CONNECTING PATIENTS TO THEIR HEALTH INFORMATION FROM ANYWHERE, ANYTIME
THE SUNNYBROOK EXPERIENCE, CANADA

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Sunnybrook’s MyChart™ is a personal online health management and continuity of care record solution designed specifically for Health Care clients – our patients, and through them for their families, physicians and personal care teams.

- Sunnybrook developed MyChart in-house 10 years ago. Evolved from an IT solution to a Personal health management and continuity of care record service
- Online access is available for all health records in the hospital EPR, over 1.6 million records
- 55,000 active users monthly - accessing to view their own clinical health information
- Provides a consolidated record view of personal and clinical information
- Patients can self enter and upload information with share capabilities
- Patients control the access and can share information with multiple physicians, hospitals, care participants if they choose to
- Supports a new approach for Release of Information services (online access)
- Enhances physician care planning and self monitoring at home
- Supports continuity of care from inpatient to outpatient settings and self monitoring

Our first patient logged on from Arizona early 2006, confirming for us her information was easy to access from anywhere, anytime, convenient, private, easy to navigate and easy to understand.
The Sunnybrook Hospital Experience

*Increased Patient Interest and Participation in Own Health*

Online Access Logins vs. Traditional Release of Information Requests (in person, phone, etc.)

<table>
<thead>
<tr>
<th>Year</th>
<th>MyChart User Logins</th>
<th>ROI Requests Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>117,992</td>
<td>23,077</td>
</tr>
<tr>
<td>2013</td>
<td>246,025</td>
<td>24,220</td>
</tr>
<tr>
<td>2014</td>
<td>257,436</td>
<td>22,028</td>
</tr>
</tbody>
</table>

In-person Release of Information requests for hard copies average between 1,000-1,200 monthly; with MyChart online access we see on average 26,000-28,000 client views per month accessing their information as frequently as 7 times a month.
55,000 active monthly users as of October 2014

Continuous Growth...

From Local ...
... to National reach

Users by Postal Code
36,510 distinct postal codes from over 700 cities nationally
98 different countries
(January 1, 2014 – September 12, 2014)

Advanced Metrics
International Reach

1. Canada
2. United States
3. Hong Kong
4. Germany
5. Israel
6. Philippines
7. United Kingdom
8. India
9. Brazil
10. Italy
11. Barbados
12. Australia
13. Mexico
14. China
15. New Zealand
16. Serbia
It is critical to have **information at the right time** in case of emergency.

I have all of my health information in one record – my personal symptom diary and medical information.

I am **in control of sharing my information**, making it easier for me to keep all my physicians up to date with current information such as test results and medication changes between physician visits. I share with my family doctor, specialist and pharmacist.

I am **reminded of my next appointments with** online alerts.

I can review my previous clinic progress note to **prepare for my next visit**.

Online access helps me **manage my health from home with logging** symptoms in diary, update health status at different stages in my life – update information about my health in the Health Status Box (allergies, medications, conditions, emergency contacts, etc.)

I can keep information about all my medications and supplements in one place

I can share information for second opinions as I need to

I can travel freely always having access to my information

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**Test results/features:**
- Blood work (labs)
- Radiology Reports & Medical Imaging scans
- Pathology Reports
- Electrocardiograms/ECHOs
- Dictated clinical notes (i.e., progress notes, discharge summaries, and operative reports)
- Medications (inpatients)
- Medication diary (self-entered)
- Appointments – hospital appointments, reminders, appointment request

**Health Status for: TEST TESTPATIENT**

- **Blood Type:** O+
- **Organ Donor:** Yes
- **Advanced Directive:** Yes – Contact *Power of Attorney*
- **Alert:** High blood pressure
- **Allergies:** Advil, Dogs, dust, Eggs
- **Emergency contact:** Test Son
- **Delegate / Power of Attorney:** Test Daughter
- **Active Medications:**
  - **Physician contact:** Charles N Bernstein
  - **MediAlert:** 12345

Be prepared. Complete an *In Case of Emergency (ICE) sheet*
User Surveys/Feedback

Users Believe “MyChart Supports Better Health Management”

Q2 Does MyChart™ help you better manage your own or your family’s health information?

Yes

No

Consistent survey feedback past 3 years

Q3 Does online access to your clinical health information help you manage your own personal or family’s health?

Yes

No

Q7 MyChart provides patients with online access to their own clinical health information. Do you see MyChart as a service that adds value to you personally while managing and monitoring your health?

Yes

No

Unsure

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User Surveys/Feedback

MyChart is “Increasing Patient Satisfaction”

Q3 Are you more likely to have a test performed at Sunnybrook if the test results are available online?

Answered: 4,710  Skipped: 0

- Yes
- No
- It doesn’t make a...

Q5 Are you more likely to request to have a test performed at Sunnybrook or an affiliated facility to have access to the test results online via MyChart?

Answered: 4,385  Skipped: 0

- Yes
- No
Patients Sharing Access with their Physicians

Physician Perspectives

“MyChart changes the way in which doctors and patients interact in a very fundamental way because it puts us literally on the same page.”

- Dr. Jenny Blake

- Patients can share with multiple physicians at the same time.
- Supports continuity of care no matter where the patient enters from.
- Collaborative tracking supports improved self management at home (i.e. monitoring blood pressure, symptom changes, medications).
- Reduces adverse drug events in outpatient setting.
- Reduces duplication of lab work and other tests.
- Provides secure electronic communication between patients and physicians.
- Reduces risk of information errors when recalling information during other physician visits.
- Enabling patients improves their health experience overall.

Q1 In your opinion does patient access to their health information via Sunnybrook’s MyChart™ (personal electronic health record system) improve the patient experience?

Answered: 70  Skipped: 8

Yes

No

2014

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Patients Sharing Access with Family/Caregivers

Family Members Perspective

- Can participate actively in a family members care planning or help an elderly parent to manage appointments and make decisions.
- Helps organize information when all in one record
- Access to emergency contacts
- Access to health status (condition, medication)
- Access to medication history
- Access to physician progress notes, discharge
- Access to physician contacts
- Upcoming appointments
- Educational information about specific condition from a credible source (physician team) for patient and family support
- Reminders/alerts for appointments and annual screenings
Where we are - We are Expanding our Reach
Integrating Across the Continuum of Care
No Matter where the Patient Enters from

Health System Benefits

✓ Global reach through the patient
✓ Enabling patients and families with greater access to information supports decision making and self monitoring so patients can stay at home longer.
✓ Targeted information to patient communities (pre-visit questionnaires, healthy tips, education material.)
✓ Automated appointment reminders reduce missed annual screenings
✓ Patient can share information with all care providers to avoid duplicating tests when dealing with multiple physicians, hospitals, ER services.
✓ Streamlines Release of Information services and sharing of information through the patient
✓ Supports continuity of care no matter where the patient enters from.

MyChart™
PHR Integration

Hospitals
Community Care Services
Laboratories
Emergency Services
Family Doctors
Pharmacy
Medical Device Integration
Patients Self-Input Data [PHR]

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Thank you

To learn more about becoming a Sunnybrook MyChart™ Partner please contact Sarina Cheng

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