OpenNotes: Inviting Patients to Read Their Notes
Presentation by Harborview Medical Center, Seattle, WA - USA

A Patient’s Point of View
Presenter: Linda Johnson
Economic & Community Development Consultant

The 6th International Conference on Patient- and Family-Centered Care: Partnerships for Quality & Safety
Thursday, August 7, 2014
The Westin Bayshore
Vancouver, British Columbia, Canada
Introduction

- Living in Seattle, WA-USA since 2002 with Harborview Medical Center (Harborview) as my primary medical care provider.

- Retired as a real estate developer in 2008, after waking up on my office floor with paramedics hovering over me. My retirement was motivated because of my desire to manage my health closer.

- Besides keeping medical appointments and taking medications . . . I did not know what else I could do.
Personal Medical Care is from: Harborview Medical Center

- Harborview is owned by King County in the Washington State, governed by the Harborview Board of Trustees, and managed under contract by the University of Washington.

- University of Washington Medical Center is ranked nationally in 13 adult specialties and is ranked No. 11 in the 2014-2015 National Ranking.
Harborview Medical Center is the only designated Level 1 adult and pediatric trauma and burn center in the state of Washington and serves as the regional trauma and burn referral center for Alaska, Montana and Idaho in the USA.
Synopsis

• OpenNotes began as a research and demonstration project that ran from 2010 to 2011 in primary care in three sites:
  1. Geisinger Health System (rural Pennsylvania)
  2. Harborview Medical Center (inner city Seattle)
  3. Beth Israel Deaconess Medical Center (urban and suburban Boston)
Abstract

- **Background:** Little is known about what primary care physicians (PCPs) and patients would expect if patients were invited to read their doctors' office notes.

- **Design:** The PCPs and patients completed surveys before joining a voluntary program that provided electronic links to doctors' notes.

- **Participants:** Participating and nonparticipating PCPs and adult patients at primary care practices in Massachusetts, Pennsylvania, and Washington.
Participants

- There were 108 volunteer Primary Care Physicians (PCP) and more than 19,000 of their patients who were part of the study, using the portals.

- Harborview Medical Center’s cohort included 45 PCPs and 270 new portal patients.

The OpenNotes website is [www.myopennotes.org](http://www.myopennotes.org) where you can find published papers, news, and other materials.
Creating a Healthcare Team

- As a participant in the 2010 OpenNotes Research conducted at Harborview Medical Center, University of Washington School of Medicine in Seattle, Washington, I began to realize that I could actually achieve my health care goals.

- Research was designed to improve patient care by inviting the adult patients to read the primary care physicians (PCP) office notes.

- My relationship with my PCP was and continues to be outstanding. Together, we have appeared in several of the research videos. In 2011, at the culmination of the research, I was featured in several local and national news articles.
Limitations: Access to the electronic patient portals affected the outcome

Conclusion: PCPs' opinions varied widely while the patients expressed considerable enthusiasm and few fears.
HMC Resources & Services

- Harborview offers computers with e-mail and internet access, as well as a fax machine and copier. Wireless internet access is also available.

- Harborview has a long history of caring for patients who have an array of language and communication needs.
New Medicine

- Harvard Medical School, said it’s...
  - Like a new medicine
  - It’s designed to help most people
  - It will have side effects, and a few people will be hurt by it
  - We’ll have to learn to use it properly by both patients and doctors

... A POWERFUL MEDICINE
Time BAND-IT vs. Pill Box

OpenNotes Final Results Released

Up to 78 percent of patients reported that, after viewing their doctors’ visit notes, they were more likely to take their medications as prescribed.

No more transferring medicine from one container to another. **Say no to the Pill Box forever**
Questions/Comments/Remarks
Rural and Urban Development League, LLC
RUDL’s Mission

- To create delivery systems to assist with resource development and the empowerment of disenfranchised for-profit disadvantage-, minority-, and women-owned businesses; nonprofit community-based and faith-based organizations in conjunction with municipal and tribal governmental agencies on a domestic scale.
RUDL Program Development

- Offers strategic and technical support to governmental, tribal, nonprofit community-based and faith-based groups.

- Available to design methodology for total inclusion of targeted population accessing medical care, housing, educational, employment and socio-economic programming focused on specific components.
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Thanks for Attending!
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