

Kaiser Permanente Northwest Region's Road to Sharing Notes

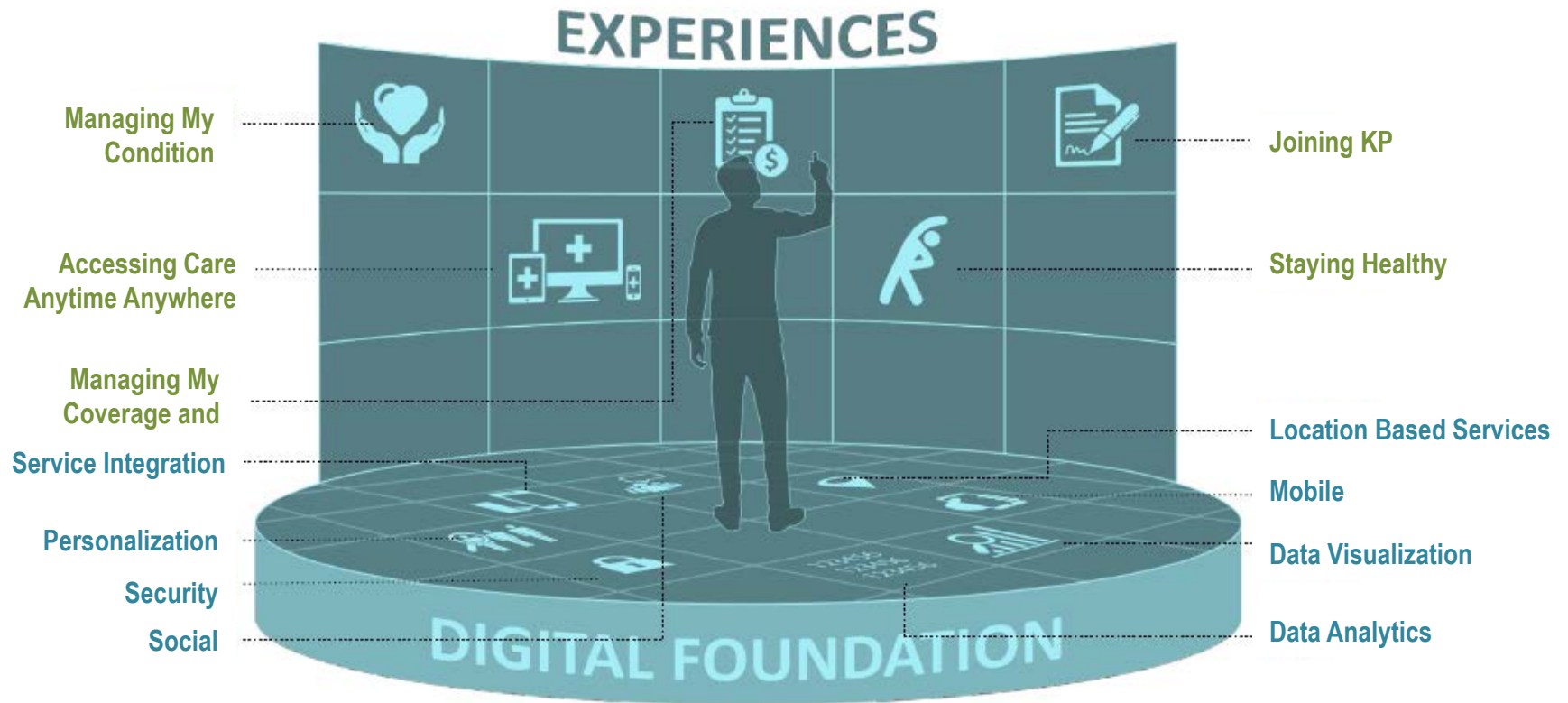
Jonathan Bullock

Principal Consultant

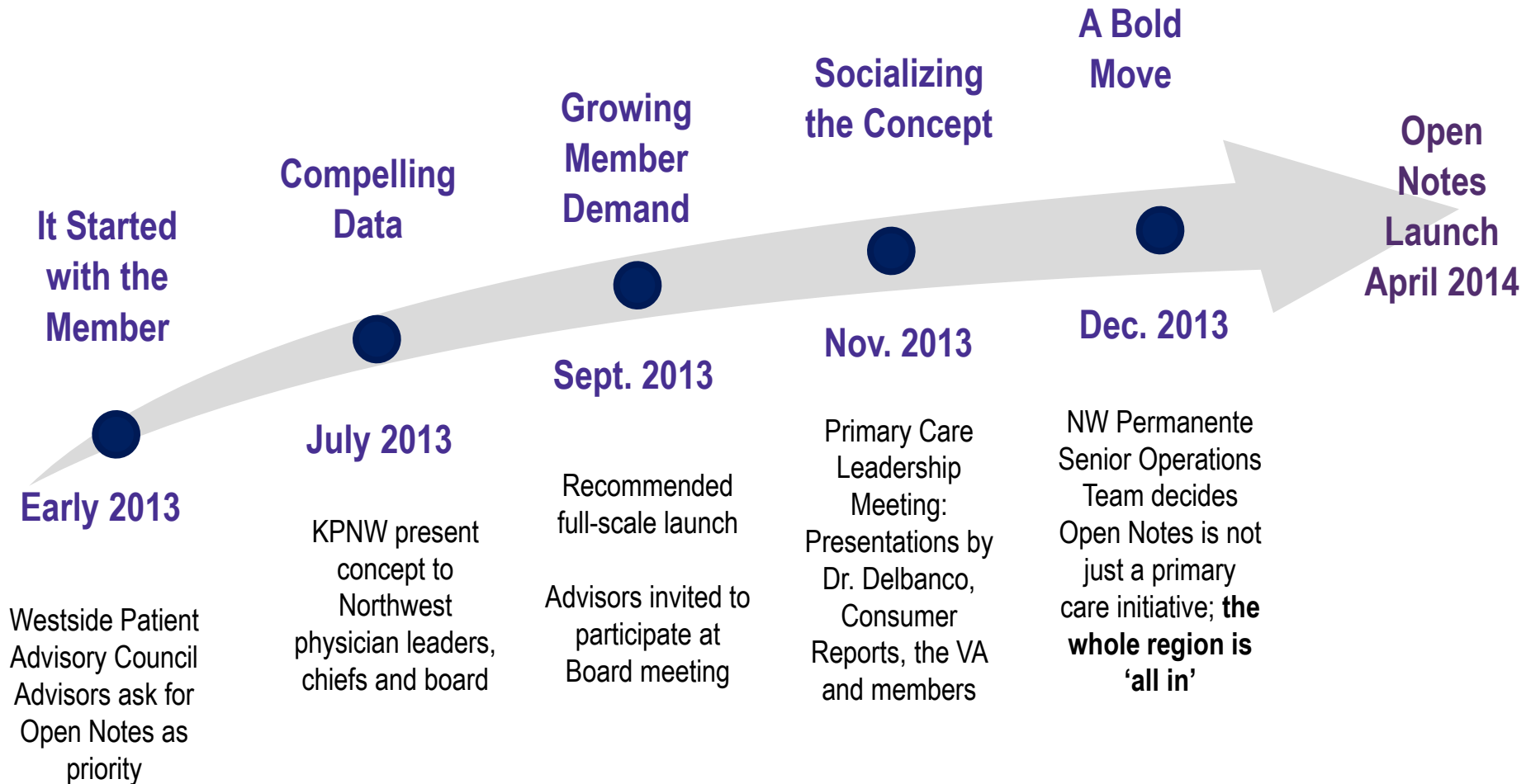
National Lead, Person and Family Centered Care

Kaiser Permanente, Oakland California

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®



Portland VA Medical Center



Salem Health



Supported by:



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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

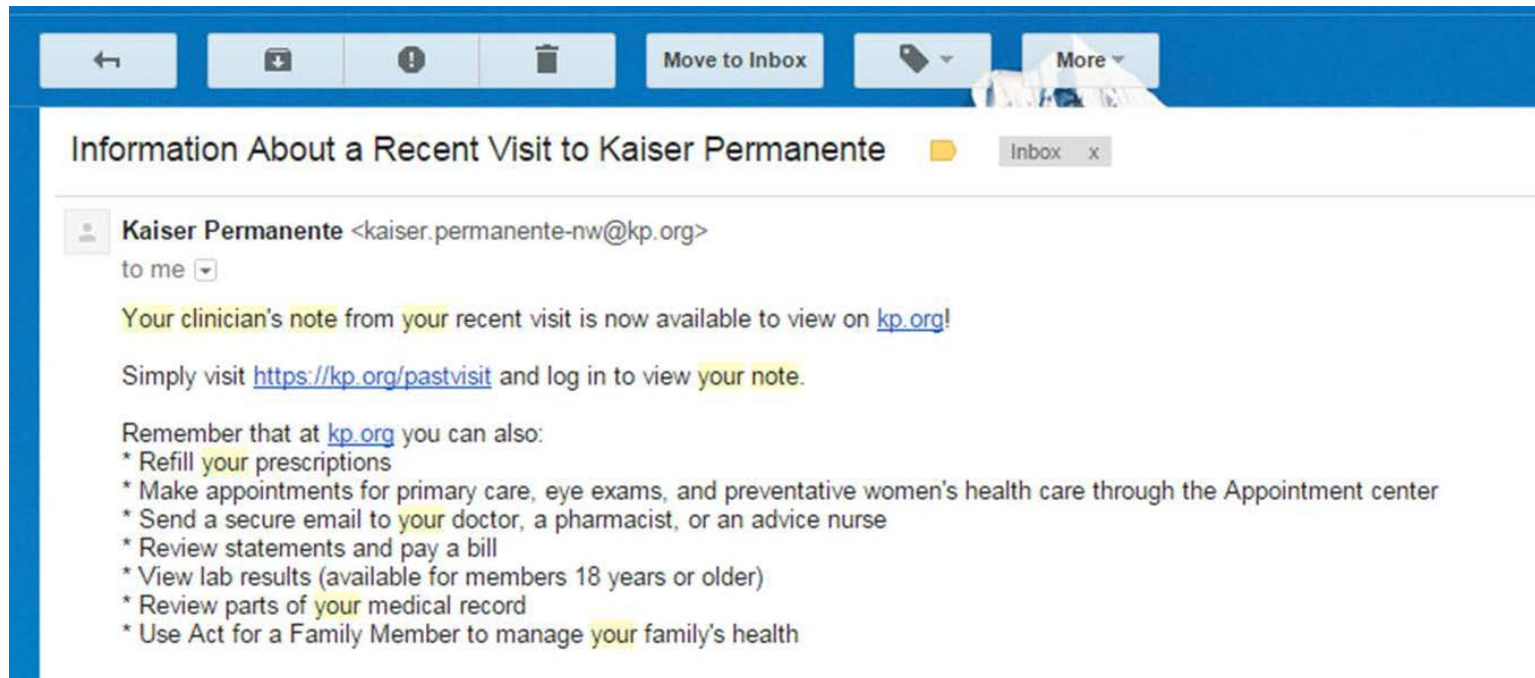
Exclusions:

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

The screenshot shows the Kaiser Permanente Northwest patient portal interface. At the top, there is a navigation bar with links for 'My health manager', 'Health & wellness', 'Shop health plans', and 'Locate our services'. Below this, there are tabs for 'Upcoming Appointments' and 'Past Visits', with 'Past Visits' being the active tab, highlighted by a red circle. The main content area displays 'View information about past visits.' and a 'View' dropdown menu. Below this, there is a section for 'After Visit Summary' dated 11/17/2015, followed by 'Visit information' and 'Instructions from your Clinician'. The instructions include a note about seeing the patient today and advice on staying healthy after delivery, such as exercising and eating a balanced diet.

Patients Invited to Read Notes

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



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

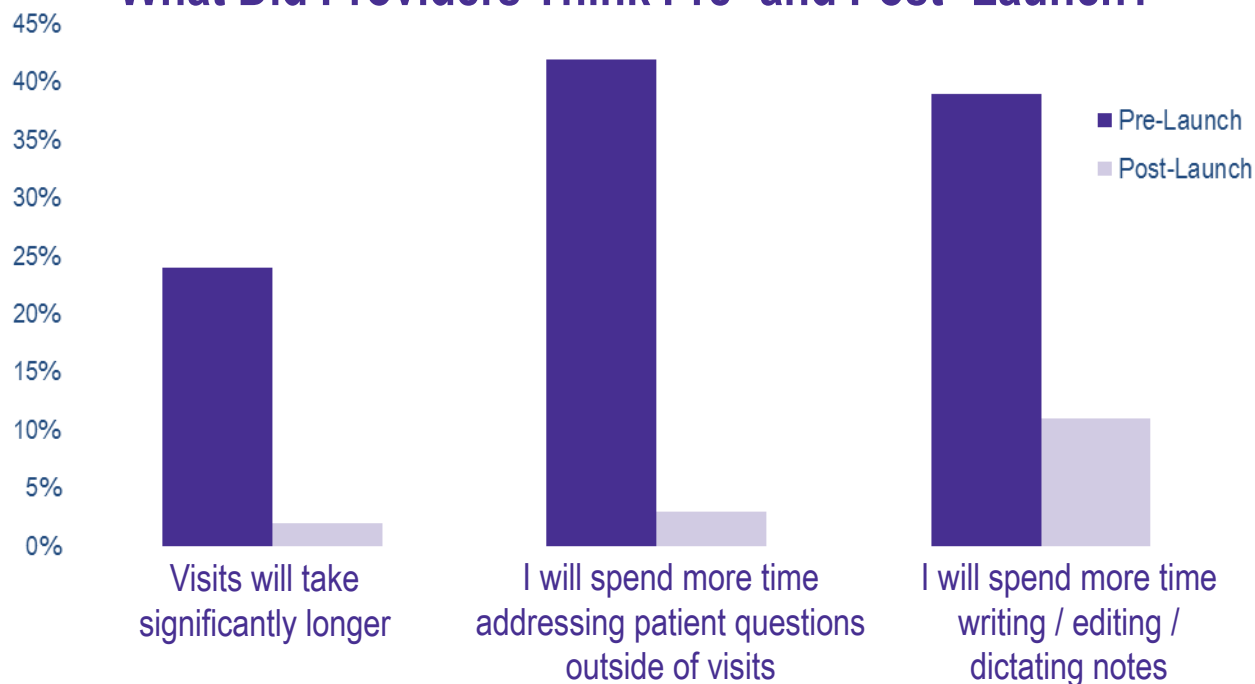
- Oversimplify notes
- Omit sensitive issues such as obesity, substance abuse, mental health, suspicions of life-threatening illness, etc.
- Use pejoratives e.g., fat, angry, resistant
- Include jargon or abbreviations such as SOB (easily misinterpreted) or BID (not easily understood)

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?



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

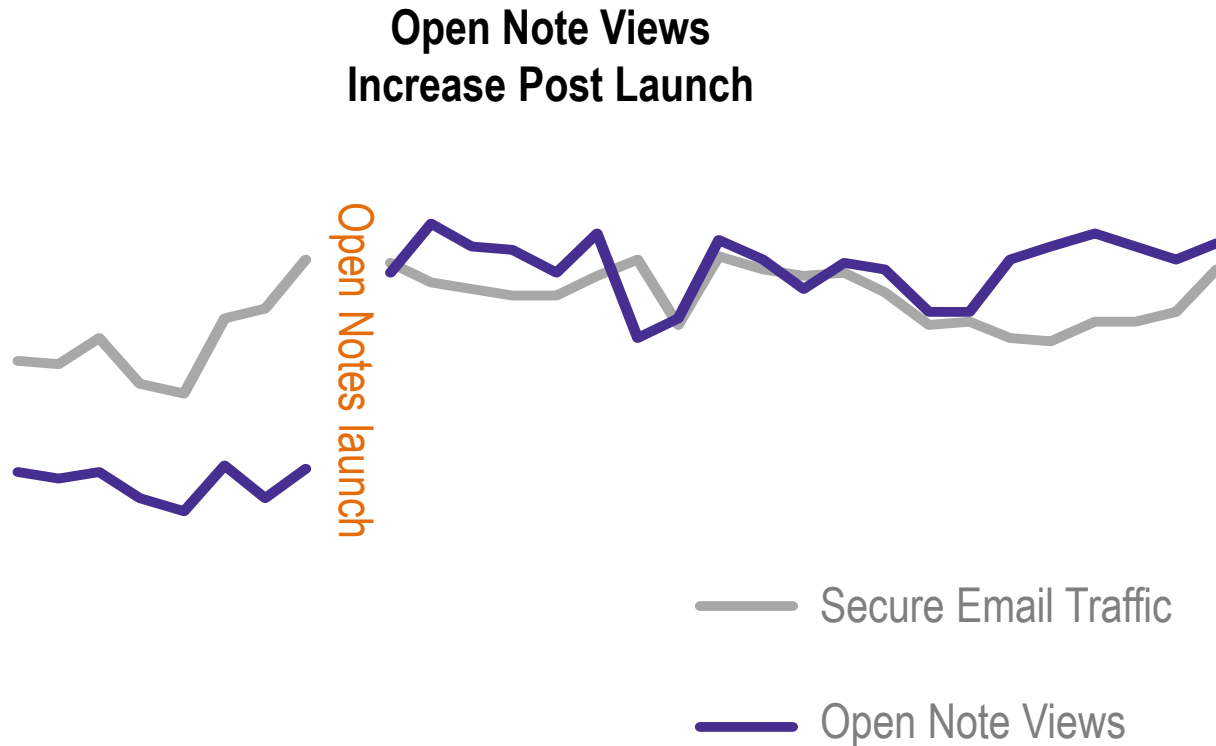
1 hides 40% of all hidden notes

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?

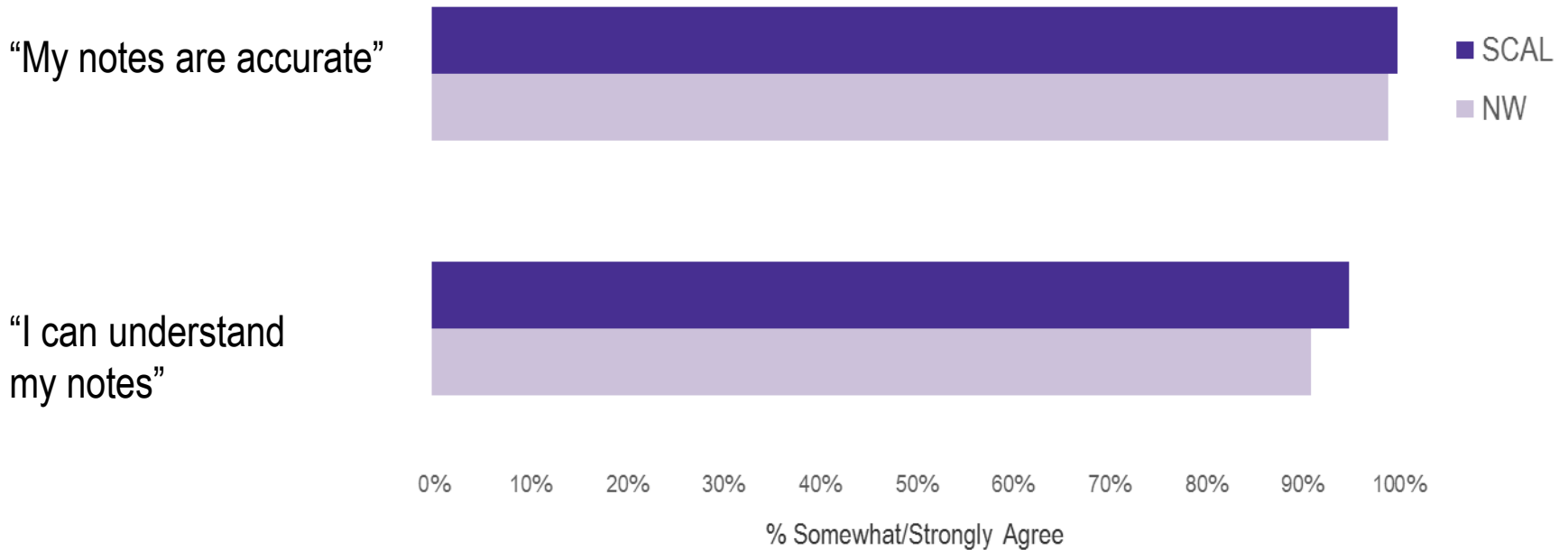
NW: Surveyed 1,500 members, 20% response rate

SCAL: Surveyed 700 members, 19% response rate

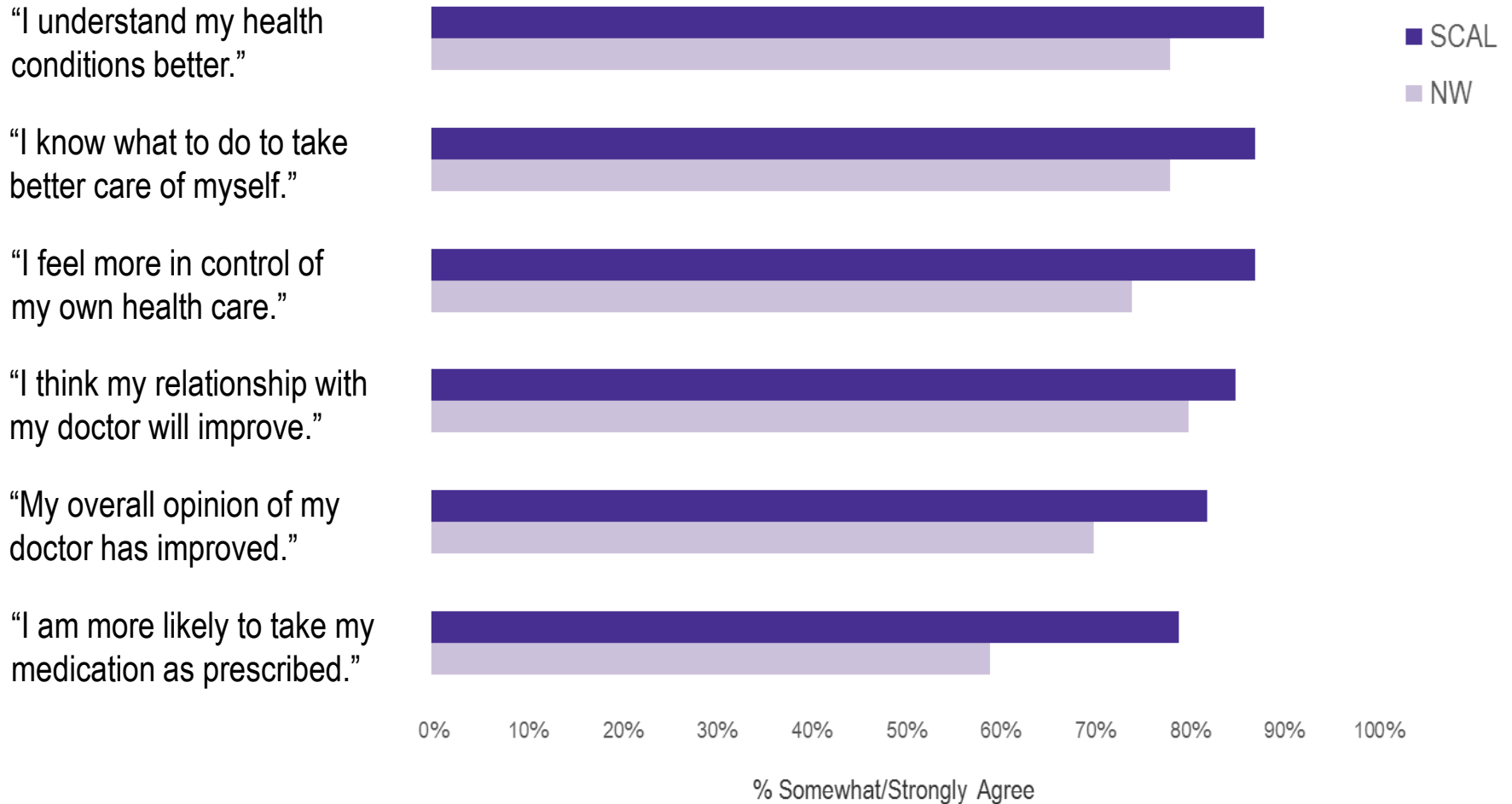
Surveys were conducted six months post launch with members who had a visit in an eligible department in the prior week



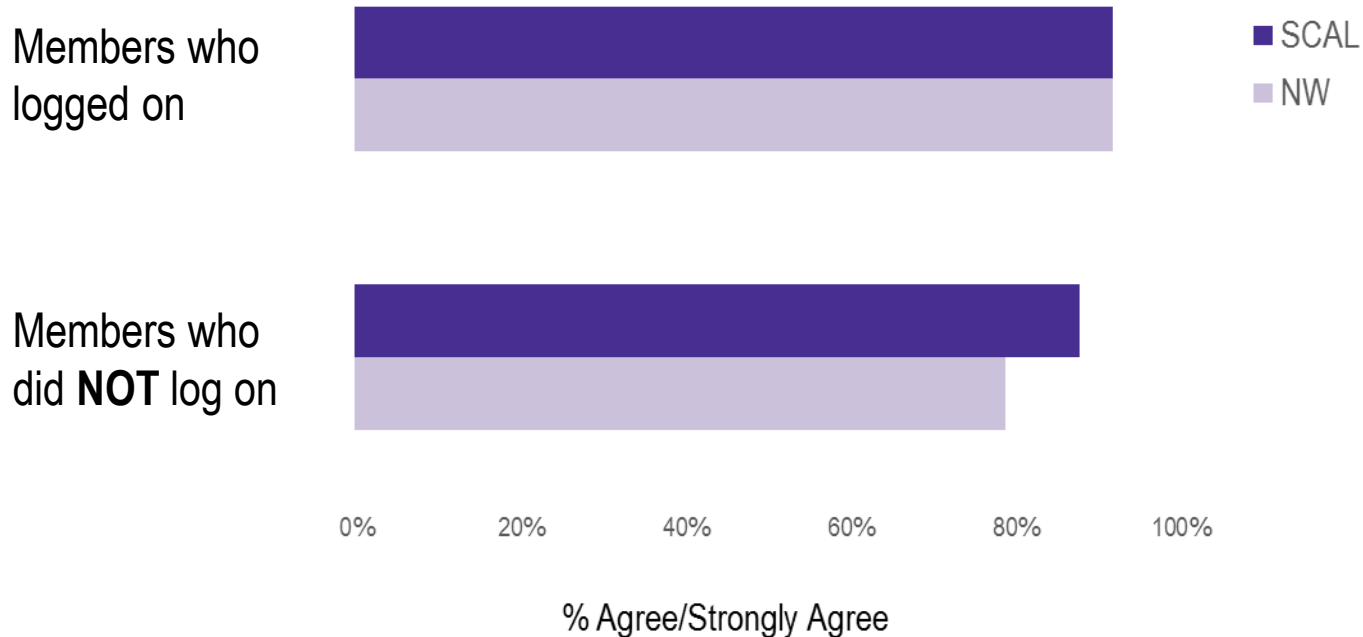
Members Report Notes are Accurate & Easy to Understand



Reading Notes Engages Members in Care



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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