



NY HEALTH
FOUNDATION

Improving the state of New York's health

Spreading Open Notes across New York State

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Program Officer

NYHealth & Consumer Empowerment

- Mission to improve the health of all New Yorkers, especially the most vulnerable
- Empowering Health Care Consumers priority area
 - Greater **transparency** of and access to health information
 - Engaging patients as **partners** in their care and health policymaking
- Open notes as key to Consumer Empowerment
 - Ensuring patients and caregivers have tools to **manage** their own care and **advocate** for themselves and their loved ones

NYHealth Support of Open Notes

Hospital Expansion

8 hospitals across the State expand open notes adoption

2017

“From Good to Great”

16 hospitals work to comply with information-sharing mandate and engage patients

2022

2016

Hospital Pilots

3 H+H hospitals share outpatient notes; NYP adopts open notes in ACO

2019

FQHC Expansion

6 FQHCs and other non-hospital settings implement open notes

Partnership with the OpenNotes national program to provide support, tools, and technical assistance

Spreading Open Notes Across New York State

New York has gone from among the worst to among the best in the nation in open notes adoption (pre-mandate)

Spreading Open Notes Across New York City



Spreading Best Practices

More than **1 million patients** reached using innovative strategies:

- Outreach specialists to contact patients and help them enroll in patient portal
- Patient navigators for older adults, non-English speakers, others
- Contracts with IT vendors to translate notes into other languages
- Clinician training programs
- Integration into quality improvement and patient experience programs
- Community-wide implementation across health systems

Technical Assistance and Learning Network

Monthly **technical assistance** sessions and coaching:

- Educating patients on their rights and how to access their notes
- Using notes as a patient engagement strategy
- Using effective approaches for writing notes
- Sharing notes in various settings (e.g., inpatient, behavioral health)
- Promoting best practices for maintaining patient privacy and confidentiality
- Addressing clinician concerns
- Helping clinicians, patients, caregivers make the most of notes
- Addressing issues with EHR and patient portal usability

Thank you!

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