The Role of IT in the Innovation of Medical Practice

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Quality

Safety

Care Coordination

Cost
Cleveland Clinic

- Founded in 1921
- Not-for-profit group practice
- 3,034 physicians and scientists
- 1,300 bed hospital
- 16 Family Health Centers

- Health System Hospitals:
  - Euclid
  - Fairview
  - Hillcrest
  - Lakewood
  - Lutheran
  - Marymount
  - South Pointe
  - Cleveland Clinic Florida
  - Medina

- Cleveland Clinic System Statistics:*
  - Clinical visits: 5,085,842
  - Admissions: 157,474
  - Surgical cases: 200,808
  - Emergency visits: 456,613

*Cleveland Clinic 2012 Annual Report, “A Unique Model of Medicine;” remaining, Cleveland Clinic “Facts and Figures, 2013”
An enterprise-wide eHealth services program that is presently changing the paradigm of medical practice by applying Health IT solutions to improve patient care, enhance operational and administrative efficiency, reach out to patients and community physicians, and create new knowledge through ongoing research and education initiatives.
MyPractice Electronic Medical Record

Physicians

Nurses

Schedulers

Front Desk

Residents

Researchers

Patients
MyPractice Electronic Medical Record

Ambulatory Functionality

- Messaging
- Schedule
- Results
- Documentation
- Physician Order Entry
- Best Practice Alerts
- Integrated Image Viewing
MyPractice Electronic Medical Record

Inpatient Functionality

- Inpatient Census
- All Results
- Medication Administration Record
- Vital Signs and I&O
- **Documentation**
- Computerized Provider Order Entry (CPOE)
- **Integrated Image Viewing**
Patients in My Practice: 6.9 Million
(Electronic Medical Record System)
My Practice:
Electronic Medical Record System

My Practice
Community

eResearch:
Research Standardization: Real Data; Real Results

Dr. Connect:
Improved Communication; Improved Care

My Chart:
Your Personal Health Connection

Virtual Visit:
Patient/Physician Interaction Globally

My Consult:
Your First Choice for a Second Opinion

My Monitoring:
Ongoing Condition Reporting from Home

eHealth Services

Providers

Patients
MyChart

Patient Services

- View medical information
- View health reminders
- View schedule
- Prescription renewal request
- Online appointment scheduling
iPhone App:
- Test Results
- Messages
- Appointments
  Future / Past
- Preventive Care
- Health Summary:
  Meds, Allergies, Problems, Immunizations
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eHealth Services

Providers

MyPractice: Electronic Medical Record System

MyPractice
  - Community

MyResearch: Research Standardization: Real Data; Real Results

MyConsult: Your First Choice for a Second Opinion

Patients

MyChart: Your Personal Health Connection

VirtualVisit: Patient/Physician Interaction Globally

MyMonitoring: Ongoing Condition Reporting from Home

Dr.Connect: Improved Communication; Improved Care

Improved Communication; Improved Care
How do I request an Online Medical Second Opinion?

To request an online second opinion from Cleveland Clinic, your first step will include registering to use our secure site. Once you have established your user name and password (your secure account), you can access Cleveland Clinic’s online second opinion service from any computer with Internet access. You may make a request on behalf of someone else if you have the patient’s permission, however, the patient will need to complete a proxy form and include it in the package that is sent to Cleveland Clinic. We will also request a consent or proxy form from the patient which will enable our Cleveland Clinic physician to render your second opinion.

If this service is being provided by your employer as a part of your benefits package, you may need to contact your human resources department for additional information or instruction about the benefit as it applies to you or your beneficiary.

Once you are logged in, you will be in a secure Web environment which means any information you send to us can only be read by you and Cleveland Clinic. (See our privacy policy for more information.)

There are seven steps in the process of requesting a second opinion. We anticipate the steps will take you about 30-45 minutes to complete. A helpful hint that we recommend:

- Have your medical records or those of your loved one on hand as you fill out the medical history questionnaire portion of the online process.
- The medical history questionnaire is detailed so having medical records to quickly reference will help make the process more efficient.

Below is a brief description of the information being requested in each step of the online process:

**Step 1 — Requestor Information**
This initial step only applies if the individual requesting the online second opinion is someone other than the patient that needs the second opinion. We ask the requestor basic information such as name, address, date of birth etc... If you are the actual patient requesting the second opinion, you can skip to step 2.

**Step 2 — Patient Information**
In this step we ask for information about the patient which includes name, address, date of birth, etc.

**Step 3 — Diagnosis or Problem**
In this step we will need to know the diagnosis the patient was given on his or her first
eHealth Services

Providers
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  - MyPractice Community
- Dr. Connect: Improved Communication; Improved Care

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- Improved Communication; Improved Care

Dr. Connect
- eResearch
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- My Consult
- My Monitoring
2. Patient treatment progress documented in MyPractice electronic medical record system

1. Community physician refers patient for specialty treatment

3. Referring physician follows patient progress in real time through DrConnect online connectivity service

4. Patient returns to referring physician for ongoing follow-up care

DrConnect
Improved communication; improved care
My Practice: Electronic Medical Record System

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My Monitoring
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**eHealth Services**

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**Public / Private Sector Connectivity**

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Cleveland Clinic Pilots Microsoft HealthVault

CLEVELAND, Nov. 10, 2008 / PRNewswire via COMTEX / — Cleveland Clinic, a World-class academic medical institution and leader in health information technology, today announced collaboration with Microsoft Corp., a worldwide leader in software, to pilot the patient-controlled data exchange between Microsoft® HealthVault™, a Web-based personal health platform; a suite of widely-used digital medical devices; and e Cleveland Clinic MyChart®, Cleveland Clinic’s electronic personal health record (PHR) system.

Today, more than 150,000 Cleveland Clinic patients use eCleveland Clinic MyChart®. The short-term pilot, begun on Monday, Nov. 3, is the first pilot in the country to follow multiple diseases in the clinical delivery setting using multiple at-home devices such as glucometers, heart rate monitors, weight scales and blood pressure monitors.
True Value of Health Data Exchange to Cleveland Clinic Patients

All data available to Cleveland Clinic treating physicians

Cleveland Clinic

Patient transfers data to Cleveland Clinic MyPractice

NHIN

Patient transfers data from all physicians, hospitals, retail pharmacies, commercial laboratories and digital devices.

Home Devices  Physicians  Hospitals  Retail Pharmacies  Com. Laboratories
What eHealth Services Offer the Contemporary Healthcare Consumer

• A transition from a provider-driven to a consumer-driven model of healthcare delivery.

• Empowered patients with enhanced and convenient access to personalized and reliable health-related information.

• A whole new way of requesting and receiving a variety of health-related services anytime, anywhere.
Cleveland Clinic

Every life deserves world class care.