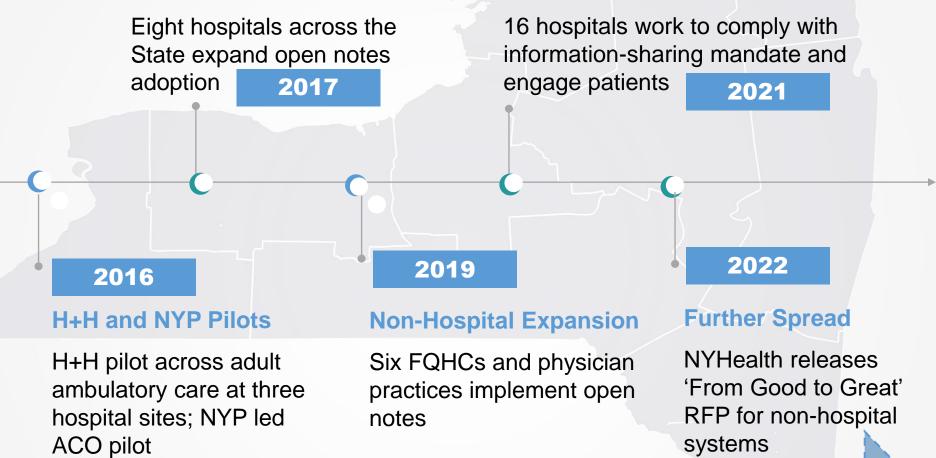
NYHealth Support of OpenNotes

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>

