Providing Patients with Patient-Specific Education Resources

The Stage 1 meaningful use menu objective to use certified electronic health record (EHR) technology to identify patient-specific education resources will become a core objective in Stage 2.

Patient education resources can provide information specific to the patient’s health condition, their point in care (such as whether the patient is newly diagnosed or has been living with a condition), and health care decisions they may face. Providing patients with appropriate education resources can help them remember important information, improve their ability to manage their health, and increase their participation in informed decision-making.

Patient education resources include traditional print materials as well as multimedia materials and various interactive formats, such as decision aids and tools for patients to track and manage health conditions.

Some examples of patient education resources are

- informational materials about health conditions, medical procedures, medications, and other health topics;
- patient instructions that explain what patients need to do, including self-care instructions, medication instructions, when to come for follow-up appointments, tests and procedures, and when to call;
- decision-support tools that help patients to understand the scientific evidence as well as the risks and benefits of different healthcare choices, and to make informed decisions based on the evidence and their personal values and preferences; and
- self-management tools that help patients manage their health conditions, such as tracking blood sugar levels or asthma symptoms.

Information therapy is the prescription of the right information, to the right person, at the right time to help make a better health decision.

— Center for Information Therapy
Meeting This Meaningful Use Requirement

Patient-specific education resources should be identified through logic that is built into certified EHR technology. It can use the patient’s sex, age, problem list, medication list, lab tests ordered, or other patient information to suggest education resources that would be of value to the patient. Education resources or materials do not have to be stored within or generated by the EHR system, but providers should use the EHR to suggest appropriate educational resources for patients.

Sources for Patient-Specific Education Resources

Table 1 summarizes selected sources for patient-specific education resources. In addition, some factors to consider when selecting sources for patient-specific education resources include the following:

- **Breadth of health topics**—Are there sufficient resources on topics of greatest relevance to patients?
- **Accurate, up-to-date information**—Is the information evidence-based, unbiased, and credible? How frequently are the materials updated?
- **Availability in different languages**—Does the source include materials for non-English speakers and in the specific languages needed by patients?
- **Availability in various formats**—Are the materials available in various formats, such as print, multimedia or interactive, and do they meet the different learning styles and preferences of patients?
- **Reading level**—Are the materials appropriate for patients with low levels of literacy and health literacy? Do the materials use plain language and visuals to help in understanding?
- **Easy to use**—Are multimedia and interactive materials easy for patients to navigate and use? Is important information easy to identify, such as when to call?
- **Customizable**—Can providers revise the information to meet the specific needs of their practice and their patients?
- **Integration with EHR**—Which coding standards, such as Current Procedural Terminology (CPT) or International Classification of Diseases (ICD-9), are used to identify patient-specific education resources?

Tips for Providing Patient-Specific Education Resources

- **Provide education resources to the patient during the consultation.** This allows providers to review materials directly with the patient, point out critical information, highlight action items, and check for understanding. In the case of online resources, such as interactive tools, providers can demonstrate how to access and use the tools.
- **Ask patients their information preferences**, including their language preference and whether they prefer print materials or other formats. Offer education resources to patients in a variety of formats, such as print materials or via an online patient portal.
- **Place printers and computers strategically in the healthcare setting** so that providers can easily access printed materials and view online education resources with the patient during the consultation.
- **Automate the process for identifying appropriate education resources** as much as possible to avoid the need for manual searches during the consultation. Depending on the integration with the EHR, this process may be highly automated and generate resources linked with various patient characteristics. If automation is limited, providers can create a “favorites” list to minimize searching.
- **Provide patients a way to get more information** if they want to learn more, such as using a go-to-Web strategy.
- **Get patient and provider feedback on education resources** on a regular basis and modify resources based on the feedback.
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<tr>
<th>Organization</th>
<th>Resource and Overview</th>
<th>Languages</th>
<th>Reading Level</th>
<th>EHR Integration</th>
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| Emmi Solutions     | *Overview*  
  • Interactive patient engagement tools on preparing for procedures, patient safety, chronic conditions, medical devices, and tools to help patients decide among treatment options  
  • Can be integrated with and sent to patient from EHRs, patient portals, scheduling systems, and EmmiManager (Emmi Solutions Web-based application)  
  • Can track and order patient’s use of programs from within the EHR, the scheduling system, or through EmmiManager  
  [http://www.emmisolutions.com/patient_education_solutions.html](http://www.emmisolutions.com/patient_education_solutions.html) | English and Spanish | 4th to 5th grade | • Supports the HL7 Infobutton standard  
  • Offers a Web Services API  
  • ONC-ATCB Certified for Meaningful Use – EHR Module  
  • Certified for ambulatory and inpatient practice settings | Bob Tavares  
  781-990-3642  
  btavares@emmisolutions.com |                                |
| Healthwise, Inc.   | Healthwise® Patient Education EMR Module includes:  
  – 2,800+ Healthwise® Ix® Patient Instructions  
  – 161 Patient Decision Aids  
  – 1,700+ Drug Leaflets  
  *Overview*  
  • Uses patient data from the EMR—diagnosis, demographic, medicine, and procedural codes—and returns a short list of suggestions for relevant patient education resources  
  • Providers:  
    – Choose instructions from the list.  
    – Print, e-mail, or place in Personal Health Record.  
    – Record delivery of materials to the patient in the EMR.  
  • The Healthwise® Knowledgebase automatically populates the PHR system with specific health content that is matched to patient data—including medicines, test results, and treatment options. Patients can also search the Healthwise Knowledgebase health encyclopedia on their own. | English and Spanish; 10 additional languages for the most common diagnoses | 4th to 6th grade | • HL7 Infobutton compliant  
  • The Healthwise® Patient Education EMR Module feature provides context-aware documents based on patient data, including age, sex, keyword, and ICD-9, ICD-10, CPT, and NDC codes.  
  • Healthwise Ix Patient Instructions: English and Spanish  
  • Healthwise Knowledgebase: English and Spanish | Phyllis Royston  
  208-331-6942  
  proyston@healthwise.org |                                |
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<td>Krames StayWell</td>
<td>Krames On-Demand 5.0, Krames Exit-Writer 7.3 <a href="http://www.krames.com">http://www.krames.com</a></td>
<td>All topics in English and Spanish; hundreds of handouts available in Chinese, Vietnamese, Russian, Portuguese, and Arabic. Ten key topics also available in Armenian, Farsi, Hmong, Korean, and Tagalog</td>
<td>5th to 8th grade</td>
<td>• Supports the HL7 Infobutton standard</td>
<td>• Certified as EHR modules by CCHIT</td>
<td>Steven Pero Senior Sales Executive 267-685-8982 <a href="mailto:spero@kramesstaywell.com">spero@kramesstaywell.com</a></td>
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<td>U.S. National Library of Medicine, National Institutes of Health</td>
<td>MedlinePlus® Connect <a href="http://medlineplus.gov/connect">http://medlineplus.gov/connect</a> Technical documentation: <a href="http://www.nlm.nih.gov/medlineplus/connect/technical.html">http://www.nlm.nih.gov/medlineplus/connect/technical.html</a></td>
<td>• English and Spanish • Additional content available in more than 40 languages • Summaries on health topic pages, 5th to 8th grade; other materials written for the general public; reading level varies • Easy-to-read materials designated with graphics • Web application (HTML response) and a Web service (XML response) that supports the HL7 Infobutton standard • Responds to requests based on diagnosis (problem) codes, medication codes or text strings, and laboratory test codes; currently accepts ICD-9-CM and SNOMED CT® for diagnoses, RXCUI and NDC for medications, and LOINC® for laboratory tests • Replies with English or Spanish</td>
<td>Systems pursuing certification can use MedlinePlus Connect for meeting the patient-specific education resources requirement.</td>
<td>Stephanie Dennis 301-435-4898 <a href="mailto:Stephani.Dennis@nih.gov">Stephani.Dennis@nih.gov</a> Or contact form on MedlinePlus.gov. <a href="http://apps.nlm.nih.gov/medlineplus/contact/index.cfm?lang=en&amp;from=MedlinePlusConnect">http://apps.nlm.nih.gov/medlineplus/contact/index.cfm?lang=en&amp;from=MedlinePlusConnect</a></td>
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<td>RelayHealth, a division of McKesson</td>
<td>RelayClinical™ Patient Education (Formerly Clinical Reference Systems or CRS)</td>
<td>English and approximately 2,300 topics and illustrations available in Spanish. Some topics available in French, Vietnamese, Chinese and Russian</td>
<td>6th grade (average)</td>
<td>Universal; integrated via HTML or XML files linked through ICD-9/10 codes and can be linked to patient age and sex</td>
<td>RelayClinical™ Patient Education v11.1 certified for patient-specific education resources</td>
<td>Steve Pike Product Manager 480-663-4711 <a href="mailto:steven.pike@relayhealth.com">steven.pike@relayhealth.com</a> <a href="mailto:patienceducation@relayhealth.com">patienceducation@relayhealth.com</a></td>
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<td>Truven Health Analytics (formerly the Healthcare Business of Thomson Reuters)</td>
<td>Integrated CareNotes System</td>
<td>All CareNotes and DrugNotes are available in English and Spanish. A core set of CareNotes and DrugNotes are available in 13 additional languages: Arabic, Chinese (traditional), Chinese (simplified) French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Turkish, and Vietnamese.</td>
<td>5th to 7th grade; also includes full-color, 3-D images to further support comprehension</td>
<td>Flexible integration and delivery options support easy integration directly into the EMR workflow, patient portals, and other HIS environments. Audit trail documents patient education and engagement activities in real time.</td>
<td>The Integrated CareNotes System and its integration functionality are routinely cited by facilities and HIS vendors when attesting for certification of the complete EHR system.</td>
<td>1 (800) 525-9083, Option 3 for Customer Resource Center Services, or <a href="http://info.thomsonhealthcare.com/forms/?Form=HaveASalespersonCall">http://info.thomsonhealthcare.com/forms/?Form=HaveASalespersonCall</a> <a href="http://www.micromedex.com/patiented">http://www.micromedex.com/patiented</a></td>
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<td>UpToDate (a division of Wolters Kluwer)</td>
<td>UpToDate Patient Information and Patient Widget</td>
<td>English</td>
<td>The Basics—5th to 6th grade</td>
<td>Integrates with all leading EHRs In addition, Beyond the Basic patient education materials available on the Web at <a href="http://www.uptodate.com/patients">http://www.uptodate.com/patients</a>; a free widget can be added to practice websites or patient portals.</td>
<td>UpToDate has Modular EHR Certification for Patient Specific Education resources.</td>
<td>Julie Gervais 781-392-2013 <a href="mailto:patients@uptodate.com">patients@uptodate.com</a></td>
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