

THE 5 PHASES OF THE PATIENT ENGAGEMENT FRAMEWORK



Inform Me

Engage Me

Empower Me

Partner With Me

Support My e-Community

1 INFORM ME

ALIGNED: EMERGING MEANINGFUL USE



A healthcare provider in this phase demonstrates basic levels of patient engagement with an emphasis on the use of simple tools that make healthcare more convenient and accessible. This also includes providing patients with standard forms, both printable and electronic, and information about advance directives, privacy and specific conditions.

2 ENGAGE ME

ALIGNED: MEANINGFUL USE 1



This phase is indicative of more mature patient engagement strategies and shows increased use of eHealth tools and resources. In this stage patients have access to their electronic health record, are encouraged to use fitness trackers and other eHealth tools, and are able to complete administrative tasks online.

3 EMPOWER ME

ALIGNED: MEANINGFUL USE 2



Providers in this phase demonstrate advanced patient engagement activities through substantive use of health IT. Attributes of this phase include use of secure messaging between patients and providers, integration of basic patient-generated data into EHR systems, online quality, safety and patient experience ratings, and participation in a health information exchange or similar effort to enhance care coordination between provider settings.

4 PARTNER WITH ME

ALIGNED: MEANINGFUL USE 3



This phase reflects providers who use health IT to make the patient a true partner in his or her care. Providers at this stage support patients with condition-specific management tools and access to care summaries. They also integrate significant amounts of ongoing patient generated data, such as preferences, self-care, wellness and home health device data, into their EHR system. Patient records are connected to public health reporting systems and coordination of care happens seamlessly across primary, specialty and acute care providers.

5 SUPPORT MY E-COMMUNITY

ALIGNED: MEANINGFUL USE 4+



This phase is the culmination of a provider's progress in fully leveraging and implementing eHealth tools to connect a patient with their full care team and support his or her care management both in and out of the healthcare setting. Tools and activities here include fully interoperable EHRs, record sharing among providers and non-provider members of the patient's care team, while granting patient access to privacy controls. At this phase, patients and caregivers are also provided with online community support from providers, opportunities for e-visits, and information like cost comparisons and outcomes reporting to help patients make more informed decisions about their care and treatment. Providers at this phase will likely be found participating in an accountable care or patient-centered medical home model.