

Consumer Voices: Why Interoperability Matters

Bren Shipley, The Sequoia Project



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Who am I?

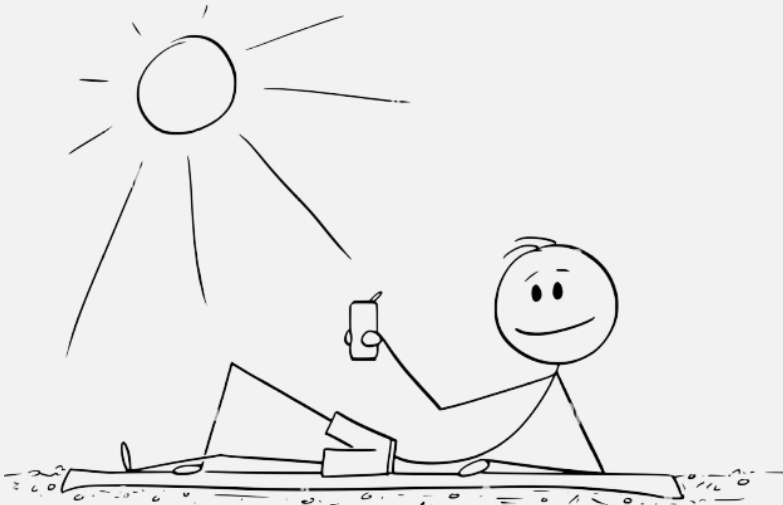
- Bren Shipley
- The Sequoia Project | Interoperability Matters Program Lead



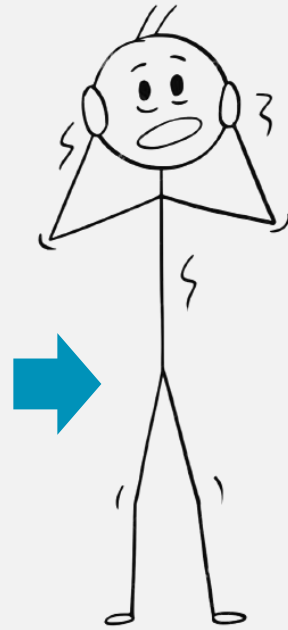
Contact

- During DevDays, you can find / reach me here:
 - Via Whova App – Speaker’s Gallery
 - bshiple@sequoiaproject.org
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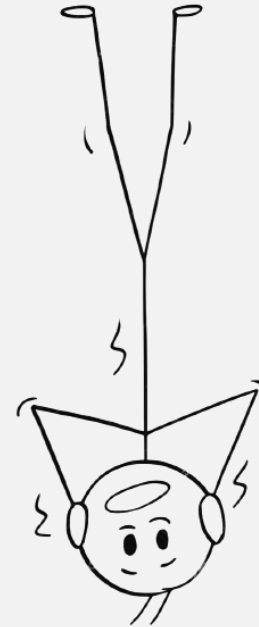
Patient-Centric Interoperability



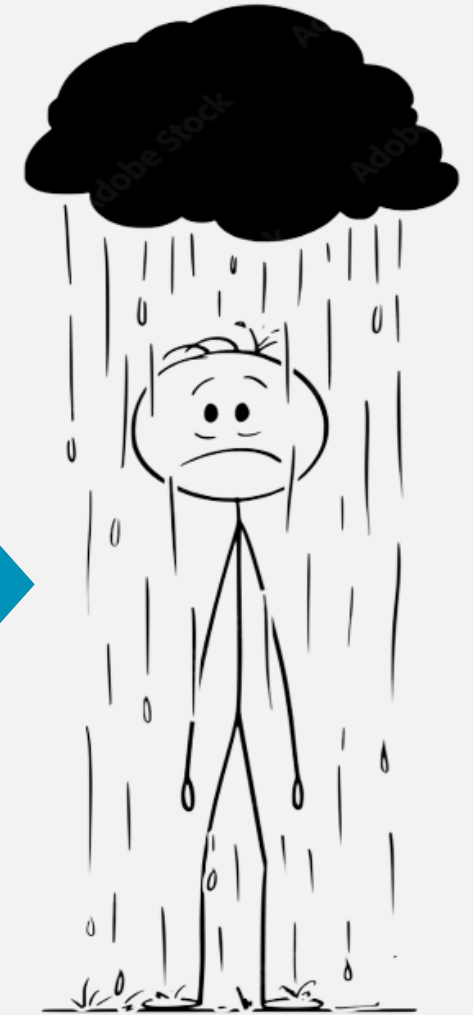
Living the dream



Whaaaat?!



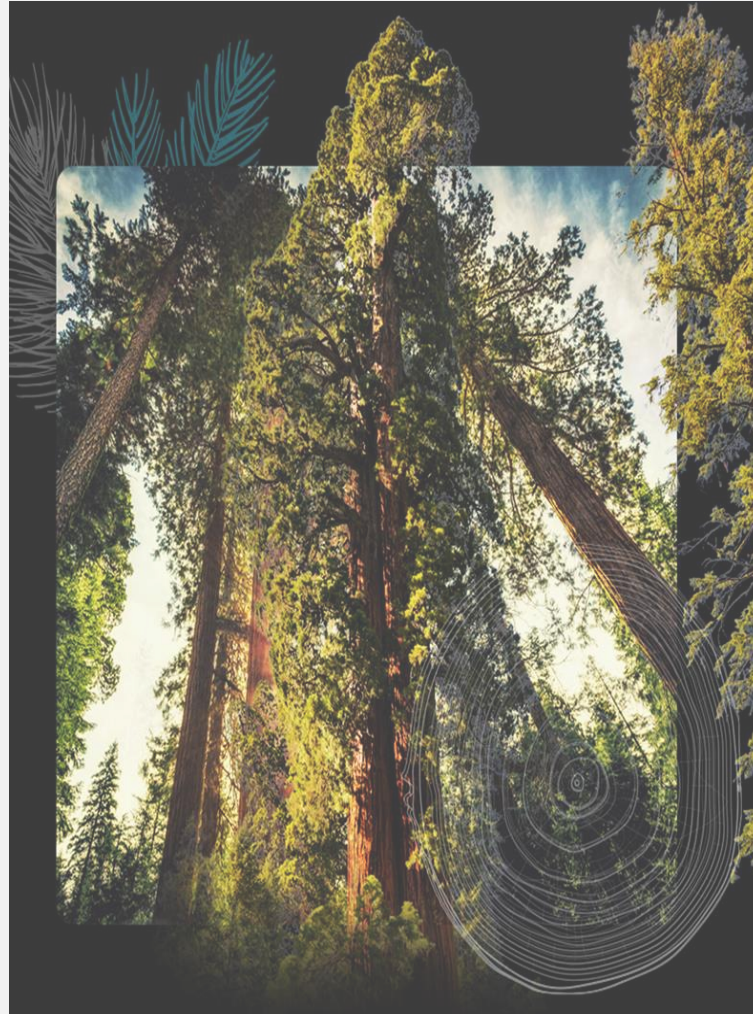
World upside down



Meet your end-user

The Sequoia Project

The Sequoia Project is a non-profit, with a public good mission to advance secure, nationwide sharing of health information to improve the health and welfare of Americans.



Elevating consumer engagement

The patient voice
was missing at the
interoperability
table.

Listen to
consumers.

Act on what we
heard.

Diverse
people.

Similar
experiences.

Consumer Voices



Accessing Health Records

Consumer Voices



Using Health Records

Consumer Voices



Sharing Health Records

Technology Exists to...

...fix **Access**

Managing health records across many providers and patient portals is a heavy burden for patients and caregivers.

It would be helpful if all records were in one place, including history and images.

...fix **Usability**

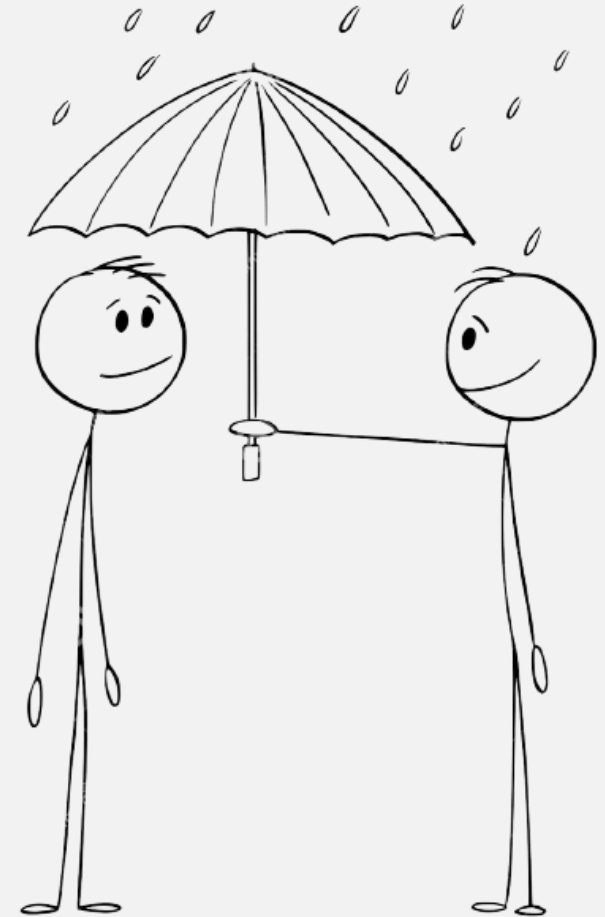
The letter of the law requires patient access to their records; the spirit of the law is to provide access to information they can use.

It would be helpful if reports posted to patient portals are written so that patients can understand them.

...fix **Sharing**

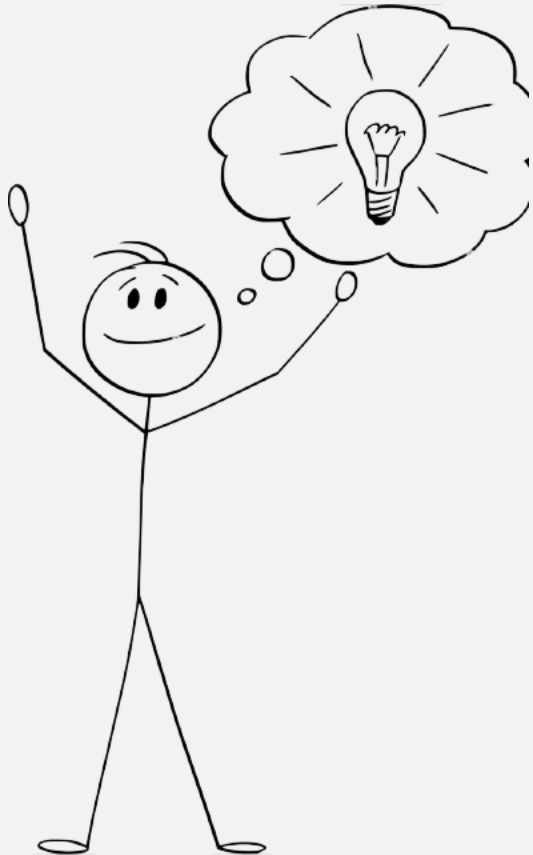
Patients are still driving to provider offices and filling out paper request forms to get their health records from one doctor to another.

It would be helpful if patients could self-determine and self-direct sharing of their health information from their patient portal.

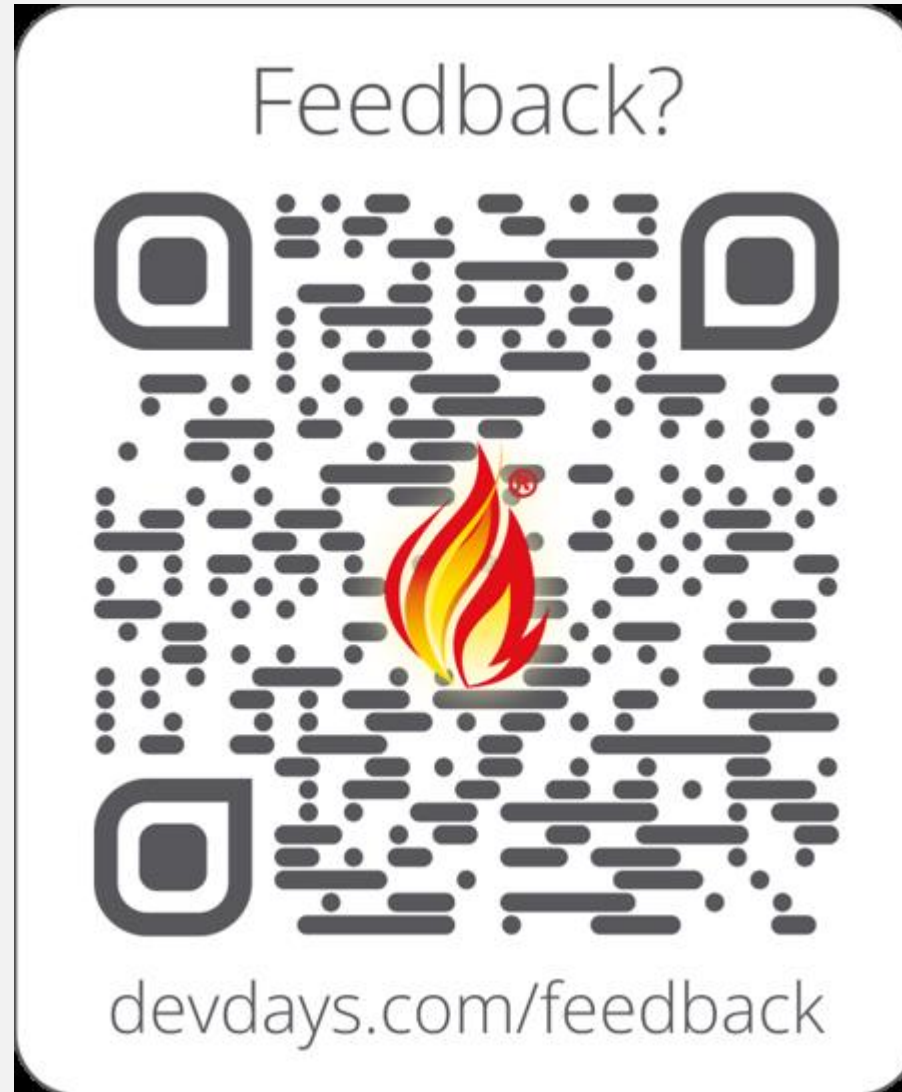


Want to participate to solve barriers to patient access?

<https://sequoiaproject.org/interoperability-matters/consumer-engagement-strategy-workgroup/>



Q&A



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