

# Partnering With Patients Through An Open Notes Reporting Tool

## The Problem/Background

- Safety experts seek effective ways to reduce error in ambulatory care.
- The complexity of information handoff between providers and between clinicians and patients presents multiple opportunities for lapses in care.
- Can patients help? OpenNotes, an innovation that invites patients to read their clinicians' visit notes online may provide opportunities to promote patient safety through "more eyes on the chart" and a way to connect patients and clinicians in the space between visits, where ambulatory vulnerabilities compound.

## Aim/Goal

1. Develop a patient reporting tool enabling patients to identify errors in their notes, and provide positive feedback
2. Characterize the types of errors patients find
3. Determine whether partnering with patients through a reporting tool can enhance ambulatory safety

## The Team

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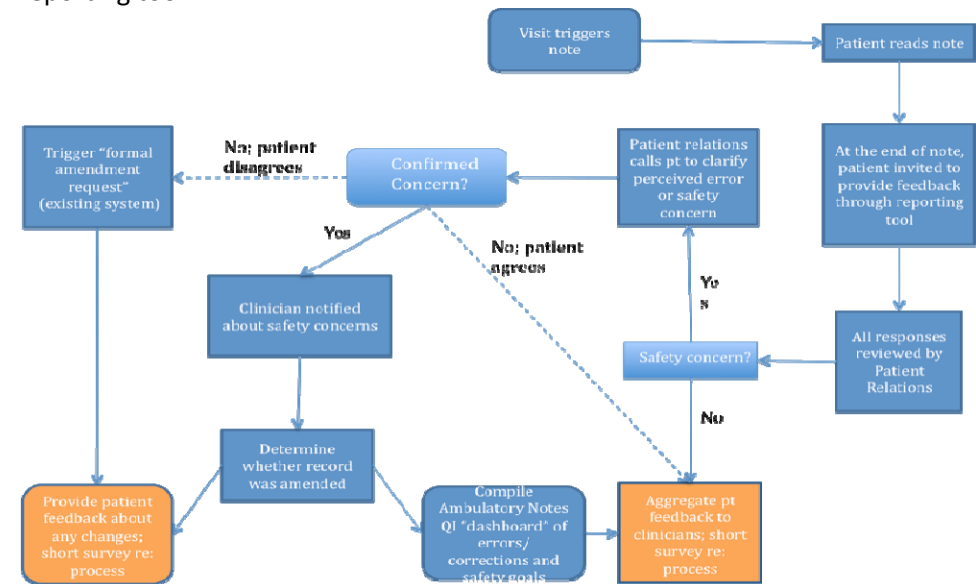
## The Background Data/Interventions

Through OpenNotes surveys and focus groups, doctors anticipated that patients will find non-trivial errors in their notes (20% faculty PCPS, 40% residents). During the study and implementation period, patients anecdotally reported opportunities to improve patient safety, including:

- Catching medication errors
- Discovering missed radiology follow up recommendations
- Finding notes that are not theirs
- Detecting reports sent to the wrong doctor
- Helping to prevent delayed diagnoses
- Better remembering follow up tests

*"Weeks after my visit, I thought, 'Wasn't I supposed to look into something?' I went online immediately. Good thing! It was a precancerous skin lesion my doctor wanted removed (I did)"* —A patient

We convened an interdisciplinary team including leaders in patient safety, nurse management, ambulatory physician practice, patient relations, information systems, medical records/HIM, social work, health care delivery research, and the patient and family advisory council to develop the patient reporting tool.



## The Results/Progress to Date

Linked to visit notes, the reporting tool will ask patients if:

- 1) Clinicians accurately captured their story
- 2) They understood the plan of care
- 3) They found any perceived mistakes (if so, characterizes them)
- 4) They have any other positive reflections or feedback for their clinicians

## Lessons Learned

A patient reporting tool linked to open notes provides a potential way to partner with patients through the Electronic Health Record to promote safety and quality of care.

## Next Steps/What Should Happen Next

- Pilot the reporting tool with volunteer clinicians in Spring 2014
- Develop a QI dashboard characterizing patient-found errors and prevention strategies
- Provide aggregate feedback to patients and clinicians about the findings

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