

The Clinician's Tool of Choice to Improve Patients' Health Literacy in this post-pandemic digital era.



Agenda & Overview

Introduction

Slides 3, 4 & 5 About Patient Better

Slides 6 & 7 Introduction of how the electronic health record impacted the traditional all-in-one patient education into two parts

Slide 8 Defining administration education and its goals

Slides 9 & 19 How Patient Better connects condition and administrative management patient education

Knowledge

Slides 11 - 15 Examining the industrial disparities and issues when implementing and scaling Patient Better

Exploration

Slide 16 A comparison review of IHMEP

Slide 17 Comparing electronic and independent HMEP

Slides 18 & 19 Furthering Patient Better's value

Slides 20 & 21 Patient Better's Contribution to Telemedicine

Evaluation

Slide 22 Patient Better Qualifiers

Slides 23 & 24 How Patient Better benefits practices while being embraced and adapted by patients

Conclusion

Slides 25 & 26 Conclusion and Acknowledgements

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Research Shows

Status Review



Only 50% of case loads have (reliable) internet access.



Health illiteracy directly affects (at least) 80 million Americans.



Health illiteracy indirectly affects every recipient, care deliverer and the entire health system



Those who are not health literate are least likely to be proactive in care



Health literacy affects everything in healthcare including health use, status, costs and outcomes.

About

What

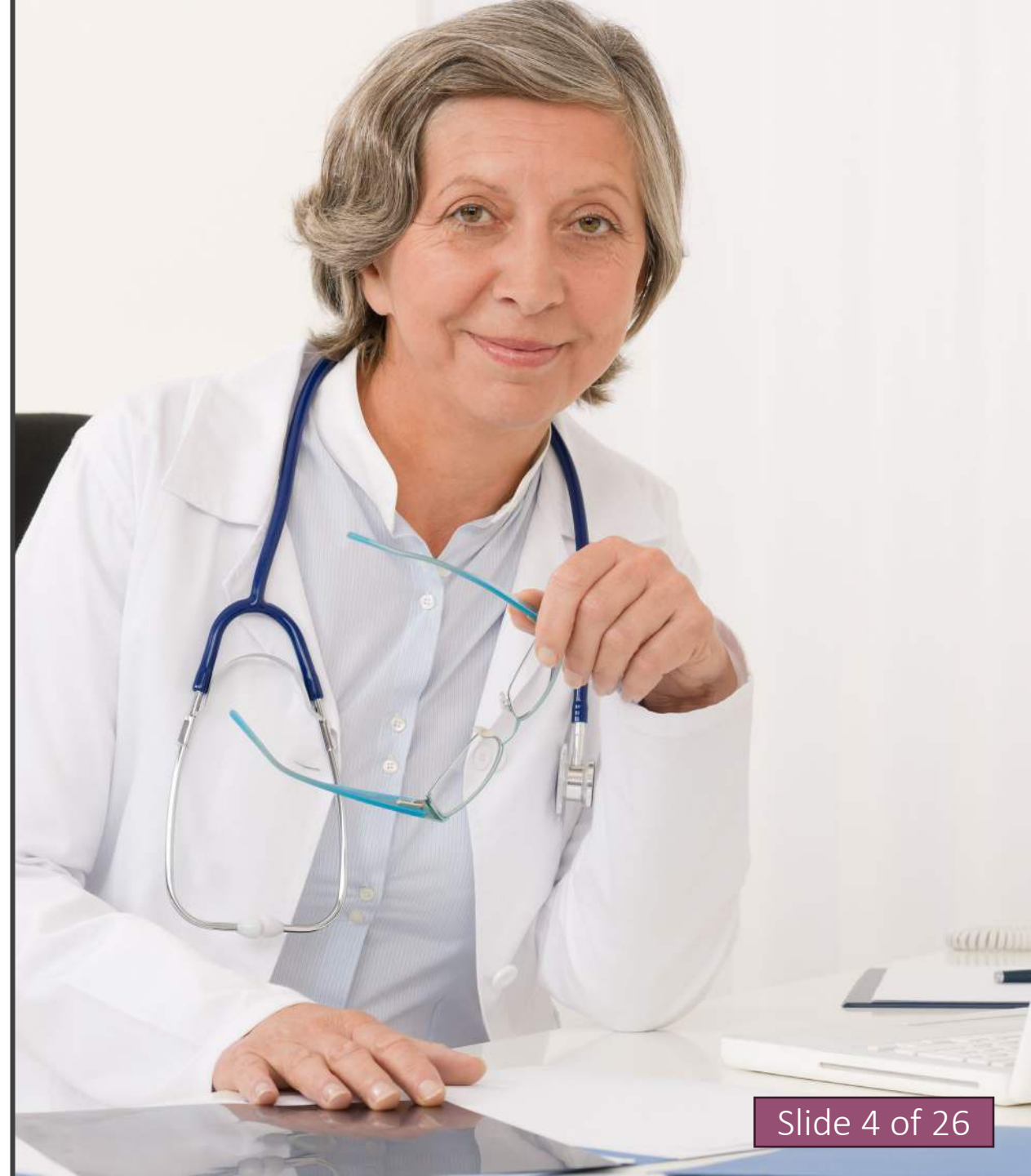
This course discusses Patient Better's functionalities and goals and how it interacts in conjunction with the patient's learning capabilities, condition management education and administrative management training.

Who

This course is for physicians, specialists, nurses, medical assistants, nursing assistants, care coordinators and other medical professionals such as case managers and social workers who educate people of how to manage care are welcome and encouraged to take this course.

Why

Understand how Patient Better can be utilized in any environment, including the traditional disaster or emergency, for any condition, throughout the course of one's lifetime.





Course Objectives

A study of health management education programs that will uncover the disparities of electronic and independent concepts of the two.

PATIENT EDUCATION

The electronic health record divided patient education into two forms of training that was traditionally supplied together. Patient Better focuses on reconnecting the two forms of patient education while keeping condition management training in the treatment room and supplying administration management training in the patient's preferred learning environment.

Condition Management

EHR Controlled

Diagnosing physician supplied

Characteristics

- Trains the patient specifically for the treatment of given diagnosis
- Reimbursable
- Standard treatment direction and disease management expectations
- Guidance based on evidence
- Provided in the treatment room
- Conclusive measured outcomes



Administrative Management

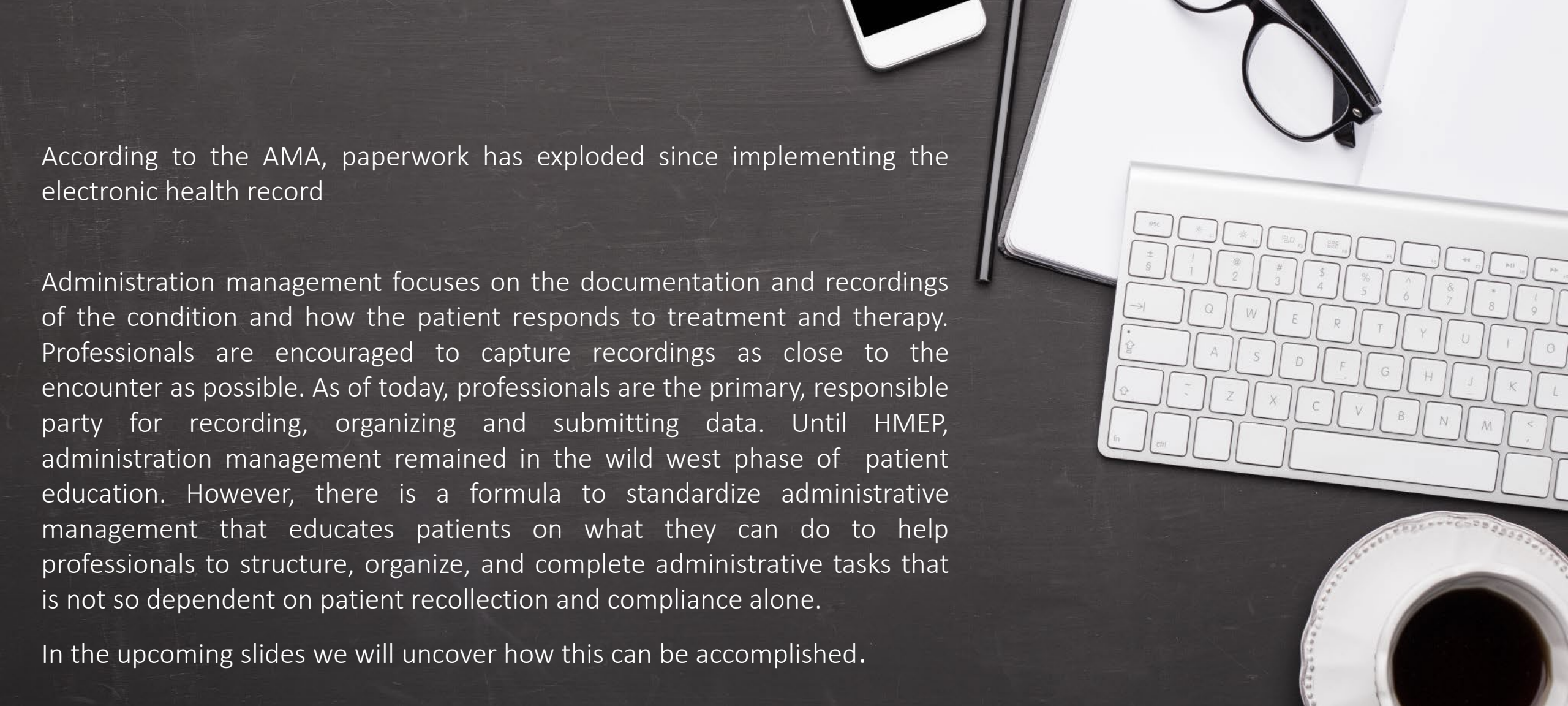
Not EHR Controlled

Support staff supplied

Characteristics

- Helps the individual beyond the treatment room
- Not reimbursable
- Non-standard direction provided when patients or caregivers ask questions
- Guidance based on personal experience
- Provided by and from anyone anywhere
- No conclusive measured outcomes





According to the AMA, paperwork has exploded since implementing the electronic health record

Administration management focuses on the documentation and recordings of the condition and how the patient responds to treatment and therapy. Professionals are encouraged to capture recordings as close to the encounter as possible. As of today, professionals are the primary, responsible party for recording, organizing and submitting data. Until HMEP, administration management remained in the wild west phase of patient education. However, there is a formula to standardize administrative management that educates patients on what they can do to help professionals to structure, organize, and complete administrative tasks that is not so dependent on patient recollection and compliance alone.

In the upcoming slides we will uncover how this can be accomplished.

A Word About Administration Management

A CLEAR PICTURE

Standard patient (and Healthcare professional) education benefits

Unpacking what patient proficiency education means to our healthcare system



Enhances patient participation in treatment- To have fewer complications, reduce emergency room visits, prepare for information-driven medical appointments, and reduce unforeseen costs.



Maximizes medical utilization- Helps patients understand the importance of preparing for medical appointments to reduce unnecessary phone calls and office visits, and effectively take advantage of offered services, treatments, and resources.



Improves risk management skills- Patients have a realistic calculation of services needed for proper treatment and recovery to make more informed healthcare decisions.



Effectively manage care records to become an efficient and effective liaison in the transfer of information from one physician's office to the next.



Reaping the benefits of being proficient in care.

The goal of patient education is to instill a sense of autonomy in the patient and to equip them with the knowledge necessary to make sensible healthcare decisions.

As a result, healthcare experts have hailed patient education as a critical aspect of health literacy and care management.

1

Exhibit Basic Medical Record Management Skills.

2

Perform Vital Governance.

3

Confidently retrieve old medical records.

4

Comfortably access medical portals on a regular and continual basis.

5

Ask meaningful questions.

6

Follow sophisticated directions (at-home).

7

Safeguard information from oversights and data loss.

8

Obtain a higher quality of information-driven medical appointments.

9

Have fewer complications.

10

Information preservation in case of public emergencies or disasters.

Patient Better's Functionality

Patient Better connects condition management and administration management training that will relieve staff from working unbillable hours and cultivates a learning environment that unmask the patient's and caregivers' capabilities.

Standardizing Patient Education and Bridging the Gap Between the Two Forms of Training



**Condition
Management
Training**

**Administration
Management
Training**



CONNECTING

Exposing the relevance of health literacy programs to meet today's medical practice needs.



What is Patient Better?



Patient Better is a health management educational program that clinicians offer to patients, families, and other at-home caregivers to learn how to better participate, communicate, and help supervise in one's care.

Challenges



As for today, health executives are scrambling to create an exclusive HMEP and link it to their electronic health record. However, there are four essential yet overlooked drivers that ultimately slows down and/or prevents executives from implementing their conceptualized patient-centered HMEP into the EHR system.



Keep HMEP within the EHR constraints education as:

- Technology based
- Condition management focused
- Rote learning



Ultimately, if HMEP were to stay within the confounds of the EHR, HMEP will have to focus on condition management, Therefore continuing to exclude HMEP from becoming an all-in-one tool, simply by ignoring administration learning



Want to assist providers to capture the revenue that is currently and otherwise left on the table.



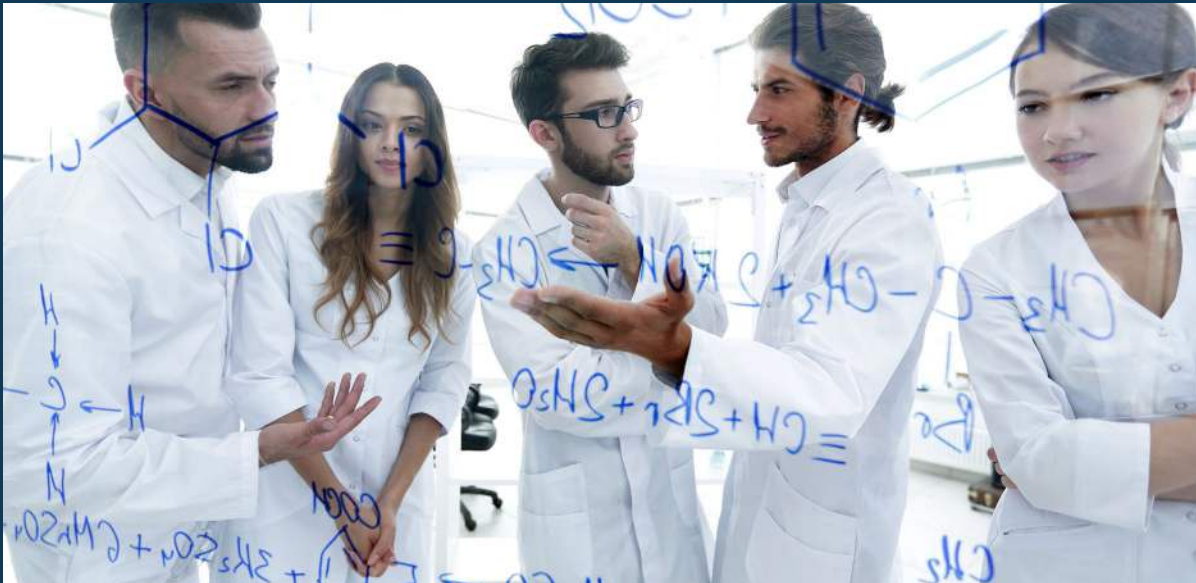
Do not believe that patients or their caregivers truly have the drive, desire or capability to learn to take on the additional responsibilities.



Create something, meaningful, versatile and something that consumers will use yet, keep it within the confounds of their system.

What would quality HMEP look like?

Experts realize that there are requirements that HMEP must meet for proper system placement.



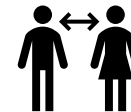
HMEP would need to mold itself to reach as many hard-to-reach people and the underserved populations that are already in their database and those people are committed exclusively to that system's specific program.



HMEP would need to meet the patients as well as their entire at-home care team and teach everyone their roles and how to participate in delivering complex at home care.

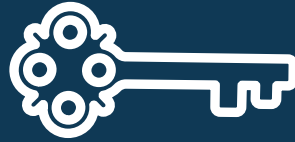


HMEP must be clear and in a step-by-step process so that most will be able to learn and incorporate into their lives.



Must give as much education and learning so that one could learn and obtain enough knowledge to have a better experience and cut unnecessary costs due to error or oversight while obtaining better health measures and outcomes. .

Drivers



HMEP can become a valuable resource to the practice, however, for any educational program to be considered successful, it must consider its **audience**. And we must ask ourselves:

“Who are we teaching our patients to manage care?”



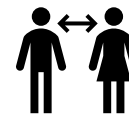
HMEP must be limitless of reach, discretion of time, affiliation, location, or condition. For all diagnosis, all payers (cash/third party/both) including those who travel long distances, are relocating and/or living in rural areas seeking medical care.



HMEP must be patient-centered - and continue the ideology that the system, process, or concept must aid and benefit the patient in supplying the knowledge to reduce health costs yet enhance their experience by being able to make informed medical decisions.



The patient-centered **HMEP must be injected with meaningful learning**, a widely recognized learning concept that embraces diversity of all people on all learning levels to where individuals can apply already learned knowledge and associate it to new.



HMEP must provide training must remodel the traditional patient-provider relationship from a parent-child role into a modernized equal partnership in care, **HMEP must move the provider-patient relationship into the EPIC exchange of information.**

A Comparison of the Two Primary Types of Health Management Educational Programs

Electronic HMEP

- Provider-centered
- Works through affiliations
- Technology-based (in-house electronic record)
- Expensive
- Limited and time sensitive
- Rote Learning
- Connectivity (Users must have a significant level of technology understanding)
- Limited to provider-patient care service delivery only



Independent HMEP

- Patient-centered
- Works independently
- Hard-copied (synchronous and asynchronous capabilities)
- Cost-effective
- Limitless
- Meaningful learning
- Connectivity is not required
- Able to uphold patient-centered care as well as relationship-centered care service delivery models



Attributes

Two more important and critical components of Patient Better



IHMEP ADHERES TO & EMBRACES CARE DELIVERY MODELS

Patient-Centered Care Model

Focuses on delivering services to the individual patient and considers socioeconomic circumstances and beliefs are factored in well as healthcare needs.

Relationship-Centered Care Model

Pertains to the relationships between patients and clinicians to remain central, however, incorporates others involved in the patient's care and also takes into consideration the caregiver's socioeconomic circumstance and care delivery capabilities as well.

Why is this important?

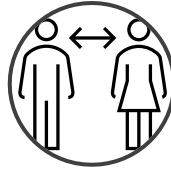
Incorporating the patient's at-home caregivers, and long-distance family members is becoming a widely recognized and valuable resource to the patient and has proven to increase the chance of the patient's possibility to obtain optimal outcomes.



EPIC Exchange



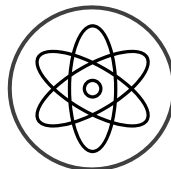
Educating patients and their entire at-home care team on how to proactively communicate and participate in a professional medical environment



Transition the provider-patient relationship from the traditional parent-child role to an equal partnership in care.



Give patients and caregivers a clear understanding and expectation of their contribution and participation needs.



Uniform administrative education for your clinic that will stick with patients in a meaningful way.



Define patient and caregiver roles and how they will inter throughout the course of treatment.



Patient Better & Telemedicine

Educating patients and caregivers how to use telemedicine properly.

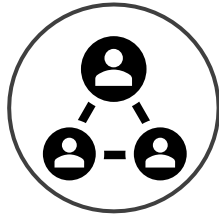
Independent Health Management Educational Programs

Through patient-centered Meaningful Learning, Patient Better's standard formulation unifies individual-professional communication and trains laypeople how to adapt to healthcare's ever-evolving updates, concepts, and processes. While working along side electronic health records and telemedicine platforms under any circumstance, condition, emergency or disaster.



Parity

For in-person and virtual medical office visits, parity teaches patients as to why they are participating and helping their professional provide the same data via remotely for a reimbursable appointment.



Communication

The entire care team (both professional and private) has a patient-centered non-affiliated centralized system that will unite all participants on an individual's care team.



Documentation

All those contributing care, including driving, ADLs to complex overseeing, understand the uniformed recording system in which, when, and where each document is to be copied, shared and stored.



Recording

How and when health data is to be recorded and stored as well as how to participate and contribute to data tracking.

The Patient Better Advantages – Why it works!

IHMEPs is a stand-alone program, with its audience – the patient, in mind. IHMEP does not compete, but rather, complements the clinician's electronic record. IHMEP benefits the value-based practice, the schedule of the busy clinician's services and the individual patient (and caregivers) for productive in-person and virtual medical office visits.

Independent

- Used without system, payer, condition, affiliation, or age.
- Track compliance, participation, and emergency.
- Communicated under any circumstance or crisis.



Meaningful Learning

- Standardized framework that supplies unified learning.
- Application to a large pool of sociodemographic area.
- Caters to diverse populations & empathetic of individual circumstances.



Patient- Family-Centered

- Focused on teaching what information is valuable and meaningful.
- Embraces the relationship-centered care model.
- Formulated concepts, ideas, & processes that are relatable.



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Transition Relationship to an EPIC Exchange

- Individuals oversee & participate in care
- Increase communication and literacy skills
- Coordinate respectful equal exchanges of information





Is incorporating Patient Better right for my practice?

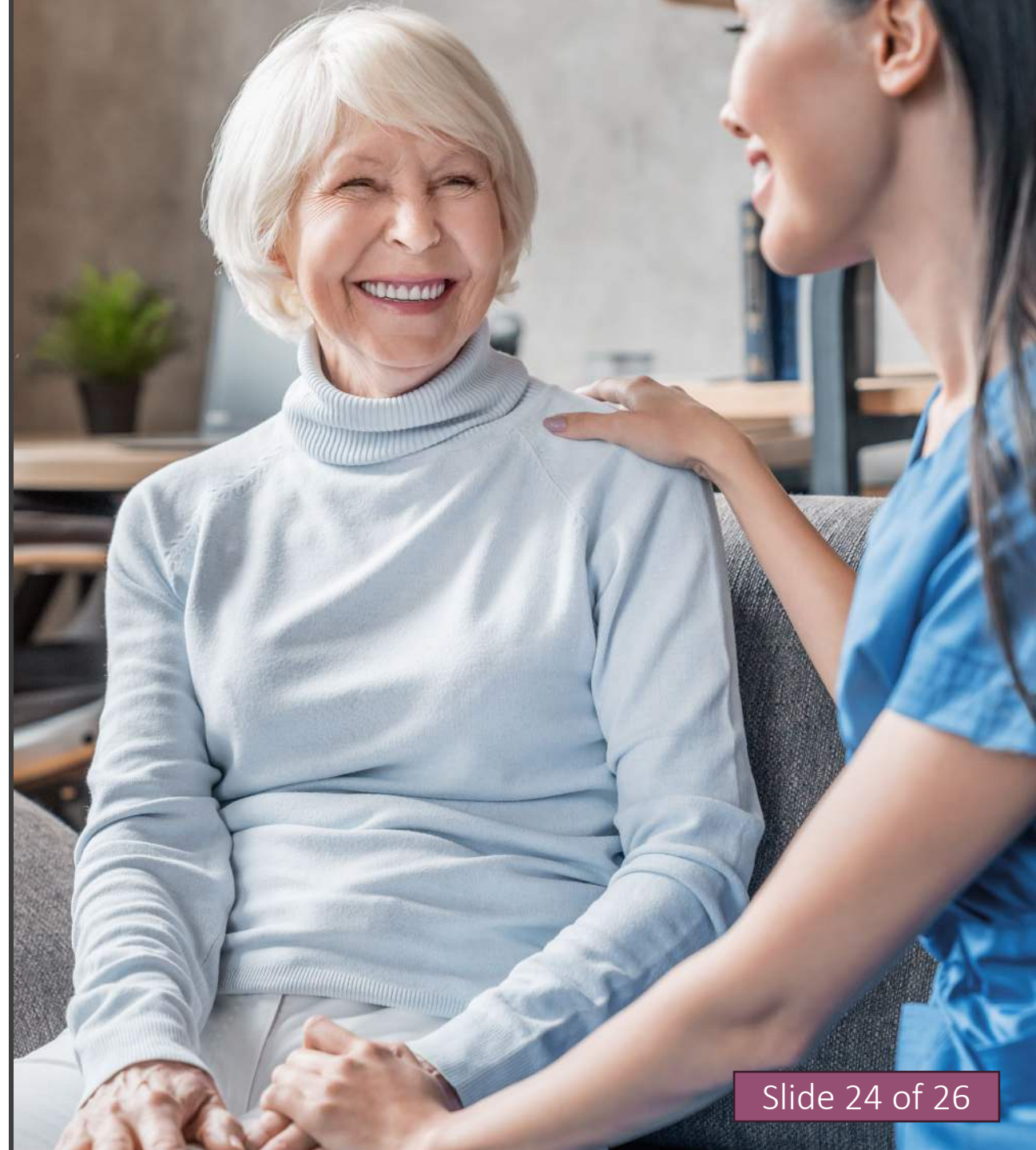
- ✓ Reduces administrative (work) time
- ✓ Improves patient safety & experience
- ✓ Reduces outside information from being injected into treatment
- ✓ Unifies patient administration education
- ✓ Frees up treatment room time while manifesting an activity-driven appointment
- ✓ Incorporates the patient's cost-effective resources
- ✓ Increases transparency of patient/at-home caregiver compliance





Will my patients and their at-home care teams benefit from Patient Better?

- ✓ Ensures more independence longer
- ✓ Safeguards patients/caregivers against oversights and errors
- ✓ Improves patient & caregiver participation
- ✓ Enhances adaptation skills and learning capabilities
- ✓ Reduces unnecessary phone calls and appointments
- ✓ Secures productive in-person and reimbursable virtual office visits conducted through recordings and not recollections
- ✓ Educates contributors on how to participate in care
- ✓ Provides step-by-step direction to the entire at-home care team on how to manage care more efficiently and effectively



Conclusion



Better Healthcare Through Patient Knowledge

Patient Better is a patient- and family centered educational tool that clinician's offer to patients, families, and other at-home caregivers to learn how to better participate, contribute, and help supervise in one's care that can be applied to both in-person and virtual care.



A program that teaches people how to play a more active role in their healthcare and act as a liaison of information from one clinic to the next while safeguarding themselves against unnecessary errors and oversights.



A program that is a limitless, meaningful and patient-centered that people can learn and use to communicate any condition treatment, in any situation, throughout their entire lives.



A program that teaches people the four essential elements of administration management patient education and take on some of the administrative responsibilities.



A program that teaches people how to participate and contribute to care in both productive in-person and reimbursable virtual medical office visits.



A program that teaches people the independence, literacy and communication skills required to better their experience and save on unnecessary expenses to obtain the best possible outcomes.



Thank you