











# My Health eVet Personal Health Record

**Department of Veterans Affairs (VA)** 

Consumer Engagement: Increasing Access to Consumer to Data

May 10<sup>th</sup>, 2010

#### VA is actively engaging our stakeholders



#### VA.GOV/OPEN

## Three principles of open government

- Transparency
- Participation
- Collaboration



EXECUTIVE OFFICE OF THE PRESIDENT OFFICE OF MANAGEMENT AND BUDGET WASHINGTON, D.C. 20503

December 8, 2009

M-10-06

MEMORANDUM FOR THE HEADS OF EXECUTIVE DEPARTMENTS AND AGENCIES

FROM:

Peter R. Orszag

Director

SUBJECT:

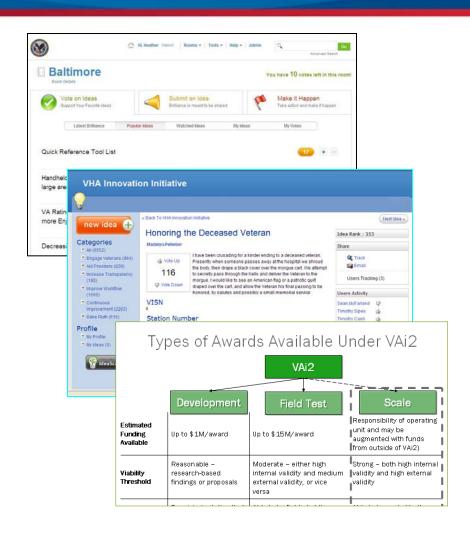
Open Government Directive

In the Memorandum on Transparency and Open Government, issued on January 21, 2009, the President instructed the Director of the Office of Management and Budget (OMB) to issue an Open Government Directive. Responding to that instruction, this memorandum is intended to direct executive departments and agencies to take specific actions to implement the principles of transparency, participation, and collaboration set forth in the President's Memorandum. This Directive was informed by recommendations from the Federal Chief Technology Officer, who solicited public comment through the White House Open Government Initiative.

The three principles of transparency, participation, and collaboration form the cornerstone of an open government. Transparency promotes accountability by providing the

#### Participation: getting the best ideas

- VBA Innovation Initiative
  - Now in implementation
- VHA Innovation Initiative
  - Completed selections, announcement soon
- VA Innovation Initiative
  - Launching soon
  - Public-private partnership



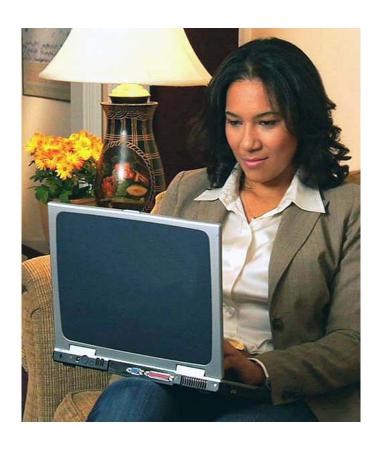
## Collaboration: build long-term partnerships

- Interagency
  - VLER
  - eBenefits
- Private Sector
  - VRO
  - Agent Orange PWS
- With Citizens
  - Facebook and Twitter
  - eRegulations (Gulf War)



#### Create a new way to engage Veterans....

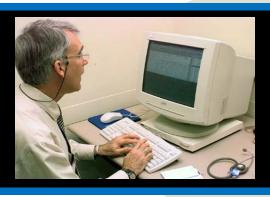
#### "Blue Button" access to Personal Health Records



- based on My HealtheVet
- all the capabilities Veterans rely on
- all the security Veterans trust
- simplifies basic exchange with other applications
- improves record portability



## **Complementary Tools**





My HealtheVet Personal Health Record (PHR)

- Award-winning, comprehensive electronic record for all care sites
- Authoritative medical record
- Computerized Patient Record System (CPRS), Veterans Health Information Systems and Technology Architecture (VistA), Bar Code Medication Administration (BCMA), Imaging
- Decision support
- Clinical reminders
- Patient safety



- Award-winning PHR for Veterans
- Secure, web-based portal
- Easy access to information, tools, and resources
- Veteran "owns" information
- Self-entered information
- Incremental addition of data extracts copied from the EHR for VA patients
- Veteran controls access
- Consumer empowerment



## My Health eVet Features Today





- Personal information (contacts, providers, etc.)
- Personal, family, and military health history
- Personal health summary
- HealtheLogs (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 8 VA sites)



## My Health eVet Overview



#### www.myhealth.va.gov

#### **3-Tier Access Model:**

- Visitors
- Registrants
- In-Person Authenticated (IPA)
  Users

#### March 2010:

- Over 38.6 Million visits
- Over 976,000 registered users (75% are VA patients)
- Over 186,000 users have an IPA account
- Over 14.5 Million VA prescription refills since August 2005
- Over 156,000 unique users selfentered data in topic areas



## My Health eVet: Personal Information



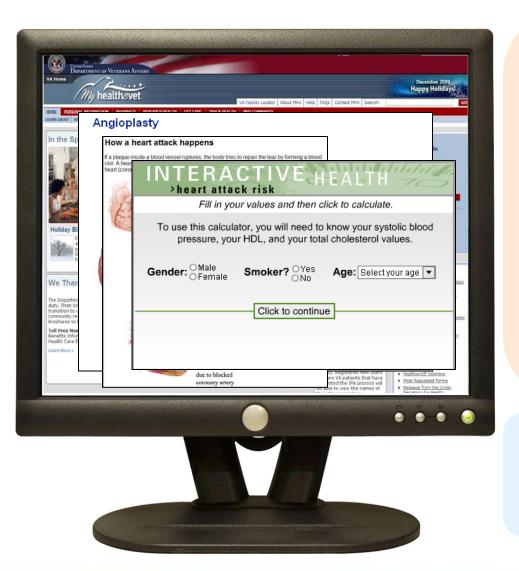
#### **Personal Information:**

- In Case of Emergency (ICE)
- My profile
- My account
- Change password
- Account activity history
- Printable wallet size health information card





## My Health eVet: Research Health



#### **Research Health:**

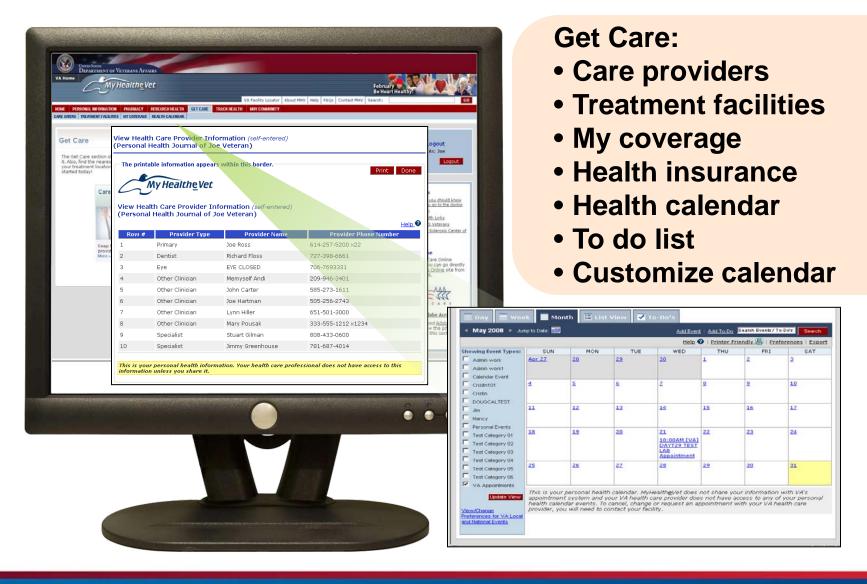
- Healthy Living Centers
- Disease + Condition Centers
- Mental Health
- Medical Libraries
- Service Related Conditions
- MedlinePlus®
- Healthwise®
- My HealtheVet Learning Center

#### **New Features:**

- Spinal Cord Injury Healthy Living Center
- Considering Professional Help Tool

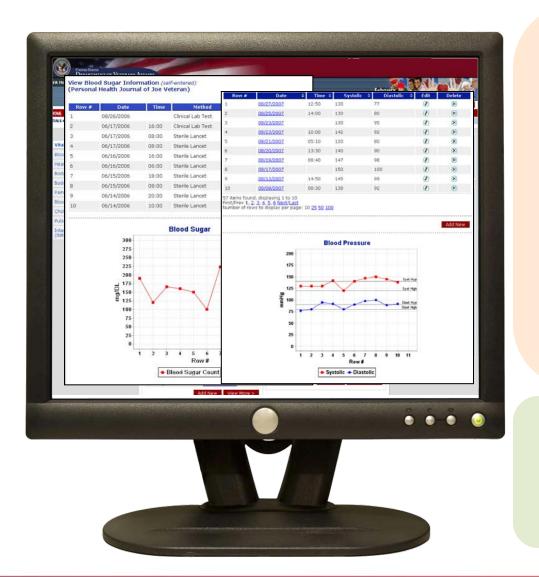


## My Health eVet: Get Care





#### My Health eVet: 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

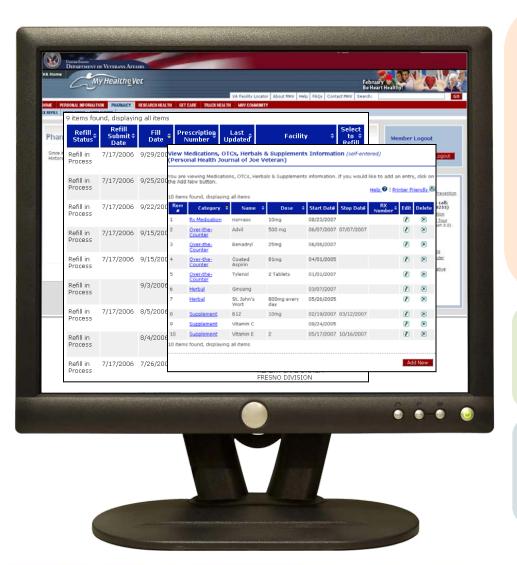
# Top 5 Self Entered Metrics

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



## My Health eVet: Pharmacy

#### **Number One Request for Online Services from Veterans**



#### Pharmacy:

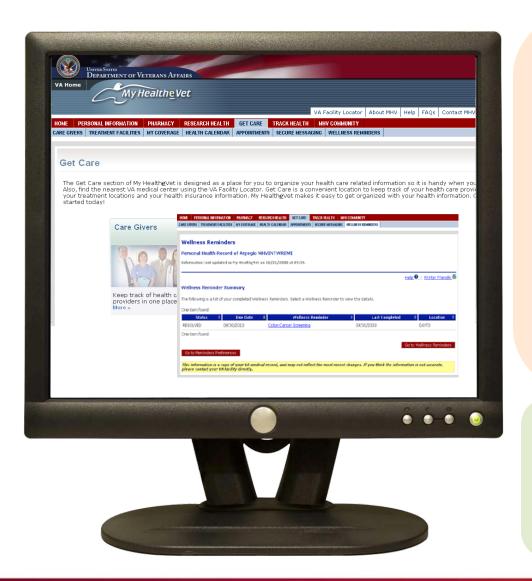
- VA Prescription refills
- VA Prescription refill history
- Self-entered medications, herbals, Over-the-Counters (OTCs), and supplements
- My VA medications list
- My complete medications list (VA and self-entered)

Over 14.5 Million VA prescription refill requests since launched in August 2005

March 2010: highest month ever with 475,920 prescription refill requests



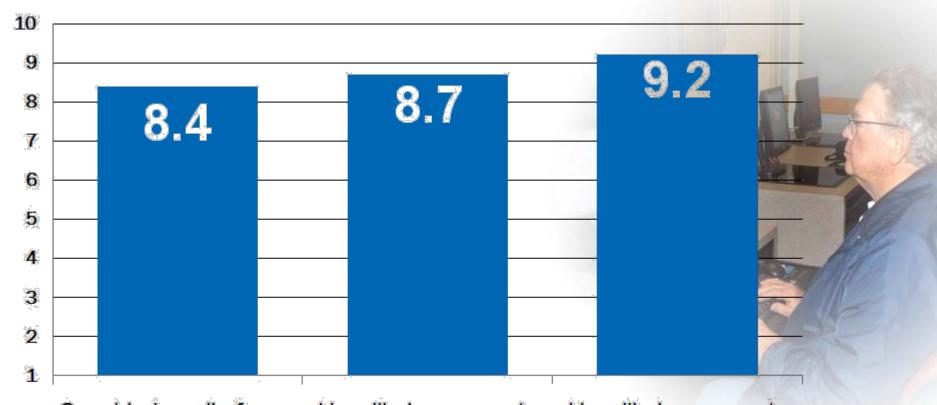
## My Health eVet: VA Wellness Reminders



- 1. Hypertension
- 2. Influenza vaccine
- 3. Pneumococcal vaccine
- 4. Colorectal cancer screening
- 5. Lipid measurement
- 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 Health eVet ACSI Satisfaction Scores



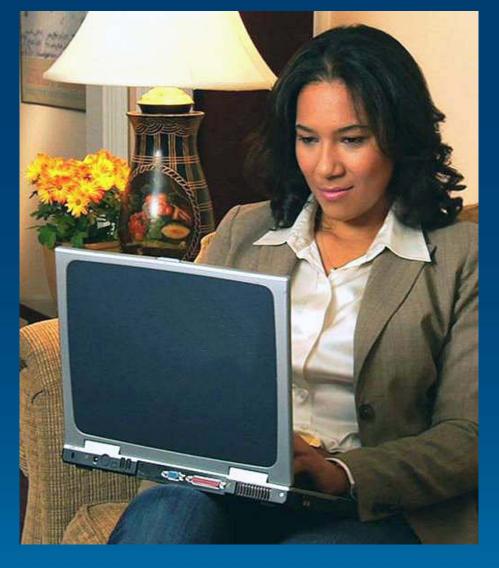
Considering all of your how satisfied are you with the My HealtheVet program overall?

How likely are you to experiences to date, recommend this site to someone else?

How likely are you to return to this site?

ACSI 2nd Quarter 2010





## My HealtheVet Personal Health Record Podcast



#### **VA Sample Data Sets**

- Purpose: to foster innovation and enable industry stakeholders to provide feedback to inform future Personal Health Record development
- VA Synthetic Sample Data Sets: illustrate combinations of VistA Electronic Health Record data classes and My HealtheVet PHR patient self-entered data in illustrative clinical scenarios (ex. food and drug contraindication)
- VA Data Classes: all data types with the exception of the patient self-entered data are available in VistA. Not all data classes represented are currently available in the My HealtheVet Personal Health record portal
- Comments/Questions/Ideas: send email to bluebutton@cms.hhs.gov





www.myhealth.va.gov

My Health, My Care: 24/7 Access to VA