



QUERI Cyber Seminar

My HealthVet: What Researchers Should Know about VA's E-Health Website and Personal Health Record

Frances Weaver, PhD
Kim Nazi, PhD Candidate
Timothy Hogan, PhD

August 24, 2010

Topics



Online
My Health, My Care: 24/7^V Access to VA

- Consumer Preferences
- My Health eVet Personal Health Record (PHR) Overview
- Evaluation Program
- Conducting Research with My Health eVet
- Q&A
- Cross-QUERI Initiative and Survey

POLL QUESTION #1

-Before today, had you ever heard of My HealtheVet?

- Yes

- No

POLL QUESTION #2

-Have you ever visited the My HealthVet website at www.myhealth.va.gov ?

- Yes

- No

Consumer Preferences

- Although few patients have access to online services for communicating with their doctors, most would like to
- 77% would like reminders via email from their doctors when they are due for a visit or some type of medical care
- 74% would like to communicate directly with their physician via email
- 67% would like to receive test results via email

Source: *Wall Street Journal Online/Harris Interactive Health Care Poll*, September 22, 2006

2006

- About 7% of respondents have used a PHR
- About 8% of respondents have sent/received email from their doctor
- Of those who do not have a PHR, 40% express interest in using one for self; 48% are interested in using a PHR for the person they care for

Source: Consumers and Health Information Technology: A National Survey. California HealthCare Foundation, April 2010

2010

My HealtheVet Personal Health Record (PHR)

www.myhealth.va.gov



July 2010:

- Over 42 Million visits
- Over 1 Million registered users (75% are VA patients)
- Over 214,000 users have an IPA account
- Over 16.4 Million VA prescription refills since August 2005

3 Types of Access:
Visitors, Registrants, In Person Authenticated Users (IPA'd)

My HealtheVet PHR:

- as an intervention
- as a platform to deliver interventions
- as a portal with tools

My HealthVet Features *Today*



- Personal information (contacts, providers, etc.)
- Personal, family, and military health history
- Personal health summary
- HealthLogs (blood pressure, weight etc.)
- Medications (over the counter drugs, herbals, etc.)
- Allergies and immunizations
- Medical events
- Food and activity journals
- Online VA prescription refills, VA prescription history
- My Complete Medications (printable summary)
- Wallet health information card
- Health calendar
- Trusted health education information
- Self-assessment tools
- VA Wellness Reminders
- Mental health resources (including online courses)
- Secure Messaging (currently at selected VA sites)

My HealthVet: Research Health



Condition Centers:

- Age-Related Macular Degeneration
- Bipolar Disorder
- Breast Cancer
- Cataracts
- Colds
- Colorectal Cancer
- Depression
- Diabetes
- Diabetic Retinopathy
- Glaucoma
- Coronary Heart Disease
- Heart Failure
- High Blood Cholesterol
- Hypertension
- Influenza
- Post Traumatic Stress Disorder (PTSD)
- Schizophrenia
- Stroke

Healthy Living Centers:

- Healthy Eating
- Physical Activity Center
- Smoking & Tobacco Use Cessation
- Separation From Active Duty
- Caregiver Assistance
- Healthy Sleep
- Emergency Preparedness
- Medications: Play it Safe
- Spirituality
- Spinal Cord Injury

Mental Health Screening Tools:

- Alcohol Use Screening (AUDIT-C)
- Depression Screening (PHQ-9)
- PTSD Screening (PCL)
- Substance Abuse Screening (ASSIST)

Service Related:

- Spinal Cord Injury
- Traumatic Brain Injury
- Hearing Impairment
- PTSD

Medical Libraries:

- MedlinePlus®
- HealthWise®

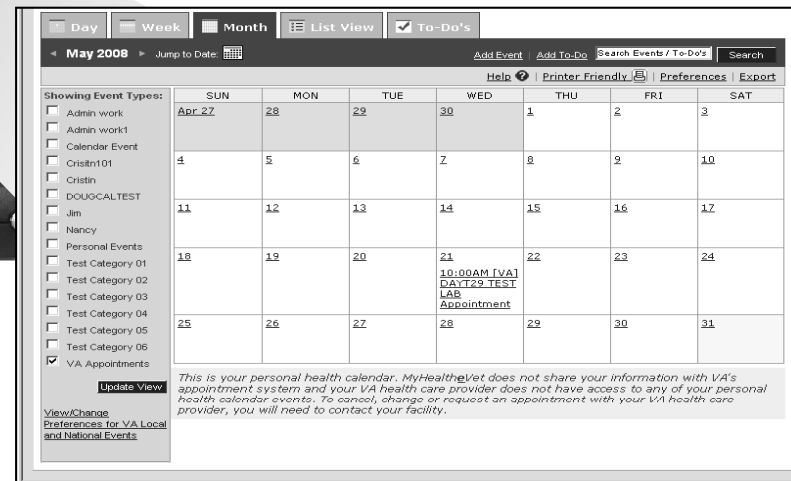
Learning Center

My HealthVet: Get Care



Get Care:

- Care providers
- Treatment facilities
- My coverage
- Health insurance
- Health calendar
- To do list
- Customize calendar



My HealthVet: Track Health



Track Health:

- Vitals & readings
- Labs & tests
- Health history
- Family health history
- Military health history
- Allergies
- Immunizations
- Medical events
- Food & activity journals
- Personal health summary

Top 5 Self Entered Metrics

- Health history
- Health care providers
- Medication histories
- Weight
- Blood pressure

My HealthVet: Pharmacy

Number One Request for Online Services from Veterans



Pharmacy:

- VA Prescription refills
- VA Prescription refill history
- Self-entered medications, herbals, Over-the-Counters (OTCs), and supplements
- My VA medications list
- My complete medications list (VA and self-entered)

Over 16.4 Million VA prescription refill requests since launched in August 2005

July 2010: highest month ever with 492,883 prescription refill requests

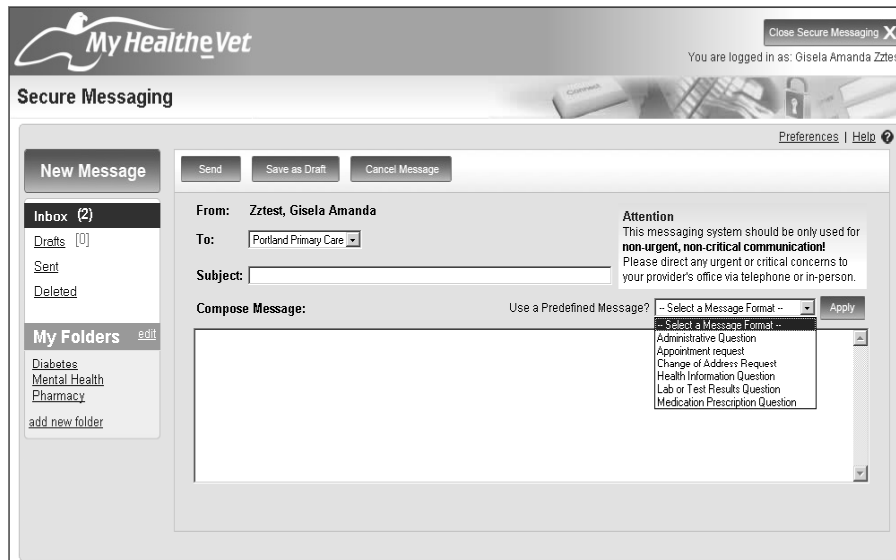
My HealthVet: VA Wellness Reminders



1. Hypertension
2. Influenza vaccine
3. Pneumococcal vaccine
4. Colorectal cancer screening
5. Lipid measurement
6. LDL control
7. Body mass index (BMI)>25.0
8. Diabetes foot exam
9. Diabetes hemoglobin A1C
10. Diabetes retinal exam
11. Mammography screening
12. Cervical cancer screen

- Empower patients
- Improve access to information
- Promote patient and health care team collaboration
- Improve health outcomes

My HealthVet Secure Messaging (SM)



Secure Messaging is a new eHealth clinical service that includes an online tool for secure electronic communication between VA patients and their health care teams.

- Health care team triage groups
- Only for non-urgent communication
- Integration with clinical workflow is critical to enable effective processes
- Available at a limited number of sites, currently planning for expansion
- Veterans can request appointments, request prescription renewals, ask health or administrative questions, etc.
- Health care team responds within three business days
- Veterans can receive notifications of new Secure Messages via email
- Veterans must complete the IPA to participate

Coming Soon: the Blue Button

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

My healthevet

May 2010 Women's Health Month

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search: GO

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY

IN CASE OF EMERGENCY | PROFILES | ACCOUNT | HEALTH INFORMATION CARD

Personal Information

My HealtheVet (MHV) has made it easy to keep track of your Personal Information. MHV is all about you and your health. Part of your personal online health journal is your identification. When you registered for My HealtheVet, you entered important information about yourself. This is where you'll find it, along with other important facts like your login information, blood type and emergency contacts.

In Case of Emergency

Keep your emergency contacts in one place... [More >](#)

My Profile

Your name, address and identifying information... [More >](#)

Download your Data

Download, print, or share VA health data. It is simple, safe and reliable. [More >](#)

My Account

Manage your account, in-person authentication... [More >](#)

Change your Password

Change your My HealtheVet password here... [More >](#)

Member Logout

Logged On As: Frederick

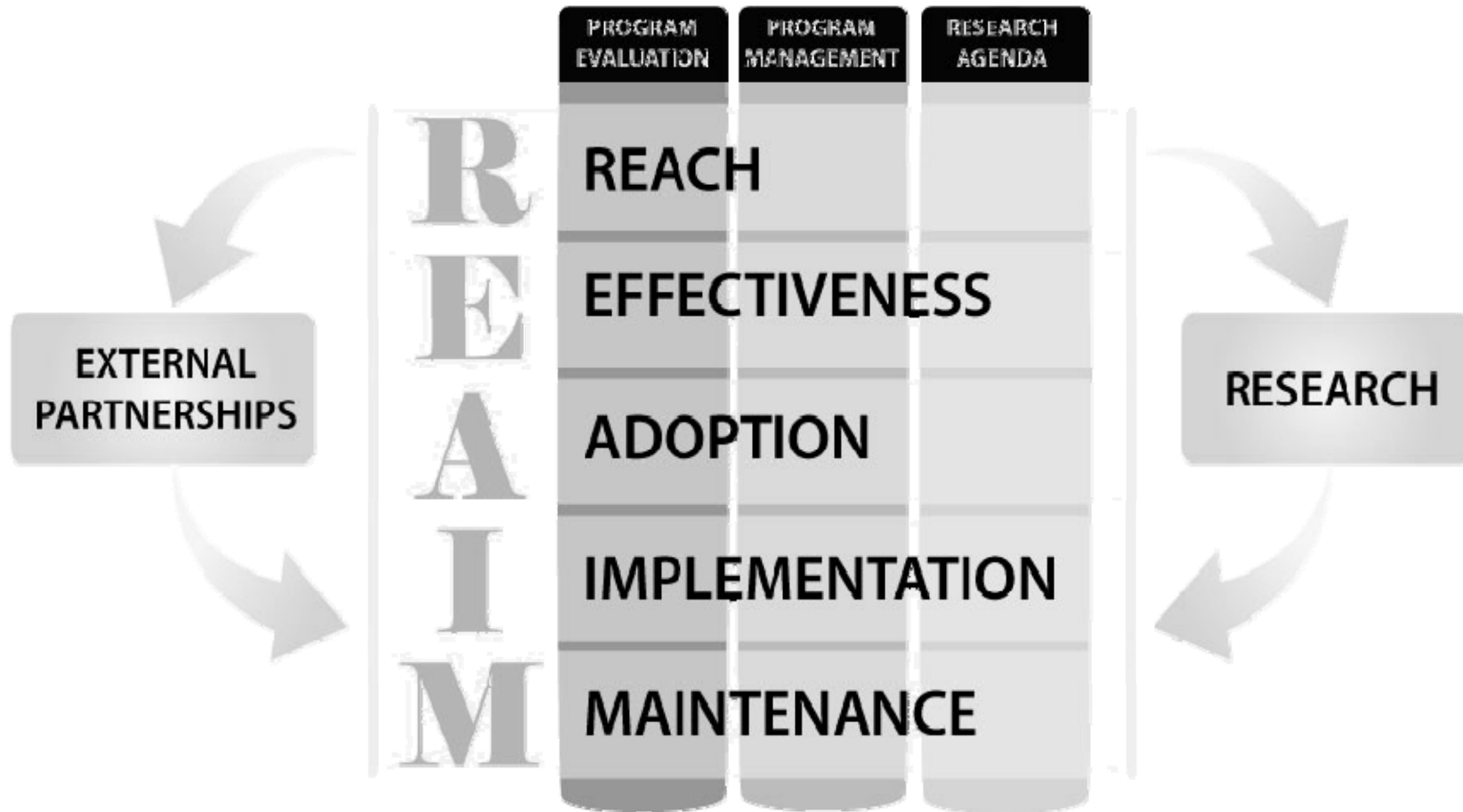
[Logout](#)

Quick Links

- [VA National Suicide Prevention Hotline](#)
If you are in crisis call: 1-800-273-TALK (8255)
- [In-Person Authentication](#)
- [Flu Information](#)
- [My HealtheVet Learning Center](#)
- [VA Mental Health Services](#)
- [View the MHV](#)

View My Links Information (self-entered)
(Personal Health Journal of Frederick Deese)

My HealthVet Evaluation and Research



*An extension of the
RE-AIM Framework
www.re-aim.org

Performance Evaluation Strategies

Web Analytics



Customized Indicators



Satisfaction Surveys



Research Collaborations

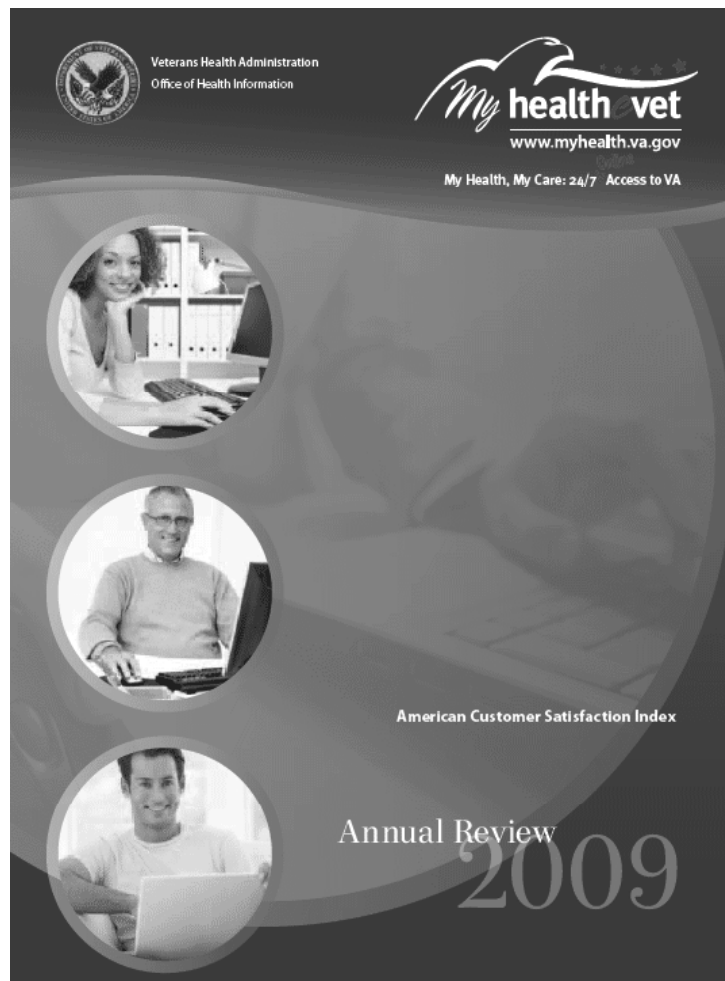


Telling the Story



- Web analytic tools to monitor usage patterns
- Measuring satisfaction (American Customer Satisfaction Index (ACSI) Survey, Survey of Healthcare Experiences of Patients (SHEP), My Health eVet Pilot Surveys)
- Customized indicators for RE-AIM model dimensions
- Performance Evaluation Roadmap Tool
- Veteran Focus Groups
- CITL Value Study and Benefit Cost Analysis
- Research collaboration
- Dissemination of results

My HealthVet ACSI Annual Review



- Model Questions
- Satisfaction Index
- Trends
- Priority Mapping
- Benchmarks
- Custom Questions
- Segmentations
- Identify Actionable Improvements
- Monitor Impact

Nazi, K. (2010). Veterans' voices: Use of the American Customer Satisfaction Index (ACSI) Survey to identify My HealthVet Personal Health Record user's characteristics, needs, and preferences. *JAMIA*, 17(2):203-211.

<http://www.ehealth.va.gov/EHEALTH/MHV2.asp>

My HealthVet Research Collaboration

- HSR&D and QUERI Research Studies
- QUERI Cross-cutting Workgroup (Cyber Seminar Aug 24)



My HealthVet Research Agenda

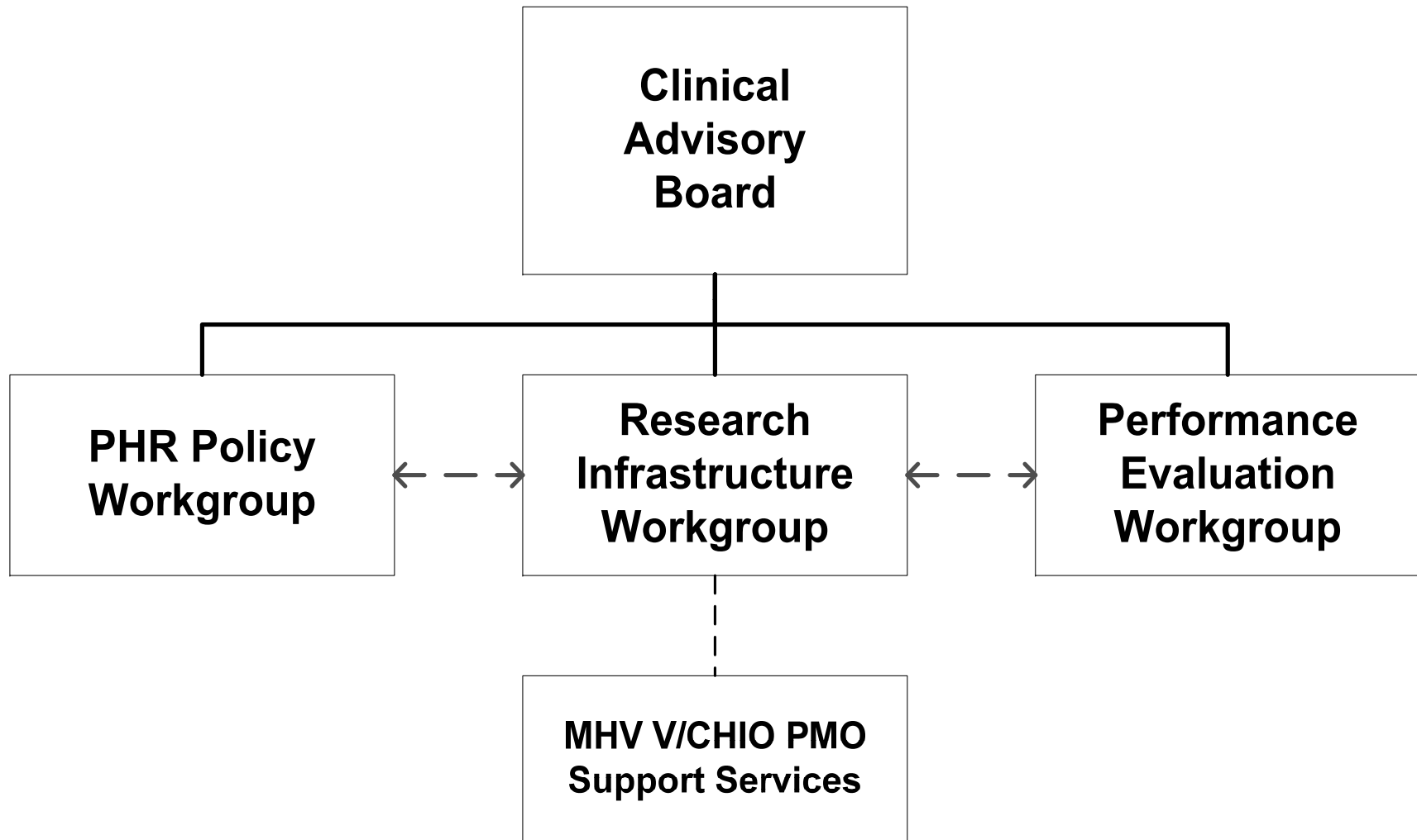
Nazi, K., Hogan, T., Wagner, T., McInnes, D., Smith, B., Haggstrom, D., Chumbler, N., Gifford, A., Charters, K., Saleem, J., Weingardt, K., Fischetti, L., & Weaver, F. (2010). Embracing a health services research perspective on personal health records: Lessons learned from the VA My HealthVet system. *J Gen Intern Med*, 25 Suppl 1:62-67.



Development of an eHealth QUERI Center

July 2010: Targeted solicitation of concept papers to develop full proposal for new QUERI Center in eHealth
September 2010: eHealth Collaborative Think Tank

Advisory Board Structure



- POLL QUESTION
- How many of you are registered as:
 - An individual
 - A group

Conducting Research with My HealtheVet

- Increasing interest in use of eHealth technologies for improving health care access, management and outcomes.
- VA's transformation initiatives include Patient Centered Medical Home and virtual medicine through information technology.
- Researchers see opportunities to work with My HealtheVet to test interventions and to implement evidence into practice.
- My HealtheVet is many things – a source of data, a health care delivery system, a communication tool.

Types of Research Requests Received

- Letter of support (CDA, grant submission)
- Recruit research participants
- Field a survey
- Add content (information/tools)
- Identify a study cohort
- Access patient self-entered information
- Test an intervention
- Conduct secondary analysis of ACSI survey data
- Communicate with Veterans

Research Infrastructure Subgroup

- Mission: develop standardized policies and procedures for submitting and reviewing research requests
- Membership includes reps from: MHV program office, Privacy Office, Security, Policy, Performance Evaluation subgroup, OHI, VINCI, HSR&D, QUERI, VIReC, V/CHIO

Other planned activities of RIG

- Determine triage criteria for approval/ disapproval of requests
- Develop tracking mechanism for monitor status of approved projects
- Create necessary supporting tools (e.g., survey engine, data dictionary)
- Develop guidelines for study recruitment through MHV
- Identify threshold of evidence necessary for system-wide implementation of findings
- Development of knowledge management system
- Clarify how links to other studies or recruitment of Veterans should occur

MHV data types/sources

Data	Details	Access
Administrative Data	Collected as part of registration or IPA process (demos, SSN, zip code)	Request to MHV office, IRB approval (change in System of Records (SOR) in process)
Patient self-entered Data	Track health & health journal (vitals, diet), health history, lab tests, medications	Not part of the SOR - Patient written consent OR patient delegation of access (in process)

MHV data cont.

Data	Details	Access
Web Analytics	Web traffic (hits to a page, sequence of pages visited)	Request to MHV program office, IRB approval
ACSI Survey (American Consumer Satisfaction Index)	Demos, satisfaction with portal, reasons for use of MHV, custom questions (e.g., distance to nearest facility, power of attorney/advance directives)	Data Use Agreement (in process)

More MHV data options

Data	Details	Access
National data (VHA Medical SAS data sets) Local data	IPA Flag CPRS – IPA flag, medication refilled through MHV	Austin access CPRS access
In the pipeline: My Recovery Plan Patient Education Management System Blue Button Project	My Goals Reports on who took patient education classes Which Veterans download their data	TBD

Example review process: Recruiting Research Participants

- Scope of recruitment – national?
- Affiliation: VA? If not, VA sponsor?
- IRB approval? QI project?
- Recruitment plan – who is being recruited
- Length of recruitment period?
- Direct link to survey on MHV?
- Relevance to VA mission?
- Needs to be reviewed by program office prior to approval

Other activities

- To submit a clinical content request:

http://vaww1.va.gov/MYHEALTHVET/clinical_content.asp

- Some Examples of Content for which Research was involved:
 - SCI Healthy Living Center
 - Heart Failure Condition Center

MHV Cross-Cutting Quality Enhancement Research Initiative Workgroup

- Originated from a working group offered by representatives from four QUERI centers and MHV Program Office representatives at the December 2008 QUERI National Meeting
 - Resulting publication:
Nazi KM, Hogan TP, Wagner T, et al. A Research Vision for Personal Health Records: Experiences with the VA My HealthVet System. *J Gen Intern Med.* 2010;25(1): 62-67.
- To continue the dialogue, the formation of a collaborative MHV cross-cutting QUERI workgroup was proposed and funded by HSR&D in summer 2009 (RRP 09-225)
- Workgroup goals
 - To understand, promote, and support the pursuit of PHR research within the context of QUERI through resource sharing, dialogue, strengthened relationships, and exploration of cross-cutting projects across the QUERI Centers, HSR&D, the MHV Program Office, and other offices

Activities of the MHV Cross-Cutting QUERI Workgroup

- Over the last year, workgroup members have engaged in a variety of activities in an effort to address the aforementioned goals
 - *Bi-monthly Conference Calls.* Dedicated to the exploration of key topics or issues related to PHR/MHV research
 - *Dissemination Efforts.* Meeting minutes, slide presentations, etc. are posted on a Share Point website
 - *Cross-QUERI MHV Survey.* Creation of a short online survey* to assess interest levels in MHV-related research across the VHA research community, perceptions of the MHV system and its features/ functionality, and needs that must be met to pursue MHV-related research
 - *Abstract(s) and Manuscript(s).* Plans include a manuscript that reports survey data and further explores the intersection of implementation science, PHR research, and the MHV system, and an abstract for HSR&D Annual Meeting

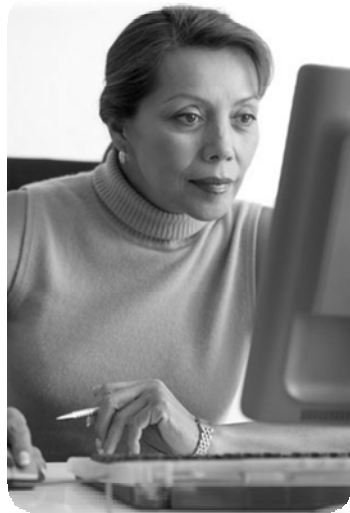
*Exempt from IRB

Survey of Cyber seminar Participants

- Purpose: to learn more about your research interests related to My HealthVet and other eHealth technologies
- Follow-up interviews with select survey respondents
- Feedback will be provided to seminar participants and manuscript of survey results is planned

Survey Link

- In a few minutes you will receive an email with a link to a survey. We would greatly appreciate your responses. Thank you for joining us today!
- Additional questions?
 - Kim Nazi kim.nazi@va.gov
 - Fran Weaver frances.weaver@va.gov
 - Tim Hogan timothy.hogan@va.gov
- Please note that the survey link that you receive via email will be available until September 14th, 2010. We encourage you to complete the survey within this timeframe. Thank you once again for your participation.



“ I feel more in control and aware of my choices.”

*“This is a great thing for us.
I love being able to refill prescriptions.”*

*“I like the approach because if I have a decision to make,
I have the information.”*