



# Empowering Individuals through Interoperable Medication Lists

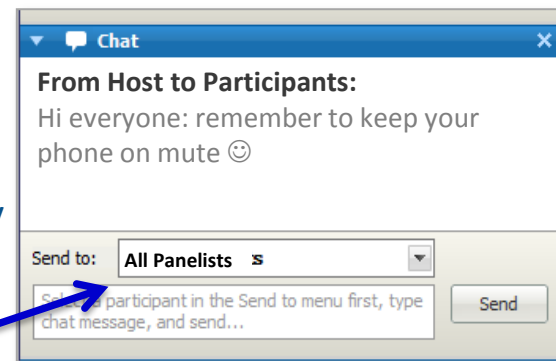
## Usability Work Stream Meeting

05/11/2017



# Meeting Etiquette

- Remember: If you are not speaking, **please keep your phone on mute.**
  - » Please note, the Host may mute any open lines to prevent disruptions during the meeting.
  - » If you find yourself muted by the Host and wish to speak, you will need to send a “Chat” to the Host to be unmuted.
- **Do not put your phone on hold.** If you need to take a call, hang up and dial in again when finished with your other call
  - » Hold = Elevator Music = frustrated speakers and participants
- Use the **“Chat”** feature for questions, comments and items you would like the moderator or other participants to know.
  - » **Send comments to All Panelists** so they can be addressed publically in the chat, or discussed in the meeting (as appropriate).



# Agenda

<b>5 Minutes</b>	<b>Welcome and Opening Remarks</b>
<b>5 Minutes</b>	Session Goals <ul style="list-style-type: none"><li>• Provider Adoption</li><li>• Annotation &amp; Feedback Best Practices</li><li>• Work Plan activities for Communications &amp; Sharing</li></ul>
<b>25 Minutes</b>	Provider Adoption Showcase – Hackensack Meridian
<b>10 Minutes</b>	Recap & Summarized Literature Review on Annotation & Feedback
<b>10 Minutes</b>	Communications & Sharing
<b>5 Minutes</b>	Wrap Up and Next Steps

## Med List – Goals Recap (For Usability Work Stream)

- **By June 30th, Med List participants should be able to demonstrate expanded connectivity and enhanced usability App features for consumers and patients, and allow individuals' the ability to share medication lists with providers and others.**
  - » Additional providers deploying FHIR-enabled systems
  - » Improved patient-facing workflow and app features
  - » Provider-facing workflow for viewing shared medication lists

## Usability Features for Sprint

1. Layout & Format
2. Annotation & Feedback
- 3. Communication & Sharing - Today**



The Office of the National Coordinator for  
Health Information Technology

# Provider Adoption Showcase

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## Hackensack Meridian – Team

- Modi Boutrs is the lead of Enterprise Solutions and development at Hackensack Meridian Health. He joined the hospital back in 2011.
  - » He is a developer at heart with over 15 years experience in financial and healthcare IT. He has very solid experience in .net development, integration, research, software engineering, design and interoperability. He strives to provide solutions to tough challenges applying his knowledge, skills and innovations that he has acquired over the years.
  - » He is also the Lead analyst responsible mobile applications, and development of Common Service Layer using FHIR. Modi was invited to the White House for participation in the Precision Medicine Initiative. Hackensack Meridian Health is dedicated and continues to work with Office of the National Coordinator(ONC) Med. List Project as well as National Institute of health (NIH) on the Sync for Science S4S initiative.



# Annotation & Feedback

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# Annotation & Feedback - Goal

- Allow for an interactive med list, so that the patient may add/provide feedback.

# Recap of Annotation & Feedback Discussion

## Adherence

- Patient medication adherence is a complicated topic
  - » Available research indicates that reminders and patient feedback have an impact
- Provider review of Med List to ensure Patient is compliant
- Many prescriptions are written but not filled by patients:
  - » Contributing factors:
    - Cost
    - Proximity to pharmacy
    - Patient intent to comply
    - Patient perspective: is the medicine necessary or helpful for their condition
- Displaying information in a certain way to improve adherence is supported by randomized controlled trials (NIH)

# Annotation & Feedback Literature Review Summary - For App Developers consideration

## Themes

### Access

- Increased patient access and online engagement has the potential to improve the data quality in EHRs

### Workflow

- Role of patient feedback in improving the accuracy of medical records
- Patient's role in annotating and correcting their EHR medication list
  - » Typically at the beginning of a visit

### Presentation

- Pairing medication with visual cues. This reference refers to both layout/format and annotation/feedback.
- Presenting medication in a way that is intuitive to patients, and that aligns with current research in human factors engineering



# Communication & Sharing

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# Communication and Sharing - Goal

- Allow for communication between users including the patient, primary care provider, pharmacist, and all other providers (i.e. specialists) to aid in the medication reconciliation process.

# Communications Recommendations Summary From Phase 1

## Feedback from Patient Perspective Roundtable (11/15/2016):

- Using language that's understandable by the patient/caregiver
- Interactive med list that can incorporate feedback from provider
- Med list should enable communication between patient, PCP, pharmacist and well as specialists with respect to the reconciliation process
- Remove barriers for access by caregivers
- Should include contact information for whom to discuss medications with

## Themes

- Allow communication between users to aid in the medication reconciliation process:
  - » Patient
  - » Primary care provider
  - » Pharmacist
  - » Other providers (i.e. specialists)
- **Remove barriers to allow caregiver access to the medication lists.**
- Privacy Issue:
  - » Allow patient ability to provide permissions for access to providers and caregivers
  - » Ease the process and allow for more transparency across the healthcare continuum
- Educate physicians on the use of the med lists and the importance of incorporating the medication information into the patient's health records.

# Usability Work Stream Sprint Cycle Overview

	March 16	April 13	May 11	June 15
<b>Work Stream Pre-work</b>	Compile best practices for Layout & Format enhancements	Compile best practices for Annotation & Feedback enhancements	Compile best practices for Communication & Sharing enhancements	Share Progress and challenges – Patients, Providers, App developers
<b>Apps Demonstrate*</b>	<b>Current State</b>	<b>Layout &amp; Format</b>	<b>Annotation &amp; Feedback</b>	
<b>Work Steam Provides Feedback on</b>		App Developers changes to Layout & Format	App Developers changes to Annotation & Feedback	
<b>Work Stream Discusses the Future State</b>	Discuss best practices and proposed changes for Layout & Format	Discuss best practices and proposed changes for Annotation & Feedback	Discuss best practices and proposed changes for Communication & Sharing	



# Summary and Next Steps

## 2017 Sprint Cycle Begins

Next Technical Work Stream Call on Thursday, May 25<sup>th</sup> 3-4PM EST

Next Usability Work Stream Call on Thursday, June 15<sup>th</sup> 3-4PM EST

- Discuss progress made through June 2017

**Med List Info Page (Just informational not collaborative):**

[www.healthIT.gov/ONCMedListInfo](http://www.healthIT.gov/ONCMedListInfo)

**Current Participant Med List Info Page :** <https://oncprojecttracking.healthit.gov/wiki/display/OEITIML/Main+Project+Information+Page>

Refer additional participants by emailing [avinash.shanbhag@hhs.gov](mailto:avinash.shanbhag@hhs.gov) and [anastasia.perchem@hhs.gov](mailto:anastasia.perchem@hhs.gov)



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# THANK YOU

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