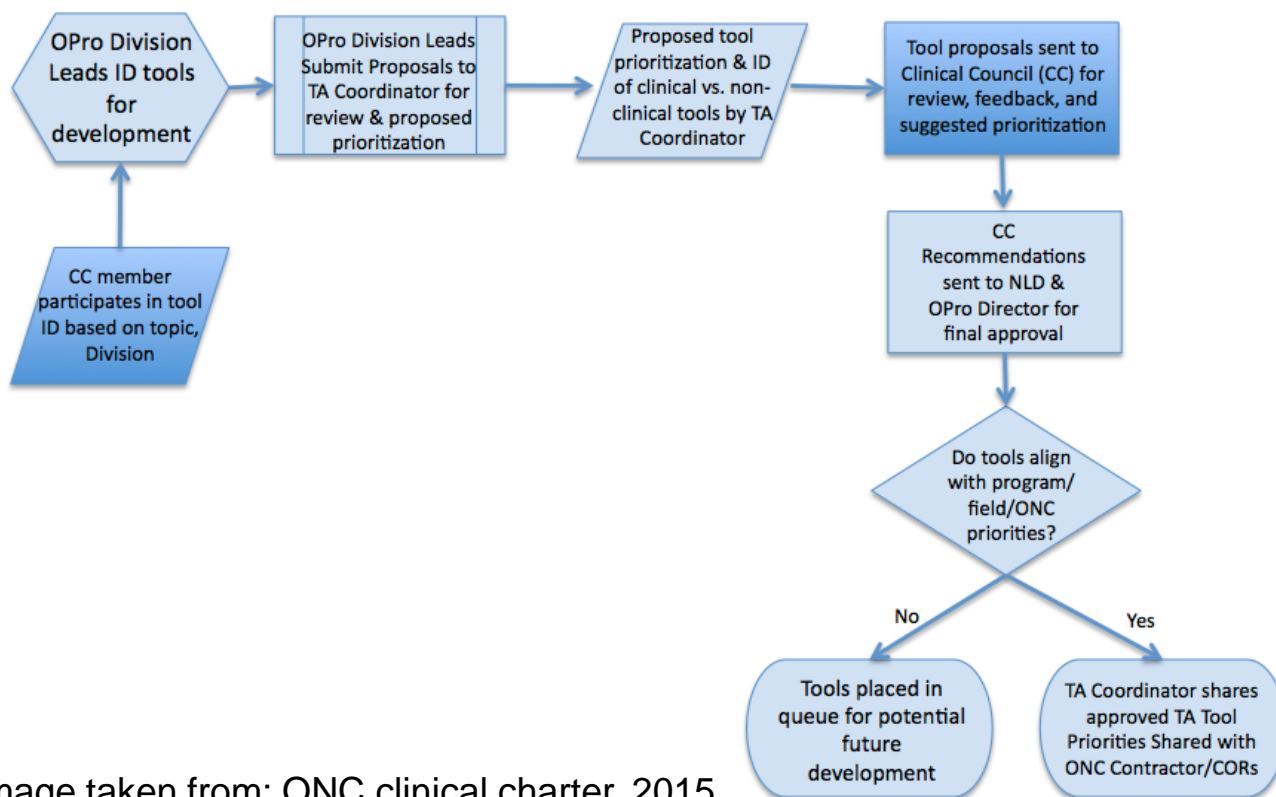


Image taken from: ONC clinical charter, 2015

*\*Dark Blue Indicates Clinical Council member participation*

# Findings- Tool analysis by NMF Fellow

## How to Engage Patients Online

- **Inquiries:** Has the “continuum” been established already? What would the screen of a “beginner” consumer look like compared to an “advanced” consumer?
- **Format:** Another format could pictures of the different consumers and list the characteristics of this group based on their digital level. This can give physicians a visual picture of how to organize their patients and help consumers understand where they fall in the continuum when using patient portals

## Million Hearts: Guide to Self Monitored Blood Pressure

- **Inquiries:** Loaning monitors to patients seems very community oriented. Is there a way to describe in more detail how physicians go about loaning monitors to their patients? Perhaps other practices would like to incorporate this as well
- May help to list some case examples of exactly how providers reach out to patients concerning BP management outside the clinics. For instance, extension officers, patient education classes, or community advocate that keeps track of the information

# Conclusion and Recommendations

- Each tool targets vital information and guidance for providers seeking to maximize their practice. In general, providers may want proof that these tools actually work. In each tool, the NMF Fellow advocated for factual cases of how these instruments have helped or hindered providers in the past.
- Future work of the tool development process will focus on insight provided by the Clinical Council, who will help to sustain the “clinical scrub” of selected tools before they are uploaded
- The clinical insight given by the NMF Fellow is from a second year medical students’ perspective and will aid in the tools being useful to a wider audience in the future.
- The tools described in this project addressed issues such as interoperability, patient engagement, and chronic disease management, which aligns with the specific objectives of the Meaningful Use incentive, set by the Center for Medicare and Medicaid services.

# References

- HealhITBuzz (2014). How to Use a Patient Portal. Retrived from: <http://www.healthit.gov/buzz-blog/consumer/patient-portal/>
- National partnership for women and families (NPWF). 2014. Engaging patients and families: how consumers value and use health IT.
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# Acknowledgements

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