

# NYHealth Support of OpenNotes

## Hospital Expansion

Eight hospitals across the State expand open notes adoption

**2017**

## Acceleration with Federal Rules

16 hospitals work to comply with information-sharing mandate and engage patients

**2021**

**2016**

## H+H and NYP Pilots

H+H pilot across adult ambulatory care at three hospital sites; NYP led ACO pilot

**2019**

## Non-Hospital Expansion

Six FQHCs and physician practices implement open notes

**2022**

## Further Spread

NYHealth releases 'From Good to Great' RFP for non-hospital systems

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

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## Empowering Patients Through Shared Visit Notes

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CASE STUDY | ARTICLE PREVIEW

## Measuring Performance of 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



November 2022

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## Request for Proposals

Deadline:  
January 26, 2023, at 1 p.m.

From Good to Great: Improving Access to and Use of Patient Visit Notes in Non-Hospital Systems

- **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, hospital-affiliated 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 [OpenNotesRFP@nyhealthfoundation.org](mailto:OpenNotesRFP@nyhealthfoundation.org)
- Technical questions regarding the online application system should be e-mailed to the Grants Management department at [gm@nyhealthfoundation.org](mailto:gm@nyhealthfoundation.org)