Using HowsYourHealth

FUNDAMENTALS	KEY COMMENTS
☑ Go to www.howsyourhealth.org/hyhinfo1.html	Where to begin.
☑ Register	Retain your passcode and password
☑ Sponsor customizations	The MUST SEE video is mandatory l
❏ Passcode bypass info at top customization page	Optional for your website
❏ Change survey options	Recommend customizationhelp.pdf
☑ Request All Items and Quality or Enter Sponsor Summary Report	You and your staff will use this summary to monitor use and practice performance. Establish who has access.
☑ Email action and activate registry	You must have an email address for patients to send you their results. Establish who has access. Watch out for firewalls that will not grant email access to "outsiders"
❏ Get Patients from Registry or Enter Patient Registry	Critical for population management.
☑ Test and troubleshoot	Once set up you should act like a patient, make sure any optional questions appear and email results to yourself to document that registry and summary are functioning. Most common cause of failures – an institutional firewall.
❏ Consider other options	Must read customizationhelp.pdf

☑ Means Mandatory
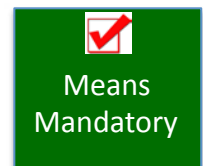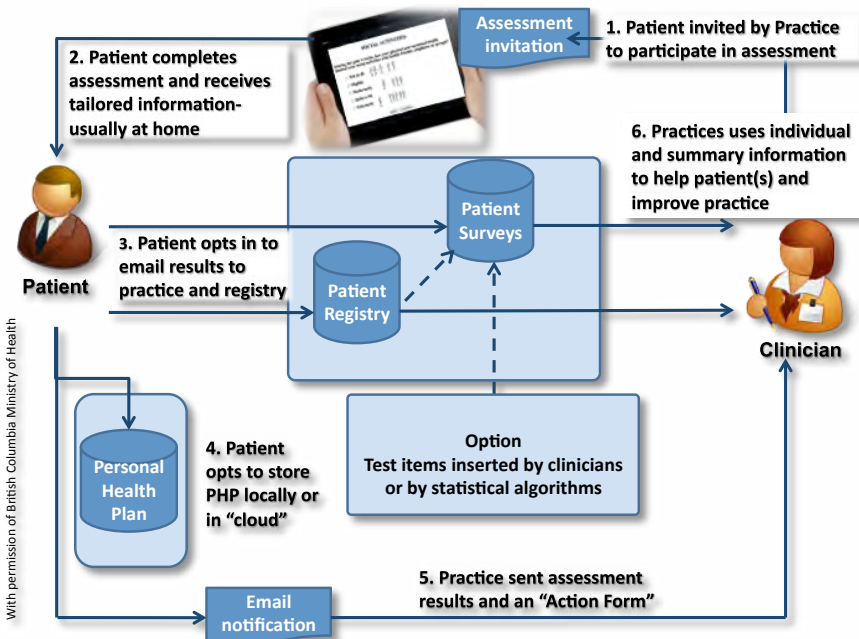
Typical Data Flow for HowsYourHealth Tools

With permission of British Columbia Ministry of Health

Implementing
HowsYourHealth.org

People	Key Functions
Health Professional At least one per clinic Time estimate: Fits Workflow	✔️ Learn about HowsYourHealth tools – take each survey so you see the types of questions asked ❏ Assist with Patient Helper selection ✔️ Determine the role to access the patient survey from the email inbox ✔️ Establish protocol for inviting patients to take the different surveys in each setting…hospital, outpatient, rehab/nursing home. ✔️ Review the patient surveys and use the information as appropriate for setting ❏ Review aggregate report for patient panel ❏ Identify areas for improvement ❏ One provider participates in a monthly teleconference
Staff Leader One per clinic Time estimate: 4 hours per month during set-up	✔️ Learn about HowsYourHealth tools – take each survey so you see the types of questions asked ❏ Facilitate orientation and activities of Patient Helper ✔️ Printout orientation notebook and readings for patients/caregiver in hospital or nursing home settings ✔️ Facilitate logistics of patient invitation to complete survey and reminder process ✔️ Facilitate logistics of retrieving the survey from inbox into the patient record for provider review ❏ Review aggregate reports and identify areas for improvement ✔️ Participate in teleconference training
Patient as Helper 1-2 per professional Time estimate: 6-12 hours over 3 months	**Selection (Can be staff, volunteer or current patient)** ✔️ Completes Patient Helper newsletter criteria ✔️ Used the tool and navigated the sites ✔️ Commits to 2 – 4 hours per week X 3 months **Activities (Can vary. May be similar to Staff Leader)** ❏ Attend Patient Helper calls ✔️ Completes implementation and customization steps ❏ Assists practice team with invitation and support of patients ❏ Contact patients for reminders to complete the tool
Patient-Professional Interaction Every completed HYH Time estimate: Fits workflow	**Patients routinely invited to complete the appropriate HowsYourHealth survey using the clinic code** ✔️ Invite outpatients 2 weeks before a scheduled visit (general survey). Aim for 2 patient invitations per provider per day. ❏ Invite hospitalized or rehab/nursing home patients days 2-4 stay. Give them a notebook with reading and instructions to facilitate. ✔️ Suggest that patients select the "email to office" option ✔️ Print report and attach to professional record for action ✔️ Thank the patient for completing the survey ✔️ Keep a list of those patients invited and remind non-completers of importance for next visit

✔️ Means Mandatory