



My HealtheVet Personal Health Record

Department of Veterans Affairs (VA)

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Topics



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

- My HealtheVet Personal Health Record (PHR)
- Program Office Perspective
- QUERI Collaborations
- Opportunities

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My HealthVet Personal Health Record (PHR)



www.myhealth.va.gov

May 2010:

- Over 39 Million visits
- Over 1 Million registered users (75% are VA patients)
- About 199,000 users have been In Person Authenticated (IPA)
- More than 156,000 self-enter data
- Over 15.4 Million VA prescription refills since August 2005

- My HealthVet Personal Health Record:**
- as an intervention
 - as a platform to deliver interventions
 - as a portal with tools

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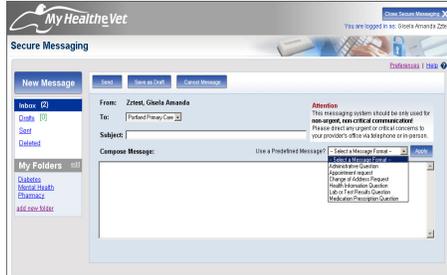
My HealthVet Features Today



- 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)

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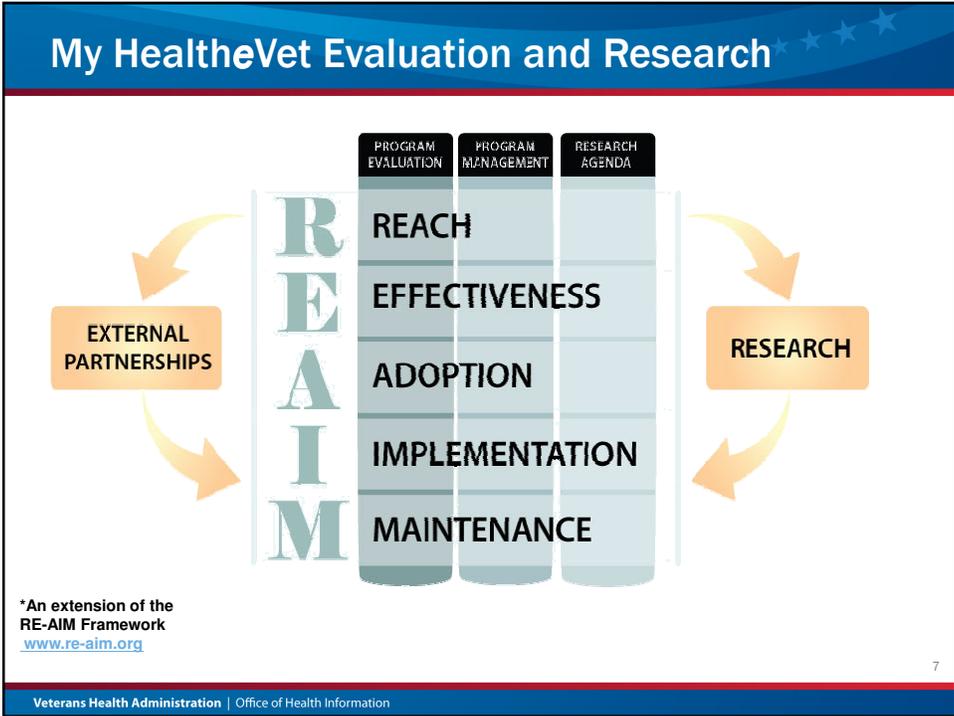
My HealtheVet Secure Messaging (SM)



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 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



Performance Evaluation Strategies

Web Analytics

Customized Indicators

Satisfaction Surveys

Research Collaborations

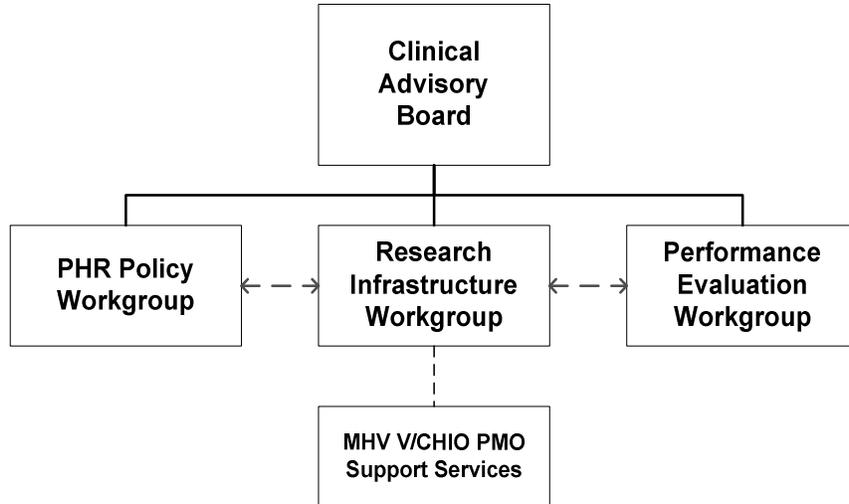
Telling the Story

- Web analytic tools to monitor usage patterns
- Measuring satisfaction (American Customer Satisfaction Index (ACSI) Survey, Survey of Healthcare Experiences of Patients (SHEP), My HealthVet 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

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Advisory Board Structure



My HealtheVet Research Collaboration

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



My HealtheVet 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 HealtheVet system. *J Gen Intern Med*, 25 Suppl 1:62-67.



Development of an eHealth QUERI Center

07/09/10: Targeted solicitation of concept papers to develop full proposal for new QUERI Center in eHealth

Opportunity: My HealtheVet Clinical Integration

Integrate My HealtheVet PHR use into the fabric of VA health care

- My HealtheVet Button in Computerized Patient Record System (CPRS) for Veterans with In-Person Authentication
- Identify clinical utility across care settings
- Health care team endorsement and support for patient My HealtheVet PHR use
- Patient Centered Medical Home (integrated Secure Messaging)



Resources



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

- National My HealtheVet Portal
www.myhealth.va.gov
- My HealtheVet Product Website
vaww.va.gov/MyHealtheVet/
- My HealtheVet Training Site
vaww.vistau.med.va.gov/vistau/mhv
- My HealtheVet Demo Account
www.myhealth.va.gov
username: mhvuser
password: mhvdemo#1