## Using HowsYourHealth

<table>
<thead>
<tr>
<th>FUNDAMENTALS</th>
<th>KEY COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>[✓] Go to <a href="http://www.howsyourhealth.org/hyinfo1.html">www.howsyourhealth.org/hyinfo1.html</a></td>
<td>Where to begin.</td>
</tr>
<tr>
<td>[✓] Register</td>
<td>Retain your passcode and password</td>
</tr>
<tr>
<td>[✓] Sponsor customizations</td>
<td>The MUST SEE video is mandatory</td>
</tr>
<tr>
<td>☐ Passcode bypass info at top customization page</td>
<td>Optional for your website</td>
</tr>
<tr>
<td>☐ Change survey options</td>
<td>Recommend customizationhelp.pdf</td>
</tr>
<tr>
<td>[✓] Request All Items and Quality or Enter Sponsor Summary Report</td>
<td>You and your staff will use this summary to monitor use and practice performance. Establish who has access.</td>
</tr>
<tr>
<td>[✓] Email action and activate registry</td>
<td>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”</td>
</tr>
<tr>
<td>☐ Get Patients from Registry or Enter Patient Registry</td>
<td>Critical for population management.</td>
</tr>
<tr>
<td>☐ Test and troubleshoot</td>
<td>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.</td>
</tr>
<tr>
<td>☐ Consider other options</td>
<td>Must read customizationhelp.pdf</td>
</tr>
</tbody>
</table>

### Typical Data Flow for HowsYourHealth Tools

1. Patient invited by Practice to participate in assessment
2. Patient completes assessment and receives tailored information—usually at home
3. Patient opts in to email results to practice and registry
4. Patient opts to store PHP locally or in “cloud”
5. Practice sent assessment results and an “Action Form”
6. Practices uses individual and summary information to help patient(s) and improve practice

**Means Mandatory**
## Implementing
HowsYourHealth.org

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

### Means Mandatory