



# Veteran Engagement Through Access to their Health Information: A Research and Operations Collaboration in Evaluation and Promotion of the Blue Button Feature of My HealthVet

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Evaluation (CADRE),  
Iowa City VA Health Care System  
University of Iowa, Professor



# Poll # 1: Do you regularly encourage Veterans to access their VA health record online through My HealthVet? (select all that apply)

1. No, I was not aware of this feature.
2. No, I don't think most of my patients would be able to use it.
3. No, I have concerns about Veterans reading their health record.
4. No I do not for some other reason not mentioned above.
5. Yes, I do so regularly.

# Presentation Objectives

- Describe methods for integrating operational data with primary data collection gathered through research in partnered evaluation studies.
- Discuss iterative and collaborative development of evaluation methods, interventions, and promotion/implementation strategies that systematically promote program office goals.
- Share lessons learned regarding collaborations between research and operational partners to develop a comprehensive evaluation of the impact of the My Healthvet Blue Button feature.

# Key Collaborators

- Dawn Klein, M.S.W. Comprehensive Access and Delivery Research and Evaluation, Iowa City VA Health Care System
- Kim Nazi, Ph.D., FACHE, Veterans and Consumers Health Informatics Office
- Eli Perencevich, M.D. and Heather Reisinger, Ph.D.: Comprehensive Access and Delivery Research and Evaluation, Iowa City VA Health Care System
- Mike Ohl, M.D. , Midwest Rural Health Resource Center, Iowa City VA Health Care System
- Tom Houston, M.D., eHealth QUERI, Bedford MA
- John Fortney, Ph.D., Virtual Specialty Care QUERI, Seattle, WA

# Today's Presentation

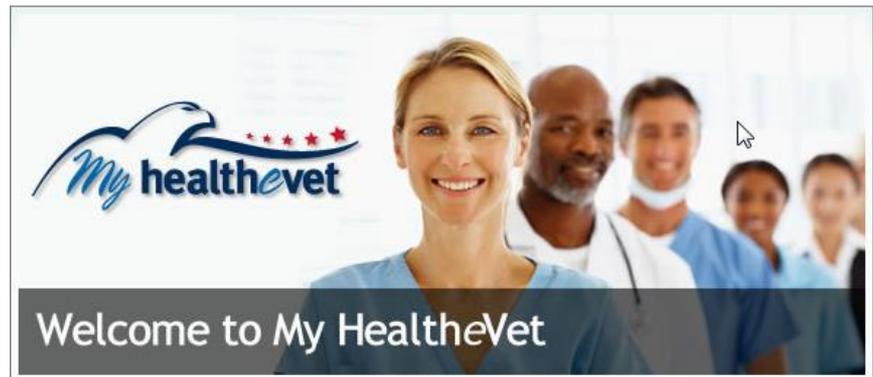
- My HealtheVet Operational Partners in Evaluation
  - My HealtheVet Performance Evaluation Workgroup
  - Data: Customer Experience Analytics
  - Data: Monthly Blue Button usage statistics
- Combining Operational Data with Primary Data Collection
  - Custom CXA questions
  - Qualitative Research
  - Pilot randomized controlled trial
  - Data collection from non-VA partners
- Dissemination and Implementation
  - VIECC
- Combining operational partners
  - Virtual Specialty Care QUERI
  - DoD and USPS Collaborations

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  - Spotlight Article
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# What is My HealtheVet?

- VA's combined personal health record and patient portal
- Allows viewing of medical record, online prescription refill, secure messaging, appointment viewing
- Launched in November 2003
- 3,900,622 Registrants



# My HealtheVet Program Evaluation Workgroup

- The My HealtheVet Clinical Advisory Board Program Evaluation Workgroup is a multidisciplinary workgroup which supports the Veterans and Consumers Health Informatics Office in the design and execution of the My HealtheVet Evaluation Program.
- Main tools for evaluation:
  - Customer Experience Analytics (CXA) – an online survey presented to Veterans while they are on the My HealtheVet Website.
  - Blue Button Monthly Statistics

# Customer Experience Analytics

## Sampling conditions

Loyalty Factor: 4 pages

Sampling Percentage: 4%

## Acceptance rate

From about 38% - 48%

## Time period

Collaborated on surveys administered from 2012-2016

## Number of completed surveys

15,000 or 52,000

The screenshot shows the My HealtheVet website interface. At the top, there is a navigation bar with the United States Department of Veterans Affairs logo and the My HealtheVet logo. Below this is a menu with categories like HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, and MHV COMMUNITY. The main content area features several articles: 'Digital Screening for Early Detection of Diabetic Eye Disease' (dated MAY 2008), 'Finding Spiritual Community', and 'Spring Weather and Health Hazards'. There is also a section titled 'We Thank You for Your Service' with a paragraph of text and a 'Learn More' link. A large circular seal of the Department of Veterans Affairs is visible in the bottom right corner of the screenshot.

Get a peek at the many features you can find on My HealtheVet. You can view it online or save it to your PC. Download (ZIP 4.8Mb) » Watch the tour now »

- Transcript (PDF 28Kb)
- Transcript (Word 52Kb)
- Get Flash Player Free

### In-Person Authentication

In-Person Authentication (IPA) is a process used to verify a My HealtheVet (MHV) user's identity. Registered MHV users

### Quick Links

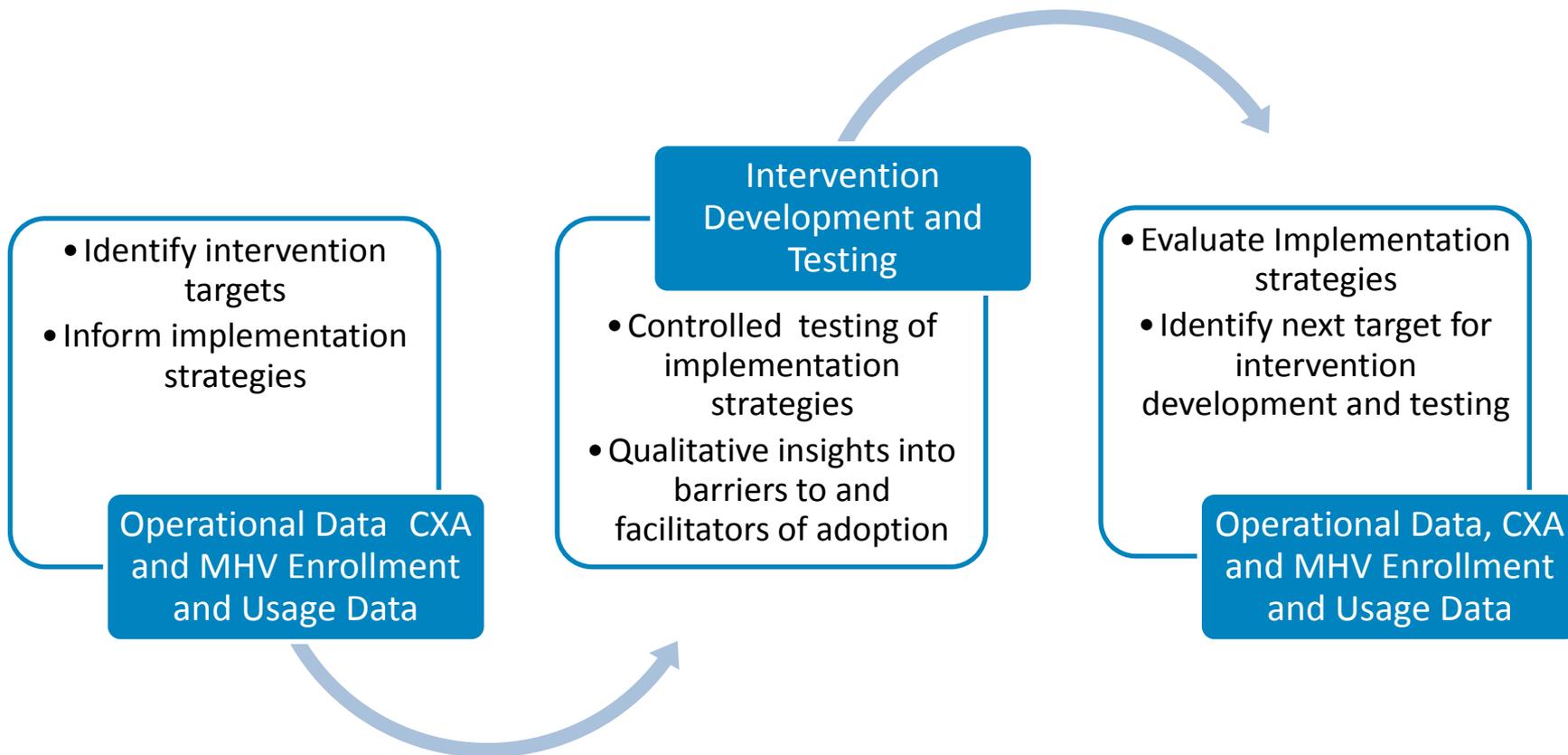
- VA National Suicide Prevention Hotline  
If you are in crisis call: 1-800-273-TALK (8255)
- In-Person Authentication
- View the MHV Virtual Tour (Best viewed with Flash 8.0)
- Rx Refill Guide
- Rx Refill
- Quality of Care
- MOVE!
- HealthierUS Veterans
- Most Requested Forms
- Message from the Under Secretary for Health

# My HealthVet Program Evaluation Workgroup

- Contribute to review and development of survey questions
- Develop custom question sets to address current MHV or VA concerns
- Assist in analysis of ongoing surveys and custom questions



# Iterative Process between Operational Data Collection, Intervention Development, and Implementation Strategies



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# eHealth Quality Enhancement Research Initiative

Thomas K. Houston, MD, Director

Timothy P. Hogan, Ph.D.

Keith McInnes, Ph.D.

Stephanie Shimada, Ph.D.

Bonnie Wakefield, Ph.D



Participated February 2011 through January 2016

Funded an RRP 11-407: Evaluation of Blue Button which  
Combined CXA and qualitative study of stakeholders

# Blue Button/VA Health Summary Feature

- One of four key options offered to Veterans on My HealtheVet landing page.
- Currently can be customized for a Blue Button report or to generate a continuity of care document- the VA Health Summary.
- Provides Veterans with a premium account ability to access, view, download, or print their information to share with trusted others



## Pharmacy

Refill your VA prescriptions, track delivery, view a list of your VA medications with instructions and other details.

[Read More](#)



## Appointments

Keep track of your upcoming VA medical appointments and get email reminders.

[Read More](#)



## Messages

Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions.

[Read More](#)



## Health Records

View, print, or download a copy of your VA medical record information, or enter your own health information.

[Read More](#)

# VA Health Summary Data Classes

## Data Classes

Allergies

History of Encounters

History of Procedures

Immunizations

Lab Results

Medications

Problems/Conditions

Vital Signs

Emergency Contact



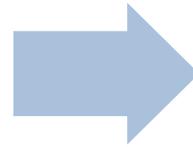
# My HealthVet Usage Statistics

- My HealthVet
  - Allows viewing of medical record, online prescription refill, secure messaging, appointment viewing.
  - As of December 31<sup>st</sup> 2016 there were 3,900,622 registered users
- Blue Button Feature
  - Provides a quick executive summary of veterans VA health care and information-Available to Veterans August 2010. Continuity of Care Document available as of January 2013
  - As of December 31<sup>st</sup> 2016, there were 1,626,450 unique users of the Blue Button
  - As of December 31<sup>st</sup> 2016, 20, 583,425 files have been downloaded

# Mixed Methods Exploration of Blue Button and Dual Use Veterans

## Online Customer Experience Analytics Survey

- 18,398 MHV Users
- Fielded March through May 2012



## Qualitative Interviews

- Boston and Iowa VA and Community Providers and Veterans
- Conducted July 2012-January 2013

# Primary Use Case: Veteran-Mediated Health Information Sharing

- Between 40 and 75% of VA users also receive healthcare in the community. (Hines et al. 2007; Liu et al. 2010; Humensky et al. 2012)
- With the aging of the Veteran population and the VA Budget and Choice Improvement Act, this proportion will only grow larger.
  - This legislation charges VA to become a leader in care coordination, presenting a Continuum of Care Coordination model supporting team based care to “deliver personalized, proactive, and patient-driven health care.”
- Nayar et al. (2013) found in dual use care - difficulties in patient transfers, referrals to VA, medication management, and coordinating emergency care. Communication between VA and community providers has been poor in the past.



# Customer Experience Analytics

## Sampling conditions

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about 38%

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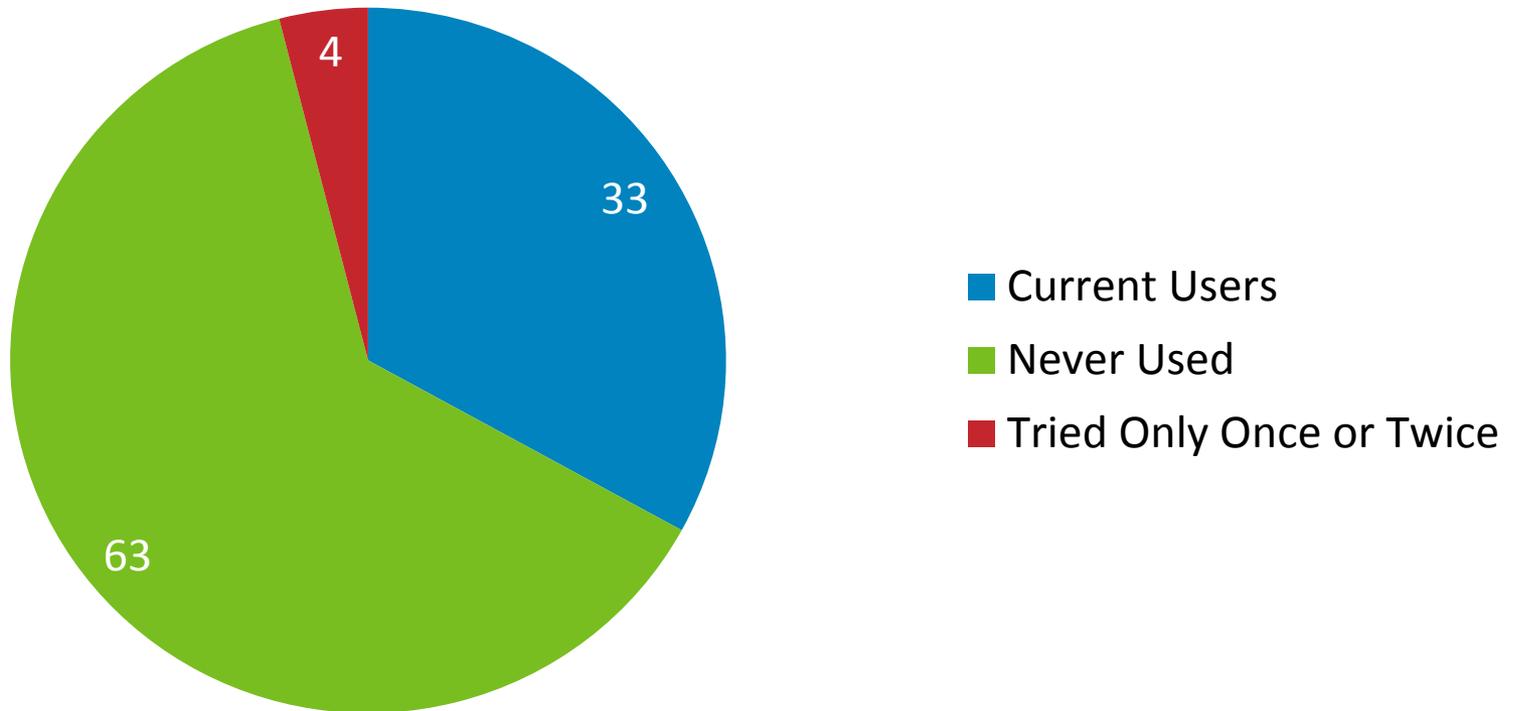
March 12, 2012 - May 21, 2012

## Number of completed surveys

18,398

The screenshot displays the MyHealthVet website interface. At the top, there is a navigation bar with links for HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, and MHV COMMUNITY. Below this, a search bar and a 'GO' button are visible. The main content area features a 'Customer Satisfaction Survey' section with four questions and a rating scale from 1 (Poor) to 10 (Excellent), plus a 'Don't Know' option. The survey text includes: 'Thanks for visiting our site. You've been randomly chosen to take this brief survey to let us know what we're doing well and where we can improve. All input you provide is strictly confidential. No personal information is being collected.' and 'Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.' To the right of the survey, there is a 'Member Login' section with a password field and a 'Login' button. Below the login section, there are links for 'Forgot User Name?', 'Forgot Password?', and 'First time My HealthVet user? Register today! REGISTER'. A 'Quick Links' section is also present, listing various services and resources. The website header includes the United States Department of Veterans Affairs logo and the MyHealthVet logo. A 'Clean Air Awareness' banner is visible at the top right. A 'VA Facility Locator' link is also present in the navigation bar.

# What Proportion of My HealthVet Enrollees Use the Blue Button Feature?

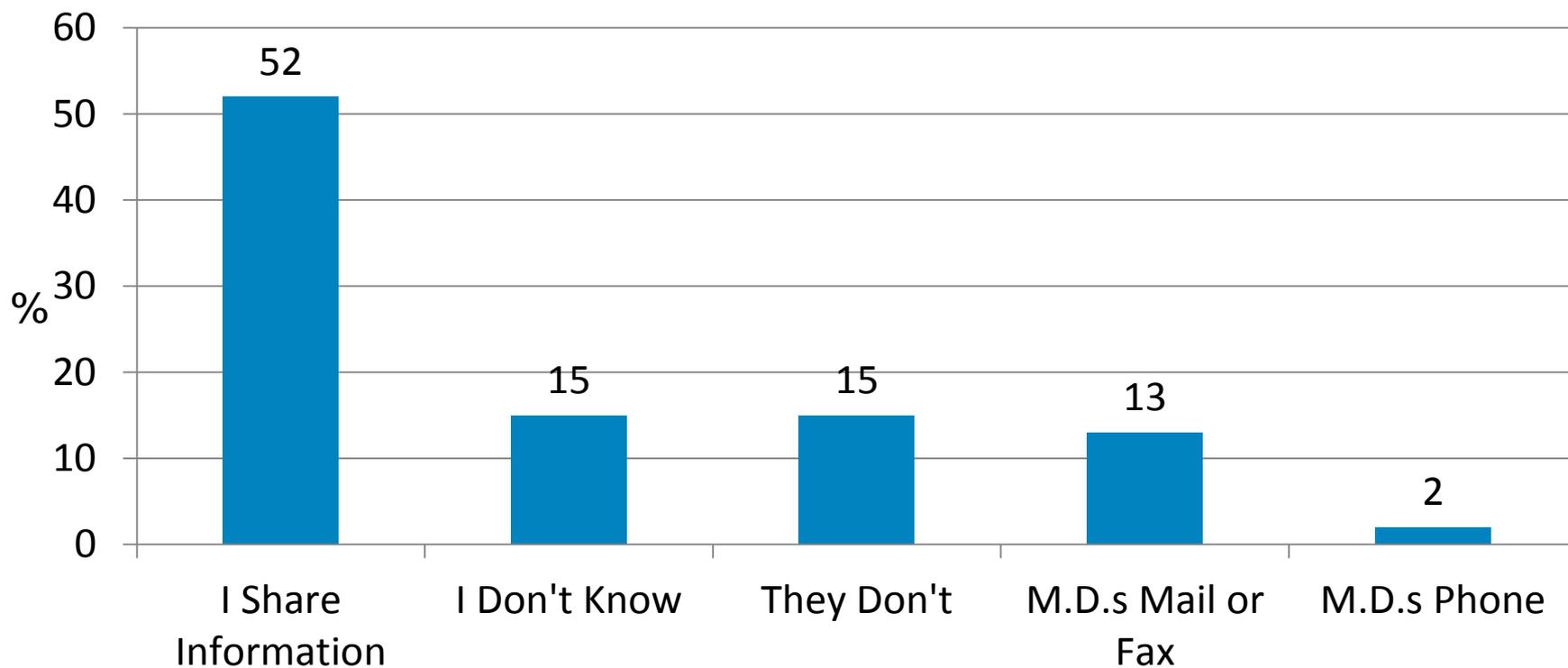


# Barriers to Blue Button Feature Use

- 61% Did not know what the Blue Button feature is
- Of those who were aware of the Blue Button feature:
  - 34% did not know how to use it
  - 26% said they use portal for prescription renewal only
  - 11% said they prefer other methods to keep track of health information

# Care outside the VA- 44% of Blue Button feature users have providers who are not affiliated with the VA

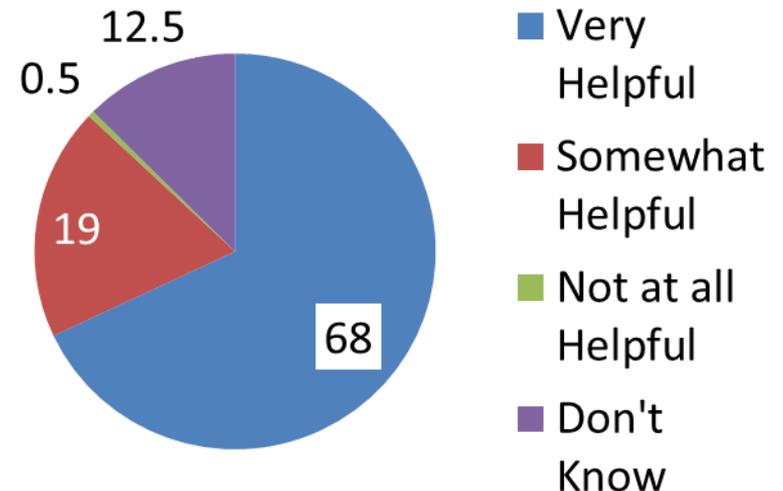
How do your Providers Communicate? N=2633



# Blue Button Print Out Sharing and Helpful/Usefulness

- 21% of Blue Button users shared their Blue Button print out with a non-VA provider.
- How helpful do you think your care provider found the Blue Button information in making decisions about your care?

## How Helpful



# Qualitative Interviews Non-VA Providers

- Communication with VA providers is unsystematic, highly variable, and relies primarily on the patient.
- “With VA, we get nothing. With we need something we have to call the VA or have the patient acquire it. We have nothing is ever sent automatically from the VA. And most of the time I don’t even know that they see the VA. . . . I don’t know they’re a VA patient.”
  - Community provider

# Conclusions: Blue Button Evaluation and Veteran Mediated Information Use Case

- Approximately 1 in 3 My HealthVet users use Blue Button feature.
- Biggest barrier to use of Blue Button feature was low awareness, not low perceived value. Usability remained an issue.
- Community providers did not feel VA shared health information with them.
- Veterans who shared Blue Button information with community providers found it useful.

## Poll # 2: Which statement below is true about Veterans who get care in the community? (Select One)

1. My HealtheVet users did not get care in the community.
2. Veterans did not think sharing the Blue Button report was helpful.
3. Outside providers are satisfied with information they receive from VA.
4. Veterans do not share their Blue Button report with others.

# Pilot Randomized Controlled Trial- HSR&D PPO 13-178

- Pilot RCT of training dual use veterans to generate a Blue Button report to improve **quality** and **efficiency** of next non-VA care visit.
  - Quality: Concordance between medical records
  - Efficiency: Reduction in duplicate laboratories

# Methods

- 1) Randomized 52 veterans to receive Blue Button Health Summary Training or Attention Control – Internet Skills Training
- 2) Followed Veterans in both intervention arms to next non-VA provider visit
- 3) Asked providers to complete assessment of health summary on brief one-page questionnaire

# Blue Button Health Summary Training

- Provided rationale for why Veterans would want to share their Blue Button print out with their community provider.
- Provided step-by-step training on how to generate a Blue Button Print out.
- Discussed how Veteran may protect his or her privacy in this process.

# View, print, or download the VA Health Summary



Blue Button  
Download  
My Data®

## My Health Summary (VA CCD) Download Results

[Health Summary \(VA CCD\) User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)



Your information update is complete.

Your [VA Health Summary](#) contains information from your VA Electronic Health Record. It was designed to allow you to send this information to non-VA providers, organizations or other applications that participate with VA in data sharing.

The results of your Health Summary (VA CCD) download request are shown below:

You can:

- **Download XML file:** download your information in an XML file format (.xml). To view your Health Summary (VA CCD) .xml file, you may also need to [download the XML Style Sheet](#), and place both files in the same folder on your computer.
- **Download PDF file:** download your information in Adobe PDF format (.pdf) which is easy to read and print. You will be able to view and print it before saving the file. If needed, you can obtain a free copy of the Adobe Reader for PDF files at the [VA Viewer Software page](#). **Please be aware:** Anytime you open/download a PDF file you create a temporary file on the computer you are using. Your Health Summary (VA CCD) health information can be visible to other users of this computer.
- **View/Print:** view your information and/or print it out.
- **Send my Health Summary (VA CCD):** securely send your most recent Health Summary (VA CCD) to [non-VA providers, organizations, or other applications that are participating with VA](#) using DIRECT. Learn more about using [DIRECT](#).
- **View Status of Health Summaries Sent:** [View the status of your recent requests](#) to send your Health Summary.

### Personal Health Information of ONE A MHVTESTVETERAN

#### Download Your VA CCD

File Contents	File Name	Request Date	Status	Option to Retrieve Data		
VA CCD	mhv_VA_CCD_MHVTESTVETERAN_20150129_0736	29 Jan 2015 @ 0736	Ready to Download	<a href="#">Download xml</a>	<a href="#">Download pdf</a>	<a href="#">View/Print</a>
VA CCD	mhv_VA_CCD_MHVTESTVETERAN_20150128_1543	28 Jan 2015 @ 1543	Ready to Download	<a href="#">Download xml</a>	<a href="#">Download pdf</a>	<a href="#">View/Print</a>

Send your Health Summary (VA CCD) to non-VA providers, organizations or other applications

[Send my health summary](#)

Welcome One  
You have a **Premium**

Account

Last successful login:  
28 Jan 2015 @ 1539  
ET

[Logout](#)

#### Quick Links

- [Veterans Crisis Line](#)  
**If you are in crisis call:  
1-800-273-TALK  
(8255)**
- [VA Mental Health Services](#)
- [Flu Shots for Veterans](#)
- [My HealtheVet Account Types](#)
- [Authentication](#)
- [How to Use My HealtheVet](#)
- [VA Dental Insurance](#)
- [My HealtheVet Learning Center](#)
- [Most Requested Forms](#)
- [eBenefits](#)
- [Veterans Health Library](#)



**Your information update is complete.**

Your [VA Health Summary](#) contains information from your VA providers, organizations or other applications that participate in the VA Health Summary program.

The results of your Health Summary (VA CCD) download request are available in the following format:

You can:

- **Download XML file:** download your information in an [XML file](#), and place both files in the same folder.
- **Download PDF file:** download your information in Adobe PDF format. Before saving the file, you can obtain a free [viewer](#). **Anytime you open/download a PDF file you create a temporary file that can be visible to other users of this computer.**
- **View/Print:** view your information and/or print it out.
- **Send my Health Summary (VA CCD):** securely send your information to participating VA applications that are participating with VA using DIRECT.
- **View Status of Health Summaries Sent:** [View the status of your Health Summary](#)

**Personal Health Information of MHVZZVISNTWENTYTHREE**

**Download Your VA CCD**

File Contents	File Name
VA CCD	mhv_VA_CCD_TEST_20150128_1040 28
VA CCD	mhv_VA_CCD_TEST_20150127_1015 27

Send your Health Summary (VA CCD) to non-VA providers, organizations or other applications that participate in the VA Health Summary program.

Lab Results This section contains Chemistry and Hematology Lab Results on record with VA for the patient. The data comes from all VA treatment facilities. Results include the last 12 months and are limited to the 5 most recent sets of tests. Results are available 3 calendar days after they have been verified by a VA provider.

Date/Time - Count (24)	Result Type	Result - Unit	Interpretation	Reference Range	Status	Source
23 Feb 2014	orderName				completed	VA CIHS, DES MOINES DIVISION
-	Albumin [Mass/volume] in Serum or Plasma	3.2 g/dL	L	3.5-5.0	completed	--
-	Alkaline phosphatase [Enzymatic activity/volume] in Serum or Plasma	47 U/L	--	30-115	completed	--
-	Alanine aminotransferase [Enzymatic activity/volume] in Serum or Plasma	13 U/L	--	7-40	completed	--
-	Aspartate aminotransferase [Enzymatic activity/volume] in Serum or Plasma	* U/L	--	7-40	completed	--
-	Bilirubin direct [Mass/volume] in Serum or Plasma	* mg/dL	--	0.0-0.2	completed	--
-	Bilirubin total [Mass/volume] in Serum or Plasma	0.4 mg/dL	--	0.1-1.0	completed	--
-	Protein [Mass/volume] in Serum or Plasma	4.9 g/dL	L	6.0-8.0	completed	--
23 Feb 2014	Alpha-1-Fetoprotein [Mass/volume] in Serum or Plasma				completed	VA CIHS, DES MOINES DIVISION
-	Alpha-1-Fetoprotein [Mass/volume] in Serum or Plasma	4.5 ng/mL	--	0.0-9.0	completed	--
23 Feb 2014	BASIC METABOLIC PANEL*IA				completed	

MEDICAL CONFIDENTIAL

# Post-Training Evaluation: Intervention Group

- 70% were able to use training to generate VA Blue Button health summary without additional assistance.
- 67% endorsed that using the VA Blue Button feature helped them to become more involved in their healthcare.
- 81% endorsed that they will share their Blue Button health summary with their providers outside VA regularly.

# Collecting Data from Community Providers: Post Appointment Provider Questionnaire

	<b>Health Summary Training (N=20) 74% Response Rate</b>	<b>Internet Skills Training (N=13) 52% Response Rate</b>
<b>Patient brought a VA Health Summary</b>	<b>90%</b>	<b>17%</b>
<b>Patient and I discussed care received at the VA</b>	<b>81%</b>	<b>58%</b>
<b>Patient discussed information s/he looked up on the internet.</b>	<b>40%</b>	<b>23%</b>

# Post Appointment: VA Health Summary Specific Questions

	Health Summary Training (N=19)
<b>I have confidence in the accuracy of the information provided</b>	<b>95%</b>
<b>Information from this health summary improved my ability to have an accurate medication list and make treatment decisions about medications.</b>	<b>90%</b>
<b>I did not order some laboratory tests because of the information available on the health summary document.</b>	<b>32%</b>

# Pilot Randomized Controlled Trial: Conclusions

- Online and paper based training was feasible and most Veterans did not need more individual training.
- Veterans felt more engaged in their healthcare when sharing their Blue Button print out with their community providers.
- Community providers trusted the Blue Button information and felt it helped their medication management and prevented duplicate laboratory draws.

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# Multi-Agency Quality Improvement Initiative



Department of Veterans  
Affairs Office of Rural  
Health



My HealthVet  
Program Office



U.S. Department of Health  
and Human Services – Office  
of the National Coordinator

# Veteran-Initiated Electronic Care Coordination (VIECC): Participating Locations

## The United States



# VIECC- Results

- One-arm implementation study
- Trained 620 Veterans nationwide to generate their VA Health Summary
- 277 then attended non-VA community appointments and were asked to share the document with their provider
- 90% of the 133 provider respondents indicated that the information improved their ability to have an accurate medication list and
- 50% of the 133 provider respondents reported that they did not order laboratories because of the information.

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# Multiple Operational Partners

- Collaborations between My HealtheVet and Organizational Partners
  - VHIE/VLER-Provider-to-Provider exchange of VA Health Information
  - Facility Level Health Information Management
- Collaboration between My HealtheVet and Federal Partners
  - Department of Defense
  - United States Postal Service



# Virtual Specialty Care QUERI

**Virtual Specialty Care QUERI: Lead John Fortney, Ph.D.**

**Start Date: September 2015**

**Project One:** CXA survey Veterans preference in HIE

**Project Two:** Outreach and promotion of My HealtheVet Blue Button and VLER through facility HIMS departments

# Project One: CXA (n=52,562)

- Characterize dual use in the sample and identify gaps in health information sharing
- Determine Veteran preferences and concerns about electronic HIE
  - Role of veteran/role of providers
  - Specific privacy concerns for sensitive health information
  - Opt-in/Opt-out preferences for health information exchange
- Determine barriers and facilitators to VLER and Blue Button/My VA Health Summary adoption
  - Awareness
  - Concerns about privacy
  - Optimal promotion venues

# Customer Experience Analytics

## Sampling conditions

Loyalty Factor: 4 pages

Sampling Percentage: 4%

## Time period

March 25, 2016 - August 22, 2016

## Number of completed surveys

52,562

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS  
VA Home  
My Health Vet  
Clean Allergies Awareness

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search: [ ] GO

HOME | PERSONAL INFORMATION | PHARMACY | VA FACILITIES | ABOUT MHV | CONTACT US | HELP | FAQs | SEARCH

### Customer Satisfaction Survey

www.myhealth.va.gov

**IF YOU ARE USING A SCREEN READER, PLEASE SELECT THIS LINK**

Thanks for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. All input you provide is strictly confidential. No personal information is being collected.

Please take a few minutes to share your opinions, which are essential to helping us provide the best online experience possible.

**1: Please rate the accuracy of information on this site.**

1=Poor 10=Excellent

1 2 3 4 5 6 7 8 9 10 Don't Know

**2: Please rate the freshness of content on this site.**

1=Poor 10=Excellent

1 2 3 4 5 6 7 8 9 10 Don't Know

**3: Please rate the usefulness of the services provided on this site.**

1=Poor 10=Excellent

1 2 3 4 5 6 7 8 9 10 Don't Know

**4: Please rate the ability to accomplish what you wanted to on this site.**

1=Poor 10=Excellent

1 2 3 4 5 6 7 8 9 10 Don't Know

**Time period**  
March 25, 2016 - August 22, 2016

**Number of completed surveys**  
52,562

**Sampling conditions**  
Loyalty Factor: 4 pages  
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**Quick Links**

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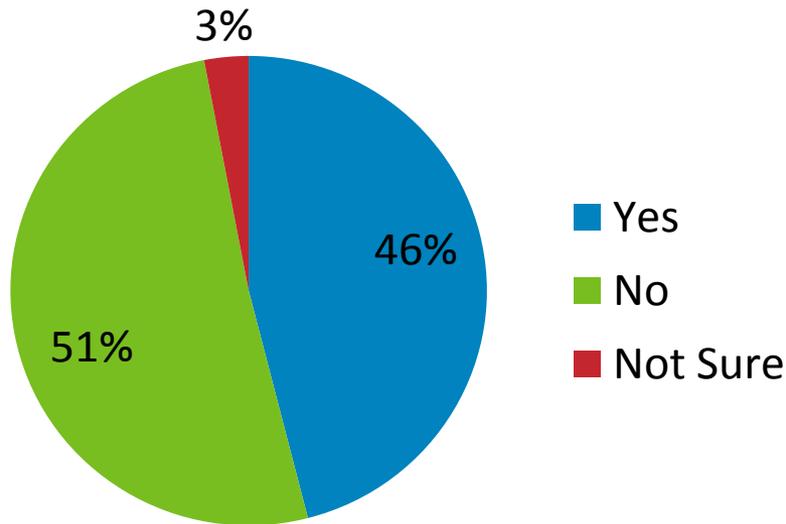
# Adoption of VLER and MHV Blue Button Feature



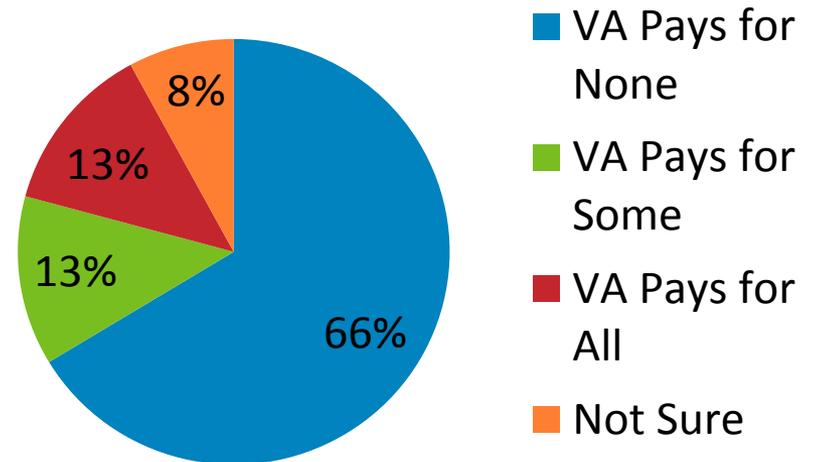
- Are you aware VLER?
  - 22% Yes
  - 62% No
  - 16% Not Sure
- Of those aware: Have you provided authorization?
  - 30% Yes
  - 45% No
  - 25% not sure
- Are you aware of MHV Blue Button? Feature
  - 57% Yes
  - 31% No
  - 13% Not Sure
- Of those aware: Have you accessed your VA Health Summary?
  - 72% Yes
  - 18% No
  - 3% Not Sure
  - 6% Tried but could not

# Dual Use and Payer Status

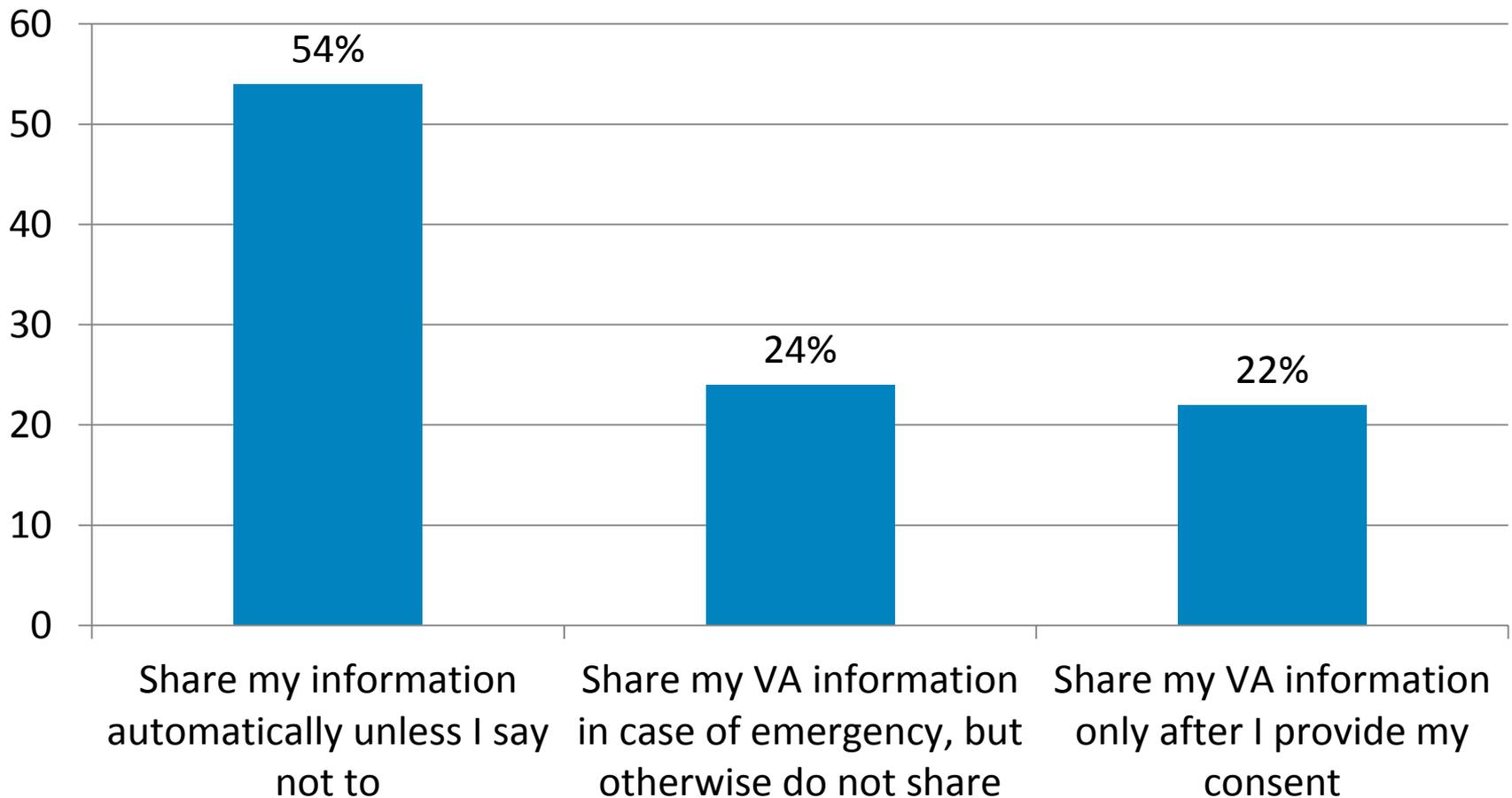
*Do you get care from any health care providers in the community?*



*Does VA Pay for the care you receive?*



*If you had a choice, which of the following options would you most prefer when it comes to permission needed to have your VA health information shared electronically with community non-VA providers for medical care?*



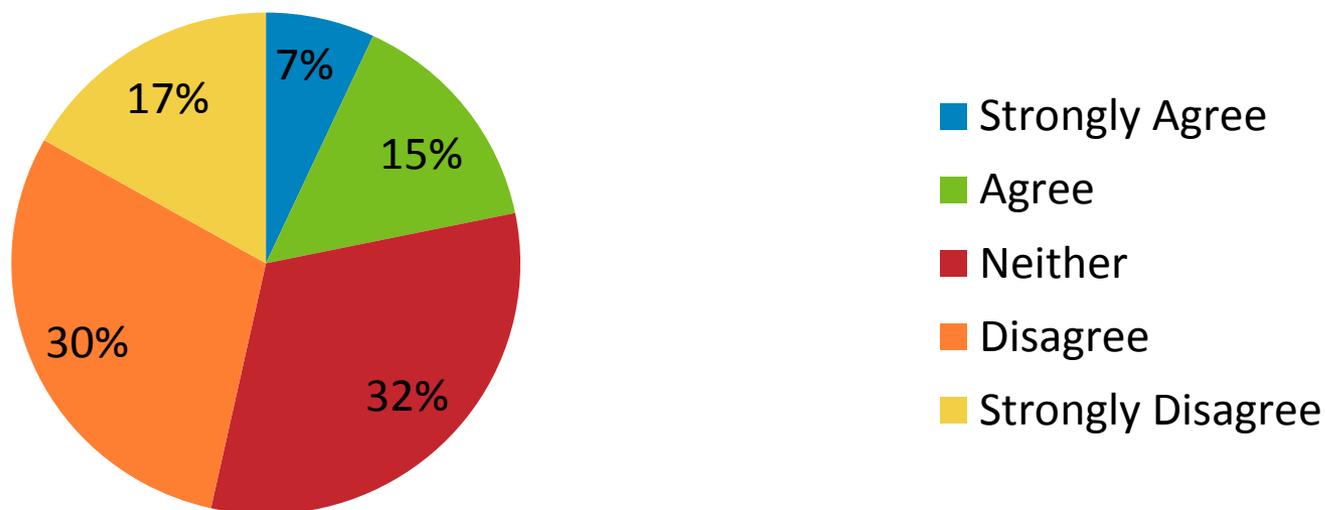
# Privacy Concerns and Electronic Health Information Exchange

***I am confident that if my health information is available electronically to others for medical care, it will be secure and protected from being viewed by individuals that should not have access to my health information.***

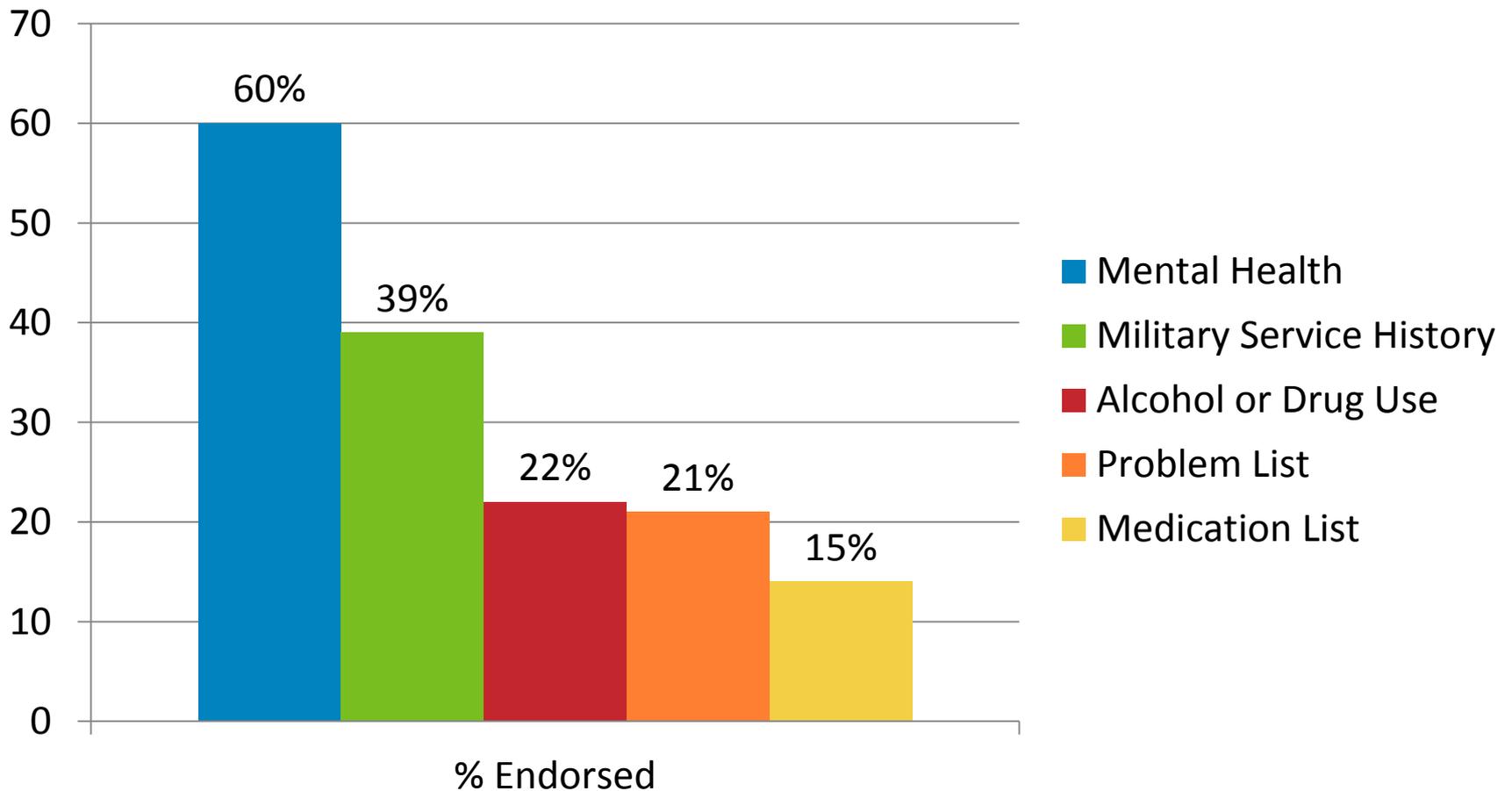


# Privacy Concerns and Electronic Health Information Exchange

***There may be parts of my VA medical record that I would not want to share with community non-VA providers (and vice-versa).***



# *What type of information would you NOT want shared between providers if it was in your medical record?*



# Key Findings: VLER and Blue Button Feature Awareness

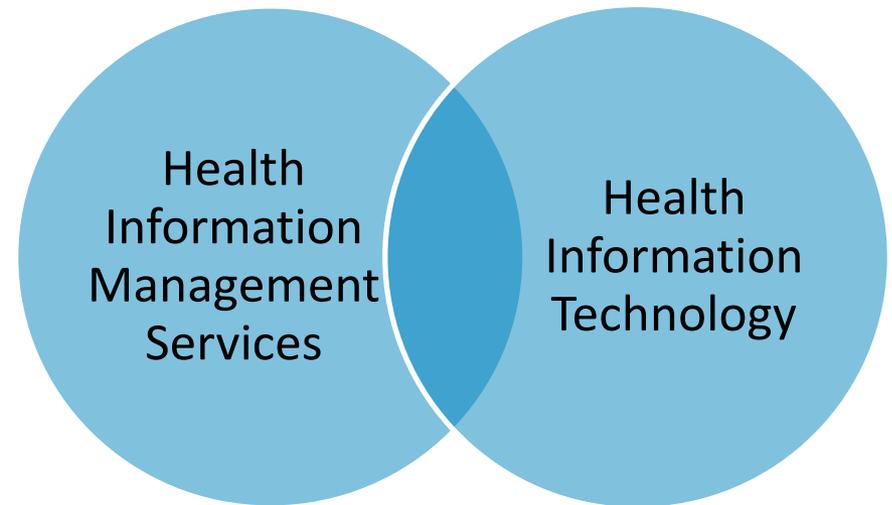
- Both VLER and MHV Blue Button would benefit from additional promotional campaigns.
- The majority of Veterans were comfortable with sharing their VA health information electronically.
- A considerable portion of Veterans had parts of their medical record they would not want shared and sharing of mental health information was their biggest concern.
- Approximately 15% of respondents endorsed concerns about privacy as a reason for not providing authorization for VLER.

Poll # 3: Which statement best reflects My HealtheVet's users attitudes about electronically sharing their health information (HIE)? (select all that apply)

1. Veterans are not comfortable with any form of HIE.
2. Veterans only trust patient mediated exchange.
3. The majority of Veterans do not want mental health information exchanged.
4. Most Veterans trust both patient and provider mediated exchange.

# Project Two: Partner with Facility-Level HIMS

- Educate Veterans about VLER/VHIE at point in time when they are requesting their parent facility transfer their health information.
- Provide information and training about MHV Blue Button when Veterans request copies of their medical record.



# Current Sites

The United States



# Incremental Implementation Program

## Usual Outreach

**Current VLER and My HealthVet promotional Strategies**

## Low Intensity

**Include targeted information as part of ROI/HIE process within HIMS**

## High Intensity

**Supportive phone call to subgroup with direct one-to-one training if Veteran chooses**

# Ongoing Collaborations with Operational Partners for Promoting Veteran Mediated Health Information Exchange

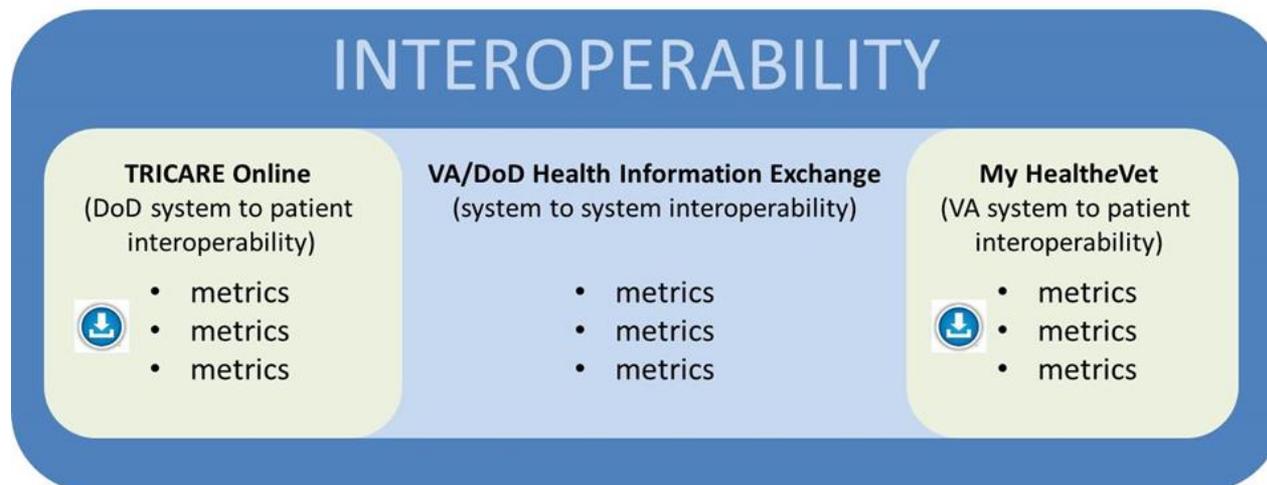


# Direct Field Test

- Three successful tests of fully electronic patient-mediated exchange- March 2015
  - Hutchinson, Kansas
  - Guttenberg, Iowa
  - Brainerd, MN
- Patient-mediated electronic exchange is a still new; providers and organizations have not planned for this Direct use case

# VA DoD Health Data Business Line Patient Empowerment Workgroup

- VA and DoD collaboration charged with proposing outcome oriented metrics to the Interagency Program Office (IPO).
- The Patient Empowerment Workgroup is focused on the impact of interoperability in empowering patients to manage their own health.



# My HealthVet – United States Postal Service Collaboration

Program Manager for pilot study where Veterans who work for the postal Service send their VA Health Summary via DIRECT to HealthConnect- USPS's personal health record.



# Collaboration Deliverables: Win/Win

Operational Partner	QUERI/HSR&D Investigator
Promotional materials and strategies to improve adoption of Blue Button feature of My HealtheVet	Grants funded from HSR&D, Office of Rural Health, and QUERI
Demonstration of impact of Blue Button on improved dual use care	Multiple publications. Editors choice in Journal of the American Medical Informatics Association
Consultation on evaluation and metrics that will inform future policy	Opportunity to collaborate with other federal partners- USPS, DoD, ONC
Nomination for best practices	Access to operational resources used for evaluation of nationwide health information technology program

# Additional Resources

- Turvey C, Klein D, Fix G, Hogan TP, Woods S, Simon SR, Charlton M, Vaughan-Sarrazin M, Zulman DM, Dindo L, Wakefield B, Graham G, Nazi K. Blue Button use by patients to access and share health record information using the Department of Veterans Affairs' online patient portal. *J Am Med Informati Assoc:JAMIA* 2014; 21(4):657-63. doi: 10.1136/amiajnl-2014-002723. PMID: 4078285.
- Klein DM, Fix GM, Hogan TP, Simon SR, Nazi KM, **Turvey CL**. Use of the Blue Button Online Tool for Sharing Health Information: Qualitative *interviews with patients and providers*. *J Med Internet Res* 2015; 17(8):e199. doi: 10.2196/jmir.4595. PubMed PMID: 26286139; PubMed Central PMCID: PMC4736289.
- Nazi KM, Turvey CL, Klein DM, Hogan TP, Woods SS. VA OpenNotes: exploring the experiences of early patient adopters with access to clinical notes. *JAm Medl Informati Assoc:JAMIA* 2015;22(2):380-9. doi: 10.1136/amiajnl-2014-003144. PubMed PMID: 25352570.
- Klein DM, Pham K, Samy L, Bluth A, Nazi KM, Witry M, Klutts JS, Grant KM, Gundlapalli AV, Kochersberger G, Pfeiffer L, Romero S, Vettere B, Turvey C. The veteran-initiated electronic care coordination: A multi-site initiative to promote and evaluation consumer-mediated health care information. *Telemed J E Health* 2016; epub ahead of print. PMID: 27726644
- Turvey CL, Klein DM, Witry M, Klutts JS, Hill EL, Alexander B, Nazi KM. Patient education for consumer-mediated HIE. A pilot randomized controlled trial of the Department of Veterans Affairs Blue Button. *Appl Clin Inform* 2016; 7(3):765-776. PMID: 5052548.

# Questions?

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# Upcoming Presentation

Tuesday, March 21 at 12pm Eastern Time

Methodological Issues and Data Decisions in the  
Implementation of a Substance Use Disorders  
Intervention in VA's Homeless Programs

*Megan Mccullough, PhD & David Smelson, PsyD*  
*Bridging the Care Continuum QUERI*