Welcome & Introductions

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Senior Strategist, OpenNotes
Open Notes in the Safety Net

1. Quick background on open notes
2. Sharing Notes at the Institute for Family Health with Nandini Shroff, MPH & Ruth Lesnewski, MD
3. Q&A
Who is OpenNotes & what is open notes?

Cait DesRoches, DrPH
Executive Director, OpenNotes
Associate Professor of Medicine, Harvard Medical School
WHO IS OPENNOTES?
WHAT IS OPEN NOTES?

When patients can easily read visit notes.
Open Notes Across North America

- 260 organizations
- 54 MILLION people
Empowering Patients in the U.S. Health Care System

Patients in the U.S. need better access to information about their care – information ranging from their medical records to data about the costs and quality of the care they receive.

The Cures Act aims to empower Americans with their health data, delivered conveniently to computers, cell phones, and mobile applications.

Nationwide, patient-centric health IT, once achieved, can deliver a variety of benefits to patients, including:

- Transparency into the cost and outcomes of their care
- Competitive options in getting medical care
- Modern smartphone apps to provide convenient access to their records
- An app economy that provides patients with innovation and choice

Under HIPAA, patients already have a legal right to their data electronically. The ONC Cures Act Final Rule is one step in this process by enhancing access to clinical data.
Federal “Preventing Harm Exception”
(See 45 CFR § 171.201)

• There are 4 scenarios in which a provider may block information under the “Preventing Harm Exception”.

• Under each of these 4 scenarios:
  • The provider must reasonably believe that blocking access to information will substantially reduce the risk of harm to the patient or another person.
  • Blocking access to information should be no broader than necessary to substantially reduce the risk of harm.
Sharing Notes at the Institute for Family Health

Nandini Shroff, MPH
Research Committee Administrator and Grants Manager, The Institute for Family Health

Ruth Lesnewski, MD
Clinical Director, MyChart MyHealth, The Institute for Family Health
IMPLEMENTING OPENNOTES

Ruth Lesnewski, MD
Nandini Shroff, MPH
Who We Are

• The Institute has 32 sites across New York City and the Mid-Hudson regions
• Provide primary care, mental health, and dental to over 115,000 patients annually
• EHR System: Epic since 2003
• OpenNotes Rationale:
  • Increased engagement in care
  • Improve health outcomes
Patient Profile

• Primarily serve the medically underserved population
  o 29% identify as Black/African American
  o 38% identify as Hispanic/Latino
  o 12% are aged 65 and older
  o 13% speak a language other than English
    ▪ 7% of our active MyChart users indicate Spanish as their primary language
  o Insurance
    ▪ 48% have Medicaid
    ▪ 13% are uninsured
OpenNotes Implementation

• Share notes across five Institute departments:
  • Primary care
  • Behavioral health
  • Dental care
  • Nursing
  • Social support services

• Planning phase: Year 1 (August – July)
  • Qualitative focus groups with patients
  • Staff trainings
  • Complete technical build

• Implementation & post-implementation phase: Year 2
  • Go-live
  • Feedback (surveys and data reports)
Pre-Implementation Activities

- 3 focus groups across our NYC sites
  - 13 participants in total
- Findings
  - Increased transparency; better communication; more informed about their care
  - Concerns regarding privacy, language used by providers, shorter/non-comprehensive notes
- Trainings
  - Utilized and adapted materials from the OpenNotes website: PowerPoint presentation, a one-pager (OpenNotes by Numbers), and a brief “Info Sheet” for reference
  - Presented on OpenNotes at 17 different meetings with a total of 170 participants
  - Provider concerns around increased workload
Implementation

• Go-live date: September 12, 2020
• As of April 2021, all providers have to state a reason for not sharing notes
Implementation

- Developed promotional materials for patients, including a “TV slide” and patient FAQs about OpenNotes.
IFH Open Notes Totals by Month (Organization-Wide)

- **Shareable Notes**
- **Viewed Notes**
- **Shared Notes**

### September 2020
- Shareable Notes: 85269
- Viewed Notes: 9.4%
- Shared Notes: 49.9%

### October 2020
- Shareable Notes: 91940
- Viewed Notes: 9.6%
- Shared Notes: 79.3%

### November 2020
- Shareable Notes: 82114
- Viewed Notes: 9.9%
- Shared Notes: 79.2%

### December 2020
- Shareable Notes: 81581
- Viewed Notes: 9.0%
- Shared Notes: 78.2%

### January 2021
- Shareable Notes: 78683
- Viewed Notes: 7.9%
- Shared Notes: 78.2%

### February 2021
- Shareable Notes: 73452
- Viewed Notes: 9.5%
- Shared Notes: 78.7%

### March 2021
- Shareable Notes: 93698
- Viewed Notes: 7.1%
- Shared Notes: 86.3%

### Notes
- Data & Trends
- Number of Notes: 0, 10000, 20000, 30000, 40000, 50000, 60000, 70000, 80000, 90000, 100000
### Open Notes by Department

#### Shareable Notes

- **Care/Case Management**: 21954
- **Behavioral Health**: 146055
- **Primary Care**: 359718
- **Dental**: 39054

#### Viewed Notes

- **Care/Case Management**: 692
- **Behavioral Health**: 8708
- **Primary Care**: 32141
- **Dental**: 1680

#### Shared Notes

- **Care/Case Management**: 16010
- **Behavioral Health**: 117427
- **Primary Care**: 256831
- **Dental**: 35779

#### Percentages

- **Shareable Notes**: 3.8%
- **Viewed Notes**: 6.7%
- **Shared Notes**: 11.5%
- **Total**: 90.9%

### Data & Trends

- **Number of Notes**: 0, 50000, 100000, 150000, 200000, 250000, 300000, 350000, 400000.
Open Notes by Site - Manhattan/Brooklyn

- Amsterdam: Shareable Notes 844, Viewed Notes 84.4%, Shared Notes 7.7%
- Cadman: Shareable Notes 3253, Viewed Notes 17.9%, Shared Notes 9.3%
- Harlem: Shareable Notes 10884, Viewed Notes 9.3%, Shared Notes 78.1%
- 17th St: Shareable Notes 8023, Viewed Notes 14.6%, Shared Notes 75.1%

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Number of Notes: Amsterdam: 3111, Cadman: 3253, Harlem: 10884, 17th St: 8023
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Anecdotal Feedback

• Overall, no concerns raised from either staff or patients
  • Providers
    • Less feedback from patients than anticipated
    • Transition to shared notes fairly seamless

• Patients
  • Feel good about having access to certain parts of their notes
  • Raise their notes during appointments
OpenNotes for Non-English Speaking Populations

Patient is instructed on the Notes page to submit a support message for notes translation.

Message is sent to the Case Management pool.

Case manager picks up the message and gets the notes translated.

Case manager will convert requested note from PDF to Word.

File is securely uploaded to vendor portal.

Case manager receives the translated, which is then uploaded to the media tab of the patient’s chart.

Case manager sends the translated note to patient via MyChart.
Challenges

• COVID-19 and impact on our pre-implementation activities

• Focus groups
  • We were unable to obtain representation from our Mid-Hudson region before the start of COVID-19 pandemic

• Postponed our OpenNotes implementation from August 2020 to September 12, 2020 based on feedback from clinical leadership
Other Advantages

• Thoroughly reviewed some of our note-writing templates and other EHR features (i.e. best practice alerts) to ensure they are patient-friendly (i.e. easy to understand, appropriate terminology is used)

• Leveraging the pandemic and the implementation of OpenNotes to boost our patient portal (MyChart MyHealth) enrollment
Next Steps

• Conduct feedback surveys (support staff, providers, and patients) – May 2021

• Implement the translation services workflow – June 2021

• Analyze OpenNotes data on a routine basis and share with appropriate leadership for QI
  • Identify the most common reasons for not sharing visit notes

• Possibly develop a white paper and/or case study about our experiences with OpenNotes and disseminate it to various audiences
Information & Tools: opennotes.org

For clinicians…

For Patients

- Reading Your Notes: FAQs
- Mental Health
- FAQs for

FAQs for

about open

OpenNotes

OpenNotes is even better when...

Mental health notes can be a powerful tool in therapy.

- Patient & Family Advisory Councils (PFAC)
- Your Notes: What can you do with mine?

Or are an experienced user of notes, here are some answers to questions people often ask:
Thank you!

Q&A: Open Discussion

www.opennotes.org