

## To Get the Most Out of HowsYourHealth: Customization

- Your patients (or community respondents) will be able to respond to your custom options after entering the passcode when requested.
- You may also automatically enter the passcode for them if they enter from a howsyourhealth link from your personal website. Use the address:  
[http://www.howsyourhealth.com/cgi-bin/start.py?Q0x=YOUR\\_PASSCODE](http://www.howsyourhealth.com/cgi-bin/start.py?Q0x=YOUR_PASSCODE)

### Change Your Survey

**Compare Up to 10 Subgroups** for sorting information (for example Drs. A, B, C in your practice). A unique Quality Summary will be created for each subgroup. Communities/practices that wish to have a much more extensive list of subgroups (such as employers, practices, hospitals, etc) should contact the webmaster.

**Modify or add up to 5 questions** (three are yes/no; 1 is three response, 1 is 5 response). You can change over time. Make sure you keep track of the data because the response automatically appear in your summary data base and can be censored by date) for those 9-17, for those 18-69 and those older than 70

**Add an open-ended question** such as *“what do you suggest our practice do to make you care better?”*

**Add CAHPS.** (Note-increased patient response burden). The consumer assessment of health plans survey is a multi-item survey desired by some to look in greater detail at Access, General Communication, Doctor Rating and Doctor Communication about several problems, Doctor Style of Communication, Staff Courtesy, Patient Race and Education, and Shared Decision Making. You can add these questions in their entirety or randomly (to reduce response burden). (Except for style CAHPS domains are subsumed by HowsYourHealth items. Extensive analysis of the CAHPS compared to single item HowsYourHealth items reveals little “gain” in validity from multiple items. (Lynn Ho, MD; Adam Swartz, MD; John H. Wasson, MD. The Right Tool for the Right Job:

The Value of Alternative Patient Experience Measures. 2013. J Ambulatory Care Manage Vol. 36, No. 3, pp. 241–244). We recommend CAHPS be used randomly every year or so by practices that want to compare themselves to CAHPS national norms.

**Offer Pre-visit Medical Check.** (Note-Increased patient response burden). When activated, patients who respond to question “are you visiting the doctor within 2 weeks” can be asked additional questions that provide a “review of systems” and reason for visit. These questions can increase both the efficiency and billing of office visits. When activated these items are summarized on the Action Form for the clinical staff.

Are you bothered by problems/symptoms in any of the following areas. Check any that are new or bothersome.

Stomach or Bowel: sick to stomach, vomiting, abdominal pain, constipation, diarrhea, blood in stools

Heart: chest pain, heart 'pounding or skipping'

Eyes: double vision, sudden loss of vision

Lungs: cough, wheezing, shortness of breath

Sexual: impotence, irregular period, vaginal bleeding after menopause

Urine: frequent or painful urination, bloody urine

Feelings: depression, anxiety

Bones or Muscles: joint pain, muscle weakness

Skin: rash, changing mole, breast mass, new lumps or masses

General: fever, weight loss, extreme fatigue, excessive thirst, bruising and bleeding

Nervous system: headache, persisten weakness or numbness on one side of the body, falling

Ear, Nose, Mouth, or Throat: sore throat, runny nose, ear pain

**Include Family History.** Some employers interpret Federal regulations (wrongly we believe) as prohibiting questions about family history. This option allows elimination for family history. The default is inclusion of history of illness in family members before age 65.

**ADD COMMUNITY RESOURCES.** You may wish to offer direct connections for your patients to nearby resources. The common categories to which you may link are shown.



Offer Links to Special Resources



Local Links. Use General Category as default

Category	URL	Test URL	Description
General		<a href="#">Test URL (in new window)</a>	
General		<a href="#">Test URL (in new window)</a>	
Concerns about Weight, Exercise, Eating Right		<a href="#">Test URL (in new window)</a>	
Social Activity or Social Support		<a href="#">Test URL (in new window)</a>	
Stress, Emotional Support		<a href="#">Test URL (in new window)</a>	
Financial		<a href="#">Test URL (in new window)</a>	
Bad Habits (Smoking or excessive drinking)		<a href="#">Test URL (in new window)</a>	
Pain Management		<a href="#">Test URL (in new window)</a>	
Domestic abuse		<a href="#">Test URL (in new window)</a>	
Women's Health		<a href="#">Test URL (in new window)</a>	
Senior Services		<a href="#">Test URL (in new window)</a>	
General		<a href="#">Test URL (in new window)</a>	

Update Links

## **Choose Your Summary**

You can choose anonymous summary data for respondents by age group, range of dates, and illness burden. These options enable comparable comparison of results across practices and within a practice over time.

### **Request All Items and Practice Quality.**

All items are summarized in categories. In all Tables, "too few" indicates 6 or fewer measures in a cell. Measures are very stable when there are 60 or more; reasonably stable for 20 or more; and crude estimates when < 20. Data for all respondents are often sorted by age, gender and chronic conditions. This detailed listing enables clinical setting to specifically identify deficiencies. The best "scores" from the respondent perspective are obvious.

For adults aged 18-69 we add a summary based on categories that illustrate Important Processes and Desirable Consequence of primary care. We have also added categories that NCQA and other accrediting bodies prefer. The method for creating each category is described under the summary Table.

As a measure of equity of care, the many Tables list also lists a summary for patients who have financial problems. The difference should be less than 10 absolute points between them and the overall group.

**Open Ended and Harms List.** In the future clinical settings will be able to see verbatim responses to Open-ended questions (if activated as described above) in real time. Verbatim responses provided for patients who personally experienced health care related harms in the past year. Until this option is activated, Contact the Webmaster for your list.

## **Choose Patient Report**

**Email Action form/activate registry.** The E-mailed Action Form and Registry includes personal identifiers and key variables from HowsYourHealth. THIS OPTION MUST BE ACTIVATED if you want your patients/respondents to put information in the Registry and E-mail you their responses. The Registry enables sorting of patients and generation of lists for population management.

The patients/respondents are informed and must OPT IN for their information to be sent to a secure email destination designated by you and the HIPAA SECURE Registry. When you activate this option you will receive a description of the HIPAA Registry obligations of the secure service provider.

The notice for the patient reads as follows:

*If you would like to submit your information to your physician or health system by email you will have to identify yourself so that it is known who is sending the information. The information is kept in a secure, private file. Please fill out the form below and click the "Submit Info" button otherwise click the "Continue" button.*

*Email transmissions may be unencrypted. Although it is unlikely, it is theoretically possible for a third party to view your information while it is in transit to your physician. If you wish to send this information to your physician or nurse, choose "Submit Info".*

**HTML/TXT** If information is to be electronically sent the default format is HTML. However, TXT can also be chosen for import into an EHR.

**Consent for Research and Condition Management.** If you choose, you may ask users to participate in a condition management/research options. Users can submit their name and phone number at the end of the survey, which will be sent to you, along with their survey results in the registry. To use this function, you must also have configured your email address (see above). You will be asked to describe your 'invitation'. If it is research, you must explain benefits and harms of participation.

## **INFREQUENT OPTIONS**

**Update password.** If needed for security reasons.

**Update or review contact information.** So that you can be contacted about the status of your agreements with HowsYourHealth. We offer your information to no one.

**View Subscription.** You will be automatically contacted 1 month before your registration agreement is due. If you miss the deadline, you have a 2 week grace period.

**Request personal identifier.** Some users wish their patients/respondents to enter a specific number or code before beginning the HowsYourHealth survey.