

Clinician Testimonials

“The first patient to complete HowsYourHealth was seen today. I picked up the fact that he'd never received pneumovax and directly addressed his confidence in managing his own condition. Interestingly his lack of confidence seemed to relate largely to the fact that he has an implanted defibrillator made by a company that has had a number of recalls. His cardiologist kept blowing him off about this topic. I pulled out an appropriate article and noted the relatively small absolute risk reduction from the device in his circumstances. I also used the manufacturer's website to reassure him that his model had not been recalled. He left much more confident.

I don't think the visit would have gone the same way without HYH. So thus far I am 1 for 1.”
Rodney Hornbake, MD

“I just wanted to give a success story for a patient of mine who recently used HYH. She did the survey, and when she was done, she hit print to print the action form. Unfortunately, her husband was sitting near the printer and she feared her honesty on the survey with regards to smoking habits would be seen by her husband (who apparently either didn't know or didn't want to confront her on this). After sprinting up the stairs, grabbing the form off the printer before her husband could see it and running back downstairs before he could ask "what the hell??" she began to think maybe she would be better off not smoking at all.

So she kicked the habit and now has "no secrets left from her husband.

By the way, she was also embarrassed about her 2-3 glasses of wine a day and has cut back on that.

Wow, a healthier patient and a healthier relationship just by answering questions. I have to say, I love a success story when I didn't have to do anything at all. I'm beginning to like HYH better and better every day!”

John Brady, MD

“Hows your Health used with physicals picked up pain in a stoic patient yesterday that I only saw once a year ago and uncovered a more insidious chronic issue, and the fact that his specialist hadn't bothered to answer his phone call for help when he had a kidney infection. We reorganized his medical access and he'll see me for care next time first.”

Nancy Guinn, MD

“Wanted to send you an update and some accolades that we heard today in our Transitions of Care meeting with our volunteers. We have finally received our I-Pads, How's Your Health is on the screen when you turn on the I-Pad. We have our volunteers administering HYH. Yesterday an 85-year-old woman with no computer experience at all took the HYH survey and did great with it. We gave her the HYH book and she is loving it. Our volunteers have been reading the HYH book and they think it is a fabulous tool. Having our volunteers vote of confidence in your program really helps move this whole project along for us! I know we have been slow but we are sure!”

Michelle Bowman RN

Sample Patient Testimonials

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Hopefully this will help to communicate certain facts to the medical staff that were not previously communicated.

Made me think of how I've felt over the last few months, prior to actually talking to the doctor. This way I'll be more prepared to discuss my recent health with my doctor.

She told me that “**“SURVEY GAVE CONFIDENCE WHEN SHE WENT TO SEE HER DOCTOR”** confidence when she went to see her doctor. She assumed that mental health questions were important enough to be on the survey, then the survey would be a relevant topic to address within her office visit. She remembers bringing the survey results to her doctor, and he was pleased that she had taken it; she told me that she was surprised to discover that her physician - who she had known for years - was more than happy to discuss her mental health. Though they may not have gone into as much depth about other physical issues as they would have otherwise done, she left the office feeling less depressed as she felt that she finally had an outlet to discuss her emotions.

FROM COMMONWEALTH FUND



Quality Matters Patients Gain Information and Skills to Improve Self-Management Through Innovative Tools

Web-Based Survey Promotes Patient Engagement

John Wasson, professor of community and family medicine at Dartmouth Medical School, and his colleagues have created a Web-based tool (www.howsyourhealth.org) for patient self-assessment that provides "real-time" patient-reported data on functioning, overall health, and chronic conditions. The tool also enables patients to assess their confidence in managing and understanding their disease. Physicians can ask patients to complete the online health assessment before their next appointment, and the results are then sent to the physician's office. Patients receive a summary of findings and a list of resources for more information on their specific conditions. The summary also offers patients a list of questions to ask their doctor during the next visit.

Wasson believes that the information collected using the online tool is critical to building successful patient-centered medical homes because it identifies what is important for a specific patient. "We wanted to build a system where doctors and patients were on the same page," he says. "When you have the same information, the physician and patient can act more effectively on the patient's behalf." Information collected shows doctors which patients need coaching on self-management and who may need help to connect to additional resources. The tool also includes its own follow-up options (such as links to educational materials). If respondents opt for the service, they will receive text messages reminding them to take medicine or exercise.

Data compiled through the online tool have uses beyond an individual patient's self-management or a specific patient-physician encounter. More than 100,000 patients have completed the survey, and approximately 100 clinical sites are using aggregated data from the site. Some physician practices that have been using it for more than two years have close to 100 percent of their patients enrolled. Once a practice reaches this level of participation, physicians can look at their patient panel and determine, for example, how many have diabetes, are overweight, are low-income, or lack confidence in their ability to manage their conditions. Results can also be cross-tabulated for deeper analysis. The site is free and is used by provider offices, public health officials, employers, and chambers of commerce to aid their population health improvement initiatives. In aggregate, the data show regional differences as well as variations in patterns of care. The site also points users to interventions known to be effective in improving quality and maintaining health. Consumers access the online survey tool voluntarily using a code given to them by their provider. The results of the survey are sent to the individual provider with identifiers. When shared with other organizations or providers, the data are de-identified and aggregated.