Consumer Workgroup

Christine Bechtel, chair

February 10, 2015

Consumer Workgroup Members

Health IT Policy Committee
A Public Advisory Body on Health Information Technology
to the National Coordinator for Health IT

- **Christine Bechtel**, Bechtel Health Advisory Group (Chair)

- **Neil S. Calman**, Institute for Family Health (co-chair)

- **Dana Alexander**, Caradigm

- **Tripp Bradd**, Skyline Family Practice, VA

- **Leslie Kelly Hall**, Healthwise

- **Ivor Horn**, Seattle Children's

- **Erin Mackay**, National Partnership for Women & Families

- **Philip Marshall**, Conversa Health

- **Amy Berman/Wally Patarawan**, The John A. Hartford Foundation

- **Will Rice** , Walgreens/Take Care Health Systems

- **Clarke Ross**, Consortium for Citizens with Disabilities; American Association on Health and Disability

- **Luis Belen**, National Health IT Collaborative for the Underserved

- **Kim Schofield**, Lupus Foundation of America (GA Chapter) Work@Health Program for CDC

- **MaryAnne Sterling,** Patient & Caregiver Advocate

- **Nicholas Terry,** Indiana University, Robert H. McKinney School of Law

Ex Officio Members

- **Cynthia Baur,** HHS**,** CDC

- **Teresa Zayas Caban**, HHS, AHRQ

- **Danielle Tarino**, HHS, SAMHSA

- **Theresa Hancock,** Veterans Affairs

- **Bradford Hesse**, HHS, NIH

- **Wendy J. Nilsen**, HHS, NIH

  ONC Staff

- **Chitra Mohla,** Office of Policy (Lead WG Staff)

WORKGROUP CHARGE AND CONTEXT

Provide input and make recommendations on policy issues or opportunities to use health IT to:

– Engage consumers and families in their own health and health care

– Enable consumer-provider partnerships supported by health IT

– Elevate consumer voices to shape health system transformation

- General Comments on **high level components** of the Strategic Plan
  - Overview
  - Strategic, Goals, Objectives and Strategies framework
  - Strategic Plan Development & Update
  - Federal Health IT Principles

- General comments on **Goals, Objectives and Strategies**
  - Proposed new goal

- Specific comments on **Goals, Objectives and Strategies**
  - Themes

High Level Components

- General
  - Clarify "health IT" – not just EHRs, including consumer facing health IT
  - Define terms such mHealth, precision medicine, etc.
  - Include behavioral health and long term services and supports

- "Collect, Share and Use" framework
  - Focused on data
  - Ecosystem of health IT should have **people at the center**, and should reinforce collaborative relationships needed to improve health & care
  - Consider/connect to existing policy rubrics – Triple Aim, etc.

- Additional Health IT Principles concepts – use health IT to:
  - Empower consumers and family caregivers
  - Increase equity: Consumers and providers
  - Improve patient and family experience, concordance with patient goals

General Comments on Goals, Objectives and Strategies

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- Ensure that strategies pertaining to consumers are visibly part of each objective

- Need a Bridge between
  - **Goal 3:** Strengthening Health Care Delivery, which is focused on providers

  and
  - **Goal 4:** Advance the Health and Well Being of Individuals and Communities, which includes a focus on consumers

Building a culture of individual, provider, and community partnership to achieve shared person-centered health and health care goals

Proposed New Goal

Building a culture of individual, provider, and community partnership to achieve shared person-centered health and health care goals

- Leveraging health IT so that individuals, providers, community-based organizations and other patient supports will **partner together** to ID, align to and achieve health and care goals.

- Aligning around shared person-centered **goals** for health and care will help the federal government and all health care stakeholders to align efforts in patient engagement, quality measurement, reporting, and payment.

- Health system will be incentivized to **continuously and collaboratively** work with individuals to document, measure, refine, communicate and achieve objectives that are both meaningful to patients *and* achievable by the delivery system

- **Umbrella** goal for areas such as care planning, shared decision making, patient-generated health data, health literacy and communication, and much more.

Summary of Comments:
Goals, Objectives and Strategies

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Work Group's Specific Comments on Goals, Objectives & Strategies organized by our Charge:

- Engage consumers and families in <u>their own</u> health and health care
- Enable consumer-provider <u>partnerships</u> supported by health IT
- Elevate consumer <u>voices</u> to shape health system transformation

Government Strategies Suggested:

- Payment
- Certification
- Policy (MU, privacy, etc.)
- Program requirements
  - Advanced models of care, grants, contracts, etc.
- Purchaser (FEHBP, etc.)
- Technical assistance (RECs, NCC contractors, etc.)

Summary of Comments: Goals, Objectives and Strategies, continued

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- **Consumer Access to & Use of Information**
  - Monitor/address "portal fatigue"
  - Ability to aggregate data from multiple sources and share seamlessly
    - Easy for consumers and providers
  - Access to health information thru mobile devices and consumer facing health IT
  - Remote monitoring/telehealth
  - Convenience features

Summary of Comments:
Goals, Objectives and Strategies

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- **Equity**
  - Monitor/address digital divide at the consumer level
  - Health literacy and health IT literacy
  - Language access

- **Privacy**
  - Support for several strategies
  - Consumer-facing health IT advancements in market highlights policy gaps
    - What policy options do we have for areas not covered by HIPAA? How do we improve consumer confidence through privacy protections in areas like PHRs, mHealth apps, etc.?

Summary of Comments:
Goals, Objectives and Strategies

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- **Person Centered Planning**
  - Frame under new proposed Objective, or under 4A (consumer-focused)
  - Person-centered plan is important umbrella:
    - Patient life and health goals
    - Integration of health, behavioral health, community supports and services
    - ID and support for the role of family caregivers
    - Social determinants of health
    - PGHD
    - Link to shared decision making tools
    - Care coordination and interoperability are essential
  - Needed in the market:
    - Common understanding of planning process and approach
    - EHR capability (standards, certification)
    - Supportive payment policy

Elevating Consumer Voices

- Elevating consumer voices will be essential in
  - Governance of HIE, interoperability initiatives and research
  - Training & Education
    - For consumers – value, use and privacy of electronic health information (focus on convenience features)
    - For providers – how to partner with patients in their care using HIT, and how to partner with patients in implementation initiatives

Questions