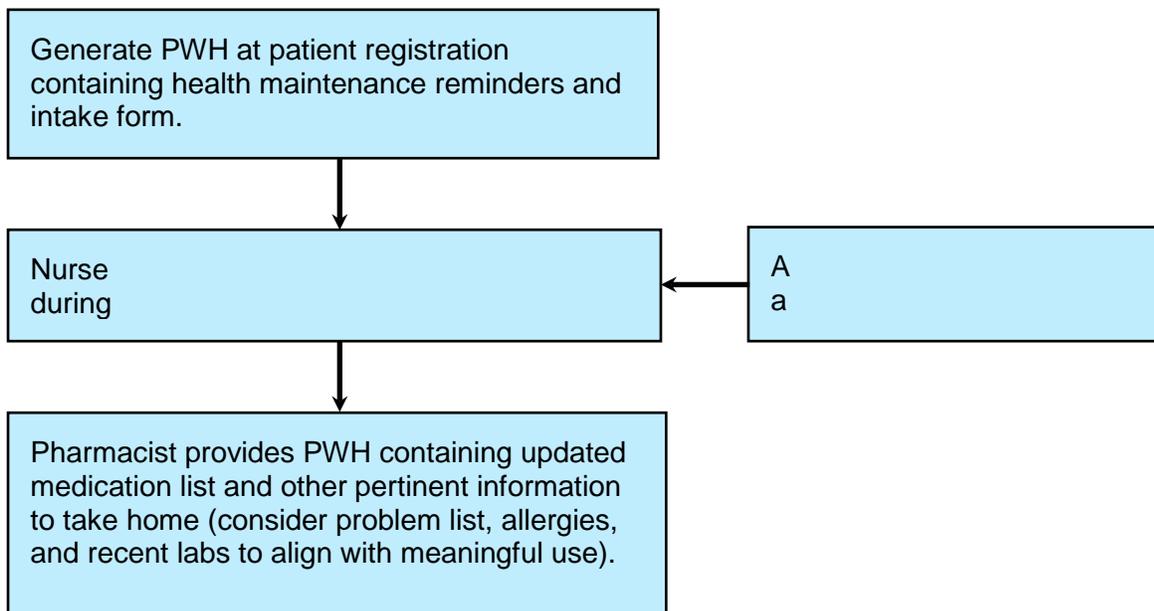**Tool 18: Patient Wellness Handout**

The Patient Wellness Handout (PWH) is a tool that provides patients with access to some of the information in their medical record. Information, education, and the delivery of preventive services improve patient health and facilitate communication between healthcare providers and patients. This results in improved patient outcomes.

Sample Patient Wellness Handout workflow:

The PWH is installed as a menu item under the Health Summary Maintenance Menu. To access the PWH menu, you must have two things: (1) the RPMS keys to access the PWH and (2) the PWH must be added to your RPMS menu. If you cannot find the PWH or if you are unsure if you have access to the PWH, talk to your RPMS site manager or computer operations department.

Generate PWH at patient registration containing health maintenance reminders and intake form.

↓

Nurse
during
←
A
a

↓

Pharmacist provides PWH containing updated medication list and other pertinent information to take home (consider problem list, allergies, and recent labs to align with meaningful use).

To quickly find the PWH, try typing: "^patient wellness"

```
         ************************************
         **      IHS Health Summary      **
         ** Health Summary Maintenance Menu **
         ************************************
              IHS PCC Suite Version 2.0

                  CIHA HOSPITAL


   PWH    Generate a Patient Wellness Handout
   DEF    Update Default PWH for a Site
   AAP    Print Asthma Action Plan
   MPWT   Create/Modify Patient Wellness Type
   TPWH   Number of PWHs Given to Patients Report
```

There are a couple of options in the PWH:
- PWH is used to print a PWH - this option is not reviewed in this document
- DEF is used to designate a default PWH that prints when the option is selected
- AAP isn't really part of the PWH, but it enables you to create, print, and save an **asthma action plan**
- MPWT is the menu option that is used to create or edit a PWH
- TPWH enables you to run many different kinds of reports on the number of PWHs printed

Update Default PWH for a Site

```
Select Patient Wellness Handout Menu Option: DEF Update Default PWH for a Site

This option is used to set the default Patient Wellness Handout for a site.

Select PCC MASTER CONTROL SITE: TEST HOSPITAL// <ENTER> IHS   TEST   01
NC
DEFAULT PAT WELLNESS HANDOUT: ADULT REGULAR// ?? <ENTER>

   Choose from:
   ADULT REGULAR
   CHRIS'S WELLNESS HANDOUT
   MEDICATION RECONCILIATION

DEFAULT  PAT  WELLNESS  HANDOUT:  ADULT  REGULAR//  ADULT  <ENTER>
ADULT REGULAR
```

Asthma Action Plan

An asthma action plan is recommended for all patients with asthma, especially those with moderate to severe persistent asthma. It is recommended that the asthma action plan be reviewed and updated at least yearly. Before printing the asthma action plan, you will need to know what the instructions are for patients when they are in the red or yellow zones.

```
Select Patient Wellness Handout Menu Option: AAP<ENTER>   Print Asthma Action
Plan

              *** Print ASTHMA ACTION PLAN ***

This option will produce an Asthma Action Plan that
can be given to the patient.


Select patient:  DEMO,PATIENT <ENTER>     <CWAD> M 03-22-1947 XXX-XX-0003
CI 1



Please enter the RED ZONE Plan for this patient, including medication name(s)
```

and instructions. If you don't enter anything, a blank line will be printed
on the form so that you can write in the medication name.

Enter Patient's Red Zone instructions: Take 2 puffs of albuterol inhaler every 5 minutes.
Take one prednisone 40mg tablet. Call the Emergency Room.

Please enter the YELLOW ZONE Plan for this patient, including medication name(s)
and instructions. If you don't enter anything, a blank line will be printed
on the form so that you can write in the medication name.

Enter Patient's Yellow Zone instructions: Take 2 puffs of albuterol inhaler every 5
minutes. Check peak flow in 15 minutes. If you are not in the green zone, call the
Emergency Department.

    Select one of the following:

        P   PRINT Output
        B   BROWSE Output on Screen

Do you wish to: P// <ENTER> RINT Output
DEVICE: HOME//<ENTER>   VT   Right Margin: 80//

TEST HOSPITAL   Today's Date: Jan 26, 2010
Patient Name: DEMO,PATIENT   Birth Date: Mar 22, 1947 Age: 62
_____
_____
My Doctor: Doctor Smith   Phone number: 555-867-5309
   Address: 1 Main Street Cherokee, NC 28734
My Pharmacy: Test Pharmacy   Phone number: 555-867-5309
My Contact person: Misus Demo   Phone number: 555-555-1234
_____
_____

Asthma Triggers
     DUST MITES   Documented on Sep 30, 2008
     AIR POLLUTANTS   Documented on Sep 30, 2008
     TOBACCO SMOKE   Documented on Sep 30, 2006

ASTHMA ACTION PLAN

Do your peak flow today. What is your number? What Zone are you in?
  0-224   RED ZONE [0-49% of Best Peak Flow]
  225-359 YELLOW ZONE [50-79% of Best Peak Flow]
  360-450 GREEN ZONE [80-100% of Best Peak Flow]

TEST HOSPITAL   Today's Date: Jan 26, 2010
Patient Name: DEMO,PATIENT   Birth Date: Mar 22, 1947 Age: 62

   Your Personal Best Peak Flow: 450 liters/minute on Oct 16, 2009

Follow these steps to control your asthma.
****

RED ZONE [49-0%] - Need Medical Help!!
Peak Flow less than 226 liters/minute
  OR
You are coughing, short of breath, and wheezing.
You have trouble walking or talking.
Your rescue medicine doesn't work.

Take 2 puffs of albuterol inhaler every 5 minutes. Take one prednisone 40mg tablet.
Call the Emergency Room.

Ask someone to bring you to the Emergency Room, call 911, or call your doctor.
****

YELLOW ZONE [50-79%]- Asthma is Getting Worse
Peak Flow is 225-359 liters/minute liters/minute
  OR
You are coughing or wheezing.
You are waking at night from your asthma.
You have some trouble doing usual activities.

Take 2 puffs of albuterol inhaler every 5 minutes. Check peak flow in 15 minutes. If you are not in the green zone, call the Emergency Department.

Keep taking your green zone medications. Check your peak flow readings
every few hours.

CALL YOUR DOCTOR or care provider IF:
1. You are in your yellow zone for more than 24-48 hours.
2. OR You need to use your reliever medication more than every 4 hours.
3. OR Your symptoms are getting worse.
****

GREEN ZONE [100-80%] - You Are Doing Well
Peak Flow is 360-450 liters/minute
  OR
You have no coughing, wheezing, or chest tightness during the day or night.
You sleep through the night without coughing, wheezing, or chest tightness.
You can do usual activities.

Take your long-term control medication every day.

Active Controller Medications
Fluticasone MDI Two puffs every 12 hours to prevent asthma symptoms

Active Reliever Medications
Albuterol MDI Two (2) puffs every six (6) hours as needed for breathing

Create/Modify PWHs

With version 2 of the PWH you can create a handout the same way you can create different health summaries by adding or removing different components.

Select Patient Wellness Handout Menu Option: MPWT <ENTER> Create/Modify Patient Wellness Type

This option will allow you to create a new or modify an existing
Patient Wellness Handout type.

Select HEALTH SUMMARY PWH TYPE NAME: TEST <ENTER>
  Are you adding 'TEST' as a new HEALTH SUMMARY PWH TYPE (the 5TH)? No// Y <ENTER> (Yes)
NAME: TEST// <ENTER>
LOCK: <ENTER>

Patient Wellness Handout: TEST

STRUCTURE:
Order Component

        Enter ?? for more actions

MS   Modify Structure   PH   Print Handout
DH   Display Handout   Q   Quit

Select Action:+// MS <ENTER>   Modify Structure

You can add a new component by entering a new order number and
component name. To remove a component from this PWH type select the
component by name or order and then enter an '@'.

Select SUMMARY ORDER: 10 <ENTER>
  Are you adding '10' as a new STRUCTURE (the 1ST for this HEALTH SUMMARY PWH TY
PE)? No// Y <ENTER> (Yes)
   STRUCTURE COMPONENT NAME: MEDICATIONS <ENTER>
  COMPONENT NAME: MEDICATIONS// <ENTER>

Select SUMMARY ORDER: 20 <ENTER>
 Are you adding '20' as a new STRUCTURE (the 2ND for this HEALTH SUMMARY PWH TY
PE)? No// Y <ENTER> (Yes)
  STRUCTURE COMPONENT NAME: ?? <ENTER> **This shows you all of the available components**

      This field specifies a component to appear on the health summary, in
      the order indicated by the SUMMARY ORDER field. A component must
      be specified for the entry in the STRUCTURE multiple to be created,
      and components are chosen from those present in the HEALTH SUMMARY
      COMPONENT file. Entering a question mark "?" will produce a list
      of the available components.

  Choose from:
   ACTIVITY LEVEL
   ALLERGIES
   ASK ME THREE QUESTIONS
   BLOOD PRESSURE
   CANCER SCREENING
   CHOLESTEROL
   DIABETES CARE
   HEIGHT/WEIGHT/BMI
   HIV SCREENING
   IMMUNIZATIONS DUE
   IMMUNIZATIONS RECEIVED
   MEDICATIONS
   PATIENT GOALS
   QUALITY OF CARE TRANSPARENCY REPORT CARD

  STRUCTURE COMPONENT NAME: ASK ME THREE QUESTIONS <ENTER>
 COMPONENT NAME: ASK ME THREE QUESTIONS// <ENTER>

Select SUMMARY ORDER: 30 <ENTER>
 Are you adding '30' as a new STRUCTURE (the 3RD for this HEALTH SUMMARY PWH
        TYPE)? No// Y <ENTER> (Yes)

 Select SEQUENCE: 10 <ENTER>

 Are you adding '10' as a new SEQUENCE (the 1ST for this STRUCTURE)? No// Y
        <ENTER> (Yes)
  SEQUENCE TRANSPARENCY QA MEASURE: ?? <ENTER>

  Choose from:
   ASTHMA MEDICATION STATUS
   DIABETES AND BP CONTROL
   DIABETES AND GLYCEMIC (A1c) CONTROL

```
   DIABETES AND LDL CONTROL
   FLU SHOT (INFLUENZA) VACCINE

   SEQUENCE  TRANSPARENCY  QA  MEASURE: ASTHMA  MEDICATION  STATUS
<ENTER>

   TRANSPARENCY QA MEASURE: ASTHMA MEDICATION STATUS
      // <ENTER>
  Select SEQUENCE:
```

Patient Wellness Handout: TEST

STRUCTURE:
Order Component
10   MEDICATIONS
20   ASK ME THREE QUESTIONS
30   QUALITY OF CARE TRANSPARENCY REPORT CARD
  Measures:
    10 ASTHMA MEDICATION STATUS

MS   Modify Structure   PH   Print Handout
DH   Display Handout   Q   Quit

Select Action:+// MS   Modify Structure

You can add a new component by entering a new order number and
component name. To remove a component from this PWH type select the
component by name or order and then enter an '@'.

If you add something but want to remove it, you can delete components from the PWH

Select SUMMARY ORDER: 30// 30 <ENTER>   QUALITY OF CARE TRANSPARENCY
REPORT CARD
  SUMMARY ORDER: 30// @ <ENTER>
    SURE YOU WANT TO DELETE THE ENTIRE '30' SUMMARY ORDER? Y <ENTER>
(Yes)

Patient Wellness Handout: CHRIS'S SECOND TEST

STRUCTURE:
Order Component
10   MEDICATIONS
20   ASK ME THREE QUESTIONS

```
MS   Modify Structure    PH   Print Handout
DH   Display Handout      Q    Quit
```

From this menu, you can generate a sample PWH to see how it will look

```
Select Action:+// DH <ENTER>   Display Handout
Select PATIENT NAME: DEMO,PATIENT <ENTER>

Patient Wellness Handout: TEST <ENTER>


My Wellness Handout                Report Date: Jan 26, 2010  Page: 1
----------------------------------------------------------------------------

********** CONFIDENTIAL PATIENT INFORMATION [CCL]  Jan 26, 2010 **********

DEMO,PATIENT   HRN: 1                   CHEROKEE INDIAN HOSPITAL
1 MAIN STREET                       CHEROKEE, NC  28719
CHEROKEE,  NORTH CAROLINA   28719       DOCTOR SMITH
555-555-1234                        555-867-5309

Thank you for choosing TEST HOSPITAL.
This handout is a new way for you and your doctor to look at your health.


_____
MEDICATIONS - This is a list of medications and other items you are
taking including non-prescription medications, herbal, dietary, and
traditional supplements.  Please let us know if this list is not
complete.

1.   AMOXICILLIN 250MG/5ML SUSP (150ML)
     Directions: TAKE 1 TEASPOONFUL BY MOUTH THREE (3) TIMES A DAY FOR
TEN DAYS

2.   ARTIFICIAL TEARS (PVA) 15ML        Rx#: 2787163 Refills left: 11
     Directions: INSTILL 1 DROP INTO AFFECTED EYE(S) FOUR TIMES A DAY IF
           NEEDED

3.   ASPIRIN= 325MG *EC* TAB        Rx#: 2847683  Refills left: 11
     Directions: TAKE ONE (1) TABLET DAILY; GETS FROM PHARMACYMAR

4.   CALCIUM ACETATE 667MG GELCAPS       Rx#: 2847605  Refills left: 11
     Directions: TAKE ONE (1) CAPSULE BY MOUTH THREE TIMES A DAY

5.   PHENYTOIN= 100MG CAP           Rx#: 2847606  Refills left: 3
     Directions: TAKE ONE (1) CAPSULE BY MOUTH THREE TIMES A DAY [CLINIC]
```

```
==========

Your prescription for these medications has expired.  You need to talk
with your prescriber to get a new prescription for these medications.

6.   ALBUTEROL NEB SOLN 0.083% (3ML) U/D     Rx#: 2847600  Refills left: 0
       Directions: USE 1 AMPULE INHL NOW
       Last date filled: USE 1 AMPULE INHL NOW       Expired on: JAN 14,2010

_____
ASK ME 3 - Every time you talk with a doctor, nurse, pharmacist, or other
health care worker, use the Ask Me 3 questions to better understand your
health.  Make sure you know the answers to these three questions:
1.  What is my main problem?
2.  What do I need to do?
3.  Why is it important for me to do this?
```

PWH Reports

The PWHs that are printed can be tracked and evaluated using the PWH tally report.
You can also see when patients got a PWH by adding a component to the health
summary - the health summary will show what type of PWH the patient received and the
date they received it.

```
Select Patient Wellness Handout Menu Option: TPWH <ENTER>  Number of PWHs
Given to Patients Report

This report will tally the number of Patient Wellness Handouts given to
patients.  The user will be able to tally based on handout type, location
date the handout was generated and user/provider who generated the handout.
Optionally, the user can produce a list of patients receiving the handout.




Enter beginning Date of Patient Wellness Handout:  T-180 <ENTER>  (JUL 30, 2009)

Enter ending date of Patient Wellness Handout:  T <ENTER>  (JAN 26, 2010)

Do you wish to run the report for a particular patient handout? N//<ENTER> NO

Do you wish to run the report for a particular location? N//<ENTER> NO

Do you wish to run the report for a particular provider/user? N//<ENTER> O


Do you want a list of patients? N// YES <ENTER>

    Select one of the following:
```

```
            N       Name of Patient
            P       Provider/User
            L       Location
            T       Type of Handout
            D       Date Handout Generated

How do you want the list sorted: N// Type of Handout <ENTER>



    Select one of the following:

       P       PRINT Output
       B       BROWSE Output on Screen

Do you wish to: P// <ENTER> RINT Output
DEVICE: HOME//  <ENTER> VT    Right Margin: 80// <ENTER>
```

```
********** CONFIDENTIAL PATIENT INFORMATION [CCL]  Jan 26, 2010 **********
            PATIENT WELLNESS HANDOUT TALLY
         Date Range:  Jul 30, 2009 - Jan 26, 2010
Handout Types Selected: All
Locations Selected: All
Providers/Users Selected: All
-------------------------------------------------------------------
LOCATION                                 #
-------------------------------------------------------------------

TEST HOSPITAL                          2000

 ADULT REGULAR                           1879

   LAST NAME, FIRST A                      204
   LAST NAME, FIRST B                       38
   LAST NAME, FIRST C                        6

Patient Wellness Handout            Report Date: Jan 26, 2010  Page: 11
-------------------------------------------------------------------------------
:HRN    Patient Name      Date    Type             Provider    Loc
-------------------------------------------------------------------------------

1    DEMO,PATIENT      01/26/10 TEST            LAMER,CHRISTOP CI
1235   LAST, FIRST        01/26/10 ADULT REGULAR     LAST, FIRST   CI
1235   LAST, FIRST        07/30/09 ADULT REGULAR     LAST, FIRST   CI

Enter RETURN to continue or '^' to exit: ^ <ENTER>

********** CONFIDENTIAL PATIENT INFORMATION [CCL]  Jan 26, 2010 **********
```