


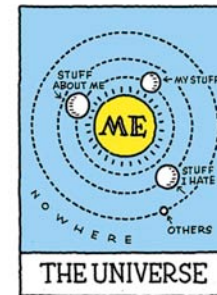






DO	DON'T	EXPLANATION	GRAPHIC
PRE-IMPLEMENTATION			
Describe HYH as a family of tools that serve needs of patients and clinicians.	Describe HYH as a tool for QI, patient-centeredness, cost reduction, ratings, etc.	Clinicians are appropriately skeptical of jargon and want useful, actionable information in real time to.	
Point out that HYH is a personal information and communication technology like a smart phone. It's easy to start using and you see how to take advantage of "apps" with use.	Describe HYH as a patient survey or a rating/QI measurement system.	Clinicians don't want more metrics. They want and need very low cost technologies to improve the efficiency and effectiveness of care.	
Address "can of worms" concern. (See testimonials below)	Avoid legitimate concerns about work-flow.	Clinicians correctly worry that ANY infringement on limited time (such as receiving MORE information from patients) will further undermine their already precarious balance.	

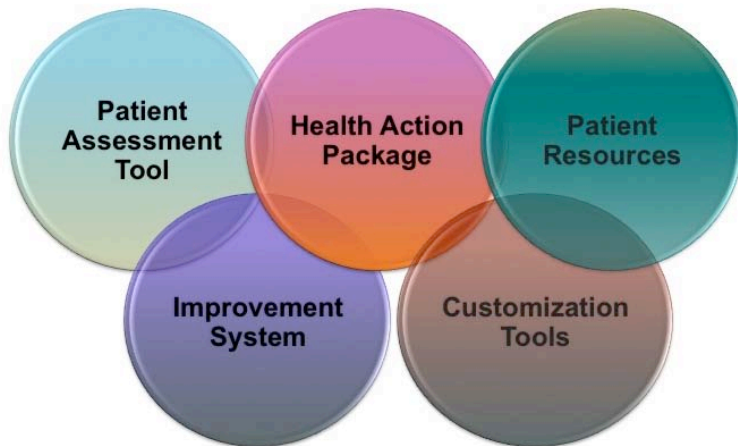
<p>Address “what’s in it for me?” Make sure clinicians understand that if implemented well this technology will be integral to everyday workflow. (See testimonials below)</p>	<p>Denigrate expressions of legitimate self-interest.</p> <p>Suggest that HYH is a self-limited project instead of an integral part of care. (Smart phone analogy)</p>	<p>1) Increases efficiency and effectiveness by helping patients focus their concerns and engage in their own care BEFORE THE OFFICE VISIT; 2) Enables the office to immediately have and use patient-reported data to increase efficiency and effectiveness; 3) In some settings can be very helpful for certification or extra payments</p>
<p>Explicitly address what the office and staff have to do.</p>	<p>Be vague about work involved.</p>	<p>See Implementation below</p>



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IMPLEMENTATION													
<p>Demand that the office staff and clinicians do HYH twice: once as themselves and once as a sick patient.</p>	<p>Bother to spend time with a practice that has not taken this basic step.</p>	<p>Some practices are laggards. Best to focus efforts on creating leaders who will pull along laggards later.</p>											
<p>Follow the implementation checklist.</p> <p>STRONG SUGGESTION, CONSIDER HEALTH HELPER APPROACH TO REDUCE IMPLEMENTATION COSTS, INCREASE EFFICIENCY AND PROMOTE FULL USE OF THE MANY HELPFUL TOOLS (SUCH AS PROBLEM SOLVING) OVER TIME.</p>	<p>Invent ad hoc approaches without regard to the many years of experience with HYH.</p>	<p>Ad hoc implementation errors are demoralizing and can irreversibly poison the clinicians. (See implementation checklist)</p>	<p>Implementing HowsYourHealth.org</p> <table border="1" data-bbox="1486 740 1829 1227"> <thead> <tr> <th>People</th> <th>Key Functions</th> </tr> </thead> <tbody> <tr> <td> Health Professional At least one per clinic Time estimate: 7 hrs/Weekend </td> <td> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Learn about HowsYourHealth - take the survey so you see the types of questions asked <input checked="" type="checkbox"/> Assist with Patient Helper selection <input checked="" type="checkbox"/> Determine the role to access the patient survey from the inbox <input checked="" type="checkbox"/> Establish protocol for inviting patients to take the survey: STRONGLY RECOMMEND TWO WEEKS BEFORE A SCHEDULED VISIT (FOR A CHECKUP IS BEST) <input checked="" type="checkbox"/> Review the patient survey and use the information as appropriate for the office visit <input checked="" type="checkbox"/> Review aggregate report for patient panel <input checked="" type="checkbox"/> Identify areas for improvement <input checked="" type="checkbox"/> One provider participates on "Talk with Others" </td> </tr> <tr> <td> Office Staff Leader One per clinic Time estimate: 4 hours per month during set-up </td> <td> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Learn about HowsYourHealth - take the survey so you see the types of questions asked <input checked="" type="checkbox"/> Facilitate orientation and activities of Patient Helper <input checked="" type="checkbox"/> Facilitate logistics of patient invitation to complete survey and reminder process <input checked="" type="checkbox"/> Facilitate logistics of retrieving the survey from inbox into the patient record for the office visit or provider review in advance <input checked="" type="checkbox"/> Review aggregate reports and identify areas for improvement <input checked="" type="checkbox"/> Participate on "Talk with Others" </td> </tr> <tr> <td> Patient as Helper 1-2 per professional Time estimate: 6-12 hours over 3 months </td> <td> <p>Selection (Can be staff, volunteer or current patient)</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Completes Patient Helper newsletter criteria <input checked="" type="checkbox"/> Used the tool and navigated the site <input checked="" type="checkbox"/> Commits to 2-4 hours per week X 3 months <p>Activities (Can vary. 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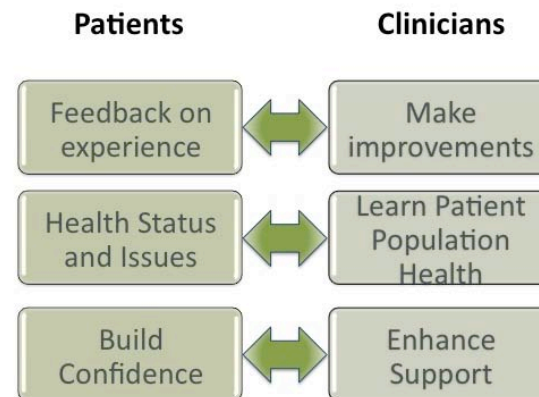
DO	DON'T	EXPLANATION	GRAPHIC
Sustaining			
Encourage sharing of information with other clinicians on the HYH "Talk" blog. Further increases efficiency, effectiveness and new idea testing.	Leave the blog unsupported	Over five years many clinicians have kept HYH interest and develop at the forefront of their communication.	
Encourage patient engagement through HYH "Talk", volunteering as Practice Helpers, etc.	Leave patient engagement for single practices only.	Patients can be strong enablers of information and communication technologies within and across practices.	

What is How's Your Health?



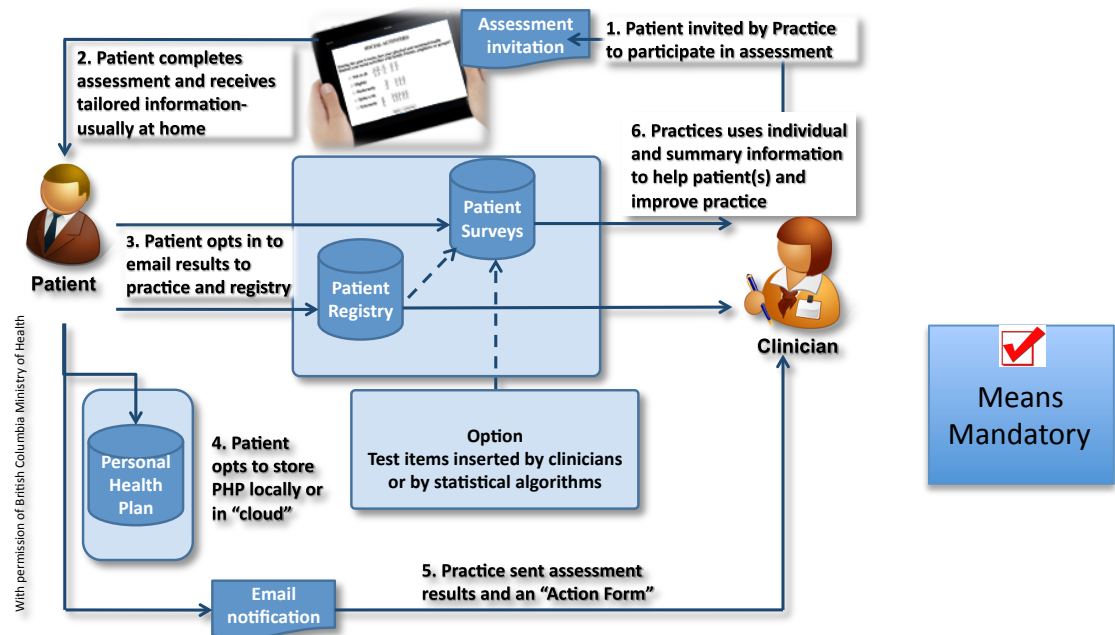
What is How's Your Health?

- Supports partnership, engagement, confidence building



Using HowsYourHealth.org

FUNDAMENTALS	KEY COMMENTS
<input checked="" type="checkbox"/> Go to www.howsyourhealth.org .	About, Ordering, Utilizing
<input checked="" type="checkbox"/> Register	Retain your passcode and password
<input checked="" type="checkbox"/> Sponsor customizations	The brief video and instructions are very useful to orient you to the options.
<input type="checkbox"/> Passcode bypass info at top customization page	
<input type="checkbox"/> Change survey options	
<input checked="" type="checkbox"/> Request All Items and Quality or Enter Sponsor Summary Report	You and your staff will use this summary to monitor use and practice performance. Establish who has access.
<input checked="" type="checkbox"/> Email action and activate registry	You must have an email address for patients to send you their results. Establish who has access. Watch out for firewalls that will not grant email access to "outsiders"
<input type="checkbox"/> Get Patients from Registry or Enter Patient Registry	Critical for population management.
<input checked="" type="checkbox"/> Test and troubleshoot	Once set up you should act like a patient, make sure any optional questions appear and email results to yourself to document that registry and summary are functioning. Most common cause of failures – an institutional firewall.
<input type="checkbox"/> Consider other options	That's usually enough for the first pass!!



Implementing HowsYourHealth.org

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Physician Testimonials

“Patient assessments sometimes provided valuable information previously unknown...” – -
Dr. T. Sidhu, Canada.

“For those patients who brought in results, the visits ended up being shorter because I had an idea of what was going on.”
- *Dr. R. Lima, Canada*

“The first patient to complete HowsYourHealth was seen today. I picked up the fact that he'd never received pneumovax and directly addressed his confidence in managing his own condition. He left much more confident. I don't think the visit would have gone the same way without HYH. So thus far I am 1 for 1.”
Dr. R Hornbake, USA

“I just wanted to give a success story for a patient of mine who recently used HYH. She did the survey, and when she was done, she hit print to print the action form. Unfortunately, her husband was sitting near the printer and she feared her honesty on the survey with regards to smoking habits would be seen by her husband (who apparently either didn't know or didn't want to confront her on this). She began to think maybe she would be better off not smoking at all. So she kicked the habit and now has "no secrets left from her husband.

Wow, a healthier patient and a healthier relationship just by answering questions. I have to say, I love a success story when I didn't have to do anything at all. I'm beginning to like HYH better and better every day!”
Dr. J Brady USA

It widens the view of the patient's experience, helping to keep in mind important variables that don't necessarily come up in the conversation, including emotional health, and systemic/office issues. Patients seem to find the reading material helpful as well.
Dr. L. Laubert Canada

A Typical Patient Testimonial

“ My 79-year-old grandmother happened to take the How's Your Health survey recently. She is widowed and lives alone. She told me that the survey gave her confidence when she went to see her doctor. She remembers bringing the survey results to her doctor, and he was pleased that she had taken it; she told me that she was surprised to discover that her physician - who she had known for years - was more than happy to discuss her mental health....She left the office feeling less depressed as she felt that she finally had an outlet to discuss her emotions.

This survey has become such great tool to help us move towards patient-centered care.”
Anonymous speaking for her grandmother.

WE WANT YOU!!!



GREAT HEALTH CARE BEGINS WITH YOU

PATIENTS

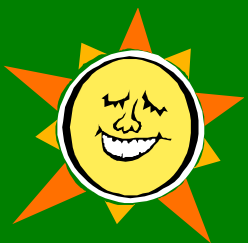


DOCTORS
NURSES
CARE-
MANAGERS

HowsYourHealth.org



INTERNET

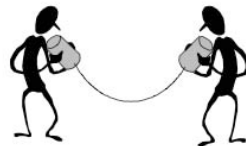


PATIENT CARE HELPERS

This newsletter explains how a few volunteer patients can help us make our health care great!

During the next four months volunteer patients are needed to help our doctors and nurses use a new internet health system. It is called **HowsYourHealth**.

HowsYourHealth helps our patients in **three ways**.



Second, it helps patients communicate better with their doctors and nurses.



First, it helps patients better understand their health problems. Health problems become less confusing.



Third, it gives doctors, nurses and patients a way to keep track of important problems, solve problems, and make health care better.

WHY PATIENT CARE HELPERS?

Many people might think that they do not have the skills and “smarts” to help health professionals use **HowsYourHealth**. But they would be wrong!

Patients who want to help make health care great often have plenty of skills and “smarts” to do this.

And guess what? Helpers think like other patients and often find ways to use **HowsYourHealth** that your health care team might not have thought about.

TAKE THE QUIZ. COULD YOU BE A PATIENT CARE HELPER?

CHECK (✓) ALL THE BOXES THAT ARE CORRECT FOR YOU

- I really want to help make great health care.
- I want to learn about **HowsYourHealth** and how to make it work well
- People say I am good working with other people
- I get things done
- I use the internet at least 30 minutes a week
- I can volunteer 12 hours during the next 4 months

If you have checked all the boxes...we want to talk to you!!!



WITH
HOWSYOURHEALTH
COMPUTER FEAR IS A
THING OF THE PAST.

HOWSYOURHEALTH IS
EASY-TO-USE AND
READY-TO-USE WITHOUT
HASSLE.



BUT STILL...
HELPERS ARE NEEDED
SO THAT BUSY HEALTH
PROFESSIONALS AND
THEIR PATIENTS CAN GET
THE MOST OUT OF
HOWSYOURHEALTH

WHAT WOULD BE THE WORK?

We know that Patient Care Helpers really improve health care and make HowsYourHealth work well.

If you are interested in becoming a patient care helper, here is information you need to know.

Our clinic will need up to two Patient Care Helpers for each of our physicians. The helpers will:

- Understand HowsYourHealth.
Use it, view the videos and read the information about how to get the most out of HowsYourHealth.
2 hours
- Meet with the health care team (of doctors or nurses) when needed.
6 hours

- Help some patients and the office team use HowsYourHealth.
2 hours
- Share ideas with other great care helpers about what is working and not working.
2 hours

After the four months Patient Care Helpers often use their new skills and “HowsYourHealth smarts” to stay involved in healthcare improvement. We look forward to working with you.