

NYSHealth Support of OpenNotes

Hospital Expansion

Eight hospitals across the State expand open notes adoption

2017

Acceleration through Federal Rules

NYSHealth releases 'From Good to Great' RFP for hospitals after federal rule

2021

2016

H+H and NYP ACO Pilots

H+H pilot implementation across adult ambulatory care at three of hospital sites; NYP led ACO pilot

2019

FQHC Expansion

Six FQHCs and other non-hospital settings implement open notes

Partnership with the OpenNotes national program to provide support, tools, and technical assistance to implement and share open notes effectively

Successful Implementation and Best Practices

More than 1 million patients reached using innovative strategies:

- Coordination across hospitals for regional implementation
- Patient navigators for non-English speakers, older adults, others
- Contracts with vendors to translate notes into other languages
- Outreach specialists to contact patients and help them enroll in patient portal to see their notes
- Provider training programs and clinician 'champion' models
- Integration into quality improvement and patient experience programs

Successful Implementation and Best Practices, Cont.

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Empowering Patients Through Shared Visit Notes

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JUNE 10, 2021



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CASE STUDY | ARTICLE PREVIEW

NEJM
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Innovations in Care Delivery

Measuring Performance of OpenNotes Initiatives to Target Improvement Efforts

How a New York safety-net health system used data science to identify obstacles to OpenNotes use, address technical barriers, and develop strategies for improving clinical note sharing by providers and viewing by patients.

cess

<https://doi.org/10.1377/hlthaff.2020.01842>

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TOOLS

“From Good to Great” Funding and Technical Assistance Opportunity



The screenshot shows the top portion of a webpage. At the top left is the NYS Health Foundation logo, which includes a map of New York and the text 'NYS HEALTH FOUNDATION' and 'Improving the state of New York's health.' Below the logo is a dark green bar with the text 'November 2021' on the left and 'Page 1 of 5' on the right. The main content area has a white background with a dark blue header that reads 'Request for Proposals'. To the right of this header is a dark green box with white text that says 'Deadline: December 6, 2021, at 1 p.m.'. Below the header is a section titled 'From Good to Great: Improving Access to and Use of Patient Visit Notes' in a teal color. Underneath this title is a paragraph of text: 'Applicants must submit an online proposal. The online proposal application and instructions are posted in the [Apply for Funding section](#) of the NYSHearth website. Applications must be completed and submitted by Monday, December 6, 2021, at 1 p.m.'

- **Due December 6, 2021**
- Open to any hospital facility that is implementing and sharing open notes in compliance with new federal rules and is seeking to meaningfully engage patients
- \$30,000 awards and participation in 12-month TA and learning network
- 25-30 hospitals will be selected

Funding and Technical Assistance Opportunity, Cont.

- Grants can supplement costs associated with sharing notes
- Hospitals will engage a project team of 3-4 members. NYSHealth strongly encourages inclusion of at least one patient partner and/or advisor
- Most competitive proposal will: serve marginalized populations; show compliance with the 21st Century Cures Act mandate; and demonstrate creative patient engagement approaches

Technical Assistance and Learning Network

Monthly technical assistance sessions and individual support:

- Addressing clinician concerns and identifying staff champions
- Using effective approaches for writing notes
- Sharing notes in the context of adolescent, pediatric, inpatient, and behavioral health settings
- Promoting best practices for maintaining patient privacy and confidentiality
- Helping clinicians, patients, caregivers make the most of notes
- Educating patients on their rights and how to access their notes
- Using notes as an ongoing patient engagement strategy
- Addressing issues with EHR and patient portal functionality

Questions

- Feel free to send your questions through the chat
- Programmatic questions about this funding opportunity should be e-mailed to OpenNotesRFP@NYSHHealth.org
- Technical questions regarding the online application system should be emailed to Grants Assistant Keenen Willis at Willis@NYSHHealth.org