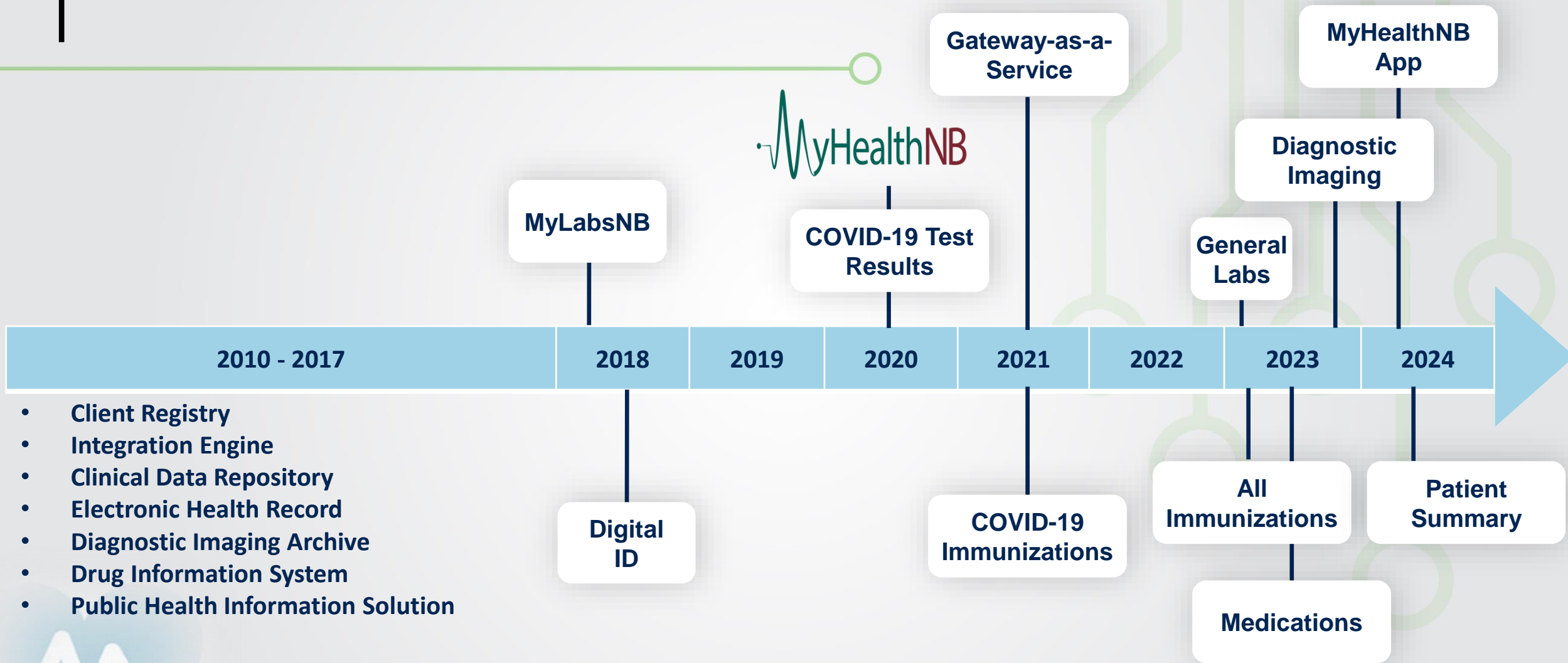


# NB Patient Mediated Patient Summary Implementation



Fall 2024

# A LITTLE BACKGROUND ON NEW BRUNSWICK'S JOURNEY



# IMPLEMENTATION

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- Logical extension of existing infrastructure and capabilities
  - MyHealth Records: Labs, Immunizations, Medications, Imaging Reports
- Implementation - 4 months
  - Collaborative Design, Build, Test
- Patient and clinical engagement
- Business rules defined for what's included in a summary
- Go Live – all MyHealth Records users (July 15, 2024)
- News Release, Marketing promotion, Website
- Laying the initial groundwork to evolve



# PATIENTS AND CLINICIANS' ENGAGEMENT

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- Patient Experience Advisors
- NB Medical Society, Pharmacists association, NPs association, and other allied health association' (Regional Health Authority, ER doctors, Family doctors, NPS, Ambulance NB)
- MyHealthNB Advisory Council



# PATIENTS SUMMARY USE CASE SCENARIOS

The Patient Summary can support various scenarios including unexpected or unscheduled situations when travelling



- Patient needs a snapshot of their health information while travelling within Canada or abroad
- Patients would love to see more information added/flowing to their patient summary (allergies and adverse events).
- Some patients have mentioned that they want to control what they are sharing and with who (type of clinicians). Especially if it's not the ordering doctor.



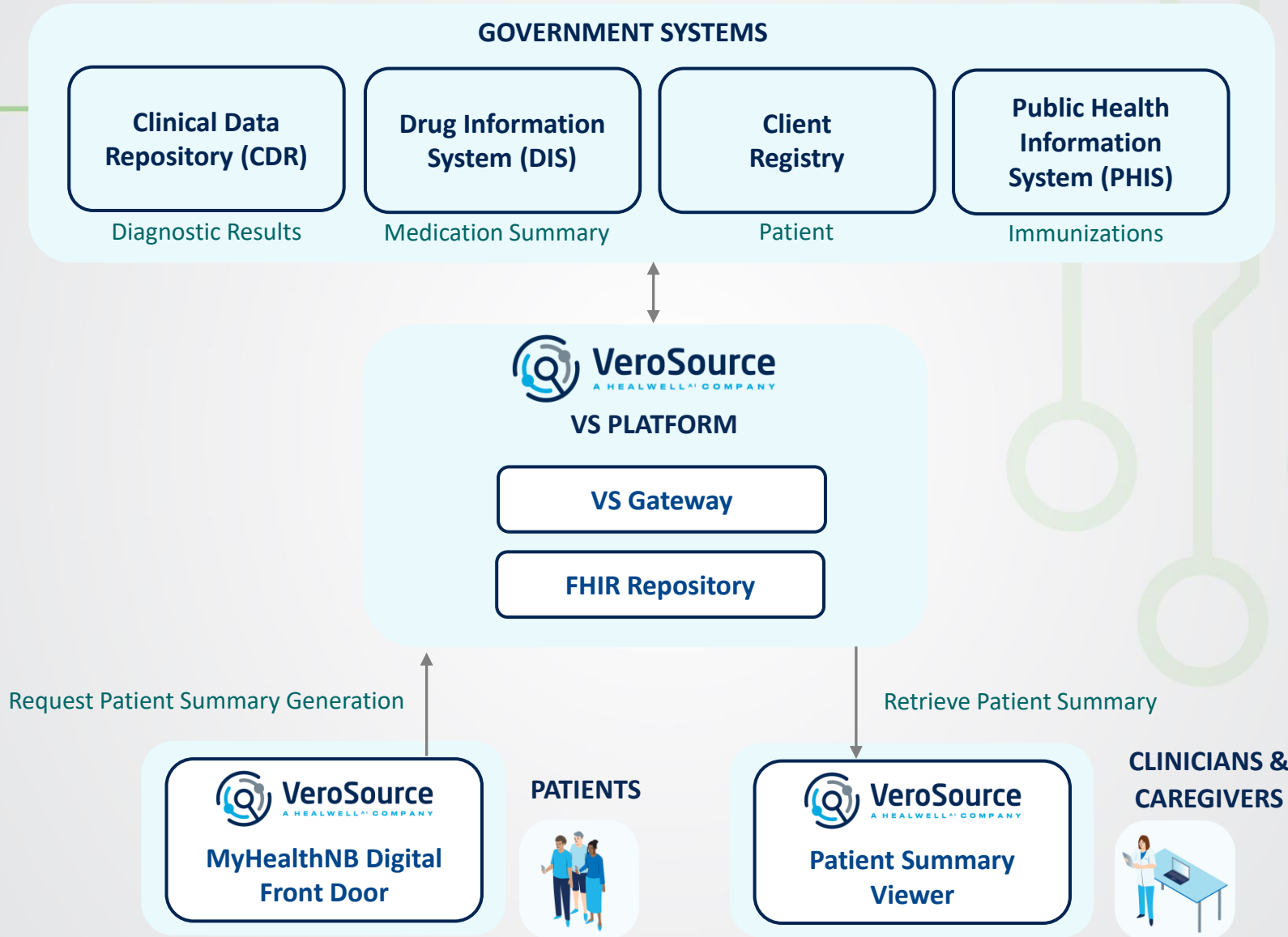
- Since NB clinicians have access to the provincial Electronic Health Records (EHR) they already have access to the same information. But they are supportive of it should patients decide to show them their PS.
- Several clinicians mentioned that they would love to see more information in the PS (i.e. allergies/adverse events) etc.
- Some family doctors with an EMR mentioned that it would be useful if they could ingest the PS in their EMR.

# BUSINESS RULES – WHAT IS INCLUDED?

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- Demographics:
  - Name, Date of Birth, Health Card Number (NB Medicare)
- Medication Summary:
  - Last 15 months of medications, sorted by most recent date.
- Immunizations:
  - Most publicly funded immunizations, sorted by recent received date.
  - Includes the immunizations captured in NB's Public Health Information Solution (PHIS) given by Public Health, family doctors/nurses, and pharmacists.
- Lab Results:
  - Last 12 months of laboratory tests, sorted by recent test collection date.
- Imaging Reports:
  - Last 12 months of medical imaging tests, sorted by most recent imaging test date.

# PATIENT SUMMARY DATA FLOW



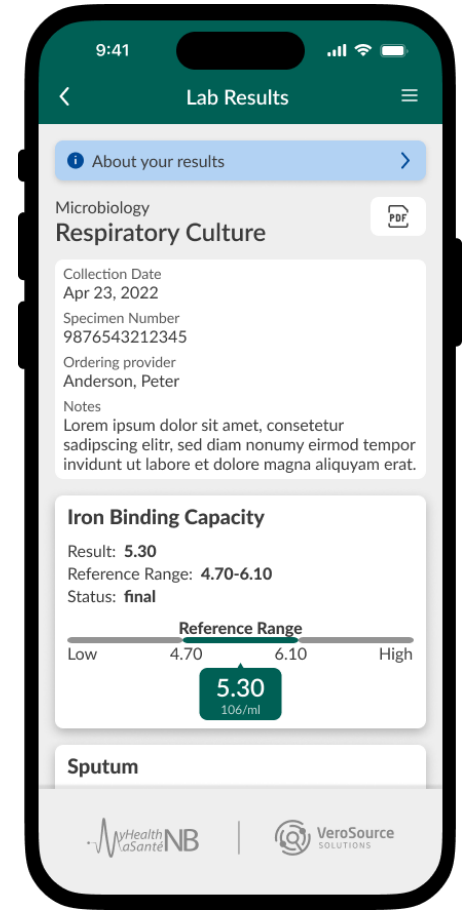
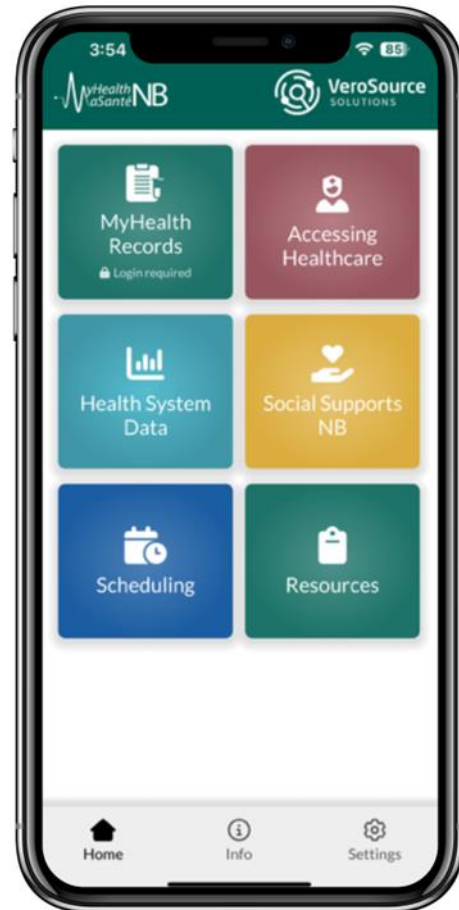
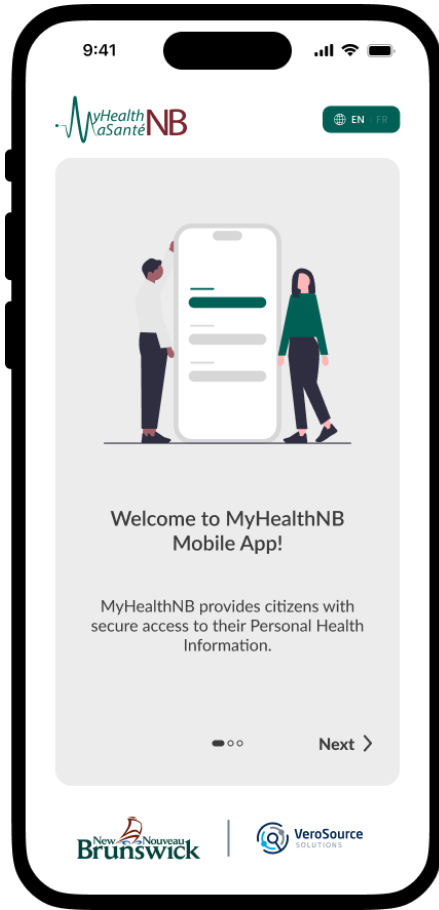


# PATIENT SUMMARY GENERATION FLOW

- User chooses to generate their patient summary
- User is prompted for a language and to create a PIN
- User is immediately provided with a SMART Health Link to the summary via QR Code or device sharing
- Summary is queued for asynchronous generation and encryption
  - If user accesses the summary before this is complete, the viewer will show an informational message
- Summary is currently hardcoded to expire after 24 hours
- Summary generation queries our FHIR gateway for data and composes the summary using PS-CA 1.1 as the target
- Viewer will take the SMART Health Link, process the payload
- Viewer prompts user for the PIN
  - Incorrect entries decrement a global failed PIN account; too many failed PINs across time will invalidate the summary and require it to be regenerated by the user
- Viewer shows the user the data
- Viewer will time out the page if the expiry date passes and page is still open.

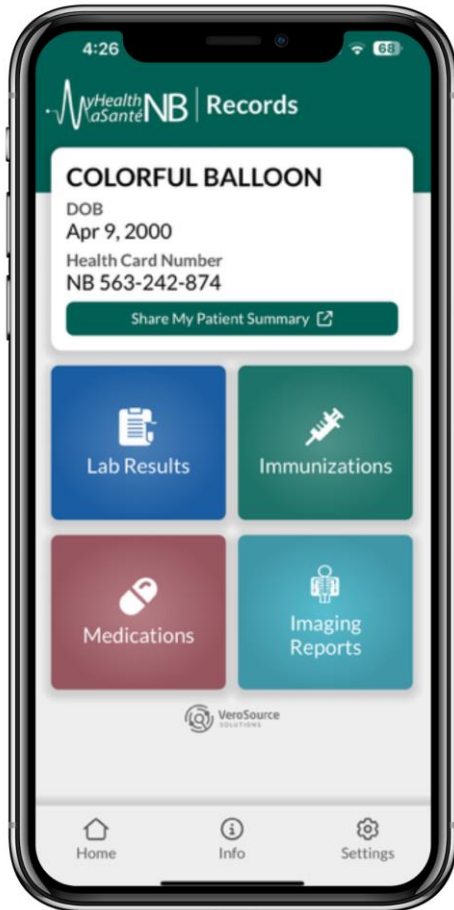


# MYHEALTHNB APP

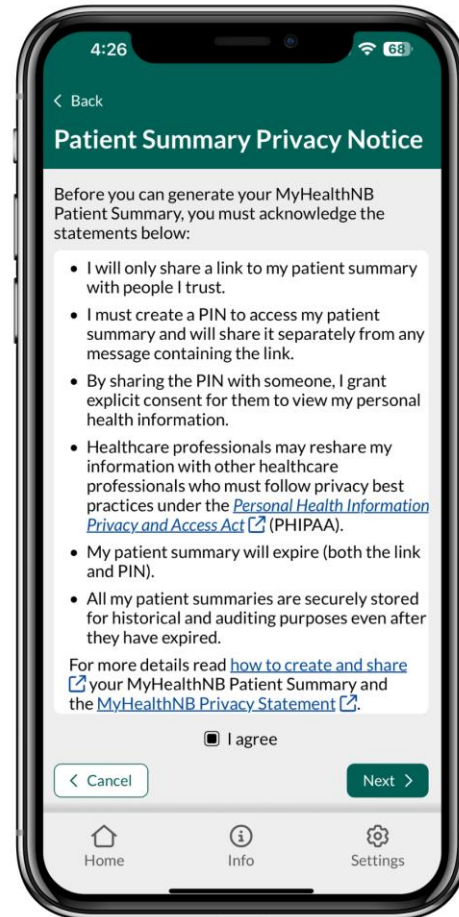


# PATIENT-MEDIATED PATIENT SUMMARY

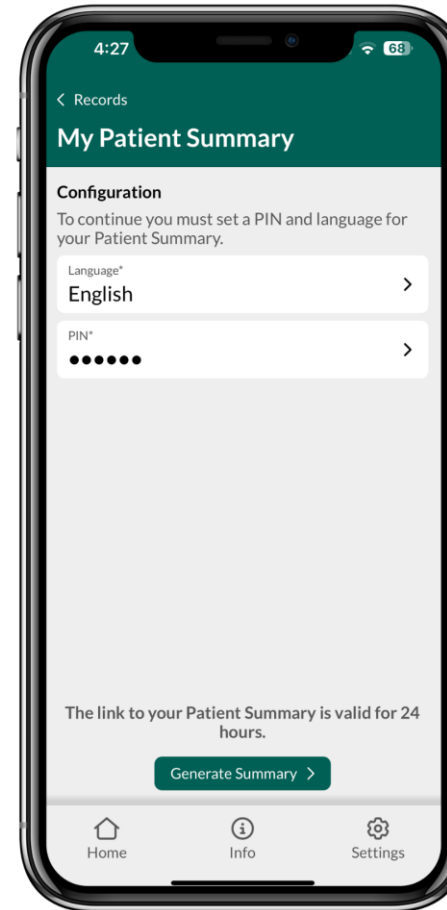
## MyHealthNB Records Landing Screen



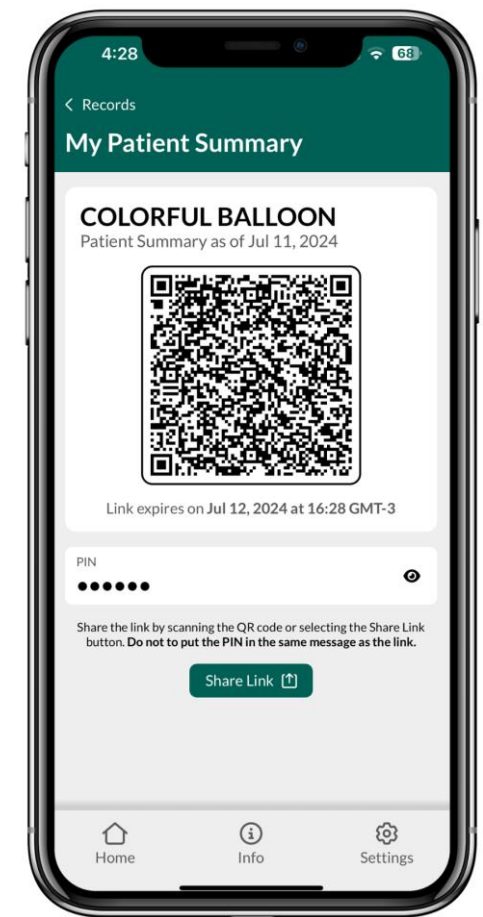
## Privacy Notice



## Configuration Screen

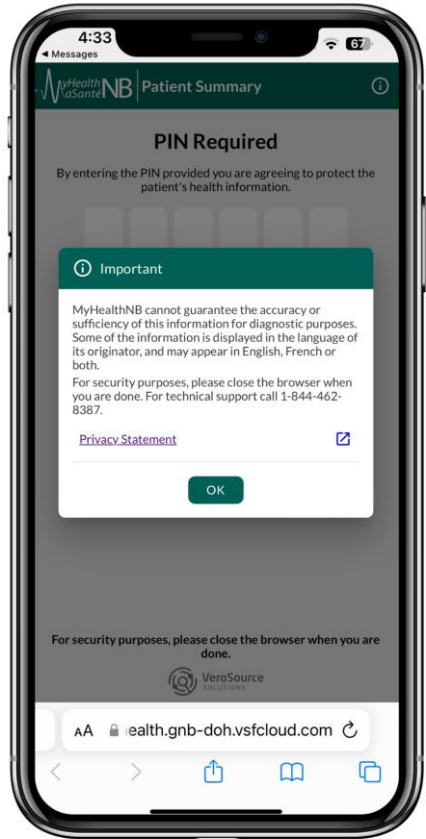


## QR / Share Link Screen

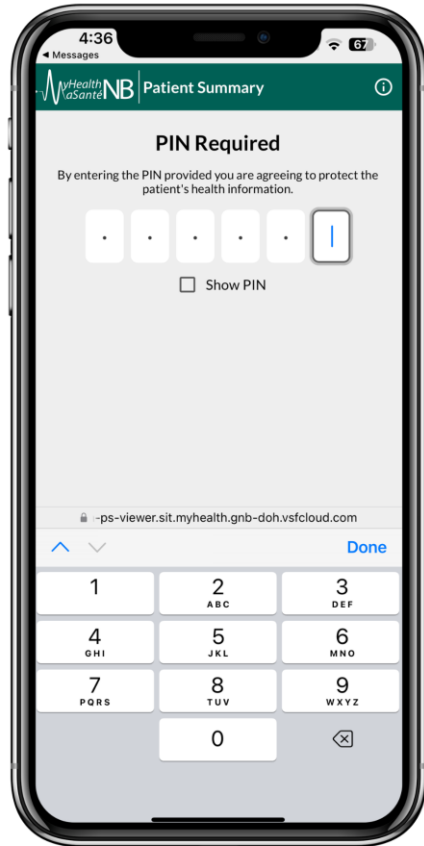


# CLINICIAN & CAREGIVER'S VIEW OF THE PATIENT SUMMARY

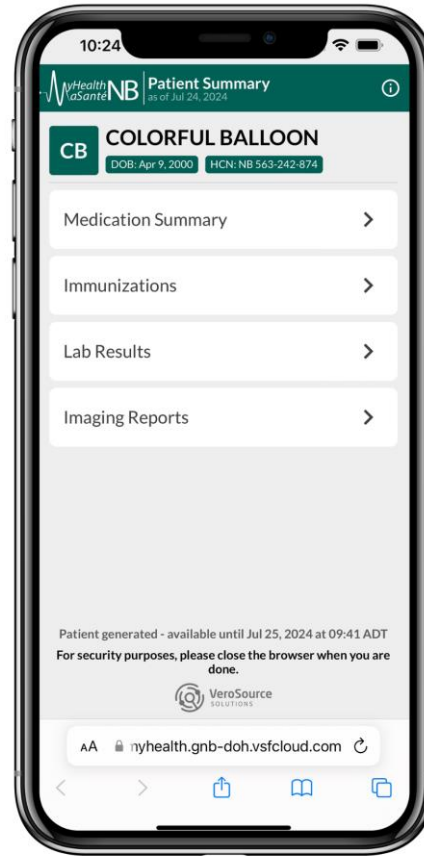
## Disclaimer



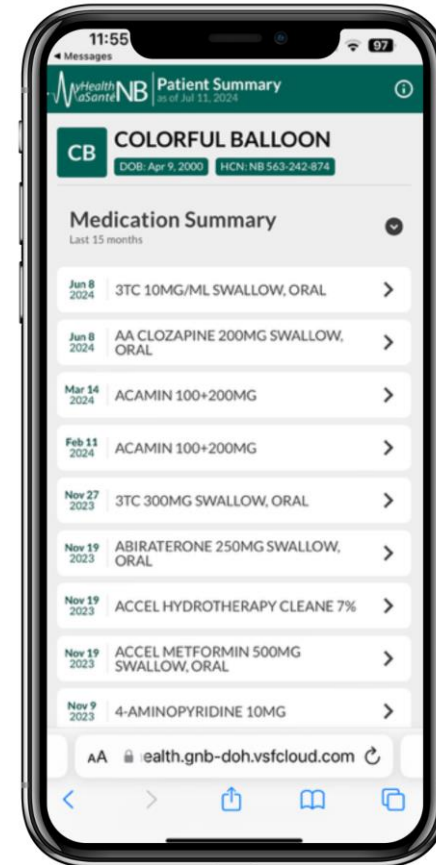
## PIN Entry Screen



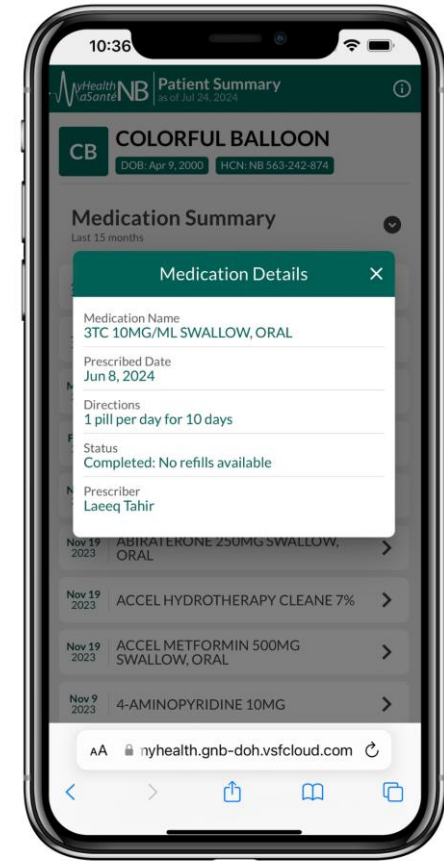
## Patient Summary Landing Screen



## Medication Summary



## Medication Details





Scan this QR  
code to view a  
sample Patient  
Summary for:  
Homer J  
Thompson

Enter PIN: 123456

# EVALUATION

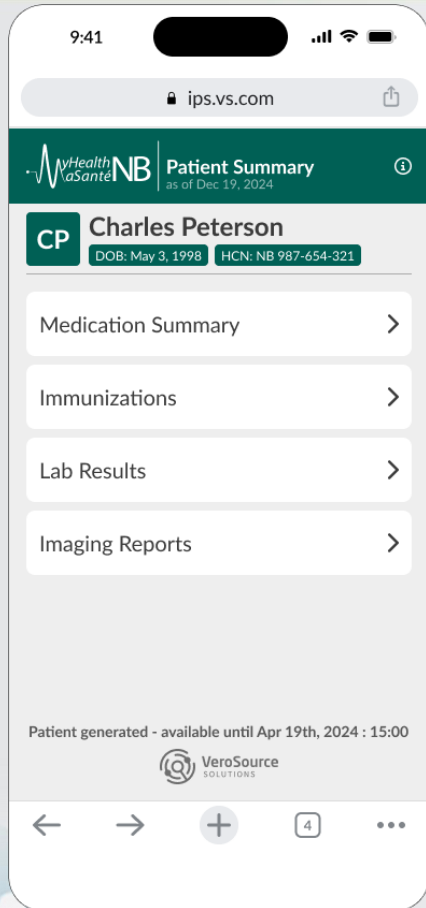
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- Confident it will be meaningful and become more and more critical
- Patient Summary Stats
  - 2118 Generated
  - 1883 Unique Users
  - 1149 Successful Patient Summary Views
- No support calls so far
- Patient Experience Advisors – through RHAs
- User Research
  - Paula Voorheis, Postdoctoral Researcher, Sinai Health
  - Individual interviews ongoing: 34 patient, 10 clinician so far
  - Survey – this fall
- Online feedback survey – future capability





# PATIENTS SEEING USE CASES



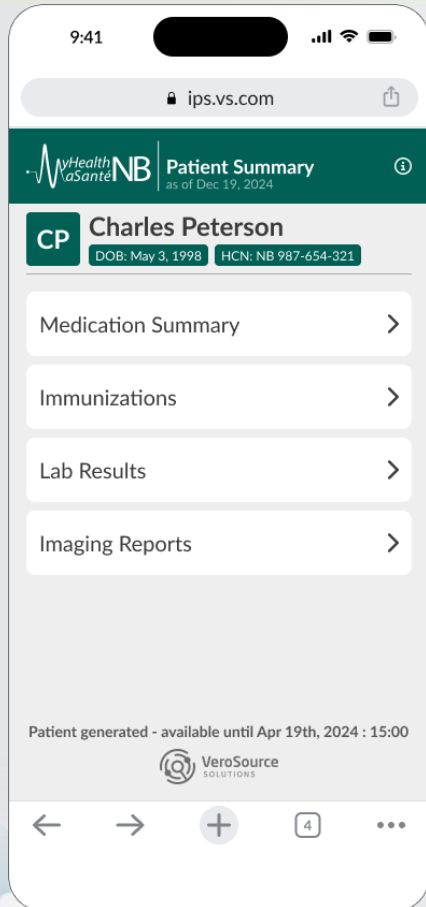
## Coordinated Care

*“I think it's **a safe way** to share your information with the healthcare professional. I see the advantage of having the medications list, because **when you go for tests, they always ask you for a list of your medication, and so it's neatly recorded there.**” – Patient*

## Travel Emergencies

*“30 years ago, I was in Ontario for a visit with some friends, and I was pregnant at the time, and I had a miscarriage. **So maybe if the doctor had access to my information that could have been helpful.**” – Patient*

# PROVIDERS SEEING USE CASES



## Improving Patient Safety and Information Accuracy

*“Giving patients access to that information to ensure that if they **are traveling** or if they are **at a different hospital** then they have all of [their health information] is great. It would not be just the patient saying to me, “Oh, I'm on that big pill that you know, I think it might be 25 milligrams, but maybe it's 125 milligrams.” **[The patient summary] is going to eliminate all of that.** So as a clinician, I actually think that's great because I can look myself and **I know that that information is coming from an electronic health record that's populating it.** It's not a patient entering information.”*

**– Physician (Emergency)**



# QUESTIONS?

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