MITRE / FLUX NOTES VISION JOURNEY MAP v02

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This poster documents a far future user journey for the Flux Notes service. Keeping in mind the potential for deviation that will occur, this document will serve as a guideline for discussing near future next steps around application infrastructure, features and design.

We are creating concepts for a self-documenting clinical note service that encourages patient-clinician collaboration in driving health record completeness and care planning.

Use cases ordered by importance

1. Self-documenting encounter

The clinician opens FluxNotes and selects a visit-type template as she begins the exam. The patient discusses her concerns, and they discuss. The system listens, analyzes, and populates a note. The clinician then suggests a change in medication and a follow up visit. The system has already produced tentative changes in the SHR, along with new visualizations of the medication plan for them to review together. After the visit, the clinician quickly reviews the entries in the note, confirming or rejecting each one. She finishes by signing the note. (v4)

2. Patient (or caregiver) pre-encounter

The patient (or caregiver) notices, or a service senses, a symptom via while on the medication regimen at home. She digitally records the information on the symptom and the PRO data gets pulled into the health record. The health record information is pulled into the relevant EHR, and into Flux Notes. The content of this PRO is validated the next time a provider opens Flux Notes. (v4)

3. Collaborative encounter

During the encounter, as the patient and Oncologist discuss test results and current status, she toggles a collaborative mode in FluxNotes. Patient and clinician view the display together to view and discuss imaging results, relevant visualizations, and next steps in care. While reviewing the current medication regimen, the patient comments on experienced side-effects, which are recorded. They discuss and review a modified regimen, and view a timeline of the next steps in care. (v1)

'atient post-encounter

Later in the afternoon, the patient receives a FluxNotes Encounter Report. She confirms the new data and notes on what was discussed. Any corrections are pushed up into the health record. She familiarizes herself with her new medications in the FluxNotes Patient View. (v2)

Caregiver post-encounter

The patient's primary caregiver wasn't able to attend the office visit. That afternoon he receives a FluxNotes Encounter Report to review. Any corrections are pushed into the health record. He confirms that his wife's new headaches were duly noted gets updated on the new medication plan, and learns about a new clinical trial the are eligible for. (v2)

Use case overlap

