

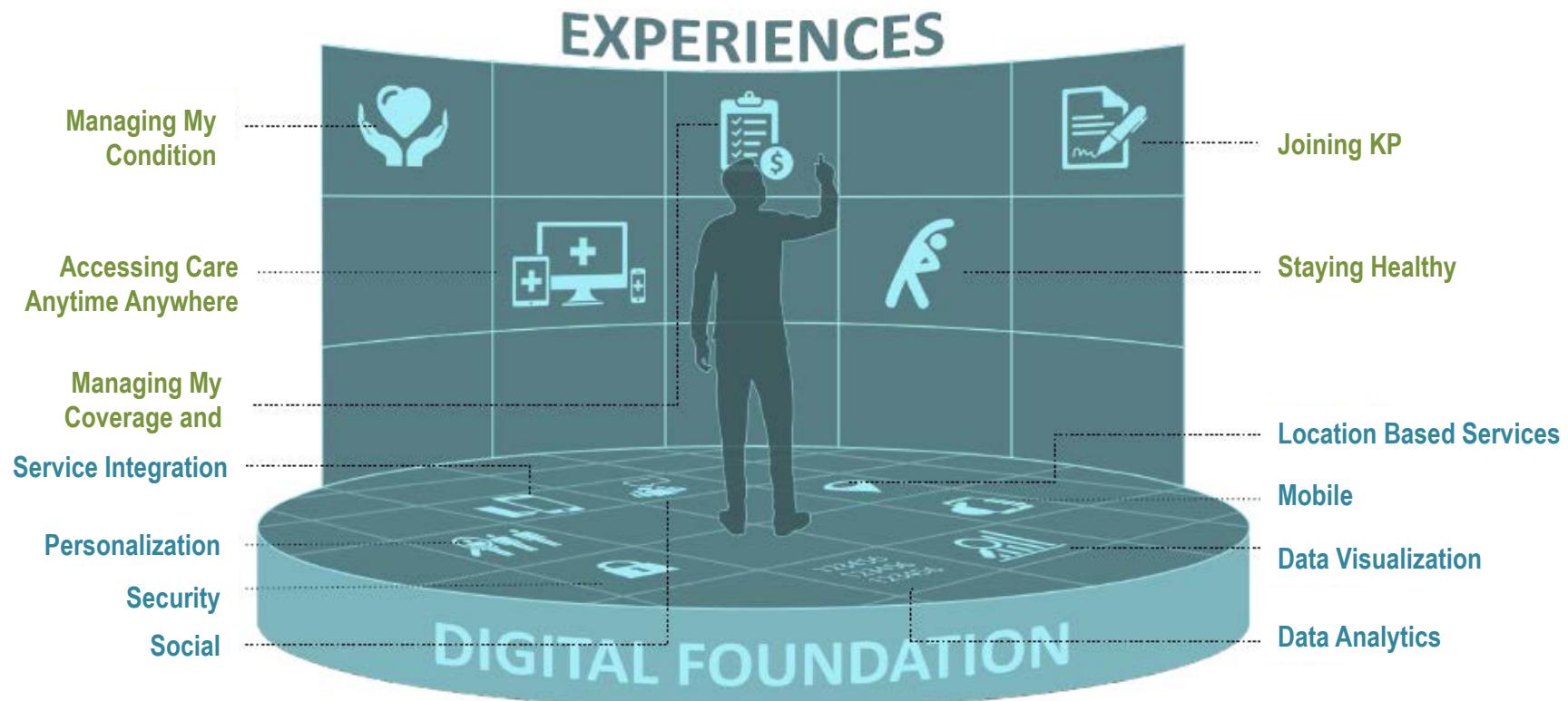
Kaiser Permanente Northwest Region's Road to Sharing Notes

Jonathan Bullock

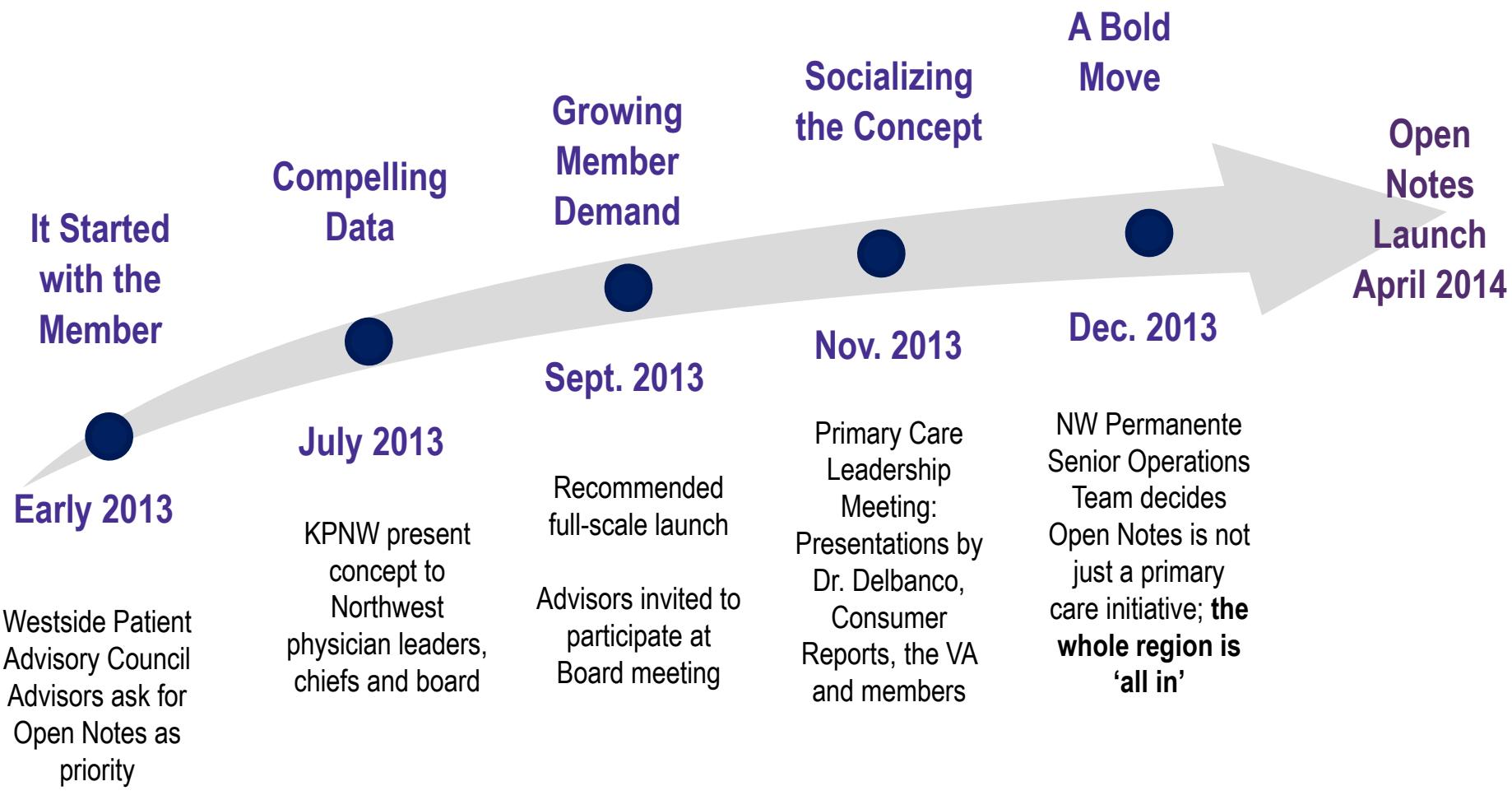
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Open Notes Supports Kaiser Permanente's Consumer Digital Strategy



It Started with the Member



Support grew with presentation to each audience

We Can Do Better

All major Portland, Ore., and Vancouver, Wash., health care organizations involved



KAISER PERMANENTE®



Supported by:



Robert Wood Johnson
Foundation



KPNW Chooses Big Bang Implementation

Includes notes for all office visits and telephone visits after launch

Ability to hide notes

Viewable by those with proxy access

Exclusions:

- Teens (13-17)
- Mental Health, Addiction Medicine, and Occupational Medicine
- Pain Clinic launched September 2015

Welcome, | Sign off | Oregon / Washington (View another region) | All ▾

New members: Get started | My medical record

My health manager | Health & wellness | Shop health plans | Locate our services

Upcoming Appointments | Past Visits (highlighted)

Appointments

Schedule medical appointments for yourself and members, see upcoming and past visits, and more.

To schedule, move, or cancel dental appointments, call 1-800-448-6118 (toll free), 24 hours a day, 7 days a week. Cancellations must be made at least 24 hours before the appointment or you may be charged a \$25 fee by your provider.

Do you have a condition that may be treated with an appointment?

- Pinkeye
- Seasonal allergies
- Swimmer's ear
- Nausea/vomiting
- Pinworms
- Urinary tract infection
- Sore throat
- Thrush
- Oral contractions

If you have symptoms of any of the conditions listed above, you may want to call 1-800-813-2000 (toll free), (503) 813-2000 or 711 (TTY for the hearing/speech impaired) and speak with an advice nurse about treatment options. Or you can online scheduling to make an appointment with Care providers. We offer both same-day Urgent Telephone Appointments and Urgent Care Video Visits.

To schedule medical appointments online, click the "Schedule appointments" button below. To schedule a telephone appointment, call 1-800-813-2000 (toll free), (503) 813-2000 or 711 (TTY).

Schedule appointments

View information about past visits.

View ▾

Printer-friendly

KAISER PERMANENTE® KAISER PERMANENTE NORTHWEST

After Visit Summary
11/17/2015

Visit Information

Provider _____ Location INTERSTADT

Instructions from your Clinician

It was nice to see you today. If you have questions after your visit to kp.org or call the OB/GYN Advice RNs. The nurses and medical assistants are trained and most of the time they can address your concerns, but they will refer you to me. My medical assistant _____ and I are in the clinic Mondays, Tuesdays, Wednesdays, and Thursdays from 8:00 AM to 4:00 PM.

To help you stay healthy and regain your muscle tone after delivery I recommend:

- exercising for 30 minutes at least 3 times a week. Start gradually and build up over several weeks
- eating a well balanced, low fat/high fiber diet. Breastfeeding moms need 500 more calories a day than during pregnancy, and plenty of fluids (at least eight 8-oz glasses)

Patients Invited to Read Notes

Patients notified via secure email tickler sent to e-mail at the time the clinician closes the encounter

The screenshot shows an email inbox interface with a blue header bar containing various icons and buttons like 'Move to Inbox' and 'More'. Below the header, the subject line reads 'Information About a Recent Visit to Kaiser Permanente'. The email is from 'Kaiser Permanente <kaiser.permanente-nw@kp.org>' and is addressed 'to me'. The body of the email contains the following text:

Your clinician's note from your recent visit is now available to view on [kp.org!](https://kp.org/pastvisit)
Simply visit <https://kp.org/pastvisit> and log in to view your note.

Remember that at kp.org you can also:

- * Refill your prescriptions
- * Make appointments for primary care, eye exams, and preventative women's health care through the Appointment center
- * Send a secure email to your doctor, a pharmacist, or an advice nurse
- * Review statements and pay a bill
- * View lab results (available for members 18 years or older)
- * Review parts of your medical record
- * Use Act for a Family Member to manage your family's health



SUPPORTING PROVIDERS TO SHARE NOTES

Workflow Impact Was Minimal

- Providers were given ample notice/communication and support materials
- Worries about fears did not materialize
- Providers maintain control over their notes via the ability to hide notes



Communicate! Communicate! Communicate! (Nobody was surprised by Open Notes)



Internal: Physicians

Chiefs, physicians,
executives via email
and department
presentations



Internal: Health Plan

Manager
presentations,
emails, huddles, call
center FAQs, talking
points, Intranet
newsletter



External

Press releases,
brokers, direct mail,
social media, AVS
SmartText

Given to Clinicians: Tips for Sharing Progress Notes

Do

- Explain to patients what they may expect to see in notes
- Expect patients to read, download and share your notes-write accordingly
- Use situational wording to focus discussion on the problem at hand
- Incorporate lab or study results
- Include educational materials
- Soften certain language:
 - Obesity = BMI too high
 - Heart failure = heart not pumping correctly
 - Poor historian = patient could not recall
 - Patient denies = patient did not report

Don't

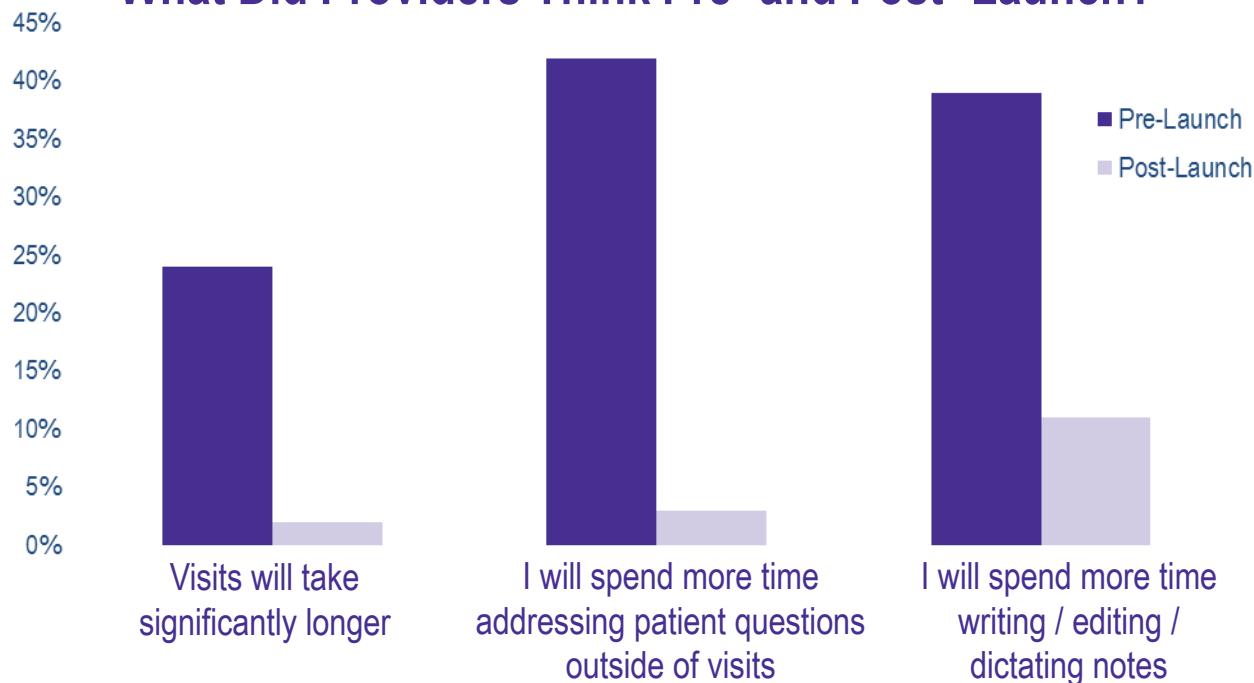
- Oversimplify notes
- Omit sensitive issues such as obesity, substance abuse, mental health, suspicions of life-threatening illness, etc.
- Use pejoratives e.g., fat, angry, resistant
- Include jargon or abbreviations such as SOB (easily misinterpreted) or BID (not easily understood)

Provider Fears Did Not Materialize

What we heard from providers:

- Despite trepidation, it was **no big deal**
- Members already had access to notes — this just **makes it easier**
- **No change** to how notes were written or how care was provided
- **Minimal contact** from patients about their notes

What Did Providers Think Pre- and Post- Launch?



Source: Inviting Patients to Read Their Doctors' Notes: A Quasi-experimental Study and a Look Ahead", *Annals of Internal Medicine*, Delbanco, et. al, 2012

KP Provider Voices

"Honestly, I couldn't believe how few problems we had when we started Open Notes."

"Ultimately it's all about the patient. Keep your eye on the fact (that notes) are keeping the patient healthier, helps them manage chronic conditions."

"There's a lot going on in an exam room. Hard for patients to stay focused. Anything we can do to reinforce the message is important. That should be the reason for doing this."

Hiding Notes is a Rare Event



For example, out of 100 providers ...

10 hide 90% of all hidden notes

1 hides 40% of all hidden notes

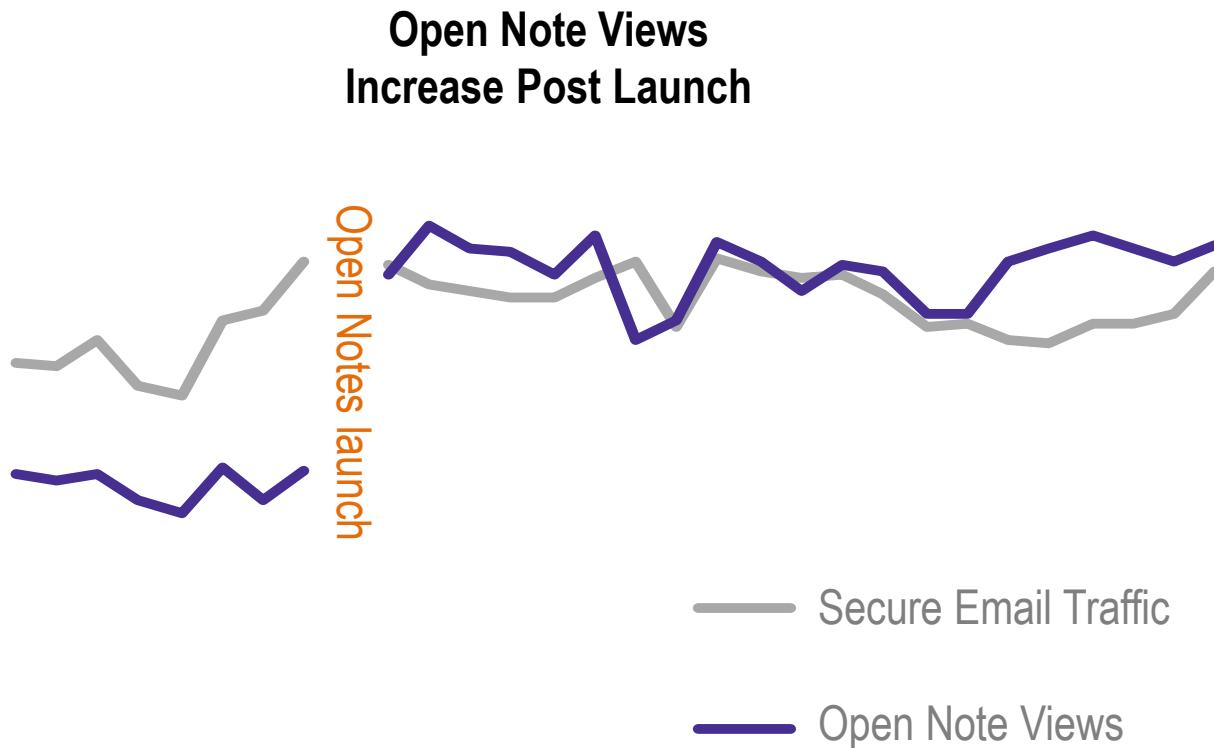
Providers maintain control over their notes; very few (<.5%) of notes are hidden

Note: Provider can hide notes regardless of kp.org registration i.e., some notes are hidden for patients that could never view their note.
Eligible Provider types include: Physician, Physician Assistant, Nurse Practitioner, Podiatrist, Certified Nurse Midwife, Chiropractor



MEMBER USAGE AND EXPERIENCE

Members Are Viewing Notes, Email Traffic Remained Stable



Visits to part of kp.org that holds Open Note increased 3 times

Source: Webtrends Data; WPP-Consumer Rollup-Northwest; Content Appealing, Pages; Aug 2013-Dec 31, 2015

Members Surveyed for Their Experiences

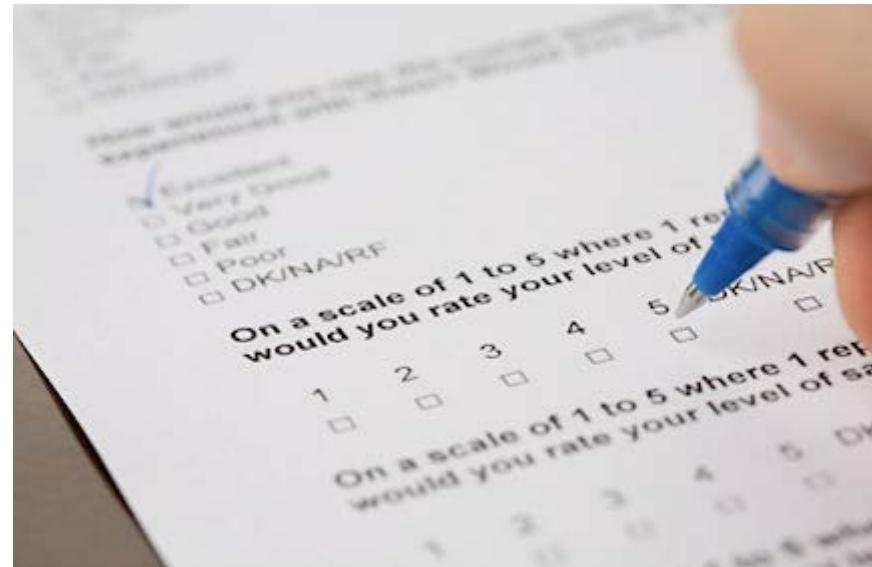
The purpose of the survey was to understand:

- Are notes confusing for members? Do they find them to be accurate?
- Do members find value from reading notes?
- Are notes important to decisions related to future health plans?

NW: Surveyed 1,500 members, 20% response rate

SCAL: Surveyed 700 members, 19% response rate

Surveys were conducted six months post launch with members who had a visit in an eligible department in the prior week



Members Report Notes are Accurate & Easy to Understand

“My notes are accurate”



“I can understand
my notes”



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

% Somewhat/Strongly Agree

Reading Notes Engages Members in Care

"I understand my health conditions better."

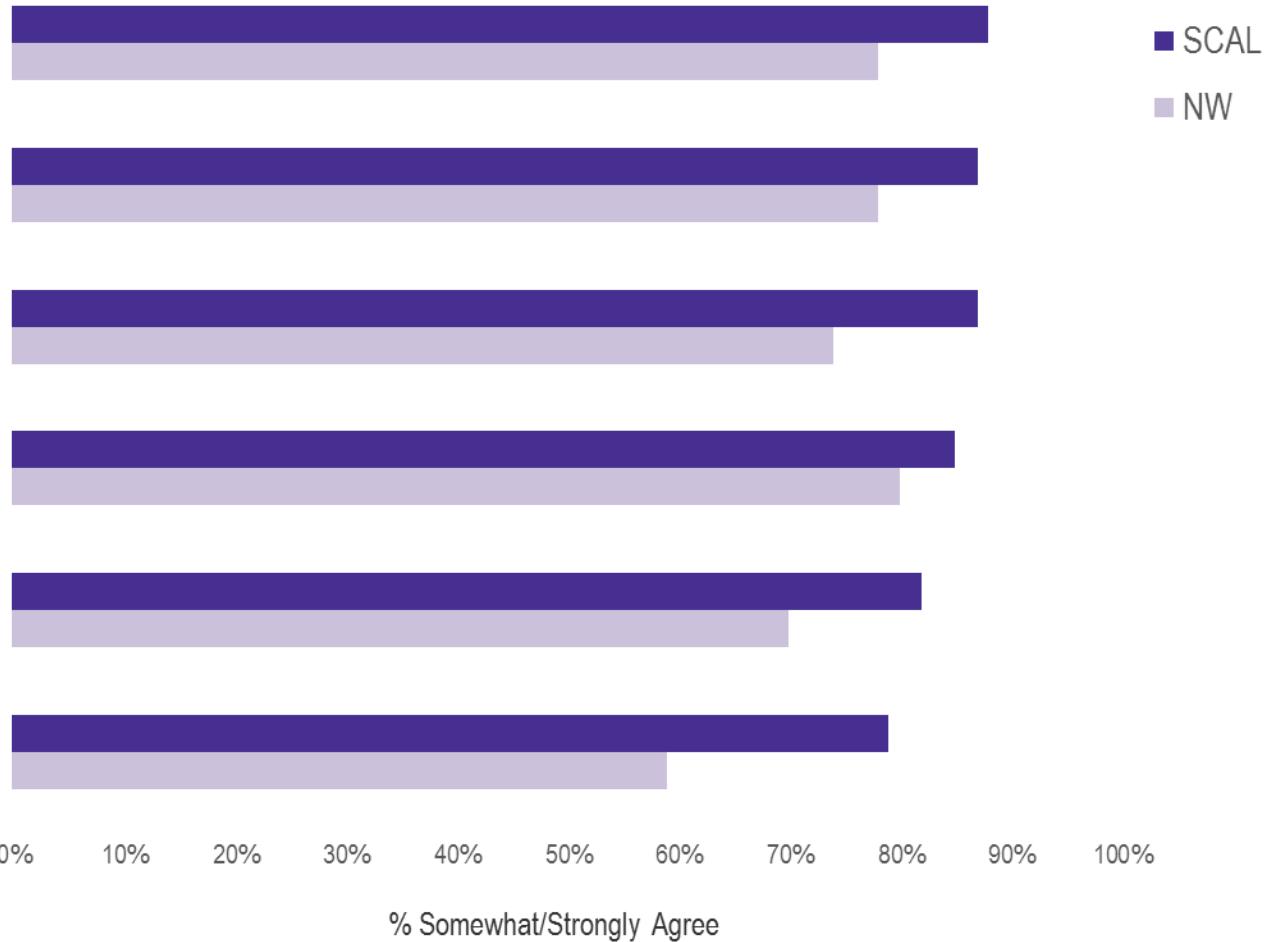
"I know what to do to take better care of myself."

"I feel more in control of my own health care."

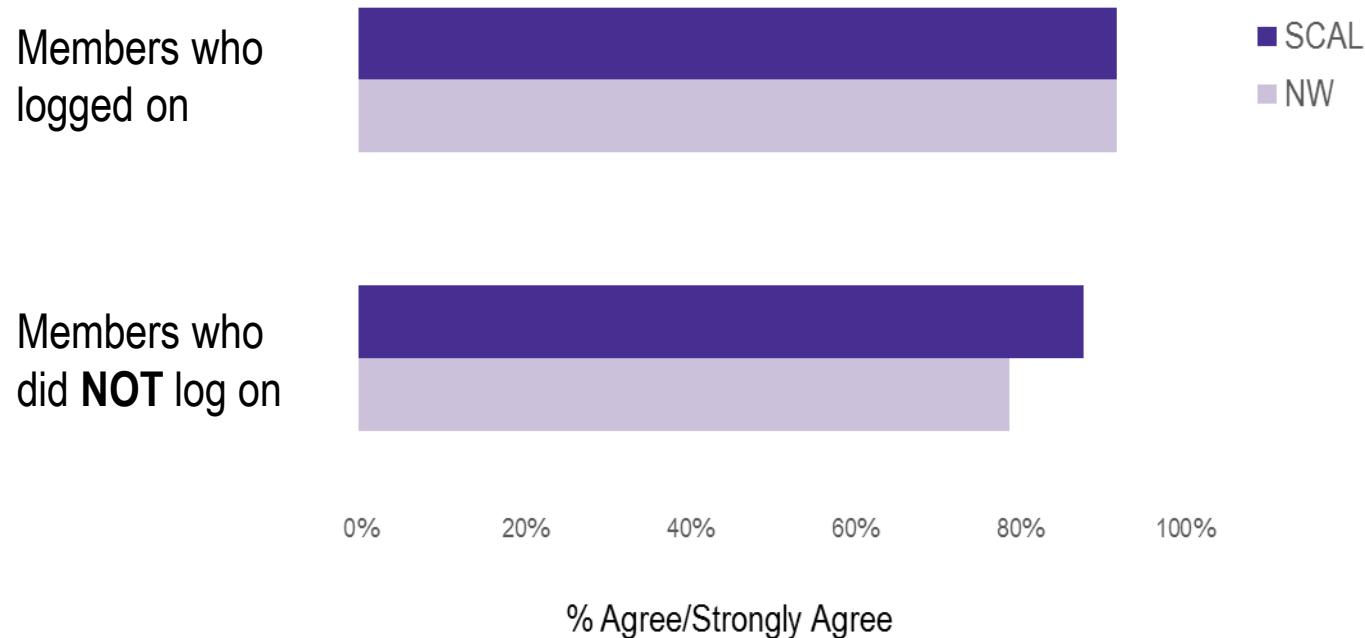
"I think my relationship with my doctor will improve."

"My overall opinion of my doctor has improved."

"I am more likely to take my medication as prescribed."



Notes Are Important in Future Health Plan Decisions



Even for members who did not log on to view notes, notes are an important distinguishing feature in future health plan decisions

CLOSING & DISCUSSION

Voice of the Member

- *“Now, after reading the chart notes, I feel like my doctor cares about me!!!!”*
- *“For me, the chart notes are like Paul Harvey states 'THE REST OF THE STORY' ”*
- *“I told my doctor I ran every day and now I think he knows I REALLY DON'T. This may hold me more accountable to myself and my doctor.”*
- *“I wanted my doctor to treat my mind, body, and spirit. I am convinced that is happening based on reading the notes.”*
- *“The total picture of my health will help me heal.”*

In Conclusion

Implementation was easy; it has been a non-event for providers

"Honestly, I couldn't believe how few problems we had when we started OpenNotes."

"For us, in general, I think it's been a non-event."

"Don't worry about it. Sharing notes is a step in the right direction."

Members report great value in reading notes

"Makes me feel like I'm more a part of the care...now I've been brought in right away. I'm more connected with what's going on."

"Having these notes...means everything to me."

"I have a serious medical condition. Reading my notes, gave me a better understanding of how I was going to get through this."

Providers continued to provide care “business as usual”

"Don't change way you write the language; it should always be clear in medical terminology."

"I was nervous ... but not a single patient contacted me about a note, and I do a lot of clinic work."

"It's been business as usual, people continue to do their work. It was one of the most seamless implementations I think we've done in a long time."

Contact

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