

# 8 years and 150,000 patients later: HIT with Patients at the Center

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Group Health Cooperative  
(on sabbatical)

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May 12, 2008

CALIFORNIA HEALTHCARE FOUNDATION • UNITED HOSPITAL FUND OF NEW YORK • KAISER PERMANENTE  
GROUP HEALTH COMMUNITY FOUNDATION • CENTER FOR INFORMATION THERAPY



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**Putting Prevention into Practice on the Internet**

**Contents**

[Project Summary](#)  
Brief summary statement, concepts, description of components, status as of April, 1995

[Slides from Presentation](#)  
Slides (Total of 3). Screenscan downloadable animated demonstrations  
[Go directly to downloadable animated demonstrations](#)

**Project Summary**

**Ted Eytan, MSIV, MPH**  
Medical Informatics Elective  
National Library of Medicine, Bethesda, MD

**Project Principals**

<b>Burda Griffiths, Ph.D., Ph.D.</b> Senior Policy Advisor, Office of Disease Prevention and Health Promotion U.S. Dept. of Health and Human Services Public Health Service Division 2132 100 C Street, SE Washington, DC 20001	<b>Lawrence Kingland III, Ph.D., Chief,</b> Computer Science Research Linter Hill National Center for Biomedical Communications Linter Hill Center Building 38A, Room 30-301 8400 Rockville Pike Bethesda, MD 20894
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**Summary Statement**

"Putting Prevention into Practice on the Internet" has been an eight week project to bring concepts of prevention and population-based health to the currently available information infrastructure. The development of graphical authoring tools for the Internet makes possible the collection, dissemination, and communication of health information on a community level, at the present time, however, a significant proportion of these resources are devoted to individualized and "one-size-fits-all" models of health. The goal of this project was to explore a platform for students, professionals, and health care consumers to take

**Putting Prevention into Practice on the Internet**



**Ted Eytan, MSIV, MPH**  
**Medical Informatics Elective**  
April, 1995

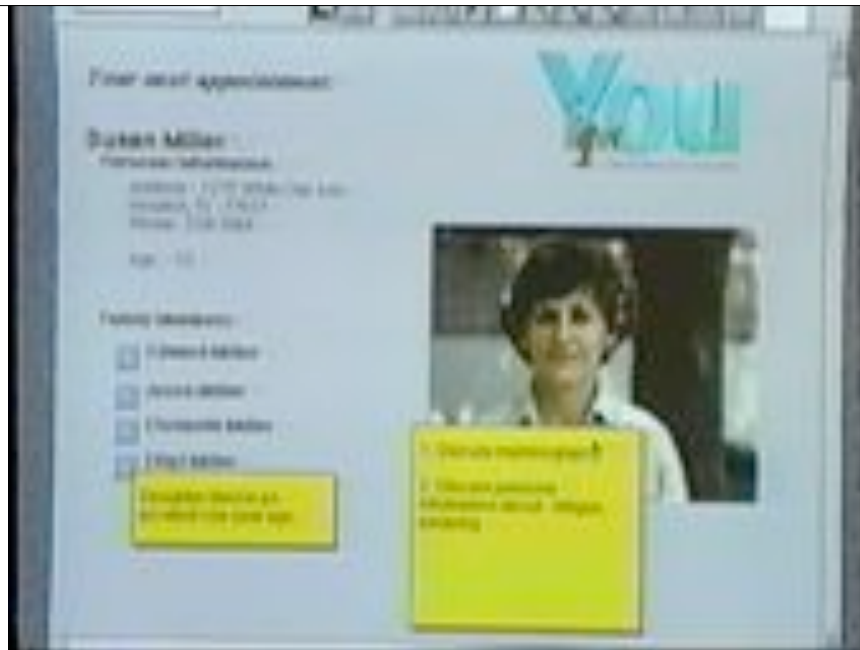
Elective performed at National Library of Medicine, Bethesda, MD

Select on any part of the image above to see an index of topics

[Ted Eytan, MSIV, MPH](#)  
Revised April 30, 1995

Once Upon a Rotation..... March - April, 1995

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DARPA's Vision: 1995

## Group Health Cooperative

Consumer governed, not for profit  
financing and care delivery system

537,000 patients

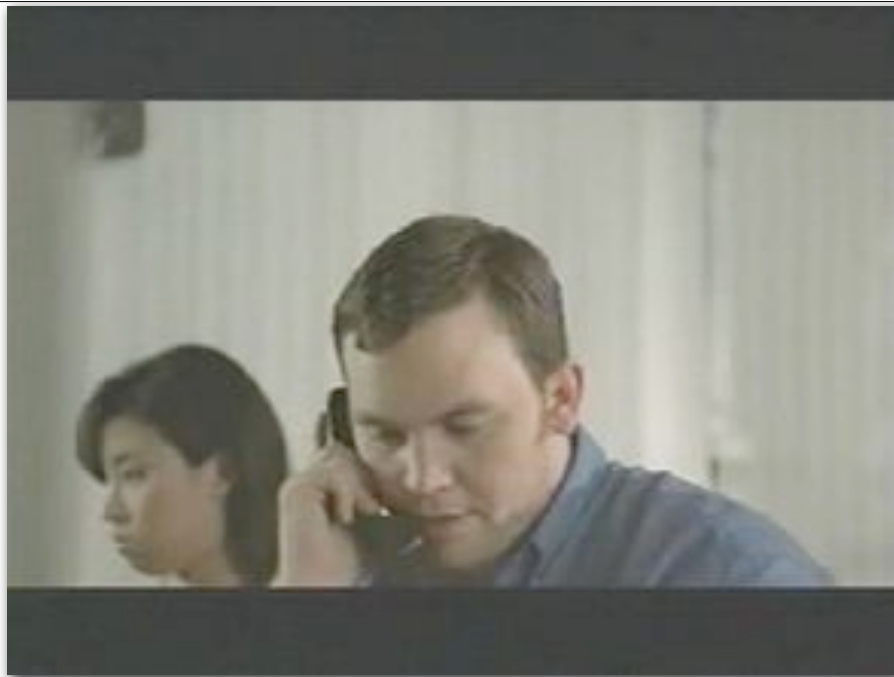
892 Medical Staff

25 Medical Offices, 2 Hospitals

Washington and North Idaho

Contracts with 9,100 practitioners  
and 39 hospitals

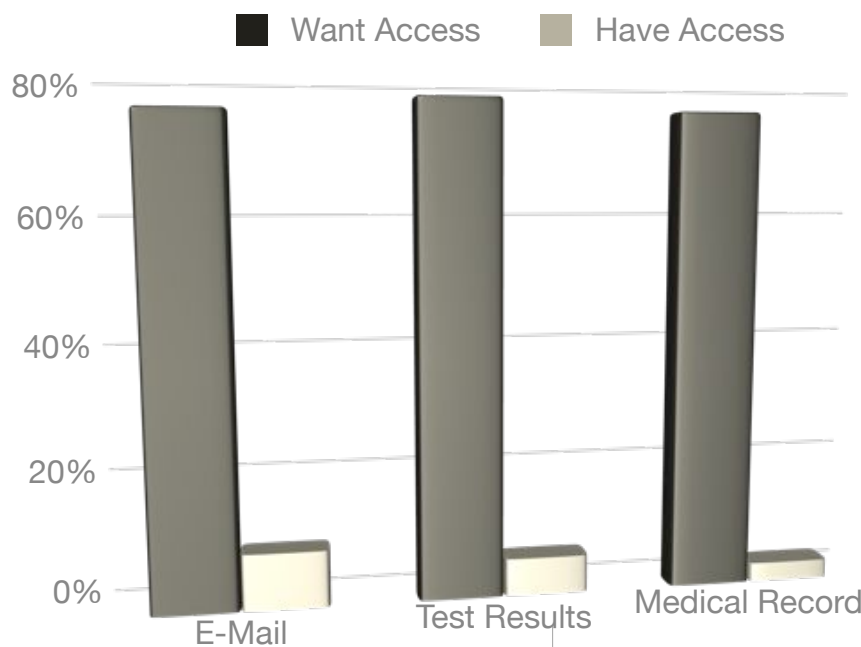




Group Health: 2003



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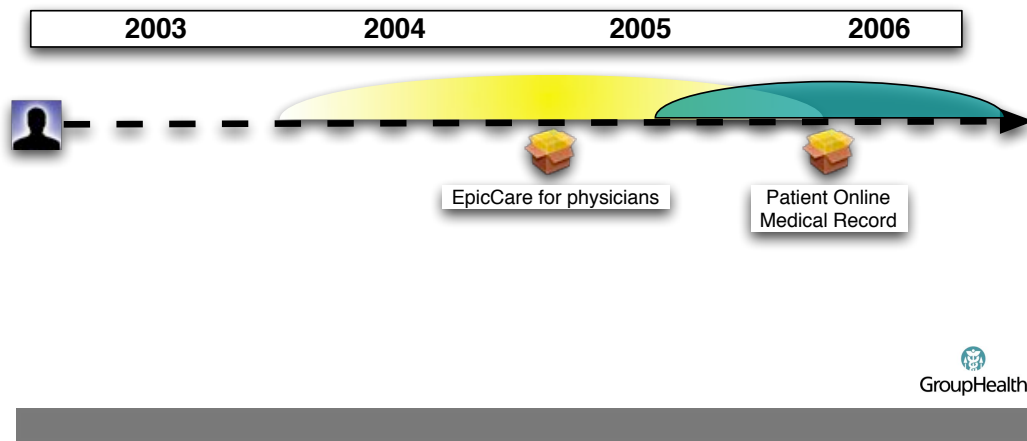
The Rest of Health Care: 2008

2008 Deloitte survey of consumers in health care

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## Clinical Information System Implementation

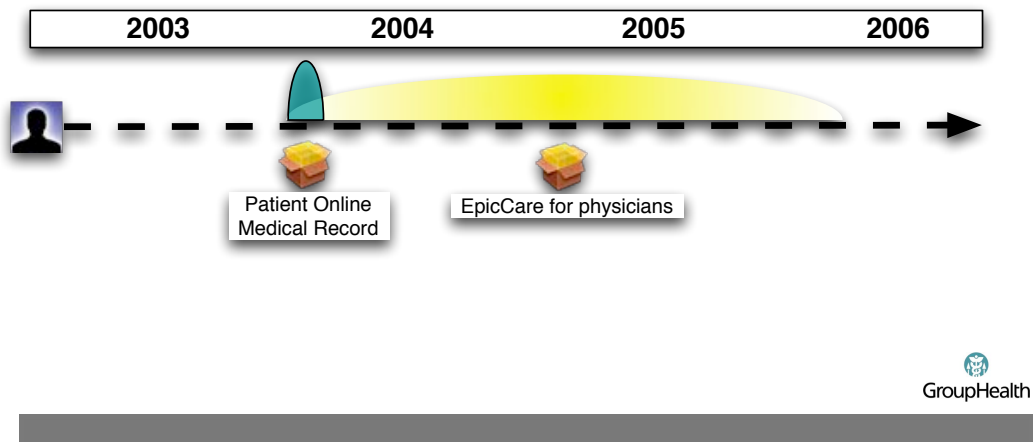
### Traditional: "Doctors First"



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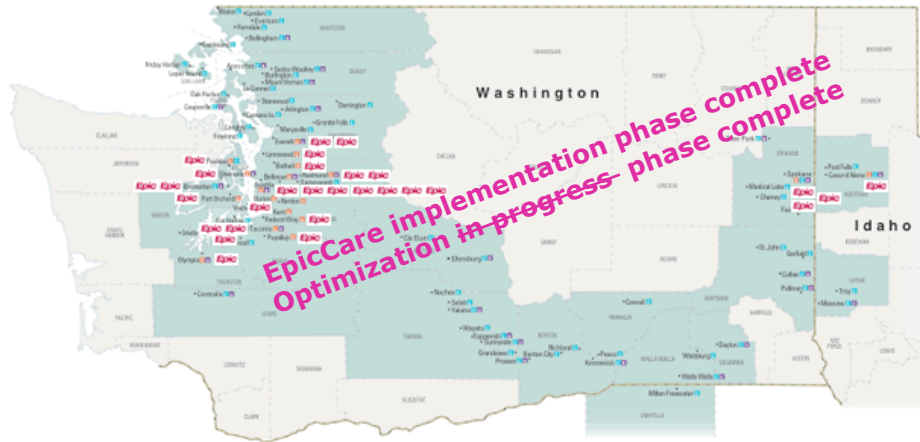
## Clinical Information System Implementation

### Group Health: Patients First!



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# Statewide Implementation



GroupHealth

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Done!



GroupHealth

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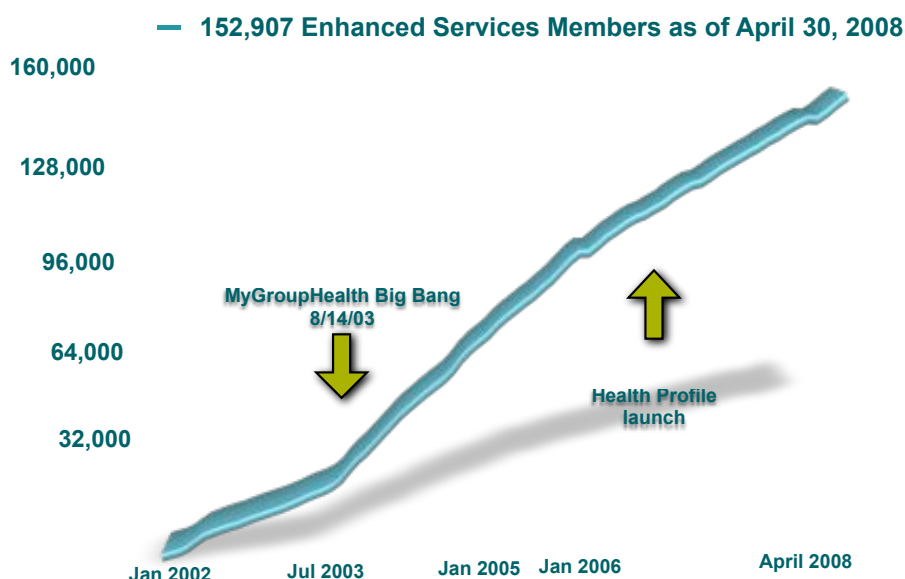


Group Health: 2003



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## MyGroupHealth for Adults: Continuing to Roar



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# Health Profile



## An Integrated Demonstration

Compiled February 21, 2008  
Author: Colby Voorhees | voorhees.c@ghc.org



GroupHealth

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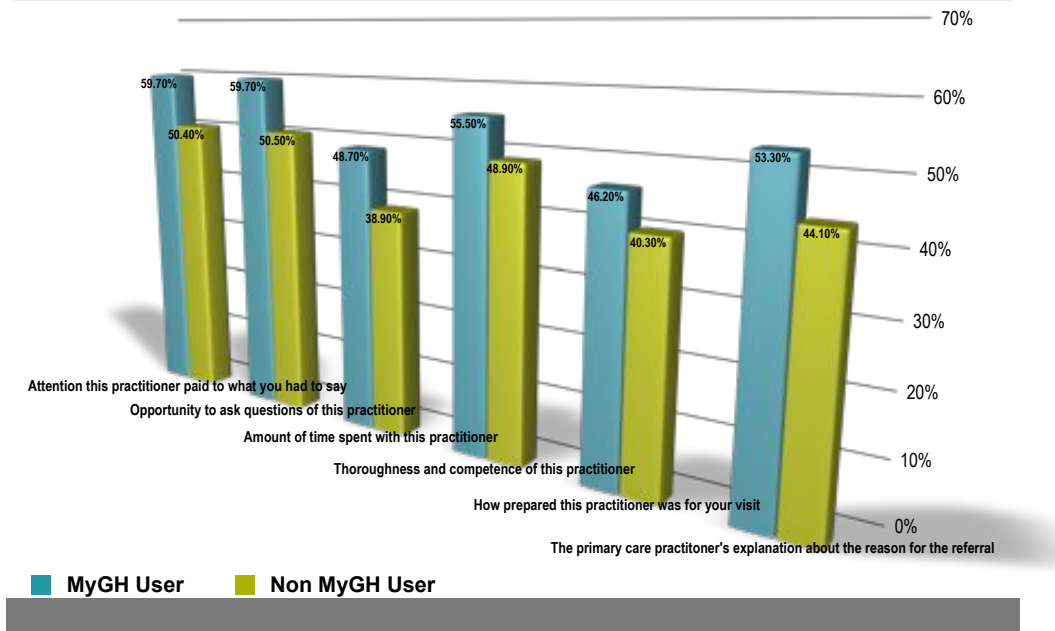
Group Health: 2003

 GroupHealth

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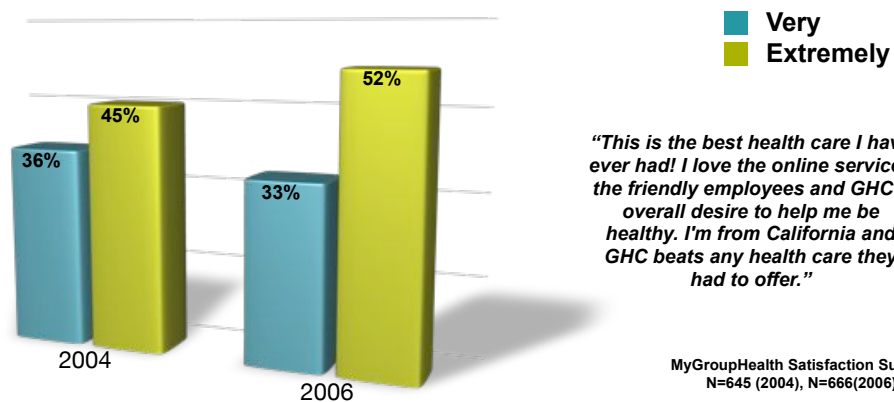
## From “How much work?” to “How much better service?”



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## Adding meaning:

How would you rate the value of secure e-mail in enhancing in person visits?

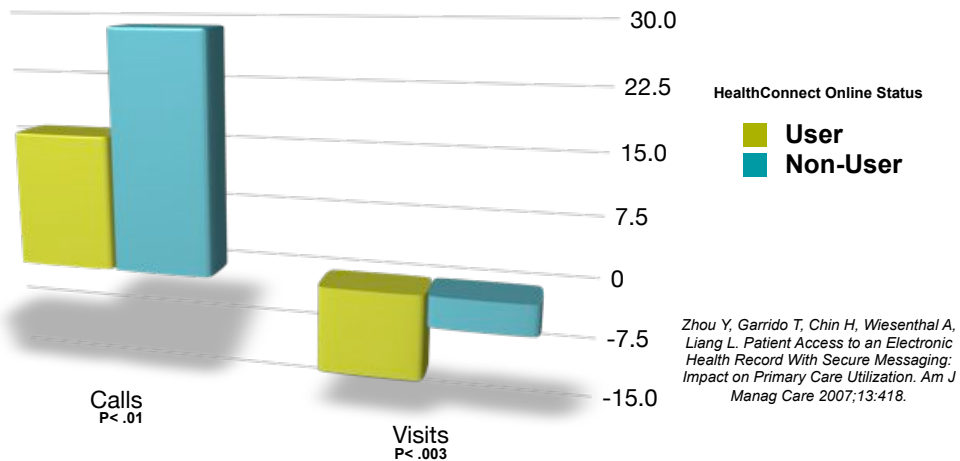


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## Shifting demand

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



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## A Very Special Piece of Paper....



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## The After Visit Summary

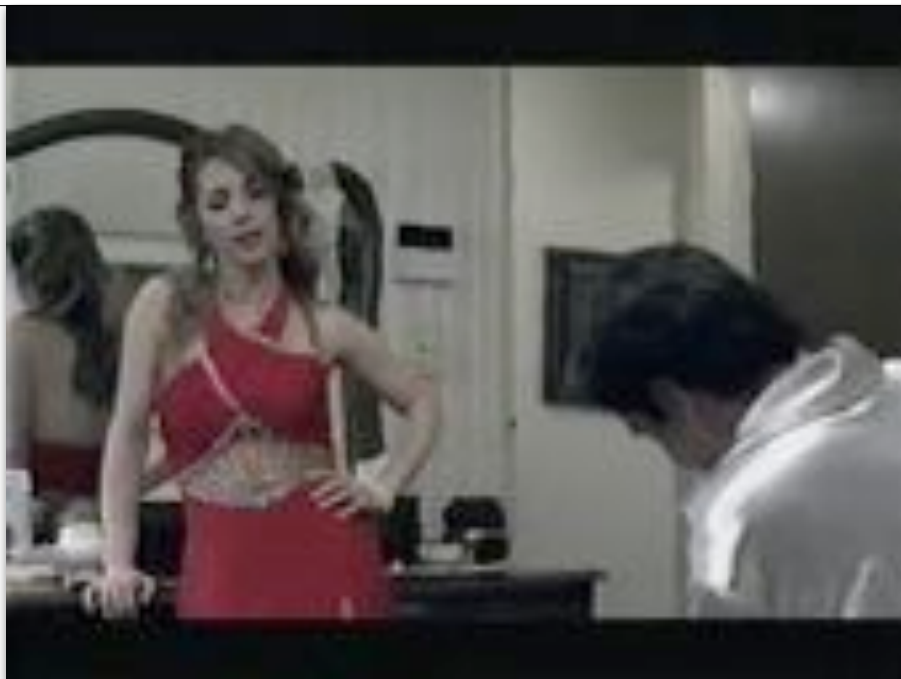


**Jill Ellis (03000144)** **Group Health Cooperative**

**After Visit Summary**  
This document contains confidential information about your health and care. It is provided directly to you for your personal, private use only.

Visit Information					
<b>Appointment Information</b>	Date	Time	Department	Provider	
	06/22/2007	1:28 PM	NOT FAMILY PRACTICE	PAULA SMITH, MD	
If you have questions or need further information, call this department at 206-527-7100 or send a secure message to your provider.					
<b>Vitals</b>	Blood Pressure	Pulse	Temperature	Height	Weight
	100/60	80	98.7° (36.7°C) (Oral)	5' 7" (1.65 m)	150 lbs (72.5 kg)
	Body Mass Index	Cholesterol	Respirations		
	25.63	97%	16		
<b>Reason for Visit</b>	Diabetes Blood Pressure				
<b>Diagnoses</b>	DM W/O COMPLICATION TYPE II (250.00) FINGER SPRAIN (842.13) NEED FOR VACCINE FOR TD (TETANUS-DIPHTHERIA) (008.5C) BIRTH CONTROL (V25.80)				
<b>Patient Information and Follow-up</b>					
<b>Patient Instructions</b>	Diabetes Condition Center Learn the basics and what to do after diagnosis, including how to use information from your blood glucose tests. Other tools, lists of common questions and answers, and information about exercise, food, and emotions help you and your family manage your diabetes.				

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Group Health: 2006



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## Being There



"Picture a different scene - one with the physician's chair empty, and the two distraught parents clutching a telephone receiver." - AMA, *Historical Postmortem*, March, 2001

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## Your Patients Will Tell You What this Means for Them



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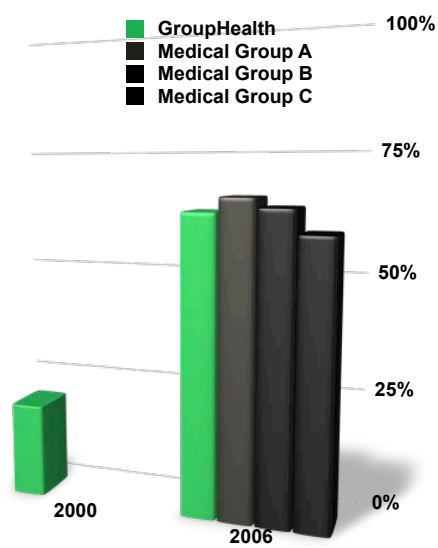
## Your Community Will Tell You, Too



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## Positive perceptions increased in *unadvertised* areas

Taking into account everything you have heard or read or experienced about Group Health, please rate your agreement with the statement, "Group Health has qualified, well-trained physicians."



Source: Group Health Cooperative Ad-Tracking Telephone Survey, November, 2006 (n=1250 healthcare decision makers)

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**Ted Eytan, MD**  
e-Health, Patient empowerment, Washington, DC.

25 MAR "In a couple weeks, you'll be able to see this, too" - Ending where I began, at Institute for Family Health

Posted by Ted Eytan in [Health Information Technology](#)  
Tags: [Authentic](#), [Bronx](#), [disparities](#), [Epic](#), [Institute for Family Health](#), [New York](#)  
Popularity: 12% Edit

It's interesting that it worked out the way it did, but the last organization I am visiting on my PCHIT journey is the organization I started at, Institute for Family Health. I didn't plan it this way, it just happened. This time, though, things are different. IFH now has a physician champion for its online patient access to the medical record, Adam Szerenczy, DO, who is also the Medical Director of the Urban Horizons Medical Center in Bronx, NY.

Pictures, click on any to see full size




Getting the Facts: Going to the Gemba

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## The Personas

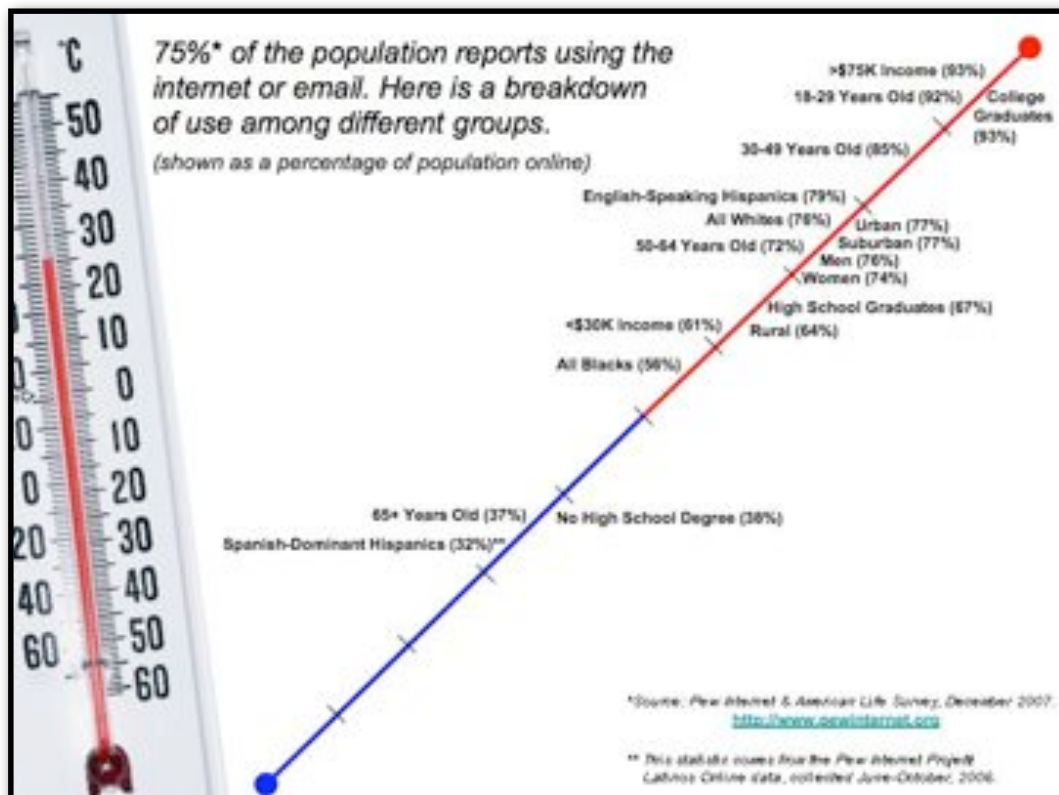
### • Safety Net Providers

- Uninsured does not mean Uninformed
- Many EHRs without Patient Access
- Emerging workforce issues related to HIT adoption



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2.0 = "Participation"

- No EHR Required
- Everyone can have a role



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# Physicians, Leaders, Communicators



Christine, Patient Advisor and Teacher, Ted, Student, Medical College of Georgia, March 2008

“The best physician leaders always behave as if they have a patient at their elbow, and they bring the patient’s perspective into every conversation.”

James Reinertsen, MD

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Group Health: 2007

 GroupHealth

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## Questions, Answers, and Ideas

Bransby, David., photographer.

Woman aircraft worker, Vega Aircraft Corporation, Burbank, Calif.  
Shown checking electrical assemblies

1942 June