

Patient Engagement Team

Provision of Information for Patients

The organization must demonstrate how patients are engaged in the care process and empowered with access to their medical information, administrative capabilities, and secured messaging. The review team need to see that the organization is utilizing patient engagement to improve chronic disease management, patient compliance, and patient satisfaction.

ID	Stage	Y	N	Compliance Statement
129	6			Patient portal w/ access to a subset of clinical data A patient portal is available for patients to access a subset of clinical data including discharge status, results, reports, current medication list, education tools/resources, etc.
130	6			Secure Patient-Provider-Messaging Secure messaging is offered to patients in support of communication between the patient and care provider teams.
131	6			Prevalence of patients accessing their health record is tracked Prevalence of patients accessing their health record across the organization is tracked and reported (stated at a percent of all active patients).
132	6			Ability to report the # of virtual care visits over 12m period Percent of Patients who select/use/access virtual care visits/telehealth appointments. Ability to report the number of virtual care visits over previous 12 months for all areas using virtual care.
133	6			Patients receive care plan reminder and notifications remotely Patients receive alerts, reminders, and notifications remotely, linked to care pathways/care plans to support patient self-management decisions to advance progress towards health goals.
134	6			Tools in use for consumer health literacy and education programs Digital infrastructure tools are designed to support and build consumer health literacy, consumers are provided with the resources, knowledge, and necessary tools to be confident in self-management of their health and wellness. Curated and personalized online information and advice is available to the patient or citizen in the form of an information prescription or education program.
135	6			Patients have online access to medical images Patients have online access to radiology and cardiology images created by the organization.
136	6			Educational material for imaging-related procedures for patients Patients have online access to educational material specific to their imaging-related procedures or problems (e.g., example to inform them about potential risks or benefits of upcoming treatments or imaging procedures).
137	6			Rates of patient access to provider appointments within 24h Rates of patient access to provider appointments (e.g., Online, virtual, telehealth, in person) within 24 hours.
138	6			Rates of patient access to care based on type of access Organization can report the rates of patient access to care based on type of access - telehealth, virtual visits, in person visits, or online services.

ID	Stage	Y	N	Compliance Statement
139	7			Prevalence of chronic patients accessing their health record Prevalence of patients with chronic conditions accessing their health record across the organization (stated at a percent of patients in a chronic condition registry accessing their health record).
140	7			Digital tools for self-management and health outcomes reporting Rate of use (e.g., % of patients) who use digital tools (e.g., mobile devices, smart phone apps, dashboards, tablets) for self-management of care, and to report health outcomes is tracked and reported.
141	7			Personalized digital tools support consumer self-management Personalized digital tools, technologies, and platforms (e.g., virtual, online in real time, wearables) support consumer self-management of their health and wellness, and meaningful access to care providers when and where needed using secure messaging/communication.
142	7			AE reporting is linked to patients, risk of adverse outcomes tracked Adverse event reporting is automated (e.g., identifies lot and batch number of individual products to enable global traceability to the vendor), linked to individual patients who report adverse outcomes, track potential risk of adverse outcomes, to support rapid intervention to improve quality and safety outcomes in all care settings.
143	7			Real-time P-P-Exchange for guidance during adm. & transition Patients can use digital tools/technologies to connect, in real-time, to clinical systems and provider teams, (e.g., with a "point person"/ primary provider/navigator) that they can seek guidance about their health, report outcomes, seek information about care processes during inpatient admissions, and during transitions to outpatient care.
144	7			Secure messaging with clinician teams during inpatient admission Secure messaging with clinician teams during inpatient admission is available to meaningfully connect patients to their care team during hospitalization.