HIMSS FOUNDATION

National eHealth Collaborative

PATIENT ENGAGEMENT FRAMEWORK

Inform Me

Information and Way-Finding
- Maps and directions
- Services directory
- Physician directory

e-Tools
- Health encyclopedia
- Wellness guidance
- Prevention

Forms: Printable
- HIPAA
- Insurance
- Advance directives
- Informed consent

Patient-Specific Education
- Care plan
- Tests
- Prescribed medication
- Procedure/treatment

INFORM AND ATTRACT

Engage Me +

Information and Way-Finding
- Mobile
  - Nearest healthcare services
  - Symptom checker

e-Tools
- Pregnancy tracking
- Fitness tracking
- Healthy eating tracking
- Option to share progress and health milestones on social media

Interactive Forms: Online
- Patient profile
- Register or pay a bill
- Email customer service
- Schedule a clinic appointment
- Refill a prescription

Patient-Specific Education
- Care Instructions
- Reminders
  - Medication
- Preventive services
- Follow-up appointments

Patient Access: Records
- View electronic health record
- Download electronic health record

RETAIN AND INTERACT

Empower Me + +

Information, Way-Finding, and Quality
- Quality and safety reports on providers and healthcare organizations
- Patient ratings of providers, hospitals and other healthcare organizations

e-Tools
- Care plan management
- Virtual coaching
- Online nurse
- Secure messaging

Integrated Forms: EHR
- Record correction requests
- Advance directives (scanned)

Patient-Specific Education
- Materials in Spanish
- Guides to understanding accountable care

Patient Access: Records
- Transmit patient record electronically
- Copy the patient or a healthcare designee when sharing electronic record
- EHR integrated with patient PHR

Patient-Generated Data
- Care experience surveys
- Symptom assessments
- Self-management diaries
- Patient-generated data in EHR
  - Questionnaires
  - Pre-visit
  - Health history
  - Demographics

Interoperable Records
- Integrated with health information exchange (HIE)
- E-referral coordination between providers
- Ambulatory and hospital records integration
- Images and video in EHR
- Commercial labs, radiology, medications

PARTNER EFFICIENTLY

Partner With Me + + +

Information, Way-Finding, and Analytics/Quality
- Patient-specific predictive modeling
- Patient-specific quality indicators
- Patient accountability scores

e-Tools
- Wellness plan
- Advance care planning
- Coordination of care across systems

Integrated Forms: EHR
- Clinical trial records
- Immunization (public health)

Patient-Specific Education
- Materials in Spanish and the top 5 national languages
- Condition-specific self-management tools

Patient Access
- Publish and subscribe
  - Summary of care

Patient-Generated Data
- Shared decision making
  - Preference-sensitive care
  - Informed choice/consent
- Adherence reporting
  - Medications
  - Self-care
  - Wellness
- Home monitoring
  - Devices
  - Tele-medicine
- Directives
  - Advance
  - Physician orders for life-sustaining treatment
  - Intolerances
  - Allergies
  - Values
  - Preferences

Interoperable Records
- Integrated with clinical trial records
- Integrated with public health reporting
- Integrated with claims and administrative data

Collaborative Care
- Acute
- Long-term post-acute care
- Primary care
- Specialty

CREATE SYNERGY AND EXTEND REACH

Support My e-Community + + + +

Information, Way-Finding, and Analytics/Quality
- Care comparison for providers, treatments, and medications
  - Costs
  - Convenience
  - Quality

e-Visits and e-Tools
- e-Visits as part of ongoing care

Integrated Forms: EHR
(replaced by interoperable collaborative care records)

Patient-Specific Education
- Care planning
- Chronic care self-management
- Reminders for daily care

Patient Access and Use
- Publish/subscribe for complete record
- Distribution of record among care team
- Patient-granted permissions
- Patient-set privacy controls

Care Team-Generated Data
- Shared care plans
  - Episodic
  - Chronic
  - End of life
- Team outcomes
  - Adherence
  - Costs
  - Quality

Interoperable Records
- Integrated with long-term post-acute care records

Collaborative Care
- Chiropractic
- Dentistry
- Alternative medicine
- Home

Community Support
- Online community support forums and resources for all care team members
  - Caregivers
  - Family
  - Friends
  - Clergy
  - Counseling
  - Services

| Aligned: Emerging Meaningful Use | Aligned: Meaningful Use 1 | Aligned: Meaningful Use 2 | Aligned: Meaningful Use 3 | Aligned: Meaningful Use 4+ |