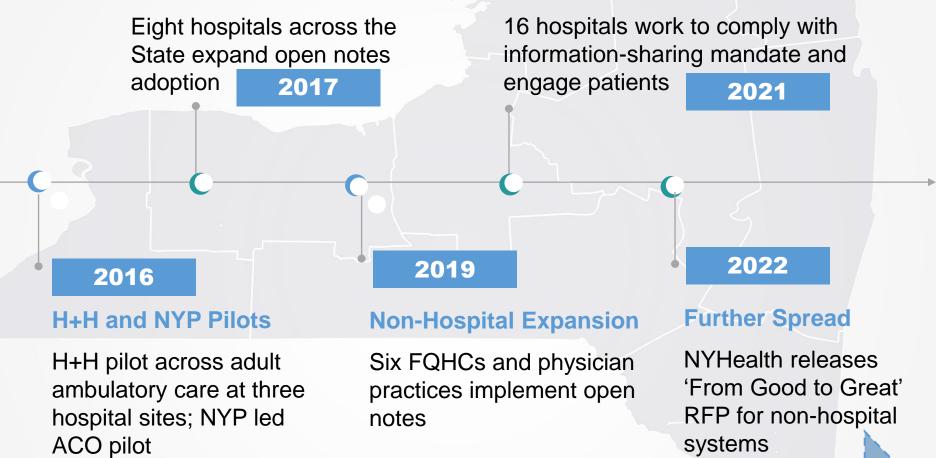
### **NYHealth Support of OpenNotes**

Acceleration with Federal Rules

#### **Hospital Expansion**



Partnership with the OpenNotes national program to provide support, tools, and technical assistance to implement and share open notes effectively

#### **Successful Implementation and Best Practices**

More than 1 million patients reached using innovative strategies:

- Outreach specialists to contact patients and help them enroll in patient portal
- Patient navigators for older adults, non-English speakers, others
- Contracts with IT vendors to translate notes into other languages
- Provider training programs
- Integration into quality improvement and patient experience programs

HEALTH AFFAIRS BLOG GRANTWATCH RELATED TOPICS: ACCESS TO CARE | PATIENT ENGAGEMENT | MENTAL HEALTH | HEALTH CARE PROVIDERS | HEALTH PHILANTHROPY | CAREGIVERS | CLINICAL CARE

#### Empowering Patients Through Shared Visit Notes

MaKaya Saulsberry, Catherine M. DesRoches, Deborah Wachenheim, Steve O'Neill

JUNE 10, 2021

10.1377/hblog2021060

#### **Measuring Performance of**

CASE STUDY | ARTICLE PREVIEW

# OpenNotes Initiatives to Target Improvement Efforts

How a New York safety-net health system used data science to identify obstacles to OpenNotes use, address technical barriers, and develop strategies for improving clinical note sharing by providers and viewing by patients.

## "From Good to Great" Funding and Technical Assistance Opportunity



- Due January 26, 2023
- Open to any non-hospital system that is implementing and sharing open notes in compliance with new federal rules and is seeking to meaningfully engage patients
- Eligible providers: FQHCs, multispecialty group practices, hospitalaffiliated physician groups, independent physician practices, and other non-hospital systems
- \$50,000 awards per site (up to 2 sites, pending funding availability)
- Participation in 12-month TA and learning network
- Up to 16 systems will be selected



#### Funding and Technical Assistance Opportunity, Cont.

- Grants can supplement costs associated with sharing notes
- Systems will engage a project team of 3-4 members
  - NYHealth strongly encourages inclusion of at least one patient partner and/or advisor
- Most competitive proposal will:
  - Serve marginalized populations
  - Show compliance with the 21st Century Cures Act mandate
  - Demonstrate robust patient engagement approaches
  - Demonstrate support from leadership



## **Technical Assistance and Learning Network**

Monthly technical assistance sessions and individual support:

- Understanding the mandate and intersection with privacy laws
- Addressing issues with EHR and patient portal functionality
- Communicating with providers and staff about open notes
- Integrating open notes into care team's workflows
- Supporting patients in accessing and reviewing their notes
- Educating patients and caregivers on how to use notes to manage care
- Translating notes, addressing health literacy, and reducing bias
- Sharing adolescent, pediatric, and behavioral health notes



## Questions

- View the RFP and instructions on our website!
- Feel free to send your questions through the chat
- Programmatic questions about this funding opportunity should be e-mailed to <u>OpenNotesRFP@nyhealthfoundation.org</u>
- Technical questions regarding the online application system should be e-mailed to the Grants Management department at <u>gm@nyhealthfoundation.org</u>

