

## Office of the National Coordinator “Shop Floor” Tour

December 17, 2007

Ted Eytan, MD (GH) • Mark Snyder, MD (KP) • Doug VanZoeren, MD (KP)  
Kaiser Permanente West End Medical Center • Washington, DC USA

## Group Health 2003



## Agenda

- **Group Health Health Profile • [ghc.org](http://ghc.org)**
- **Kaiser Permanente • [kp.org](http://kp.org)**
- **Process Walk - Secure e-mail**

# Welcome to Group Health

**Consumer governed, not for profit  
financing and care delivery system**

**537,000 patients**

**892 Medical Staff**

**25 Medical Offices, 2 Hospitals**

**Washington and North Idaho**

**Contracts with 9,100 practitioners  
and 39 hospitals**

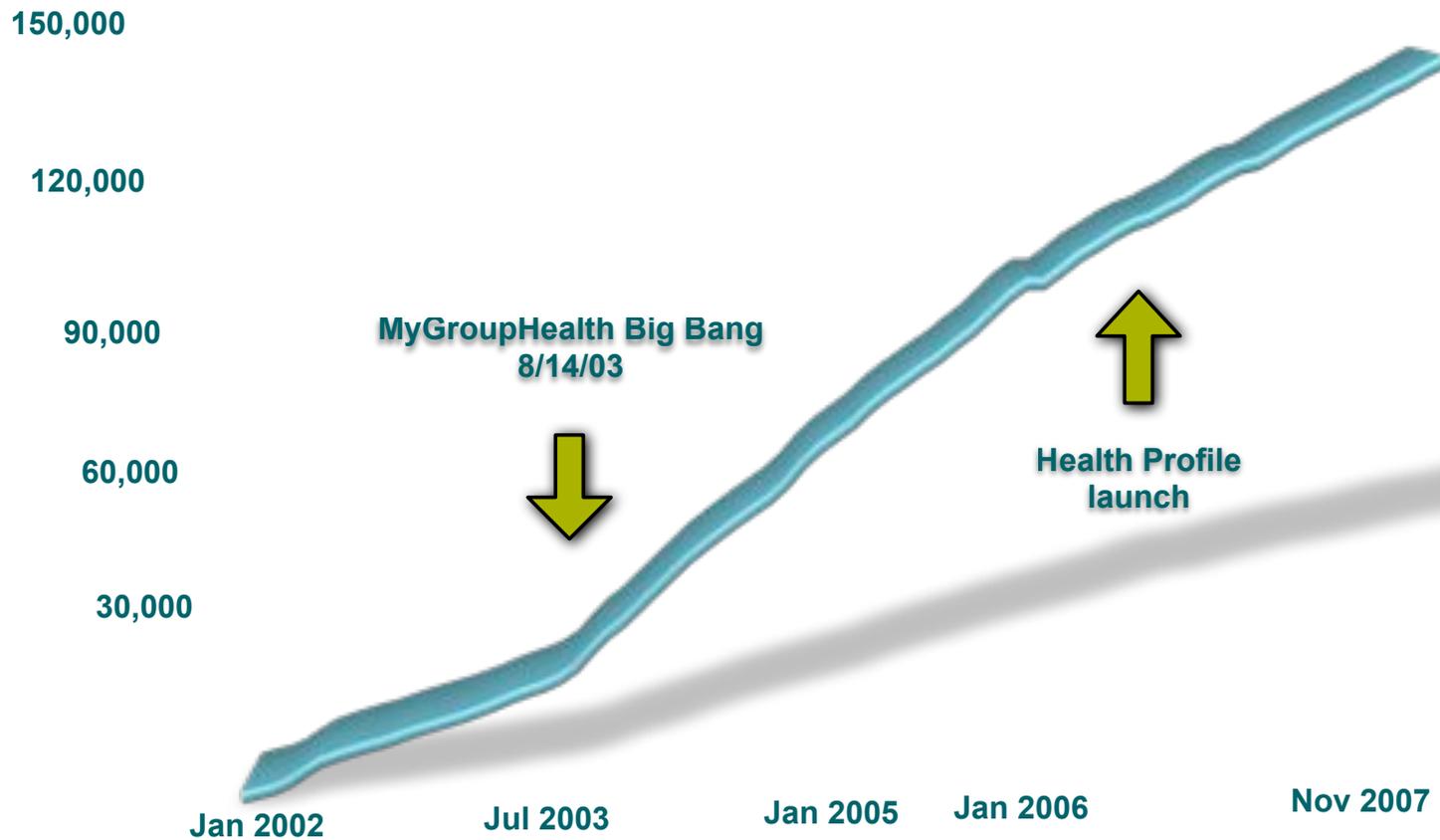


# Statewide Implementation



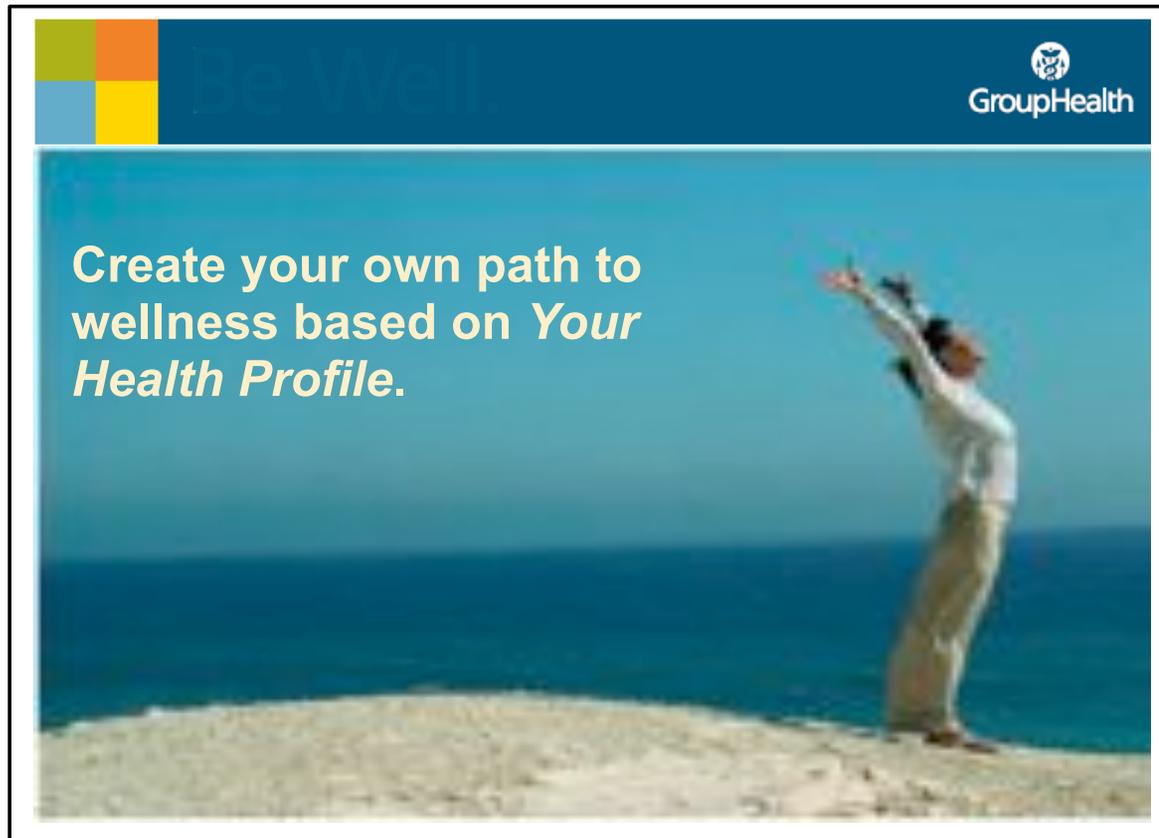
## MyGroupHealth for Adults: Continuing to Roar

— 144,855 Enhanced Services Members as of November 30, 2007



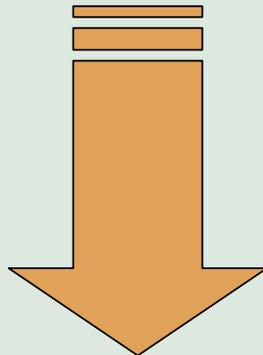
**46%**  
**Eligible Adults**

# Health Profile



# Health Profile – Member Report

Scroll down to read additional feedback.





MyGroupHealth





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Home > [Your Health Profile](#) [PRINT-FRIENDLY VERSION](#)

## Your Health Profile

[HELP](#)

### Report

Your report assesses how you're managing your health and steps you're taking to lower your risk for certain diseases and conditions. The summary chart is followed by the results and recommendations section, which includes actions you can take to maintain or improve your health.

If you have questions about your health, contact your health care team. If you have non-medical questions about the health profile, contact Group Health's [Customer Service](#) at 1-888-901-4636.

After reading your report, please fill out a [short survey](#) to qualify for the pilot program gift certificate.

#### Summary Chart

Click on a category in the summary chart to see the full text below.

Category	Current Aug-07-2006	Previous Aug-04-2006
<b>General Health</b>		
• Current age	43	43
• How I rank my general health	Poor	Very good
• Sick/injury days in last year	7 or more	1-3
• Prescription medications	0	0
<b>Lifestyle</b>		
• BMI (weight-to-height ratio)	Change needed	Consider changes
• Nutrition	Change needed	Consider changes
• Physical activity	Consider changes	Consider changes
• Alcohol use	Healthy	Healthy
• Tobacco use	Healthy	Healthy
• Substance abuse	Healthy	Healthy
• Stress	Healthy	Healthy
• Sexual health	Healthy	Healthy
• Birth control	Consider changes	
<b>Disease Risks - Known Factors</b>		
• Colorectal cancer	Low risk	Low risk
• Diabetes	Strong risk	Moderate risk
• Lung cancer	Low risk	Low risk
<b>Preventive Screenings</b>		
• Cholesterol	Overdue	On target
<b>Immunizations</b>		
• Pneumonia	Overdue	Overdue
• Tetanus	Overdue	Overdue
<b>Preventive Medications</b>		
• Vitamin D	Consider changes	Consider changes
• Calcium	Consider changes	Consider changes
<b>Health Planning</b>		
• Advance directives (living will)	Consider changes	Consider changes

# Health Profile – Member Report



**Results and Recommendations**

**Body Mass Index**

Because we don't know both your height and weight, we're unable to calculate your BMI. The BMI (body mass index) indicates whether your weight is proportional to your height. It can be a useful tool to tell if someone is overweight. Overweight is often associated with an increased risk for certain diseases, such as high blood pressure, heart disease, or diabetes. It is important to remember that the BMI does not take into account a wide range of body types or healthy lifestyle habits.

To find out BMI, check the chart in getting healthy about weight. [View BMI chart](#)

**Nutrition**

You may find foods that may increase your risk for developing certain conditions, such as heart disease and diabetes. Eating products that are a combination of grains, fruits, and vegetables can reduce your risk.

For more ideas on making healthier food choices, read [Healthy Foods for Healthy Living](#)

- Eat eating nutritious foods and eating portion sizes you can follow and use for planning. Choose high-fiber foods, such as whole grain breads, cereals, beans, whole-wheat pasta, fresh fruits, and fresh vegetables.
- Incorporate low-fat dairy products, such as skim milk and low-fat yogurt in your diet.
- Eat this amount of fat at each meal.
- Use olive oil variety of fat cooking and salad dressings.
- Use whole foods that are high in refined sugars and saturated fats, such as butter, fried foods, and ice cream.

**High Cholesterol**

You need foods that are high in cholesterol for cardiovascular health. Read [Healthy Living: Heart Disease, Cholesterol, and Blood Pressure](#) for more information. This document can help you learn more about cholesterol, which comes from the food you eat. You can reduce the amount of saturated fat in your diet by:

- Replacing food labels to find out more about the amount of cholesterol in each serving.
- Eating unsaturated fats or low-fat products instead of high.
- Choosing liquids or margarine instead of shortening or butter.
- Buying frozen yogurt or yogurt instead of ice cream.
- Choosing fish or lean meats, and avoiding them for eating or getting instead of eating.

**High Blood Sugar**

You should know that you high in blood sugar levels. Complications in eating high-carb foods, such as eating to lower your risk for developing certain diseases, such as diabetes, heart disease, and some cancers.

**Healthy Changes**

You indicate that you're satisfied with your food choices. However, your registered dietitian eating a healthier diet could improve your health and lower your risk for certain diseases. Making changes may be easier than you think. Start by talking with your health care provider to get their help. You need to change your routine. Then set your goals and track for success.

Our registered dietitian team would be happy to help you get started. Read our article for tips on how to start eating a healthier diet. [View article](#)

Specific patient feedback and links to self management support tools on MyGroupHealth.

# Health Profile – Provider Experience



- Health Profile data migrated in real time to Epic after completion
- Health profile data & automated recommendations summarized in streamlined provider report
- Decision-support resources embedded in provider report
- Discrete data elements also migrate directly into corresponding sections of Epic
- Provider teams are immediately notified of patients with report poorly-controlled chronic conditions with in-basket message
- No in-basket sent messages for lifestyle risks
- All past reports (member & provider) archived in Epic for tracking over time



# Anticipating needs, before they come to see us

GroupHealth MyGroupHealth LOS.001

Search Home > Your Messages

**MS Z TEST**

Update Your Profile  
MANAGE YOUR HEALTH CARE

Your Messages  
E-Mail Health Care Team  
Message Inbox  
Sent Messages

Your Appointments  
Your Medical Record  
Your Medications  
Your Health Profile  
Your Health Coverage

RESEARCH HEALTH TOPICS  
Healthwise® Knowledgebase  
Condition Centers  
Other Health Resources  
Discussion Groups

FIND YOUR WAY AROUND GROUP HEALTH  
Doctors & Health Care Services  
Medical Facilities  
Pharmacy Services  
Health Plans  
Customer Service  
About Group Health  
Community Foundation  
Health Products  
Northwest Health Magazine  
Classes & Events  
Newsroom

**Subject**  
Information related to your upcoming visit

To: Ms Z Test  
From: John Henderson  
Received: 3/1/07 3:40 PM

Dear Ms. Test

This is a reminder in preparation for your appointment scheduled on 3/14/07 with Harry Shriver, MD. We want to make sure that you are well prepared for your visit and that we make the best use of the time we have with you.

In reviewing your chart and talking with your physician, we have identified some lab tests that we would like you to have done. Those tests are: Lipid Panel. Your recommended labs have already been ordered for your convenience.

If possible, we recommend that you complete the them ahead of time so that the results can be available for you during your visit. You may have your lab procedures done at any Group Health Clinic with laboratory facilities; the Factoria Medical Center Lab hours of operation are 8:30 AM to 5:30 PM, Monday through Friday.

We also noticed that you are due for the following immunizations: Influenza.

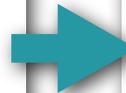
You can either get the immunizations at your visit or come into the clinic ahead of time and get them. If you would like to come in ahead of time, please contact the clinic at 425-562-1337 to make an appointment with the nurse. The appointment staff would be happy to assist you.

In addition, prior to your visit, we would like you fill out your Health Profile questionnaire. It is right here: [health profile](#)

Sincerely,  
John Henderson  
Factoria Medical Center  
13451 SE 36th Street  
Bellevue, WA 98006-1454  
425-562-1337

Reply Delete

BACK TO THE MESSAGE LIST



GroupHealth MyGroupHealth LOS.001

Search Home > Your Health Profile PRINT FRIENDLY VERSION

**Your Health Profile**

The Health Profile is an assessment to help you take better control of your health. After you complete the questionnaire, you'll receive a personal report with suggestions on how to improve your health and lower your risk of certain diseases and conditions. This is a guide for you to use.

The profile becomes part of your medical record at Group Health. However, your doctor may or may not review your profile when it is added to your record. You may discuss this report with your doctor at your next visit, or contact your health care team now if you have immediate concerns about your health.

The profile isn't intended to be professional medical advice, diagnosis, or treatment. For medical emergencies, call 911.

To learn more about how this information will be used, see [Privacy and Your Health Profile](#).

Start a new questionnaire  
The questionnaire will take about 15 to 20 minutes to complete. You may fill out a few sections and then return to finish it later.

Continue with a questionnaire  
Finish the questionnaire that you started earlier.

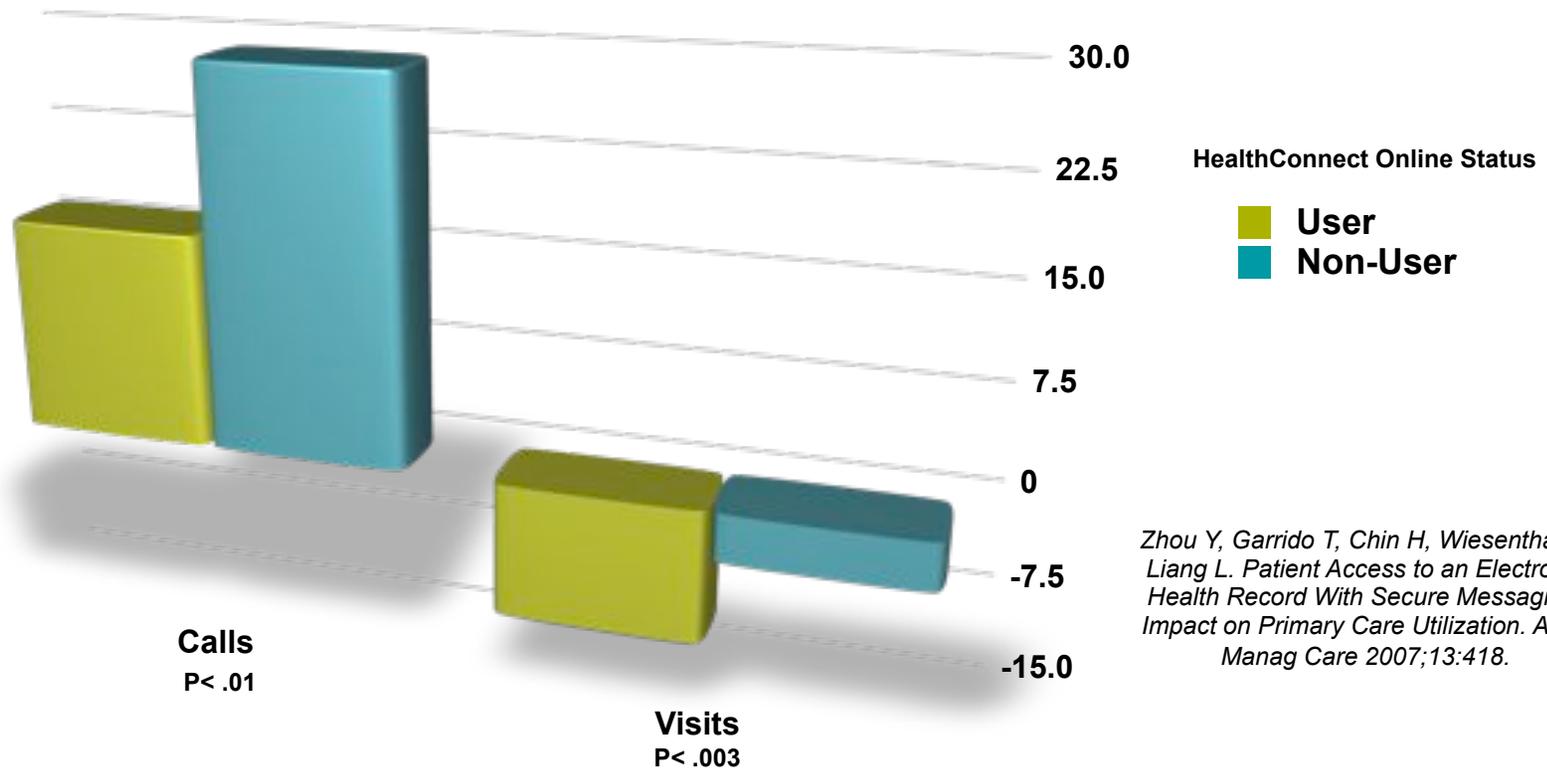
See your report  
Your report can be reviewed here. You also may see your questionnaire answers.

Every year — or more often if you wish — fill out a new questionnaire so you have an updated report as health risk factors change in your life.

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# Shifting demand

Telephone call and visit volume changes after PHR Implementation  
Kaiser Permanente, Northwest Region





GroupHealth



MyGroupHealth

[ghc.org](http://ghc.org)

# Not just technology: Leadership Toyota Management System



## The Shop Floor Tour

**Genchi Genbutsu: Go and observe a situation yourself so that you can understand it. Toyota managers commonly watch a business process take place and then ask “why” over and over until they understand it.**



Don Kemper, MPH, Molly Mettler, (CEO and SVP of Healthwise, Inc.), and Matt Handley, MD, Assoc. Medical Director of Quality&Informatics

# Patient Centered Health Information Technology (PCHIT)

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« New Pew Data on How People with Special Needs Use the Internet

Information Maze vs. Information Therapy »

## Small Practice, big ideas

I spent my last day in New York shadowing in one of Institute for Family Health's smallest practices - two physicians and a nurse practitioner. Like the other practices in the system, this one is busy, taking scheduled patients and walk-ins. And like the others, it is fully enabled using an electronic health record. Pictures are below. Click on any to see full size.



I saw the art of family medicine here, which is that regardless of the time pressures always faced in medicine, physicians are able to focus and be there for their patients. The physician I saw practice on this day had a really nice rapport with her patients and I noticed was able to connect with them on topics important to them outside of health care - trips they might be taking, or significant family issues. This is always great to see in the context of an electronically enabled practice - doctors can still be doctors. The other significant thing for me was the kindness of the patients in their willingness to let me learn about their relationship with their doctor by watching the interaction. The several that I observed were welcoming after an informed consent was obtained by their physician.

Also, a new best practice for me (I think) - sitting while shadowing. I have traditionally stood in a corner to be as unobtrusive as possible, but it was brought to my attention that my height may be a little imposing in the exam room. I liked it - more at the level of the patient, and more blended in. With great thanks to the 13th street practice.

What about the PHR? I was informed that this practice is diligent about sending patients results and other important health information, which made me think about the value of a personal health record here. What if patients could retrieve their own information, accompanied by information about each test automatically (Information Therapy)? It was important for me to come visit and see that reality for this practice. I think there could be win here in physicians empowering patients to become informed about their own care on their own time. One issue this system will face is in their use of external ancillaries, such as lab and radiology. The PHR may force the issue of establishing a solid interface to both, and this is a good thing - the patients will expect their data to be available to them and to their provider. Everyone wins.

Later in the day, I met with Karen Nelson, MD, MPH, the CEO of [Unite HERE](#) Health Center. The facility is beautiful and modern (see pictures below), and also fully electronic, using the General Electric Centricity Product.



October 2007

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28	29	30	31			

Search

### Basics

- About
- Contact
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### Recent Comments

"I think in the era of the electronic health record..." (Ted Eytan on Small Practice, big ideas)

"Ted, You make the good point that working with the computer..." (Josh Seidman on Small Practice, big ideas)

"I agree that this study lays out the rationale for..." (Ted Eytan, MD on New Pew Data on How People with Special Needs Use the Internet)

"Definitely, Josh. Stay tuned..." (Ted Eytan, MD on Institute for Family Health, New York)

"Ted, Thanks for giving such a good sense of the practice-L..." (josh on Institute for Family Health, New York)

### Recent links

- Major U.S. payers support Patient-Centered Primary Care Collaborative
- Picking up steam - a way to support these activities in every day practice

<http://www.pchit.org>  
<http://www.dailykaizen.org>



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pchit.org

# The future gets brighter....



