My HealthVet

Institute of Medicine
Roundtable on Health Literacy
Workshop on Health Literacy, eHealth, and Communication:
Putting the Consumer First

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Veterans Health Administration

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Health Literacy:
the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions and follow instructions for treatment.
empower

- more comprehensive records
- access to trusted patient education
- engagement and activation
- patient safety
- medication reconciliation
- patient concordance
- wellness reminders
- decision support
- communication
- patient and provider partnerships
Knowledgeable patients are better able to make informed health care choices, stay healthy, and seek services when they need them.
VA Electronic Health Record

CPRS  VistA  BCMA
VistA Imaging

Inform Engage Activate

My HealtheVet Personal Health Record

- VistA/CPRS is the authoritative VA medical record.
- Veteran "owns" his/her My HealtheVet Personal Health Record (PHR).
- Veterans will access extracted data sent to My HealtheVet from VA Electronic Health Record (EHR).
- Veteran controls access to information (via delegation).
My HealtheVet Pilot

- Medical Record Extracts
- Self-entered Metrics
- Patient Health Education Libraries
- Delegation

- Demographics, Admissions, Appointments, Prescriptions
- Vitals & Allergies
- Progress Notes, Discharge Summaries
- Basic Problem List information
- Lab Reports: Chemistry, Microbiology, Microscopy, Cytology, Pathology
- ECG & Radiology reports
- Wellness Reminders
- Co-payment Balances

www.health-evet.va.gov

N = 7,500 pilot participants at nine VAMCs
My HealthVet National Program

- Online Prescription Refills
- Health Education Information
- Condition Centers
- Self-assessment Tools
- Health Journals & e-Logs
- Veteran Specific Conditions
- Seasonal Health Reminders
- Wellness Calendar
- Complete Medications View
- and more…

Incremental releases of new features:
(VistA EHR, Secure Messaging, Delegation)

More than 550,000 Registered Users

www.myhealth.va.gov
3-Tier Access Model

• Visitors
• Registrants
• In Person Authentication (IPA)

www.myhealth.va.gov
Research Centers for Health

Research Health

Healthy Living Centers
Diseases and Condition Centers
Service Related Conditions
Common Conditions
Mental Health
Medical Library
MedlinePlus®
HealthWise®

Angioplasty

Deflated balloon in artery

Inflated balloon compresses plaque against artery walls

www.myhealth.va.gov
### Accessing Care

- **Get Care**
- **Caregivers**
- **Providers and Physicians**
- **Treatment Facilities**
- **Treatment Locations**
- **My Coverage**
- **Health Insurance**
- **Health Calendar**

[www.myhealth.va.gov](http://www.myhealth.va.gov)

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#### My HealthCare Provider Information for [Veteran Name]

<table>
<thead>
<tr>
<th>NPI</th>
<th>Facility Type</th>
<th>Facility Name</th>
<th>Provider Name</th>
<th>Provider State</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>Medical Center</td>
<td>John Doe MD</td>
<td>Department of Medicine</td>
<td>NY</td>
</tr>
<tr>
<td>67890</td>
<td>Rehabilitation</td>
<td>Jane Smith MD</td>
<td>Department of Rehabilitation</td>
<td>CA</td>
</tr>
</tbody>
</table>

This is your personal health information. Please review before sharing.

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Tracking Health

www.myhealth.va.gov
• Nearly 24 million veterans and 259,000 VA Staff are eligible to use My HealtheVet; almost 8 million veterans enrolled in VA
• More than 550,000 registered users (71% are VA patients)
• More than 59,000 Veterans have been In Person Authenticated (IPA) and are now able to receive VA prescription medication names as the initial extract from the electronic health record, improving medication reconciliation
• More than 5.3 Million prescription refills have been processed since August 31, 2005
• More than 16 million visits to My HealtheVet since launched in November 2003 (~15,000 visits daily)
Age Distribution of Registrants (December 2007)

- Median age is 59
- Largest segment is 60-64
- But, younger age segments growing most for past 2 quarters
My HealtheVet ACSI Results

1. Period of Service
   - 60% Vietnam War
   - 19% Peacetime Service
   - 12% Desert Shield/Desert Storm
   - 11% Korean War
   - 5% World War II
   - 5% Global War on Terror OEF/OIF
   - 5% Other
   - 2% Not Applicable

2. Age
   - 1% 19 – 30 years
   - 4% 31 – 40 years
   - 10% 41 – 50 years
   - 35% 51 – 60 years
   - 33% 61 – 70 years
   - 17% 71 or older

* 68% are between 51-70 years old

3. Frequency of Visits
   - 51% About once a month
   - 25% About once a week
   - 11% First time
   - 5% About every 6 months
   - 4% Daily
   - 3% Less than every 6 months
   - 1% More than once a day
Performance Evaluation

An extension of the RE-AIM Framework

www.re-aim.org

EXTERNAL PARTNERSHIPS

PROGRAM EVALUATION

REACH

PROGRAM MANAGEMENT

EFFECTIVENESS

RESEARCH AGENDA

ADOPTION

IMPLEMENTATION

MAINTENANCE

RESEARCH
Considering all of your experiences to date, how satisfied are you with the My HealtheVet program overall?

Results: 8.3 out of 10

How likely are you to recommend this site to someone else?

Results: 8.6 out of 10

How likely are you to return to this site?

Results: 9.1 out of 10
Benefits of My HealthVet

Access to Information:

Access to relevant trusted patient health education tools and resources increases patient level of engagement and fosters informed decision making.

“I feel more in control and aware of my choices.”
Access to Services:

Access to care in multiple settings improves veterans’ timely access to services, enhancing utilization management.

“This is a great thing for us, I love being able to refill prescriptions.”
Enhancing Understanding:

Combining usable, patient-friendly information in engaging formats with other tools such as wellness reminders enhances the patients' ability to derive meaning and make informed decisions.

“It’s been great, I wish I had it years ago.”
Integrated Care Coordination:

Personal health record usage complements traditional care settings. Universal secure access to patient health information is critical to integrated care coordination among multiple providers.

“This has greatly improved my health care.”
Communication:

Personal health records harness technology to enable enhanced communication between patients and health care providers. Secure messaging will add new tools to supplement traditional care interactions.
Implementation Strategies

Focus on
- Understanding User Needs
- Usability
- Health Literacy
- Clinical and Consumer Adoption
- Interoperability
Transforming Health Care

www.myhealth.va.gov – celebrating 5 years of online access to VA health care