Personal Health and Patient Engagement in a Shared Data World:

Engaging Patients with Technology

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Patient Perspective

Dennis Redding
Colonel, USAF (ret).
Military vs Civilian Medical Records

Military

- One doctor (flight surgeon)
- One record (huge folder)
- Hand carried between assignments

Civilian

- Multiple doctors in multiple locations
- Multiple records generated
- Providers responsible for forwarding records
2003 – Present Overview

• Diagnosed with Stage 3B Melanoma at local hospital
• Referred to tertiary care center for treatment
• Discovery of primary Renal Cancer
• Follow up requiring frequent visits with multiple specialists
Bottom Line

• Healthy adult with ongoing medical follow up
• Management of transfer of records rely primarily on patient’s ability to understand where records need to go and when
• Requires intensive patient engagement for providers to see complete medical picture
• The medical community has not provided a system to assist patients in this process
Patient Perspective

Jess Buchanan
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Jan Oldenburg 
Senior Manager 
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Why does Personal Health and Patient Engagement Matter?

- Annual Medical costs related to Obesity in US (2012): $190 Billion
- Only 50% of US adults get recommended exercise (2012)
- Half of US adults have at least 1 chronic condition (2014)

52% have 0 conditions
24% have 1 condition
14% have 2 conditions
12% have 3+ conditions

“The Blockbuster Drug of the Century: An Engaged Patient”
Why does Personal Health and Patient Engagement Matter?

Engaged consumers...

...have better clinical outcomes\(^5,6\)

![Graph showing 36% engaged vs. 19% disengaged]

Disengaged consumers are twice more likely to experience a medical error.

Suffer a health consequence due to poor communication among providers:

- 49% disengaged consumers
- 13% engaged consumers

Engaged consumers function as partners...

...support quality initiatives\(^7\)

...and they also report possible chart errors

- 89% patients request chart changes when reviewing their medical records.
- 13% engaged consumers
- 28% less engaged consumers

Engaged consumers... and they also report possible chart errors

...reduce cost\(^9,10,11\)

![Chart showing savings in readmission costs, early and better handle of chronic illness]

- Fully informed patients choose less expensive options
- Savings in readmission costs, early and better handle of chronic illness
- 13% engaged consumers
- 28% less engaged consumers

Patients readmitted to the hospital within 30 days of discharge

Track 1: Personal Health and Patient Engagement in a Shared Data World
Current technology for personal health engagement?

Technologies available

Patient Portals

Offer patients ways to communicate with physicians and access clinical data electronically:

► Test results
► Secure messaging with care team
► Medication list and prescription refill
► After visit and discharge summaries
► Immunizations, allergies, conditions
► Schedule or change appointments
► Access to clinical notes

5,000,000+ patients now have access to clinical notes

mHealth

165,000:
Available mHealth Apps

10% of Americans own a fitness tracker
Where is this going? Real patients need more

Key ideas

Interoperability: All my data in one place

Engaging: Integration of visualizations, games, competition, social make technology for health more engaging

Personalized: Interactions are personalized to my needs, interests, condition, and preferences

Ubiquitous: Refrigerator, car, thermostat, lights all provide tips, feedback, and services for my health

Transparent: Cost estimation, price transparency, integrated insurance and billing information
Thank you

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Questions?