CPCPracticeSpotlight15

Comprehensive Primary Care is an initiative of the Center for Medicare & Medicaid Innovation

Ensure High-Risk Patients Carry Up-to-Date Medical Information with a Digital Personal Health Record

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Independent; one physician, one APN; 2,200 patients

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This strategy addresses CPC Milestones 2, 3, 4 and 6.

For more information about the CPC initiative, visit http://innovation.cms.gov/initiatives/Comprehensive-Primary-Care-Initiative/.

Situation: Patients whose diseases and conditions are poorly controlled and whose health goals written in their care plans have not been met are at highest risk for needing emergency medical services or an unplanned hospitalization. Often, when this occurs, health care providers treating these patients do not have immediate access to the patient's full medical history and current health status.

Patients treated by multiple specialists also need access to their most current medical information during appointments to promote timely treatment, and prevent duplicative testing and medication errors.

The patient record is stored on the USB drive (upper right corner) that attaches to the card, which is stored in the paper sleeve (below). The size and format makes it easy for patients to keep in their wallets.

Strategy: Marc Feingold, MD, provides selected highest risk patients in his practice with an updated digital personal health record (PHR) at each office visit. The information is loaded onto a password-protected USB drive mounted on a plastic card. The card is stored in a paper sleeve clearly marked with a bright blue caduceus.

The USB drive contains a PDF of the patient's full medical record, including diagnoses, treatments, medications, recent lab results and allergies. Because local first responders are trained to check patients' wallets for health information, patients are encouraged to carry the file with them at all times. They also share the information with specialty providers.

The patient's social security number is redacted on the PDF to protect the patient's identity if the USB drive is lost or stolen. The USB drives cost about $13 each and were purchased with CPC funds. About 75 patients have been provided with the USB drives.

Dr. Feingold and his staff identified the patients who could most benefit from the PHRs by assessing each patient's diagnosed diseases and conditions, current state of disease control, stability of overall health, status of care plan goals and other significant risk factors. All patients in the practice are assigned a risk level using a modified version of the American Academy of Family Physicians risk stratification tool. Those in the highest risk strata were eligible to receive these PHRs. The PHR enhances the care coordination between providers and facilities, providing safer delivery of care with reduced duplication and thus reduced cost.

While too early to share data, the practice is tracking their patients' use of the drive to evaluate effectiveness and identify any resulting cost-savings or improved delivery of care. To date, some patients report they carry the card at all times and have shared the drive with their specialist providers.

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