

Increasing Use of Patient Generated Health Data through Provider Encouragement

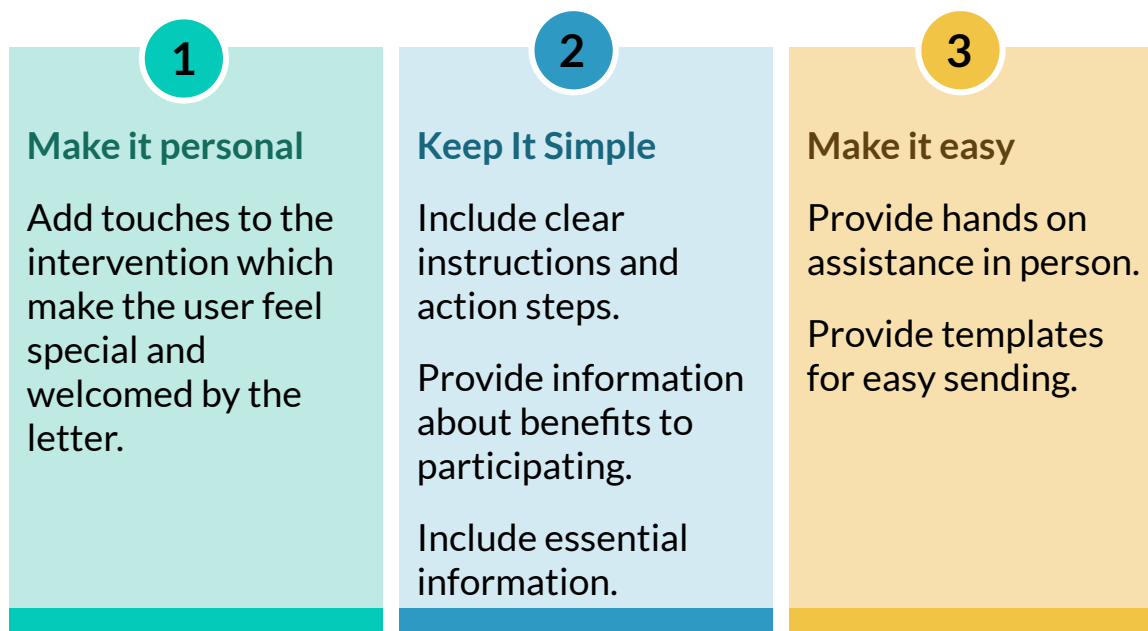


The Office of the National Coordinator for Health Information Technology (ONC) in the Department of Health and Human Services, OES, and Inova Health Systems worked together to design and test interventions to increase the use of patient-generated health data, through provider encouragement. These interventions were specifically aimed at encouraging physicians to bulk order electronic blood glucose flow sheets for their patients, and remind patients to perform self-monitoring and share the information with them using electronic flow sheets.

Ten primary care practices were randomly assigned to receive a provider training and IT support intervention. The intervention consisted of inviting physicians to virtual training, encouraging bulk ordering of flow sheets, and offering in-person support for flow sheet distribution.

Data from electronic health records were used to compare flow sheet usage and potential health outcomes. Patients at practices receiving the provider intervention were more likely to receive a flow sheet order than those in the control condition of no intervention, and less likely to see a change in their medication in the weeks following the intervention.

The letters were designed with three principles in mind: ***make it personal***, ***make it direct***, and ***make it easy***. The way these principles were applied to the letters is described below:



For more information on this intervention or to start a conversation, please contact oes@gsa.gov.

The OES project page for this project can be accessed: <https://oes.gsa.gov/projects/patient-health-data-provider-encouragement/>.

Provider Encouragement Intervention

The **Provider Encouragement** intervention includes:

- An invitation to attend a virtual training to review instructions for completing batch orders and viewing entries through the system (Instructions below)
- An offer to receive in-person support from a member of their team
- A template for reaching out to patients (Template on see next page)

Provide hands on assistance in person.

Provide templates for easy sending.

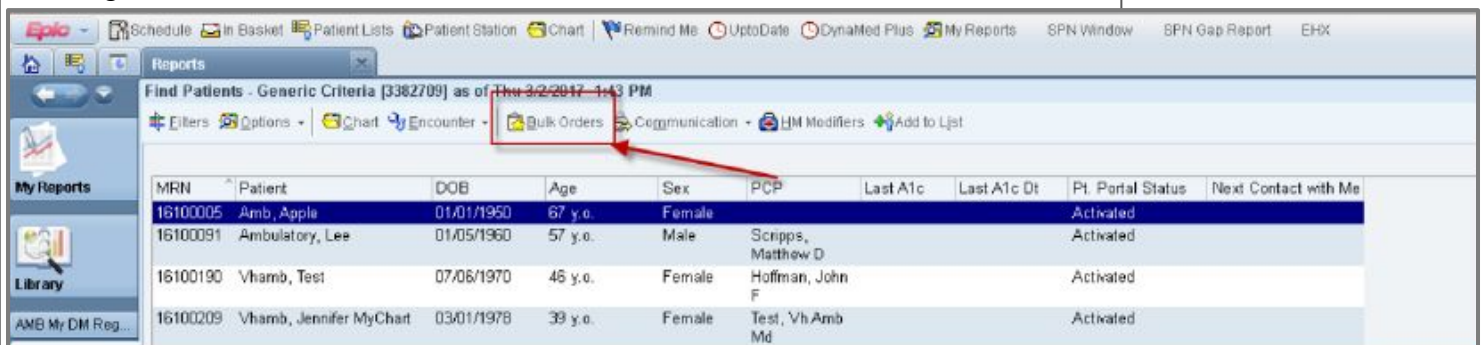
Instructions for Submitting Bulk Orders

To submit bulk orders, physicians follow the steps outlined below:

1. The physician will select “My Reports”, search the Library tab and select the report titled “AMB My DM Registry Patients without a MyChart Glucose Flowsheet”.
2. Run the report. When the report opens, select the patients on which the orders should be placed. Click Ctrl-A to select all patients. You may also choose to select patients individually, but we encourage you to place the order for all patients with diabetes who do not have an existing order. If you have patients who list a preference of only Mail, only Phone, or Do Not Contact you will need to un-selected those patients from the order. When you’re done, click **Bulk Orders**.
3. The Place Orders screen will display. Click **Use PCP as Authorizing Provider**, or enter an Authorizing Provider.
4. Select the **MyChart Glucose Flow Sheet order** to place for the group of patients.
5. Click the **Add Communication** button at the bottom of the window.
6. You will see a set of tabs organized by patient communication preference. Click on the **MyChart** tab.
7. Use the “Insert SmartText” search bar to locate and select the template **MYC - GLUCOSE TRACKING BULK ORDER RESEARCH TEMPLATE**. This will populate the message field with information for patients to let them know about the orders being placed for them. The text for this template can be found below in blue:

Include clear instructions and action steps.

EHR Page for Bulk Orders



MRN	Patient	DOB	Age	Sex	PCP	Last A1c	Last A1c Dt	Pt. Portal Status	Next Contact with Me
16100005	Amb, Apple	01/01/1960	67 y.o.	Female				Activated	
16100091	Ambulatory, Lee	01/05/1960	57 y.o.	Male	Scripps, Matthew D			Activated	
16100190	Vhamb, Test	07/06/1970	46 y.o.	Female	Hoffman, John F			Activated	
16100209	Vhamb, Jennifer MyChart	03/01/1978	39 y.o.	Female	Test, Vh Amb Md			Activated	

After submitting bulk orders, physicians receive:

- A bi-weekly report for every patient who enters data
- A notification when patient entered values are out of range (the patient also gets a notification that their doctor will see this value)

Provide information about benefits to participating.

Template for providers to send to patients



Dear [Patient],

You may have seen that there is a new electronic form available for you to enter your blood glucose results in the MyChart portal. Keeping track of your blood glucose can help you manage your diabetes and reduce your chances for developing complications like heart disease, kidney damage and eye damage.

As part of a new [health system name] program to help patients with diabetes get healthy, I would like you to try entering the results of your home blood glucose tests on MyChart for the next 3 months. Please let me know if you have any questions.

Sincerely,

[Physician]

WHAT TO DO NEXT

1. Get help: If you need help learning how to measure your blood glucose or getting testing supplies, you can contact [Practice Contact].
2. Learn how: See [link to instructions/screenshots] to learn how to use the electronic blood glucose flow sheets on MyChart
3. Link your devices: You don't need to have special equipment to use the flow sheets, but if you have an Apple/iOS device incompatible glucometer, you can set up automatic data transfer. This will pull the results of your glucose tests into MyChart automatically, making it even easier to track. See [link to instructions] for help setting this up, and for a list of compatible devices.
4. Track your blood glucose: For the next 3 months, try to enter at least 6 measurements total per week, spread out over a few different days. However, don't be discouraged if you miss a day– even tracking occasionally could be beneficial to your health.

Note: If you've never tested your blood glucose before, get in touch with [Practice Contact] to make sure you have all the materials and instructions you need, and to confirm that testing is right for you. Patients who think they might be pregnant should also be sure to talk to a physician before starting any new tracking regime.

Provide information about benefits to participating.

Add touches to the intervention which make the user feel special and welcomed by the letter.

Provide steps and easy access tools so patients can access the necessary resources.

Include essential information to raise awareness.