



Rochester

URMedicine Lessons Learned

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MEDICINE *of* THE HIGHEST ORDER

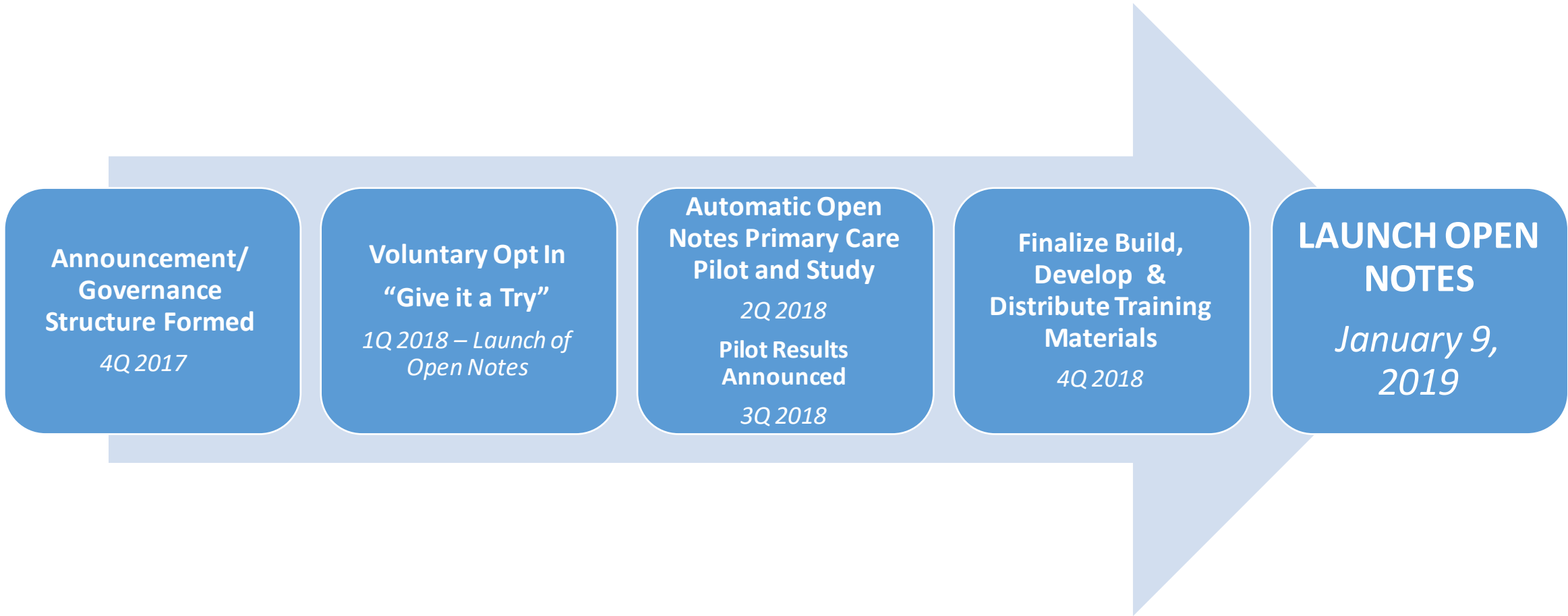


UNIVERSITY *of*
ROCHESTER
MEDICAL CENTER

Can We Engage the Entire Rochester Community?



UR Medicine Journey: OpenNotes with an Open Mind



UR Medicine Journey: OpenNotes with an Open Mind

Governance Structure – faculty driving all scope and technical configuration decisions

- **Steering Team**

- 13 faculty members
- Met monthly (Jan. 2017 – launch)
- Scope Decisions: (Appendix)
 - Locations (inpatient vs. outpatient)
 - Whose Notes will be shared
 - Note types
 - Encounters
 - Who can see the notes
 - When is a note shared
 - Options for not sharing
- Criteria for “exceptions” (Appendix)

- **Core Team – 3 Faculty, 3 Administration and 2 Build Team**

- Project oversight
- Communications



“THESE ARE MY NOTES”

“we’re going to get so many calls”

OpenNotes®

“Patients don’t care about this”

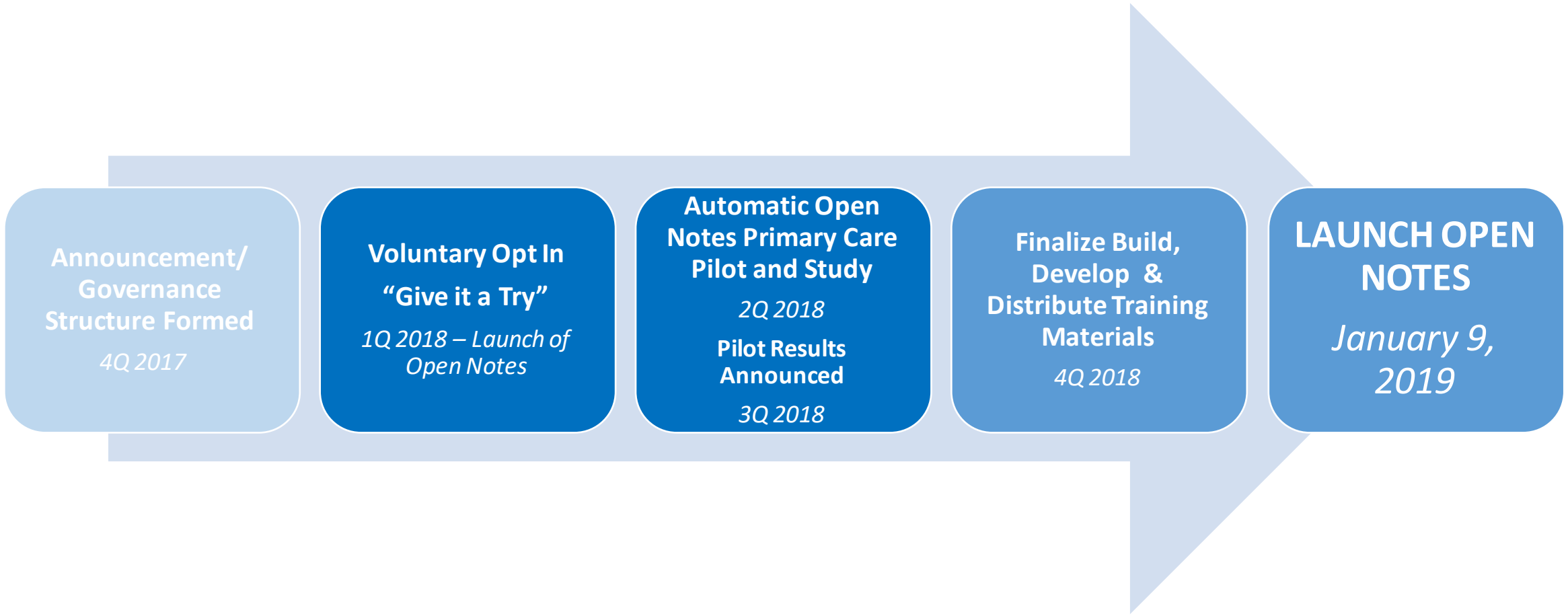
“Over my dead body”

“WE’RE DIFFERENT”

“I’ll Quit”

“I don’t have time”

UR Medicine Journey: OpenNotes with an Open Mind



UR Medicine Note Sharing Pilots 2018

Voluntary Opt-in Phase

Jan 23 - Dec 10

PCN Default Note Sharing Pilot

Apr 16 - Dec 10

2017

Oct

Dec

Feb

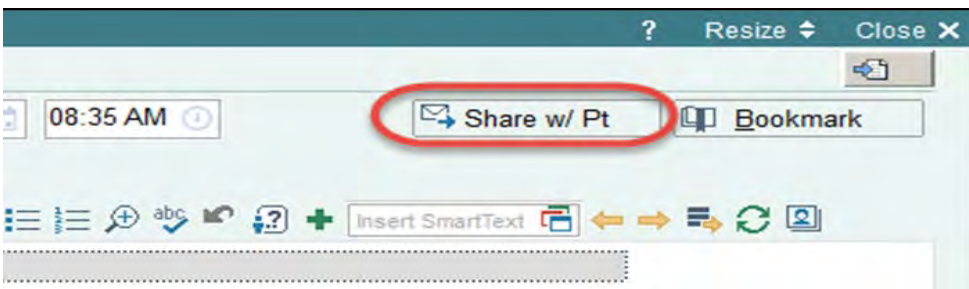
Apr

Jun

Aug

Oct

Dec



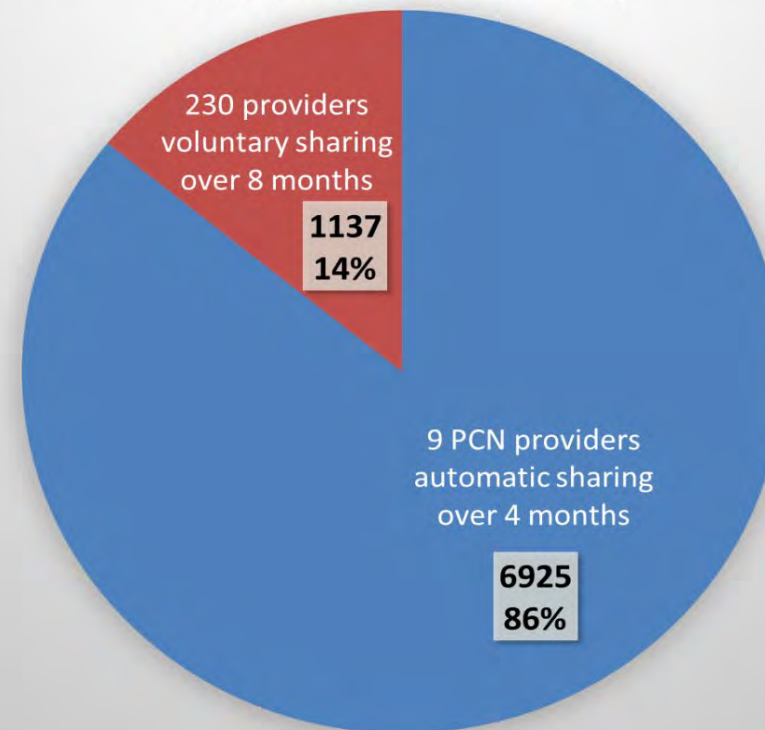
Voluntary Opt-in phase – Jan. 23, 2018

Providers choose which notes to share (manual)

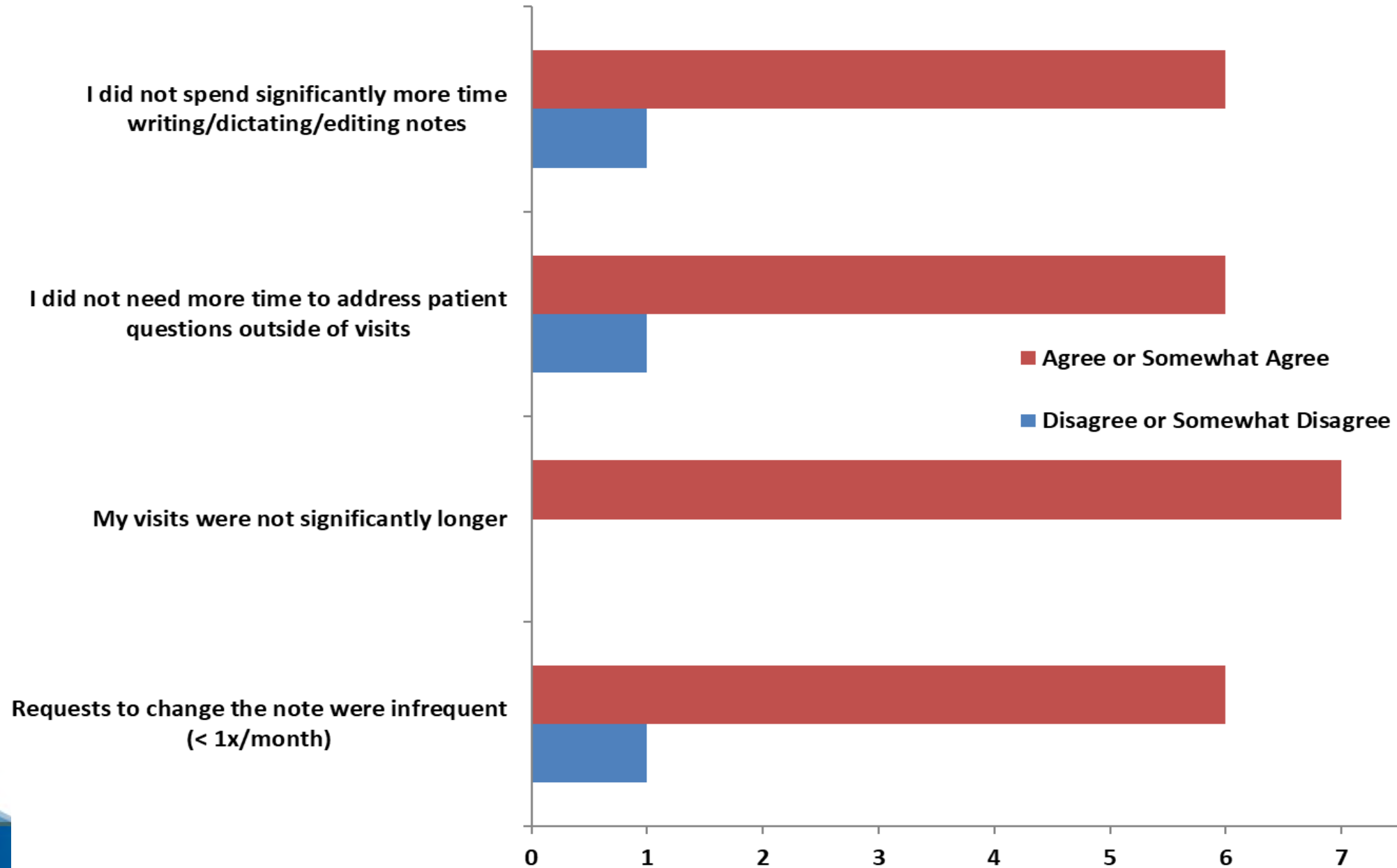
Default Note Sharing Pilot – April 16, 2018

9 PCN providers sharing notes automatically

Over 8,000 notes shared with MyChart active patients
5-7% read rate (about 500 notes)

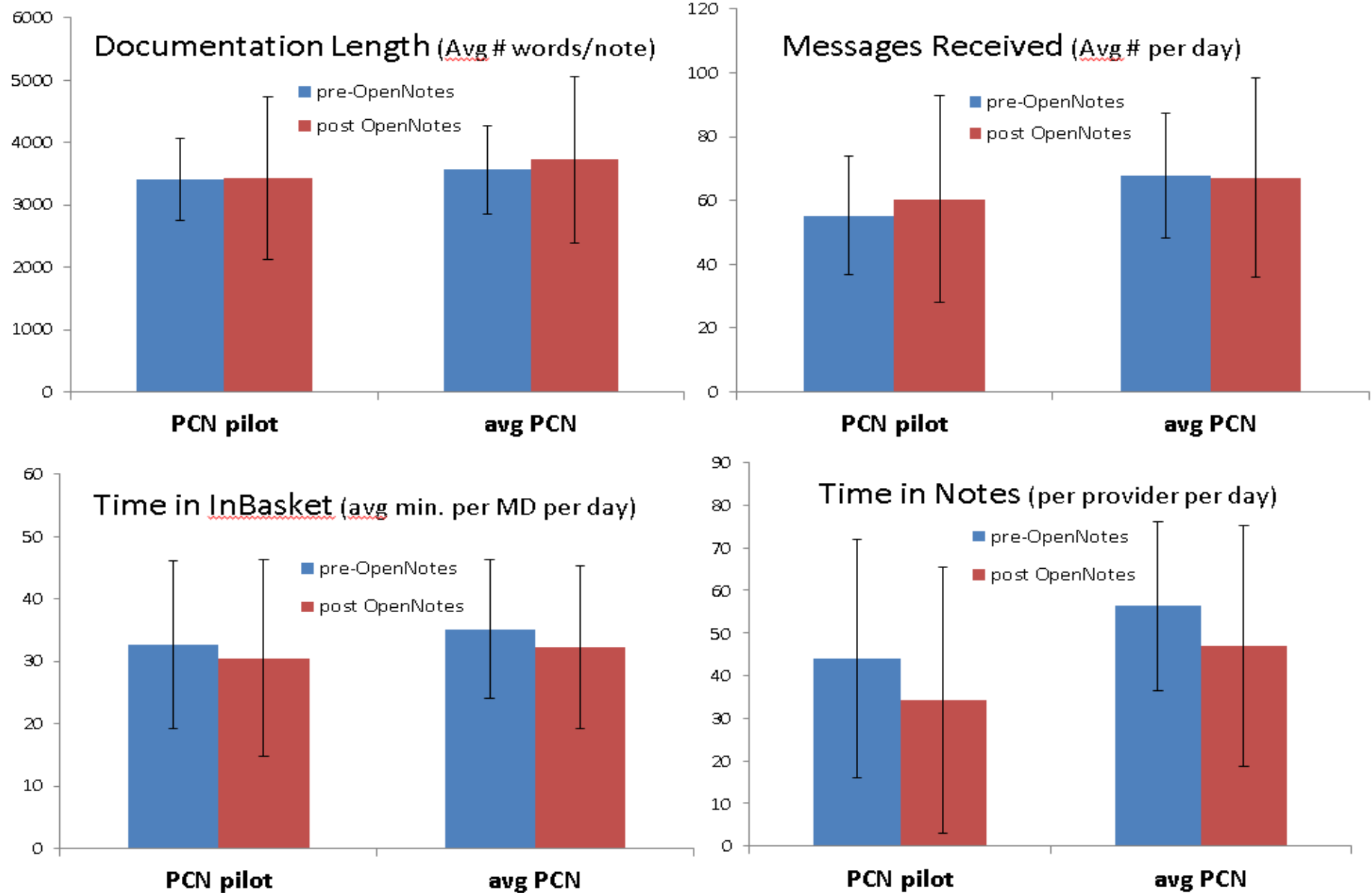


Sharing Notes Had No Perceived Impact On Provider Workload

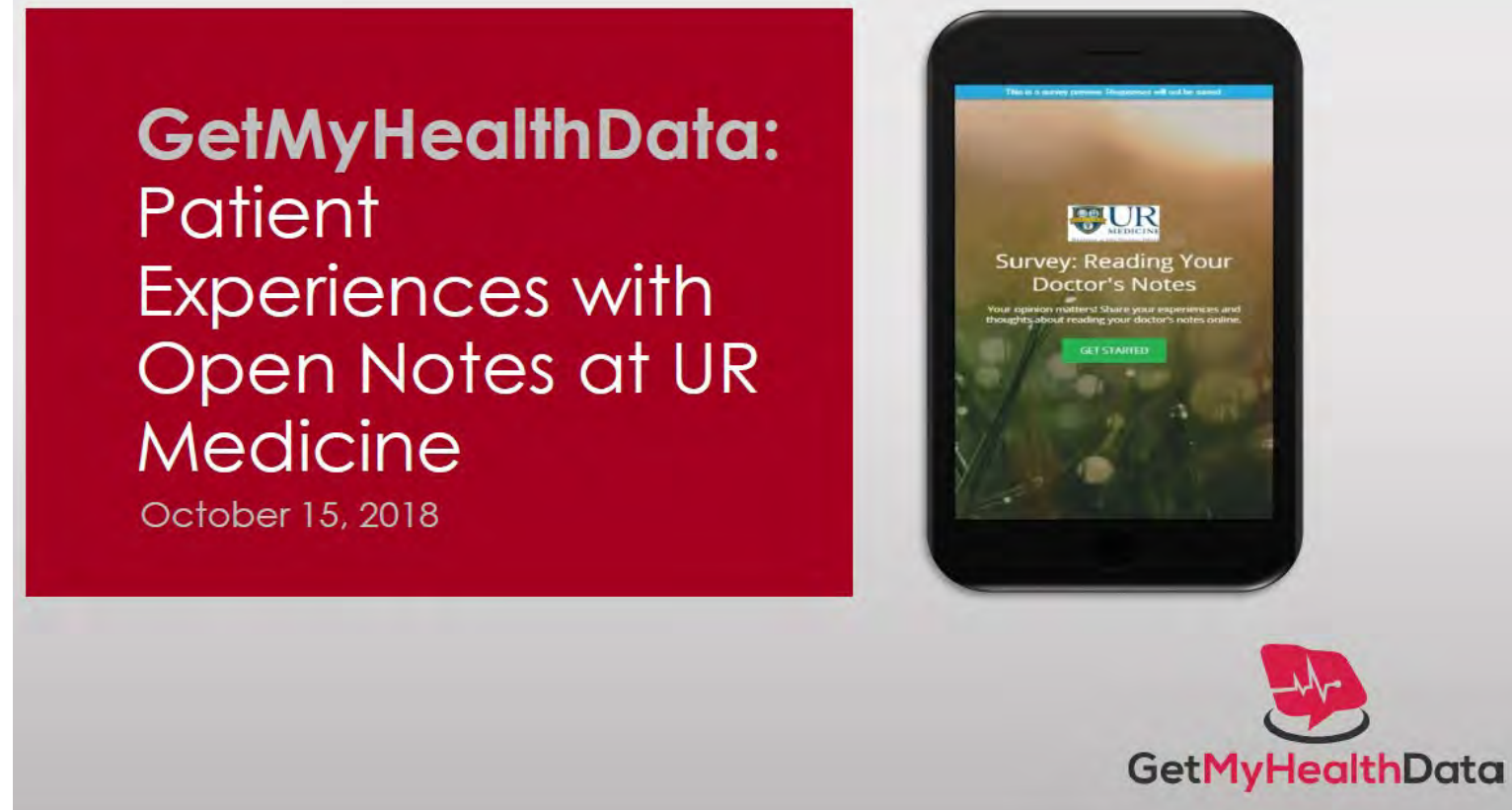


Sharing Notes Had No Impact on Measured Workload

Compared 11 weeks *pre* vs *post* OpenNotes pilot



Patients Want Their Doctors to Share Visit Notes



1,021 patients completed Open Notes survey (via MyChart)

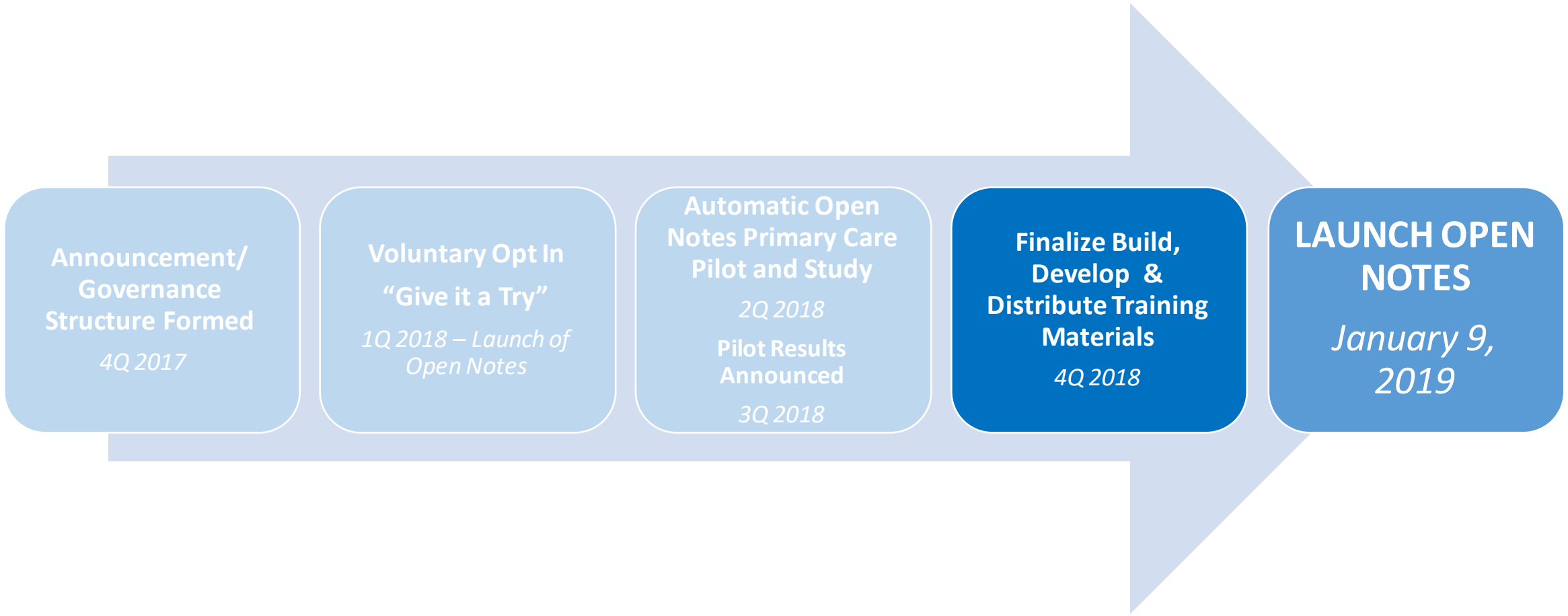
Overwhelmingly positive responses

Over 500 free text comments

Details of survey can be found in Survey section of this ppt

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UR Medicine Journey: OpenNotes with an Open Mind



Getting the Word Out that OpenNotes is Coming: Communicating throughout UR Medicine

Intranet OpenNotes Site

OpenNotes

Starting **January 9**, providers at all UR Medicine ambulatory clinics, with a few exceptions, will automatically share visit notes for face-to-face encounter types with patients and their proxies, through MyChart.

[Get the OpenNotes Essentials»](#)

Sharing Notes with Patients at UR Medicine: Top Things Providers Should Know

UR Medicine is bringing the OpenNotes movement to the Rochester community because it holds great promise in

[Video Link](#)

Go Live Resources

Everything you Need to Know About OpenNotes in 3 minutes:

[Provider Tool Kit](#)

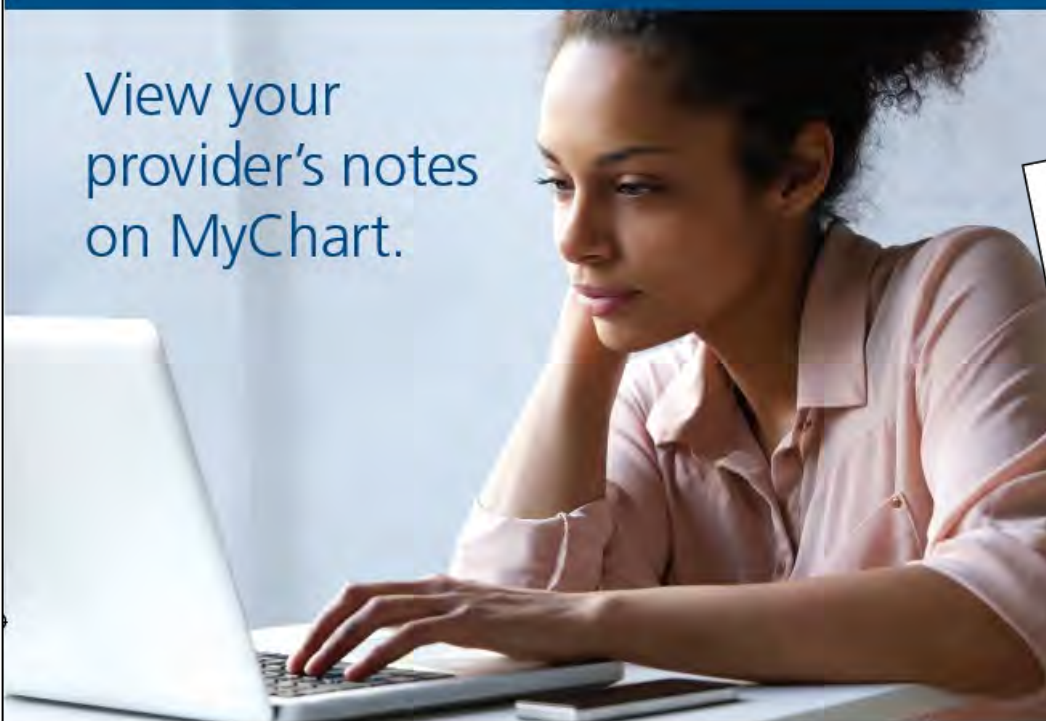
[Note-writing Tips](#)

[FAQs](#)

[OpenNotes Assessments from UR Medicine Pilot](#)

Patient Marketing

View your provider's notes on MyChart.



Now, you can see the details of your medical visits on MyChart. This practice is offering a new service called OpenNotes, where you can review the notes your provider made during your visit.

Reading your notes can help you:

- Remember what was discussed with your provider, including recommendations and answers to questions
- Feel empowered to make healthcare decisions
- Partner with your provider for better care
- Make sure your information is accurate, so your care is appropriately tailored to you
- Share your information with a family member, friend or other member of your care team

Start using OpenNotes today!

Go to MyChart.URMedicine.org to register for MyChart.



This practice is one several UR Medicine practices sharing visit notes. We hope to have note sharing available in all UR Medicine practices by the end of 2018.



What are OpenNotes?

During your appointment, your provider makes notes about the visit in your electronic medical record. The notes are written primarily to keep your healthcare team updated. It may include information you shared, as well as your provider's thoughts about your health and treatment options.

Now, you can see the details of your medical visits on MyChart. We are offering a new service called OpenNotes, where you can view the notes your provider made during your visit.

Confidential and secure.

Sharing visit notes does not change the confidential relationship you have with your provider. You and your healthcare team control access to your notes. So, if you have given permission for family or friends (proxy) to view your MyChart, they will be able to read your notes as well.

How do I see my provider's notes?

- **First, you will receive an email.**

After your office visit, your provider will write a note in your electronic medical record. You will receive an email alerting you when a note is added.



OpenNotes on MyChart.

View your provider's notes online.



How can I get the most out of my notes?

Reading your visit notes can help you feel more confident in your care and more prepared for your future visits. Here are some tips to help you make the most of your visit notes:

- Review your notes to prepare for follow-up appointments or referrals
- Remind yourself of your treatment plan, procedures, tests or appointments
- Look up any terms you don't understand or contact your provider for more information
- Make a "to-do" list based on the notes and take it to your next office visit
- Consider sharing your notes with family or caregivers

See the details of your medical visits.

Start using OpenNotes on MyChart. Login or sign up for MyChart at mychart.urmedicine.org.

This practice is one of a select group of UR Medicine practices sharing visit notes.

We hope to have note sharing available in all UR Medicine practices by the end of 2018.



Community-wide: Press Releases & Ads

Area Residents to Get Online Access to Health-Care Providers' Visit Notes

UR Medicine and Rochester Regional Health collaborating to bring note-sharing movement to the region

Thursday, January 10, 2019

Share 62 Tweet



Hundreds of thousands of area residents will soon have fast, secure online access to the office-visit notes written by their health-care providers, through a collaborative initiative between [UR Medicine](#) and [Rochester Regional Health](#).

Both health systems will share visit notes with their patients, bringing the national [OpenNotes](#) movement to the region. Research shows that patients achieve better health outcomes when they have access to visit-note sharing by helping them

recall the details of individual visits, sharing notes with caregivers that could not attend an appointment, and gaining an overall better understanding of their health and medical conditions.

Beginning in January, Rochester Regional Health and UR Medicine clinicians will be sharing certain office-visit notes entered into their patients' electronic medical records.

- UR Medicine will share ambulatory visit notes from nearly all of its more than 300 outpatient clinics and primary-care practices, including notes from adult- and pediatric-patient visits.
- At Rochester Regional Health, the majority of visit notes will be shared by its primary care practices. Certain specialty practices will also have note-sharing capabilities.
- Both institutions will continue to grant individual patient requests for their medical records, including visit notes.

Transparency is Good for Your Health...
and Collaboration is Good for Our Community



UR Medicine and Rochester Regional Health are helping to make health-care information more transparent and useful for our patients.

We are collaborating to bring the national OpenNotes movement to Rochester, which enables patients to see their clinicians' office-visit notes through a secure online portal.

This initiative reflects our shared commitment to improving patient engagement and health outcomes. Sharing visit notes is proven to help patients remember and follow treatment plans, achieve better results, and feel more in control of their own health.

Beginning this month, the majority of our clinicians will share certain visit notes through the **MyChart** and **MyCare** patient portals. We are pleased to take part in this community effort, and we thank our outstanding providers for making their care even more open and accessible than before.

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REGIONAL HEALTH





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