

**The Personal Health Record:
Henry Ford Health System
Perspective
April 27, 2005**

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Presentation Highlights

- **Overview of Henry Ford Health System**
- **Features of EMR “Careplus”**
- **Innovations in Provider-Patient Interface**
- **Comments on Personal Health Record**

Profile of HFHS

- **90 y.o. hospital-based health system with**
 - **4 hospitals - flagship (HFH) in downtown Detroit**
 - **Health Alliance Plan - 500,000 HMO members**
 - **Employed physician practice (HFMG) - 800 physicians**

Profile of HFMG

- 2 million outpatient visits
- 500,000 patients (170,000 capitated)
- 22 satellite locations in 30 mile radius
- 700 GME trainees
- \$53 million in research - 4 program projects
- Major affiliation with Wayne State School of Medicine

Henry Ford Electronic Medical Record “Careplus”

History

- Homegrown product in late 1980’s
- Ambulatory-focused
- Goals
 - Results reporting to improve efficiency/reduce costs
 - Archive: lab, imaging results, written consultations, discharge summaries

“Careplus” Enhancements

- PACS (2002) – radiology imaging available on any computer
- “Bolt-on” Features:
 - Patient registry (for disease management)
 - Inbox/reminders (drives workflow)
 - FAX to outside physicians (instant feedback)
- Practice guidelines/pharmacy information
- Template notes/letters
- Customized dashboard for results reporting

Strengths of “Careplus”

- Reduces redundancy/error
- Patient convenience – common information across space and time
- Results/radiology images are in cyberspace
- Drives workflow processes (eg, diabetes care, flags, reminders)
- Mandates computer literacy of clinical staff

Weaknesses of “Careplus”

- No order entry
- Not designed for inpatient record
- Template charting primitive – requires dictation
- Primitive decision support behind the scenes

***ALL THESE WILL BE CORRECTED WITH
NEW PRODUCT – CALLED “CAREPLUS
NEXT GENERATION”***

Two Consumer-Driven IT Enhancements

- **E-Prescribing**—to reduce escalating drug costs for employers and patients
- **E-Web Portal**—to provide internet convenience for routine medical information and logistics

Electronic Prescribing

Designed in collaboration w/auto industry

- Driven by high pharmacy costs
- Standardize access to formulary

Goals:

- Eliminate waste/error
- Improve MD and patient efficiency
- Line up prescribing w/PBMs to reduce costs especially thru use of generics

Electronic Prescribing

System:

- Web-based IT support
- Prompts MD for “best practice” for individual patient
- Rx electronically transmitted to the pharmacy

Outcomes:

- High MD satisfaction – saves time, improves accuracy
- High patient satisfaction – errors reduced, co-pays reduced
- Convenience of pharmacy “pick-up”

Henry Ford E-Portal

- **Background**

- 60% of metro Detroit adults are computer literate
- Consumerism is shifting to computer-based technology
- Phone systems are becoming obsolete (eg, airline reservations)
- Excessive time is spent in telephone tag

Henry Ford E-Portal

- **Goals**

- Provide convenience for patients
- Access health information, lab results, refill prescriptions
- E-visits/consultations, make appointments
- Provide market advantage
- Drive information/marketing out to consumer



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Cardiac resynchronization therapy (CRT) is a new treatment for heart failure that uses an implantable device to improve the pumping efficiency of the heart.

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A new minimally-invasive surgery offers patients new hope for treatment of back pain.

Henry Ford News

Henry Ford Announces 2004 Financial Performance

Henry Ford Health System Opens Medical Center in New Center Area

Henry Ford Hospital Offers Minimally Invasive Colon Cancer Surgery

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Henry Ford Medical Center New Center One



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- INFORMATION ON YOUR PRESCRIPTIONS
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- HENRY FORD SPECIALTY CENTERS
- HEART DISEASE
- NEUROSCIENCE
- ORTHOPAEDICS
- CANCER

Physician Messages

Description	Submitted	Status
May 10, 04 - Here	05/17/2004	Closed
MC - May 5, 2004	05/11/2004	Closed
CBC at MC	05/11/2004	Closed
2/16	02/23/2004	Closed
Test From Landis	01/09/2004	Closed
Renew Prescription	12/08/2003	Closed
(No Subject)	11/14/2003	Closed

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OUT OF MYHEALTH

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AND A DOCTOR

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ORTHOPAEDICS

CANCER

Presently, this new feature is available only to a limited number of centers and physicians. If your physician is not listed on the following pages, your issue will not be addressed. We will be adding more physicians and centers as soon as possible.

Renew a Prescription

Welcome.

You've entered the secure prescription renewal area at Henry Ford. Here are a few important points to remember:

1. The best time to renew prescriptions is at your visit with the doctor. Bring all your medicines to your appointment.
2. Please allow at least one business day for your prescription to be called into your pharmacy.
3. If you have not been seen within the last year and don't have an upcoming appointment scheduled, you probably will be asked to make an appointment.
4. Prescriptions given to you in the Emergency Room cannot be renewed online. Please [make an appointment](#).
5. You **MUST** be a patient of the doctor to whom you are directing your inquiry. Henry Ford physicians and staff will only answer inquiries from people who are CURRENT PATIENTS.
6. These pages use secure technology. For inquiries about the system, contact Henry Ford administration staff at myhealth@hfhs.org.

By clicking "I Agree" below, you acknowledge you have read and AGREE with the [privacy policy](#) and [notice](#), the [terms of use](#) and the terms described above. Further, you agree you are not experiencing an emergency situation.

I Agree

Pharmacy Information

Name of Preferred Pharmacy:

Henry Ford Medical Center - Canton

or type in the name of your preferred pharmacy

Pharmacy Phone Number (example: 800-555-1212):

Prescription Information

Date Prescription Needed (mm/dd/yyyy):

05/01/2005

Name of Medication (Check Prescription Bottle):

Paxil

Dosage (Example: "25mg" or "100cc"; Check Prescription Bottle):

.25 mg

Frequency (Example: "Twice A Day After Meals."; Check Prescription Bottle):

1 time a day

Date Prescription Last Filled (mm/dd/yyyy, Check Prescription Bottle):

04/01/2004

Please List All Allergies, if any:

none

Next

- [HENRY FORD SPECIALTY CENTERS](#)
- [HEART DISEASE](#)
- [NEUROSCIENCE](#)
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Patient Information

Name: Demodata Demo
MRN: 90000202
DOB: 06/12/1928
Telephone Number (Day): 313-874-6419
Telephone Number (Eve):
Email Address: demo467@hotmail.com
Prescribing Physician's Name: Baker-Genaw, Kimberly, M.D.

Pharmacy Information

Preferred Pharmacy: Henry Ford Medical Center - Canton

Prescription Information

1. Paxil, .25 mg, 1 time a day

Send These Requests

If you would like to request another prescription, please enter the information below and click "Add Another Request".

Date Prescription Needed (mm/dd/yyyy):

Name of Medication (Check Prescription Bottle):

Dosage (Example: "25mg" or "100cc"; Check Prescription Bottle):

Frequency (Example: "Twice A Day After Meals."; Check Prescription Bottle):

Date Prescription Last Filled (mm/dd/yyyy, Check Prescription Bottle):

Please List All Allergies, if any:



Workflow Inbox - DEMO, DEMO D.: 15 Notifications

Date	Time	Program	Notification	Priority	Status	MRN	Patient Name
07/10/2001	04:36	CHP	P-P Comm	Regular	New	987-65-43-2	Drielick, Aaron
07/05/2001	10:54	Diabetes	Confirm	Regular	New	922-33-44-5	Ninth M Diabnine
07/05/2001	10:54	Diabetes	Confirm	Regular	Open	222-33-44-1	Second M Diabtwo
06/21/2001	16:36	Discharge	Alert	Regular	Open	900-00-19-7	Pilot, Demodata
06/21/2001	09:10	Discharge	Alert	Regular	Open	360-98-73-0	Lucky, Lucy M.
06/15/2001	07:55	CHP	P-P Comm	Regular	Open	360-98-73-0	Lucky, Lucy
06/15/2001	07:51	CHP	Rx Renewal	Regular	Open	382-85-88-8	Test, Opa
06/15/2001	07:50	CHP	Rx Renewal	Regular	Open	298-00-57-4	Reiber, Billy
06/15/2001	07:48	CHP	Rx Renewal	Regular	Open	388-72-66-9	Csr, Test
06/15/2001	07:43	CHP	P-P Comm	Regular	Open	059-09-35-6	Myles, Edna
06/15/2001	07:42	CHP	P-P Comm	Regular	Open	397-22-06-1	Smith, Thomas
06/12/2001	09:55	Diabetes	Due	Regular	Print	032-76-85-4	Moe Barak
06/11/2001	12:20	Anti-Coagulation	Due	Regular	Print	075-92-88-8	Brendan M Shanahan
02/15/2001	13:18	Anti-Coagulation	Result	Urgent	Print	247-89-90-1	Debra S Pizzorni
02/08/2001	17:45	Anti-Coagulation	Due	Regular	Print	900-00-19-7	Demodata Pilot

15 Notifications, 2 New Items, 1 Priority Item

Refresh Filter... Open Chart

Workflow / Event Notification System / Patient Chart /



DEMO, DEMODATA X. [900-00-20-2]: All available data

DOB: 06/12/1928 (76 years)	Sex: M	Rm/Bd:	Work:	Home: (248) 681-1216	Emer:
PCP: Unassigned	PP: Unassigned	HFH Primary Insurance: BLUE CROSS			

PP: Unassigned Consumer Health Portal - Prescription renewal

Patient Name : Demo Demodata
Telephone
Day : 313-874-6419
Night :

Medicine Name	Dosage	Frequency	Date Needed	Date Last Filled	Preferred Pharmacy	Pharmacy Phone	Allergy Info
axil Demo	.25 mg	1 time a day	05/01/2005	04/01/2004	Henry Ford Medical Center - Canton		non

Notes :

Reply to this message Cancel Forward



DOB: 06/12/1928 (76 years) Sex: M Rm/Bd: Work: Home: (248) 681-1216 Emer:

PCP: Unassigned PP: Unassigned HFH Primary Insurance: BLUE CROSS

Port: 04/19/2005 12:25 Received: 04/19/2005 15:30 Original Document Document Status: Document

Encounter Type: Web Encounter

Encounter Provider: Clinic: HF DETROIT CAMPUS CLINIC

Encounter Transcribed By: Updated By: LANDIS, PAMELA D.

Encounter Summary: Health Portal
 Encounter Description: Prescription Renewal
 Tracking ID: 20050419121629ILA

Encounter Patient: Demo, Demodata (MRN 90000202)
 Encountered by: Day: 313-874-6419
 Encountered by: Evening:

Encounter Subject: Prescription Renewal

Encounter Description: Renewal request submitted by Demo, Demodata (MRN 90000202) on 04/19/2005 12:16:29

Encounter Medication #1
 Medication: Paxil Demo
 Strength: .25 mg
 Dose frequency: 1 time a day
 Started by: 05/01/2005
 Last filled: 04/01/2004
 Preferred pharmacy: Henry Ford Medical Center - Canton
 Pharmacy phone:
 Next doctor visit:
 Last doctor visit:
 Known allergies: none

Encounter Response submitted by Landis, Pamela on 04/19/2005 12:25:33

Encounter Message: Your RX was called in today. Your prescription is waiting. Regards.



DOB: 06/12/1928 (76 years)	Sex: M	Rm/Bd:	Work:	Home: (248) 681-1216	Emer:
PCP: Unassigned	PP: Unassigned	HFH Primary Insurance: BLUE CROSS			

ORTHOPAEDICS

CANCER

Needed By: 05/01/2005

Allergy Info: none

Preferred Pharmacy: Henry Ford Medical Center - Canton

Preferred Pharmacy Phone:

Response

[* Required Fields]

Your Full Name *

Response *

This RX was called in today.
Your prescription is waiting.
Regards.

Henry Ford E-Portal

Early results

- 30,000 patient enrollees
- 24,000 annual transactions
- Average transaction takes 16 hrs, but all patient interaction is computer-based
- Provider feedback – saves time/reduces phone load
- Patient feedback – convenience factor high

How do Henry Ford Patients View the “Careplus” EMR?

Advantages

- Doctors have same information – avoids error, needless tests
- Assurance of standardization
- No need to carry information themselves (eg, x-rays)
- Resembles other service industries (eg, banking)

How do Henry Ford Patients View the “Careplus” EMR?

Security/Privacy Rarely Questioned!

- **Potential Reasons (?)**

- May not know about EMR
- See providers and their system as trusted agents
- Captive audience (HMO network patients)
- Have secure employment, union protection

EMR privacy issues involve employability and insurability. In HFHS, most patients are protected from these concerns.

The Case for the Personal Medical Record – the Tipping Points

Geographic Mobility

- More common for workers to change locations, especially for service industries**
- More common for senior population to relocate at the time of life when medical issues are more complex**
- Florida “snowbirds”**

The Case for the Personal Medical Record – the Tipping Points

Consumerism

- Informed health care consumers will want to control their medical information for portability
- With more cost at risk, patients will “shop services” armed with accurate personal data

Generation “X and Y”

- Spend a lot of time in cyberspace; comfortable with the issues
- Loathe slow methods of communication
- Accept IT security as a way of life

What is Needed for Personal Medical Record? (Not as Much as You Think)

- **Background**
 - Past surgeries and hospital admissions, procedures
 - Allergies
 - Risk factors: lipids, smoking, family history
- **Active Medical Problems and Complications**
- **Current Medications/Drug Reactions**
- **Recent Diagnostic Tests (0-2 yrs)**
 - Lab work
 - Imaging (preferably retrievable)
 - Electrocardiogram

What is needed for Personal Medical Record? (Not as Much as You Think)

- **Most can be template charted and summarized in one page for 90% of patients**
- **Sensitive Issues can be segregated:**
 - **Psychiatric illness**
 - **Substance abuse**
 - **HIV status**
 - **Genetic profile**

Why Has the Portable Health Record NOT been Successfully Commercialized?

The Obvious Reasons

- **No Clear Consumer Value (yet)**
 - **The service does not provide health care delivery and may not be a trusted agent**
 - **Example: would you hire someone to store your financial information?**
- **Fear of Security**

Why Has the Portable Health Record NOT been Successfully Commercialized?

The Hidden Reasons:

- No standard reporting platform
- No standard data entry or assurance of accuracy – ***THIS MAY BE THE ELEPHANT IN THE ROOM !***
- No incentive for providers to enter the data