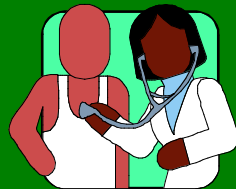


WE WANT YOU!!



GREAT HEALTH CARE BEGINS WITH YOU

PATIENTS



DOCTORS
NURSES
CARE-
MANAGERS



INTERNET

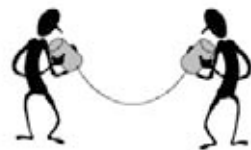


PHYSICIAN PRACTICE ALLIES

This newsletter explains how a few volunteer patients can help us make our health care great!

During the next four months volunteer patients are needed to help our doctors and nurses use a new internet health system. It is called **HowsYourHealth**.

HowsYourHealth helps our patients in **three ways**.



Second, it helps patients communicate better with their doctors and nurses.



First, it helps patients better understand their health problems and be more Health Confident. Health problems become less confusing. Health problems become easier to manage and control.



Third, it gives doctors, nurses and patients a way to identify and solve important problems and make health care better.

WHY PRACTICE ALLIES

Many people might think that they do not have the skills and “smarts” to help health professionals use **HowsYourHealth**. But they would be wrong!

Patients who want to help make health care great often have plenty of skills and “smarts” to do this.

And guess what? Practice Allies think like other patients and often find ways to use **HowsYourHealth** that your health care team might not have thought about.

TAKE THE QUIZ. COULD YOU BE A PHYSICIAN PRACTICE ALLY?

CHECK (✓) ALL THE BOXES THAT ARE CORRECT FOR YOU

- I really want to help make great health care.
- I want to learn about **HowsYourHealth** and how to make it work well
- People say I am good working with other people
- I get things done
- I use the internet at least 30 minutes a week
- I can volunteer 12 hours during the next 4 months

If you have checked all the boxes...we want to talk to you!!!



WITH
HOWSYOURHEALTH
COMPUTER FEAR IS A
THING OF THE PAST.

HOWSYOURHEALTH IS
EASY-TO-USE AND
READY-TO-USE WITHOUT
HASSLE.



BUT STILL...
HELPERS ARE NEEDED
SO THAT BUSY HEALTH
PROFESSIONALS AND
THEIR PATIENTS CAN GET
THE MOST OUT OF
HOWSYOURHEALTH

WHAT WOULD BE THE WORK?

We know that Physician Practice Allies really improve health care and make **HowsYourHealth** work well.

If you are interested in becoming a Practice Ally here is information you need to know.

Our clinic will need up to two Physician Practice Allies for each of our physicians. They will:

- Understand HowsYourHealth.
Use it, view the videos and read the information about how to get the most out of **HowsYourHealth**.
2 hours
- Meet with the health care team (of doctors or nurses) when needed.
6 hours

- Help some patients and the office team use **HowsYourHealth**.
2 hours

- Share ideas with other great care helpers about what is working and not working.
2 hours

After the four months Physician Practice Allies often use their new skills and “**HowsYourHealth** smarts” to stay involved in healthcare improvement. We look forward to working with you.

Introduction: Why Would a Primary Care Practice Want a Physician Practice Ally?

Office practices are designed to serve patients and follow the Hippocratic Oath that says, “first, do no harm”. This is not very complicated mission...at least in theory. However, the potential strengths of primary care practice in the United States are currently being weakened by a lot of “other stuff”.

Welcome to the Office.
I'd like you to meet the insurance
brokers, lawyers, government
regulators, bankers, LPNs, RNs,
MAs, PAs, NPs, OTs, PTs, MDs, CFOs,
CEOs, billing clerks, receptionists...



The “other stuff” is strangling many primary care practices. In particular, smaller primary care practices need help meeting an aging population’s needs while also meeting ever-increasing paperwork and regulatory demands. That is why many physicians are not practicing in primary care and small practice in the United States is nearing extinction.



When someone needs help, allies and helpers are needed. Allies like you offer great promise for primary practices because of:

- Who you are!! You have been selected because you are a trusted person who wants to help others and you have the time and interest in learning about new methods to assist your small primary care practice. You also view the issues we've outlined above from a unique and important viewpoint. You can make a big difference.

- What you will do!! Physician Practice Allies volunteer to help practices take advantage of HowsYourHealth.org. This technology family increases practice efficiency and effectiveness by immediately placing

doctors and patients “on the same page”. Moreover, the technologies provide patients many opportunities to become more confident in being able to manage and control important health problems and concerns.

- What you and the technologies can do!! These technologies often help practices exceed regulatory requirements. Practices improve their care and garner benefits by having improved care.

The following sections describe what you will need to know and do to be an effective Physician Practice Ally.

Section 1: Understand how the technologies works.

If you have a “smart phone” you know that you can never learn all that it can do at one time. You learn by doing. Similar to a “smart phone” HowsYourHealth.org technologies offer many applications.

Section 2: Understand Health Confidence.

This is a short section, closely linked to Section 1.

Section 3: Understand Practice Culture and Your Checklist of Work

This section describes the typical practice cultural issues. This section also provides a checklist of steps you and the practice need to follow. These steps are based on the experience by many practices.

After you have completed this section you should be ready for the first group call with other Physician Practice Allies. Attachment One includes a sample agenda and slides for a practice presentation. This presentation is usually scheduled soon after the first group call.

We strongly suggest that you look through pages 1-30 and 45-54 of the How's Your Health HowsYourHealth book offered on the front of the HowsYourHealth.org website. Take the fun quiz on pages 28-29. These pages summarize “same page” care, “health confidence” the culture of a typical primary care office practice.

Section 4: Practice Improvement

By the time you reach this section you have had a practice presentation and the practice should be using HowsYourHealth. Your summary data should have 30 responses or more. This many responses will show trends. The trends will stimulate interest in improving care...this is the gold at the end of the data rainbow.

On the second group phone call you will be comparing your experience and your practice's patient responses to those from other practices. Ideas for HowsYourHealth and practice improvement will be identified. Tests will be suggested and the results reported on optional group calls and emails.

Optional Attachment Three contains an overview of Basic Principles for Practice Improvement.

Section One: Using HowsYourHealth.org



HowsYourHealth.org (or HealthConfidence.org) is available for free (with no advertising) to help small primary care practices and their patients.

HowsYourHealth.org has evolved over several decades in response to use in many clinical and community settings. HowsYourHealth asks questions tailored to a user's characteristics and needs and summarizes the data from the responses into useful information; information that can be acted on by the user and health professionals. Additional "tools" are available to increase the likelihood that the actions will result in better health and health confidence.

What is it? A Family of tools/applications/resources that:

Enhance "Same Page" Care

- Patient assessment tools
- Health action packages
 - Personal Summary
 - Condition Management Form
 - Action Form for Clinicians
- Patient resources
- Customization tools

Enhance Health Confidence

- Problem solving tools
- Personal health plan
- Behaviorally sophisticated patient registry

Enable More Efficient and Effective Care; Meet Regulatory Requirements

Most of the above applications and summary data for before-after comparisons.

To understand the components and function of HowsYourHealth you should:

i) briefly review the following information in the “About” section of www.howsyourhealth.org/www.healthconfidence.org:

- Background on HowsYourHealth
- Common Questions and registering for HowsYourHealth
- Must Read to get the most out of HowsYourHealth
- Utilizing:
- Your Summary Report

ii) use the code xxx000 (password is “test”) to complete HowsYourHealth; once as yourself and once as a person with several chronic diseases. Examine the output and test different links within it. Save the action form and the personal health plan on your computer (preferably as HTML documents). See how you can open them later.

iii) Register your Practice at www.HowsYourHealth.org

iv) plan a presentation to all staff to explain who you are and what you will be doing. A sample agenda and slides are included in Attachment One. Review the slides now. Do’s and Don’ts for presenting the information are also included with the slides.

LIMITATIONS

For Physician Practice Allies: Do not expect that you will thoroughly know or understand all components and functions of HowsYourHealth.org. If you ever feel overwhelmed talk to your practice contact or email the webmaster on the website.

For the Physicians and Practice Staff: They will learn by doing. For example, most clinicians do not “get” how to use the patient action form until they have used it for at least three patients.

For the Patients: The Problem Solving Component of HowsYourHealth is a particularly useful addition to the feedback from HowsYourHealth to patients. However, no patients, at one sitting, can be expected to absorb or even view all the information tailored to their needs. Therefore, the Personal Health Plan should be recommended for use and updating over time as they view HowsYourHealth information and change their plans.

Section 2: Understand Health Confidence.

Health confidence refers to your confidence that you can manage and control most of your health problems. Health confidence is based on:

- Your knowledge about your health problems
- Your skills in keeping yourself healthy
- Your belief in your ability to take an active role in your health care.

When clinics or community organizations help patients increase their health confidence, there are several benefits. Patients who are more health confident:

- ❑ Make better health choices and have better health. They get the medical care and health information they need. They ask questions and follow directions from their doctor. They have better health outcomes, like lowering their weight, blood pressure, and cholesterol to healthy levels.
- ❑ Have better health care experiences. They have good relationships with their doctors. They talk to their doctors more outside of the office. They report that getting health care is a positive experience.
- ❑ Have lower health care costs. They are less likely to be hospitalized or visit the emergency room.



MEASURING YOUR HEALTH CONFIDENCE:

On a scale of 0 to 10, how confident are you that you can control and manage most of your health problems?



An Example of a "Wall Poster" that can be placed in office settings.

Section 3: Understand Practice Culture and Your Checklist of Work

The Culture Of A Typical Primary Care Practice

- Most clinical practices will not have had experience with an Ally (Helper) like you. It will have to establish an efficient way to communicate with you.
- Clinical practices staff seldom, if ever, can expend much time or effort to understand the many components and functions of a new technology like HowsYourHealth. Practice staff learn by doing. You will gradually lead them in their discovery of HowsYourHealth components and functions.
- The clinical practice will be very protective of its patients' information. Although putting HowsYourHealth.org into a practice does not put you in contact with patients or patient information you will have to be very cautious about possible breaches of patient confidentiality.
- Most clinical practices have always provided care in the office setting. It may not be prepared to engage patients at home using email (from HowsYourHealth).
- Office practices are very busy places with set ways of doing things. For the practice to take advantage of HowsYourHealth.org it will have to be "built in" to its usual care. You and the office staff may find the usual care will have to change somewhat to best accommodate regular use of HowsYourHealth.

Your Checklist

By now you and the practice physicians and staff should review the checklist in order to identify activities done, deferred, or missed. The "mandatory" recommendations are based on many years of practice experiences ---omission of mandatory recommendations is not recommended. Your activities should be "checked" by you with the practice staff so that they agree with and understand what you are going to do.

After you have completed this section and completed your checklist you should be ready for the first group call with other Physician Practice Allies.

BUMPS IN THE ROAD

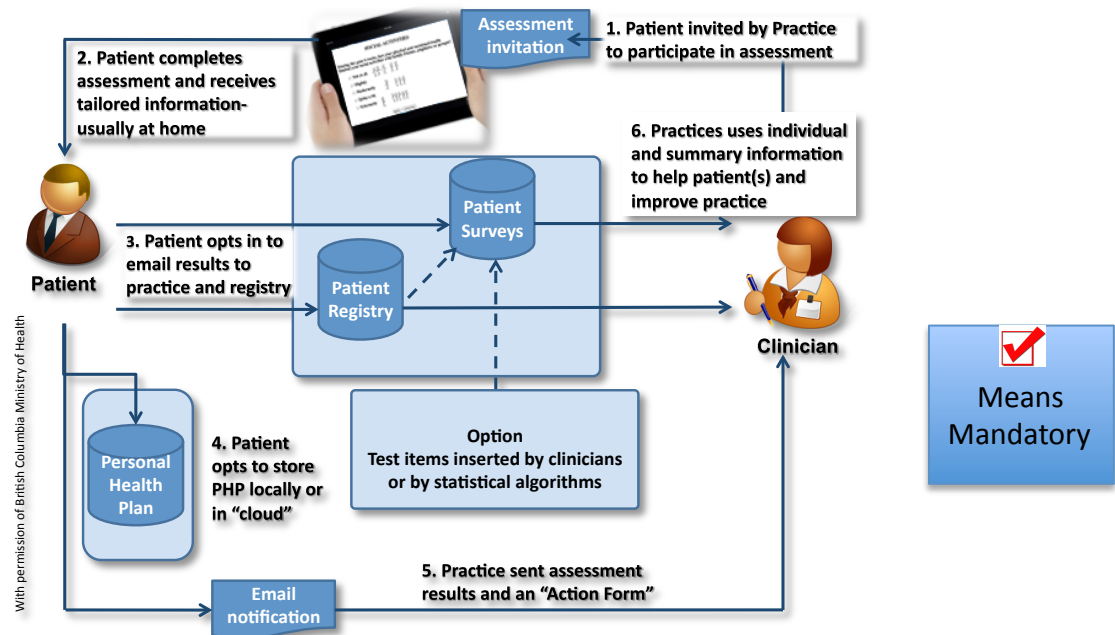
Physician Practice Allies invariably confront difficulties or barriers that impede efficient and effective use of HowsYourHealth. Solutions are usually available from several sources:

- A member of the clinical practice team*
- Another Practice Ally. For this reason we STRONGLY ENCOURAGE EACH PRACTICE TO IDENTIFY A PAIR OF PRACTICE ALLIES to work as a team*
- Practice Allies in other clinical practices. For this reason conference calls are scheduled.*
- The HowsYourHealth.org team. Use the Webmaster contact for rapid responses.*

Please remember, if the checklist is followed closely success is practically guaranteed.

Using HowsYourHealth.org

FUNDAMENTALS	KEY COMMENTS
<input checked="" type="checkbox"/> Go to www.howsyourhealth.org .	About, Ordering, Utilizing
<input checked="" type="checkbox"/> Register	Retain your passcode and password
<input checked="" type="checkbox"/> Sponsor customizations	The brief video and instructions are very useful to orient you to the options.
<input type="checkbox"/> Passcode bypass info at top customization page	
<input type="checkbox"/> Change survey options	
<input checked="" type="checkbox"/> Request All Items and Quality or Enter Sponsor Summary Report	You and your staff will use this summary to monitor use and practice performance. Establish who has access.
<input checked="" type="checkbox"/> Email action and activate registry	You must have an email address for patients to send you their results. Establish who has access. Watch out for firewalls that will not grant email access to "outsiders"
<input type="checkbox"/> Get Patients from Registry or Enter Patient Registry	Critical for population management.
<input checked="" type="checkbox"/> Test and troubleshoot	Once set up you should act like a patient, make sure any optional questions appear and email results to yourself to document that registry and summary are functioning. Most common cause of failures – an institutional firewall.
<input type="checkbox"/> Consider other options	That's usually enough for the first pass!!



Implementing HowsYourHealth.org

People	Key Functions
<p>Health Professional</p> <p>At least one per clinic Time estimate: Fits Workflow</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Learn about HowsYourHealth – take the survey so you see the types of questions asked <input type="checkbox"/> Assist with Patient Helper selection <input checked="" type="checkbox"/> Determine the role to access the patient survey from the inbox <input checked="" type="checkbox"/> Establish protocol for inviting patients to take the survey: STRONGLY RECOMMEND TWO WEEKS BEFORE A SCHEDULED VISIT (FOR A ‘CHECKUP’ IS BEST) <input checked="" type="checkbox"/> Review the patient survey and use the information as appropriate for the office visit <input checked="" type="checkbox"/> Review aggregate report for patient panel <input type="checkbox"/> Identify areas for improvement <input type="checkbox"/> One provider participates on “Talk with Others”
<p>Office Staff Leader</p> <p>One per clinic Time estimate: 4 hours per month during set-up</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Learn about HowsYourHealth – take the survey so you see the types of questions asked <input checked="" type="checkbox"/> Facilitate orientation and activities of Patient Helper <input checked="" type="checkbox"/> Facilitate logistics of patient invitation to complete survey and reminder process <input checked="" type="checkbox"/> Facilitate logistics of retrieving the survey from inbox into the patient record for the office visit or provider review in advance <input type="checkbox"/> Review aggregate reports and identify areas for improvement <input type="checkbox"/> Participate on “Talk with Others”
<p>Patient as Helper</p> <p>1-2 per professional Time estimate: 6-12 hours over 3 months</p>	<p>Selection (Can be staff, volunteer or current patient)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Completes Patient Helper newsletter criteria <input type="checkbox"/> Used the tool and navigated the site <input type="checkbox"/> Commits to 2 – 4 hours per week X 3 months <p>Activities (Can vary. May be similar to Staff Leader)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Attend Patient Helper calls OR “Talk with Others” <input type="checkbox"/> Completes implementation and customization steps <input type="checkbox"/> Assists practice team with invitation and support of patients <input type="checkbox"/> Contact patients for reminders to complete the tool
<p>Patient-Professional Interaction</p> <p>Every completed HYH Time estimate: Fits workflow</p>	<p>Patients routinely invited every 1-2 years to complete the HowsYourHealth survey using the clinic code</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Invite patients 2 weeks before a scheduled visit <input type="checkbox"/> Aim for 2 patient invitations/provider/day <input type="checkbox"/> Possible reminder to complete the survey <input type="checkbox"/> Suggest that patients select the “email to office” option <input type="checkbox"/> Print report and attach to professional record at visit <input checked="" type="checkbox"/> Thank the patient on arrival for completing the survey



Section 4: Practice Improvement

Practice Allies offer two extraordinary benefits to a clinical practice:

- ❑ A capacity as a patient to identify issues in the practice that may not be obvious to those who work there; and
- ❑ An understanding of a multi-functional technology that will increase “same page” care and patient health confidence.

A Practice Ally may also be able to offer the capacity to accelerate practice improvement by:

- ❑ Offering insights as a patient
- ❑ Knowing how to use HowsYourHealth data to identify issues and monitor change over time

The practice might be able to eventually use the results of the improvement activities to fulfill recertification requirements and attain quality incentives.

The attached materials in Attachment Three are optional. However, they offer well-tested tools and techniques that have greatly improved many office practices.

Attachment One

HowsYourHealth.org/HealthConfidence.org
_____, Practice Ally
_____, 201_

I. Opening remarks - Dr _____

II. A bit about us and our responsibilities as your Practice Allies/Helpers

III. What you will learn today:

- **What is HowsYourHealth/HealthConfidence.org**
- **The output you and the patient will see**
- **The type of customizations we can do**
- **What you need to do before our patient start date**
- **Practices and providers learn by doing – cell-phone analogy**

HowsYourHealth.org/HealthConfidence.org

What is it? A Family of tools/applications/resources that:

Enhance “Same Page” Care

**Patient assessment tools
Health action packages
Patient resources
Customization tools**

Enhance Health Confidence

**Problem solving tools
Personal health plan
Behaviorally sophisticated patient registry**

Enable More Efficient and Effective Care; Meet Regulatory Requirements

Most of the above and summary data for before-after comparisons

Congratulations

Your Checkup is Now Complete
✓ Means That You Have Seen
Choose Any Button To Review Now
Save Your Personal Plan to Review Later

✓ Your summary

Thank you for completing the Check Up. This summarizes possible health concerns and problems in four areas. You or a health professional may wish to address them.

1. **HABITS AND BEHAVIORS:** Based on your responses to the questions you had some life style and behaviors that can harm you now or cause you problems in the future.

- ◊ You may wish to quit smoking.
- ◊ You may wish to exercise more regularly.

Over the next two months you said that you might like to work on exercising more regularly and that you are somewhat confident of success.

2. **HIGH COST and FALL RISK:** This score is based on your medical and hospitalization history, possible side effects of medicines, your rating of available information, and your confidence in managing important health problems. Your risk for being admitted to the hospital or having to use the emergency room in the future seems to be higher than many people. Your risk of falls is normal.

3. **CARE QUALITY AND YOUR CONFIDENCE:** Your answers to the Check Up suggest that there may be opportunities to improve your healthcare and your ability to manage your health. If there are any areas of your healthcare that you feel should be improved, discuss them with your doctor or nurse during your next visit.

4. **PREVENTION:** You report that these recommended preventions have been done,

- ◊ Had a pap test for cervical cancer
- ◊ Examined your own breasts for cancer
- ◊ Good education about the advantages and disadvantages of hormones for menopause

You report that these recommended preventions may not have been done,

- ◊ Not had a doctor or nurse examine your breasts for cancer

Based on your age and health, recommended immunizations are: "flu", and possibly pneumonia; you should have had MMR, DPT.

Over the next five years, many of these recommended preventions may have to be repeated. For a list of what your recommended preventions might be in the future go to HealthFinder.gov and enter your future age.

You can play an important part by having good communication with your doctors and nurses and knowing what to do about your problems and health. Please read the "chapters" below at any time by just clicking or choosing them.

- [Risks: What Are My Chances?](#)
- [Exercise and Eating Well](#)
- [Health Habits and Health Decisions](#)
- [Common Medical Conditions](#)
- [Feeling and Emotional Care](#)
- [Pain](#)
- [Tiredness and Sleep Problems](#)
- [Women's Health](#)

Use the [Problem Solving](#) tool to deal with a problem.

Output 1

✓ Your summary

✓ Your Management Form and Diary

Condition Management Form

Persons who have conditions or diseases like yours can GREATLY improve their health and their medical care by three simple steps.

1. Learning about how the care you have been getting might be made better.
2. Learning if there are things you should be aware of.
3. Keeping track of your condition by writing down a few measures from week to week.

You have the following disease(s) or condition(s):

- Heart Problems
- Diabetes

Your care of these conditions may have been made difficult because of:

- not much assistance helping you live with the condition(s)
- possible medication problems

Heart or blood vessel issues:

Diabetes issues:

- In the past four weeks your blood sugar was higher than 160(US), 8.9(Canada and Europe) or lower than 100(US), 5.6(Canada and Europe)
- You have not received good education about:
 - ◊ foot care
 - ◊ adjusting medications

Things you should be aware of:

- aspirin each day recommended if blood pressure in control
- spironolactone or "converting enzyme inhibitors" for heart failure
- "beta blocker" first year after heart attack
- cholesterol less than 200(US) 5.1(Canada and Europe)
- blood levels of "sugar-hemoglobin" and LDL cholesterol as near normal as possible
- fasting blood sugar between 80-140(US) 4.4-7.8(Canada and Europe)
- "converting enzyme inhibitors" may prevent kidney problems
- daily checking feet for cuts or sores and eye exams at least every year are very important

✓ Your summary

Print this action form and take it to your doctor to improve the medical care you receive. This form is intended for your doctor or nurse.

Your (Patient) Name: _____

✓ Your Management Form and Diary

Date: 2014-06-21 Age: 50-64 Gender: Female BMI: 28.3

PATIENT ASSETS

FUNCTION	HABITS	KNOWLEDGE	PREVENTION
Daily Activities - Little difficulty Social Activities - Slight limitations Social Support - Quite a bit Physical Fitness - Very heavy	Generally avoids accident risks	Hormones for menopause	Had pap test Does breast self-exam Education about menopause and hormones

✓ Your Action Form

PATIENT NEEDS

FUNCTION (*italics = clinician unaware*): Difficulty with feelings; Difficulty with pain
SYMPTOMS/BOTHERS: Headaches; Drinking/Tobacco; Breathing trouble; trouble sleeping; Medications maybe making ill
CONCERNS OR FAMILY HISTORY: Exercise/nutrition needs
HABITS: Smoker interested in quitting; Not Exercising regularly; Unhealthy eating
PREVENTION: Lacks essential money; More than 3 medications; Possible relationship problem; No breast exam
IMMUNIZATIONS: "flu", and possible pneumonia, should have had MMR, DPT, Varicella (if not immuno-compromised).

RISK CONSIDERATIONS

Chronic Diseases: Heart trouble/arteries; Diabetes

Risks for Hospital Use: This is based on medical and hospitalization history, possible side effects of medicines, patient history of variable information, and patient confidence in managing important health problems. Patient risk for being admitted to the hospital or having to use the emergency room in a few years seems to be in the middle category of risk. Risk of falls is normal.

Confidence to Self-Manage: Not very confident

Risk Reduction Planned for next 2 months: exercise more regularly but patient is only somewhat confident of success.

SUGGESTED READING AND EDUCATION

- [Risks: What Are My Chances?](#)
- [Exercise and Eating Well](#)
- [Health Habits and Health Decisions](#)
- [Common Medical Conditions](#)
- [Feeling and Emotional Care](#)
- [Pain](#)
- [Tiredness and Sleep Problems](#)
- [Women's Health](#)

✓ Your summary

✓ Your
Management Form
and Diary

✓ Your Action
Form

✓ Improve Your
Health Confidence

Use These Tools To Become More Confident In Managing Your Health

Problem Solving and Changing Habits

Making Important Health Decisions

Readings, Best Web Links, Risking It All

Health Confidence: Learn With Others BLOG



[Take a Facebook Based on Thousands of How's Your Health Users](#)

Building Confidence 1

Continue

✓ Your
summary

✓ Your
Management
Form and
Diary

✓ Your
Action Form

✓ Improve
Your Health
Confidence

✓ Your
Personal
Health Plan

YOUR PHP (PERSONAL HEALTH PLAN) BEGINS ON THE NEXT PAGE

It has in it most of the information from your Check Up and also copies of the Test Results you can review whenever you wish. Save it, send it, change it whenever you wish.

It's easy: Start by exploring the report. Each section has a "View" button at the top.

Click the "Edit PHP" button at the bottom to start adding information that's important to you.

It can be shared: by saving it to your computer, on your USB stick or storing it securely on line.

It can be used by your GP: share it and ask them to add to "Professional Comments".

It changes with you: Update your saved information at any time by choosing "Edit PHP".

Continue

How's Your Health Personal Health Plan (PHP)



Report Created: Undated
No history

Instructions

Me and My Health
Needs

Emergency and
Medications

Prevention

My Health Goals

Professional
Comments

It's easy: Start by exploring the report. Each section has its own Tab Button at the top.
Click the "Edit PHP" button at the bottom to start filling in information that's important to you.
It can be shared: by saving to your computer, your USB stick or storing it securely online.
It can be used by doctors or nurses: share it and ask them to add to "Professional Comments".
It changes with you: Update your saved information at any time by choosing "Edit PHP".

Edit PHP

Save PHP on Computer

Email My PHP

View Earlier PHP

TEXT PHP for Medical Record Import

Update (Merge) Existing PHP

How's Your Health Personal Health Plan (PHP)



Report Created: Undated
No history

Instructions

Me and My Health
Needs

Emergency and
Medications

Prevention and Health Goals

Professional
Comments

Preparing for Health

My Goal for the next two months is...

I wish to exercise more regularly.

How confident are you that in two months you will be successful?

Somewhat confident

Building Confidence 2

Instructions	Me and My Health Needs	Emergency and Medications	Prevention	My Health Goals	Professional Comments
Confidence and Possible Risks					
How confident are you that you can control and manage most of your health problems?					Not very confident
Are you a smoker?					Yes, and I might quit
During the past TWO YEARS, how often have you been told that you should cut back drinking alcohol?					Never
In the past TWO YEARS have you had a test for fat (cholesterol) in the blood?					Yes
In the past TWO YEARS have you had a test for cancer of the bowel?					Yes
Frequency of healthy meals.					Most of the time Healthy
Do you fasten your seat belt when you are in a car?					Yes, almost always
Female Specific					
In the past TWO YEARS have you had a pap test for cervical cancer?					Yes
In the past TWO YEARS have you had a doctor or nurse examine your breasts for cancer?					No
In the past TWO YEARS have you ever touched your own breasts for cancer?					Yes
In the past TWO YEARS have you had a mammogram for breast cancer?					Yes
In the past TWO YEARS have you had good education about the advantages and disadvantages of hormones for menopause?					Yes
Medical Conditions					
Heart trouble or hardening of the arteries					
(Sugar) Diabetes					
In the past year have you been in the hospital or visited an emergency room because of any of these problems?					No
In the PAST YEAR did you stay in a hospital overnight or longer?					No

Building Confidence 3

In addition to receiving the Action Form from patients, the two critical components of HowsYourHealth for a clinical practice are the summary output and the registry.

The summary form is accessed from the About Section of HowsYourHealth (Summary or Customization). It provides a Summary of the Summary and each question from HowsYourHealth categorized by age group, gender, common conditions, and financial status). At the end of the summary responses to customized questions by the practice are listed. The summary data can be censored within certain dates (for “before-after” comparisons) and also by illness burden (for comparing results of similar patients among clinical practices).

	All Records	Income Problems
Patient-Centered Processes	314	86
Single Measure for Patient Centered Medical Care	14.61	3.77
Medical Home	43.89	23.81
Interaction Style	23.57	7.14
Very Good Communication for Chronic Disease	32.64	22.4
	All Records	Income Problems
Desirable Consequences	314	86
Aware of Function Limits	32.18	22.4
Patient Confidence		
Practice Benchmark		
Wellness Activities		
No Hospital or ED use for chronic		
Meds not making ill		

**Real-time
Response Summaries**

Detailed example for Diabetics

Measure	Range for Patients 19-69 and 70+
Very Good Communication	75-79
Helped to Live with Condition	67-75
Very Good Information about Eye Care	50-75
Very Good Information about Foot Care	37-38
Very good Information about Adjusting Doses	50-74
Confident with Self-Management	38
Home Blood Sugars Often/Always 80-150	44-63
Last Blood Sugar over 140	13
Last Blood Sugar over 200	0-15
BMI > 30	13-25

The HowsYourHealth Registry Your Patients Do the Entry: Together You Do the Management

Why?

Needed is a non-labor intensive, behaviorally sophisticated registry to improve condition management and patient self-management. The data included is intended not to be exhaustive; rather, the data is intended to be actionable.

Work needed?

- o Set up in HowsYourHealth customization/administrative section and email address for your patients to send you their results.
- o Sign the Business Associates Agreement with Venix to store the information in a HIPPA secure server.
- o Make sure your patients email their HowsYourHealth to you. The information will also go to the registry.

How to use it? Merely enter the registry using your code and password. Sort patient list using combinations of age, gender, and their responses. Responses can be combined by "AND" (diabetic and not confident) or "OR" (low income or poor home support). You may print or download an Excel spread sheet of the names and addresses, best time to contact as it appears on the patient list.

An Example: The Current Version for Adults Aged 18-69

May select any combination of age groups or 'All ages' to disregard this variable.

Age group

Select desired gender, or 'Either' to disregard this variable.

Gender

Either
Male
Female

AND Poor Financial Status **OR** CHF **OR**

Pain Hx. Stroke

Emotion Respiratory

Lacks Confidence Last BP over 150

Meds Make Ill Last Cholesterol if 200+



Seeing Specialist Blood Sugar > 140

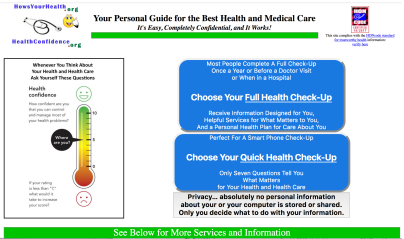


HBP Mammogram not done

Diabetes No Bowel Cancer screen

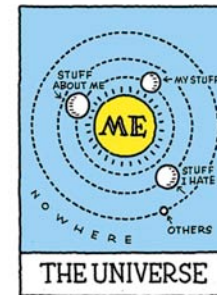
BMI>30 Poor Home Support


Angina





DO	DON'T	EXPLANATION	GRAPHIC
PRE-IMPLEMENTATION			
Describe HYH as a family of tools that serve needs of patients and clinicians.	Describe HYH as a tool for QI, patient-centeredness, cost reduction, ratings, etc.	Clinicians are appropriately skeptical of jargon and want useful, actionable information in real time to.	
Point out that HYH is a personal information and communication technology like a smart phone. It's easy to start using and you see how to take advantage of "apps" with use.	Describe HYH as a patient survey or a rating/QI measurement system.	Clinicians don't want more metrics. They want and need very low cost technologies to improve the efficiency and effectiveness of care.	
Address "can of worms" concern. (See testimonials below)	Avoid legitimate concerns about work-flow.	Clinicians correctly worry that ANY infringement on limited time (such as receiving MORE information from patients) will further undermine their already precarious balance.	

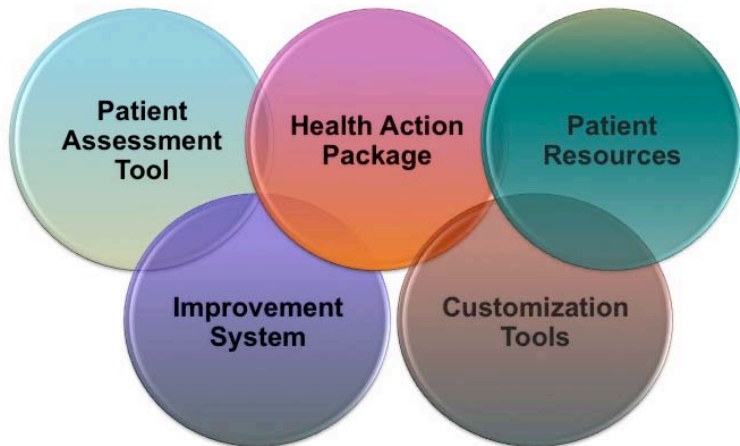
<p>Address “what’s in it for me?” Make sure clinicians understand that if implemented well this technology will be integral to everyday workflow. (See testimonials below)</p>	<p>Denigrate expressions of legitimate self-interest.</p> <p>Suggest that HYH is a self-limited project instead of an integral part of care. (Smart phone analogy)</p>	<p>1) Increases efficiency and effectiveness by helping patients focus their concerns and engage in their own care BEFORE THE OFFICE VISIT; 2) Enables the office to immediately have and use patient-reported data to increase efficiency and effectiveness; 3) In some settings can be very helpful for certification or extra payments</p>
<p>Explicitly address what the office and staff have to do.</p>	<p>Be vague about work involved.</p>	<p>See Implementation below</p>



DO	DON'T	EXPLANATION	GRAPHIC										
IMPLEMENTATION													
<p>Demand that the office staff and clinicians do HYH twice: once as themselves and once as a sick patient.</p>	<p>Bother to spend time with a practice that has not taken this basic step.</p>	<p>Some practices are laggards. Best to focus efforts on creating leaders who will pull along laggards later.</p>											
<p>Follow the implementation checklist.</p> <p>STRONG SUGGESTION, CONSIDER HEALTH HELPER APPROACH TO REDUCE IMPLEMENTATION COSTS, INCREASE EFFICIENCY AND PROMOTE FULL USE OF THE MANY HELPFUL TOOLS (SUCH AS PROBLEM SOLVING) OVER TIME.</p>	<p>Invent ad hoc approaches without regard to the many years of experience with HYH.</p>	<p>Ad hoc implementation errors are demoralizing and can irreversibly poison the clinicians. (See implementation checklist)</p>	<p>Implementing HowsYourHealth.org</p> <table border="1" data-bbox="1486 740 1829 1227"> <thead> <tr> <th>People</th> <th>Key Functions</th> </tr> </thead> <tbody> <tr> <td> Health Professional At least one per clinic Time estimate: 7 hrs/Weekend </td> <td> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Learn about HowsYourHealth - take the survey so you see the types of questions asked <input checked="" type="checkbox"/> Assist with Patient Helper selection <input checked="" type="checkbox"/> Determine the role to access the patient survey from the inbox <input checked="" type="checkbox"/> Establish protocol for inviting patients to take the survey: STRONGLY RECOMMEND TWO WEEKS BEFORE A SCHEDULED VISIT (FOR A CHECKUP IS BEST) <input checked="" type="checkbox"/> Review the patient survey and use the information as appropriate for the office visit <input checked="" type="checkbox"/> Review aggregate report for patient panel <input checked="" type="checkbox"/> Identify areas for improvement <input checked="" type="checkbox"/> One provider participates on "Talk with Others" </td> </tr> <tr> <td> Office Staff Leader One per clinic Time estimate: 4 hours per month during set-up </td> <td> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Learn about HowsYourHealth - take the survey so you see the types of questions asked <input checked="" type="checkbox"/> Facilitate orientation and activities of Patient Helper <input checked="" type="checkbox"/> Facilitate logistics of patient invitation to complete survey and reminder process <input checked="" type="checkbox"/> Facilitate logistics of retrieving the survey from inbox into the patient record for the office visit or provider review in advance <input checked="" type="checkbox"/> Review aggregate reports and identify areas for improvement <input checked="" type="checkbox"/> Participate on "Talk with Others" </td> </tr> <tr> <td> Patient as Helper 1-2 per professional Time estimate: 6-12 hours over 3 months </td> <td> <p>Selection (Can be staff, volunteer or current patient)</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Completes Patient Helper newsletter criteria <input checked="" type="checkbox"/> Used the tool and navigated the site <input checked="" type="checkbox"/> Commits to 2-4 hours per week X 3 months <p>Activities (Can vary. 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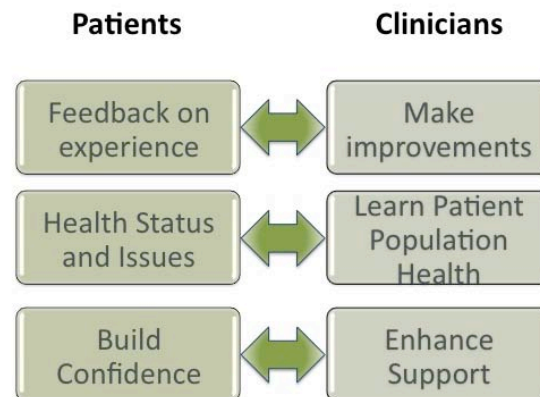
DO	DON'T	EXPLANATION	GRAPHIC
Sustaining			
Encourage sharing of information with other clinicians on the HYH "Talk" blog. Further increases efficiency, effectiveness and new idea testing.	Leave the blog unsupported	Over five years many clinicians have kept HYH interest and develop at the forefront of their communication.	
Encourage patient engagement through HYH "Talk", volunteering as Practice Helpers, etc.	Leave patient engagement for single practices only.	Patients can be strong enablers of information and communication technologies within and across practices.	

What is How's Your Health?



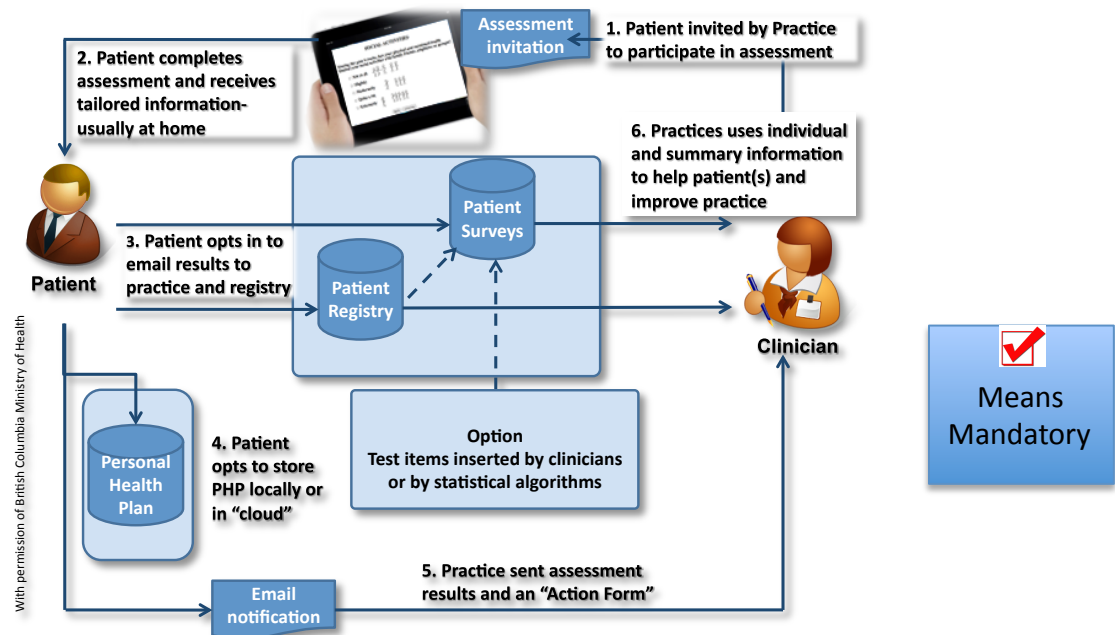
What is How's Your Health?

- Supports partnership, engagement, confidence building



Using HowsYourHealth.org

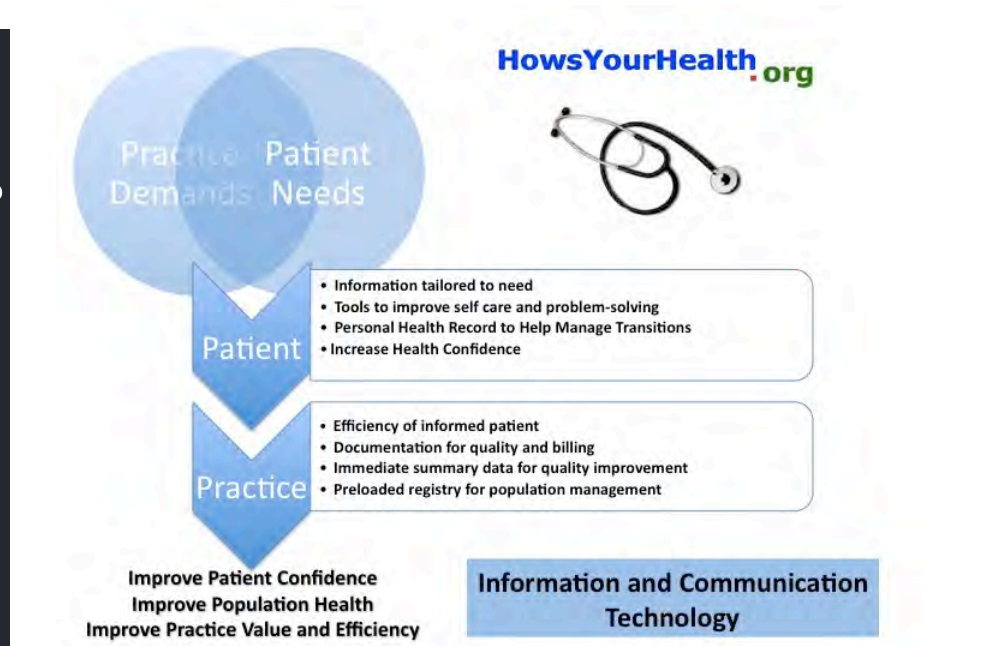
FUNDAMENTALS	KEY COMMENTS
<input checked="" type="checkbox"/> Go to www.howsyourhealth.org .	About, Ordering, Utilizing
<input checked="" type="checkbox"/> Register	Retain your passcode and password
<input checked="" type="checkbox"/> Sponsor customizations	The brief video and instructions are very useful to orient you to the options.
<input type="checkbox"/> Passcode bypass info at top customization page	
<input type="checkbox"/> Change survey options	
<input checked="" type="checkbox"/> Request All Items and Quality or Enter Sponsor Summary Report	You and your staff will use this summary to monitor use and practice performance. Establish who has access.
<input checked="" type="checkbox"/> Email action and activate registry	You must have an email address for patients to send you their results. Establish who has access. Watch out for firewalls that will not grant email access to "outsiders"
<input type="checkbox"/> Get Patients from Registry or Enter Patient Registry	Critical for population management.
<input checked="" type="checkbox"/> Test and troubleshoot	Once set up you should act like a patient, make sure any optional questions appear and email results to yourself to document that registry and summary are functioning. Most common cause of failures – an institutional firewall.
<input type="checkbox"/> Consider other options	That's usually enough for the first pass!!



How Can HowsYourHealth Help My Practice?

After several decades of trial and error, office practices have identified simple approaches for practice improvement. We include them here.

1. Implement HowsYourHealth.
2. If possible, implement a low overhead practice model. (go to [www. IMPCenter.org](http://www.IMPCenter.org))
3. Review this newsletter.



HowsYourHealth

This technology enables patients and health professionals to maximize patient communication and confidence and practice quality.

Effective Practice Design

Many practices have distilled the best methods to improve practice value and patient outcomes. The methods are summarized for your use. Perhaps most important is segmenting the care you provide based on behaviorally proved methods makes practice efficient, effective and enjoyable. Aim for high reliability in all care.

HowsYourHealth, and Practice Improvement

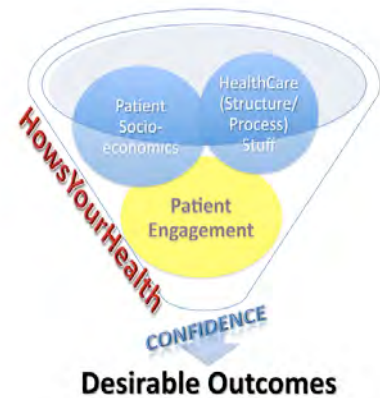
The Final Common Pathway to Improve Outcomes is Patient Engagement Measured by Health Confidence

Ask your patients to complete the “check-up” HowsYourHealth every year or two. You will discover that many patients report important issues of which you have not been aware.

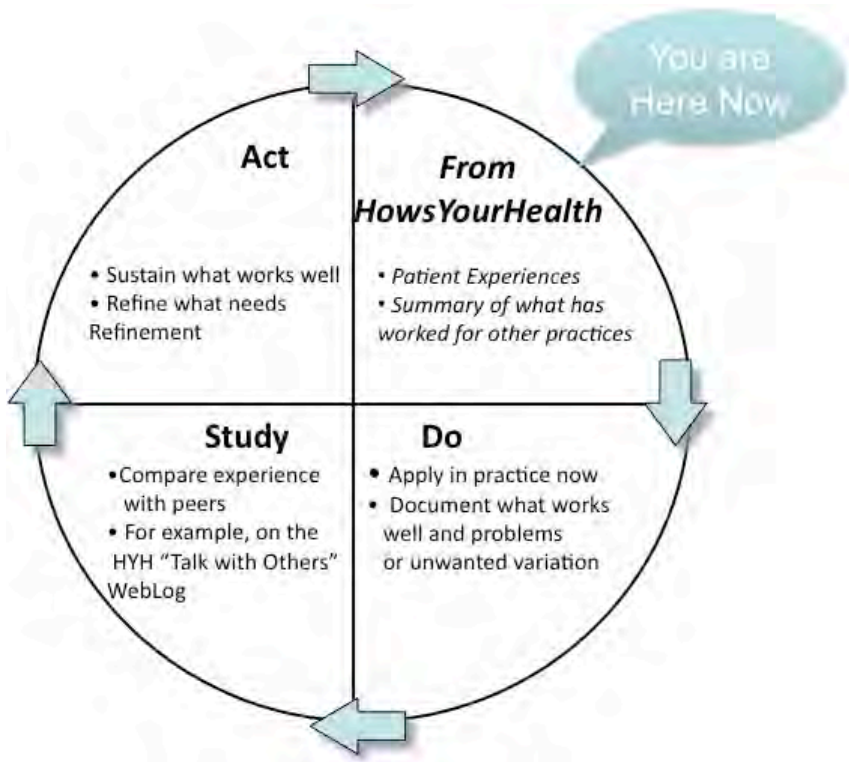
You will also learn that HowsYourHealth provides easy-to-use tools to help you and your patients deal with issues such as the need for behavioral change/ improved confidence (use Problem Solving),

fragmented care and miscommunication (use the Personal Health Plan) or poor understanding (reinforce the information already tailored to the patient’s needs).

You can use the registry in HowsYourHealth to identify and plan management for groups of patients: those with low or high confidence, pain, emotional problems, etc.



Equally important is the way in which these tools can help a practice become more efficient and effective. The following pages focus on that topic.



Effective Practice Design

Primary care practices are generally so busy that the concept of change is painful to contemplate and difficult to accomplish. Fortunately, other practices have found that a few approaches are really "high leverage." We emphasize the best here.

Contact the Webmaster at www.HowsYourHealth.org if you would like a copy of the articles described below.

Several decades of experience in designing effective primary care practices was summarized in the *Journal of Ambulatory Care Management (2009)*. A copy is available at your request. The topics covered were:

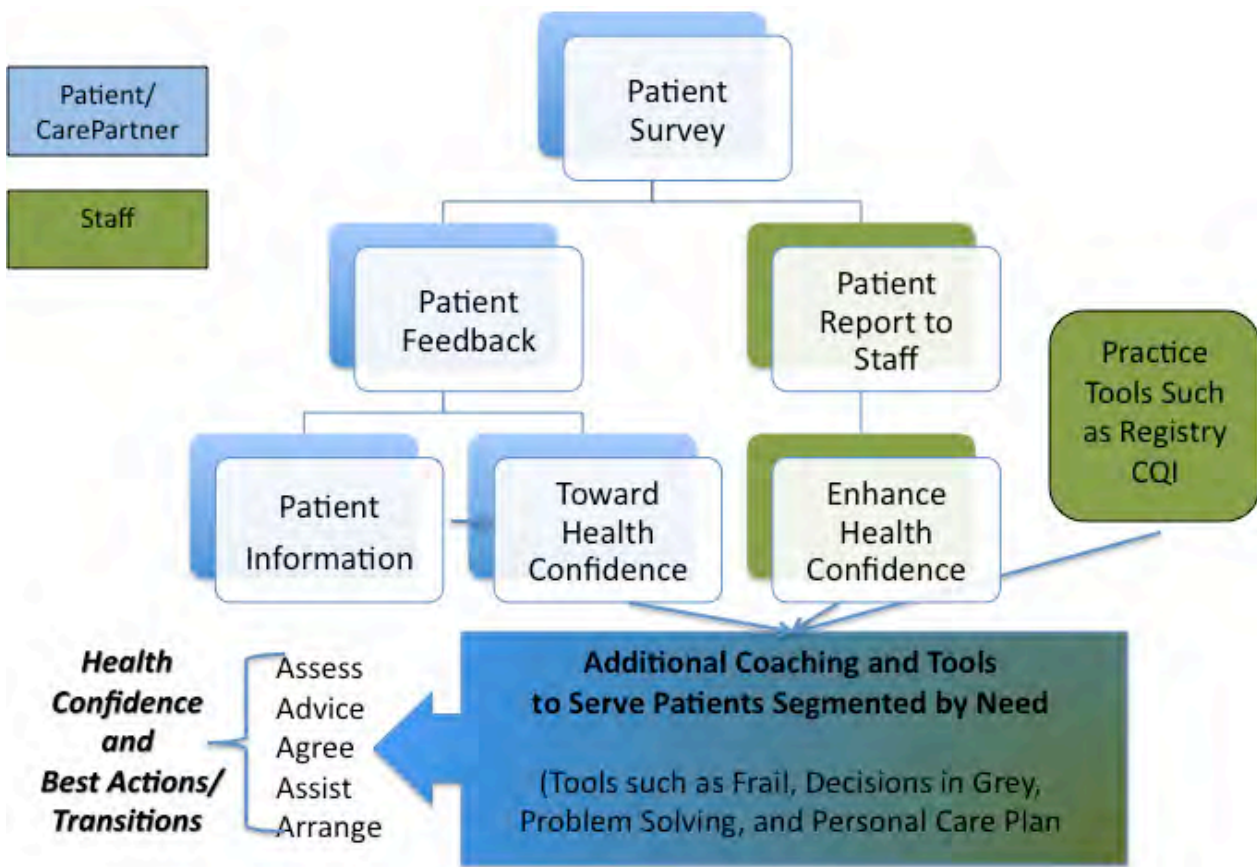
- Making patient centered care reliable describes a 3-tiered process for building reliability. This enables practices to make the most durable and effective choices for change.
- Activation of patients for self-management provides many tools and examples.
- Optimizing the care team describes the attributes of highly functional teams.
- Accessing patient centered care provides the necessary tips and techniques for providing advanced access.
- Balanced measures describes the use of the measures
- CARE Vital Signs is down-to-earth method for making a difference for patients now and seeing how your practice might make care much more effective. When the insights from CARE Vital Signs are combined with the efficiency and comprehensiveness of HowsYourHealth, a practice can make dramatic progress in a very short time.

Health care jargon is confusing. The diagram below clarifies some jargon by using it to indicate which changes seem to have the greatest influence – which are "drivers" - of the best care



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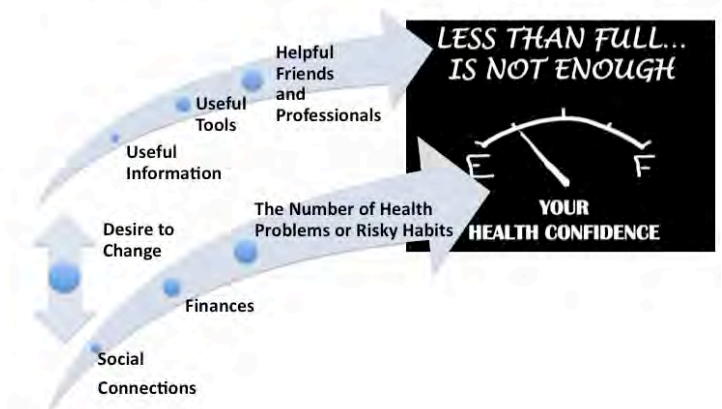
PATIENT AND CAREGIVER ENGAGEMENT IN CARE IS CRITICAL FOR IMPROVED OUTCOMES

HowsYourHealth.org moves the patient toward engagement but engagement also requires reciprocal acts by health care providers. The diagram illustrates the way information from HowsYourHealth can be used by both patients and the clinical team to increase Health Confidence.

- ❑ Health confidence is a useful proxy for patient engagement and activation
- ❑ Asking about health confidence is easy. For example, "How confident are you that you can manage and control your health problems?" (HowsYourHealth asks automatically).
- ❑ There are many promising interventions to support patient engagement activation and health confidence. Engaged and activated patients are more likely to experience improved outcomes.
- ❑ To advance the intermediate objectives of patient engagement and health confidence for all patients in every clinical setting a "CARE" heuristic can be helpful.

CARE refers to a method to routinely **Check** what matters to patients, routinely **Act** on that assessment, routinely **Reinforce** the actions, and systematically **Engineer** or incorporate actions into staff roles and clinical processes.

Health Confidence Creators and Destroyers



From www.HowsYourHealth.org
"For Health Confidence"

Optimizing the Care Team

- Define aims and goals; review performance regularly
- Define panel and assure continuity
- Assess and continuously improve processes
- Define and optimize tasks and roles
 - Training and cross training
 - Staff work to highest level of training.
- Establish regular and just-in-time communication processes
 - Meetings, huddles
 - Norms of mutual respect, value, sharing, positive attitude
 - Conflict resolution



Key Concepts for Improving Efficiency

Baseline surveys, walk through, “know your processes” and cycle time diagnostics

- Use continuous flow: streamline key processes – e.g. prescription refills
- Optimize rooms & equipment: co-locate equipment
- Manage your bottlenecks: detailed cycle time analysis
- Standardize work, rooms, equipment, procedures
- Anticipate patient needs at appt: huddle agenda
- Optimize the care team: interruption analysis
- Synchronize pt, provider, info: Start AM & PM appts on time, HowsYourHealth tools



In our experience, the most important of the “Provider/Care Team Drivers” are illustrated in these diagrams.

As an example consider the slide at the upper right. It summarizes the key concepts for improving office efficiency. The advantage of the slide is that it is concise and covers all the key points. But a busy clinician will want to know what the terms mean.

Contact the WebMaster at www.HowsYourHealth.org for the very concise back-up materials.

Reliability Strategies

Reliability Level and Definition	Strategies
10⁻¹ When a process is measured it shows 80 – 90% success or 1 or 2 failures out of 10 opportunities.	Intention: awareness, memory aids, personal checklists Education: feedback, training Basic standardization: common equipment, orders, protocols, rooms.
10⁻² When a process is measured it shows 95% success or 5 failures out of 100 opportunities.	Structure: Build decision support and reminders into the process of care Standardization: Essential work processes, tasks, roles Affordances: Make the desired action the default; make use of habits and patterns Differentiation and constraints: Visual aids, blocking actions Scheduling key tasks: Intentional redundancy: repeat tasks by multiple staff/providers
10⁻³ When a process is measured it shows 99.5% success or 5 failures out of 1000 opportunities	Monitor performance: Review performance regularly and feedback into the system Examine every failure: Use every failure to redesign the process



High Leverage Changes for Access Improvement

- Decrease appointment types
- Reduce demand for visits
- Optimize the Care Team
- Reduce backlog
- Balance demand and supply daily
- Develop contingency plans



HowYourHealth.org
Your Personal Guide for the Best Health and Medical Care
It's Easy, Completely Confidential, and It Works!

This site complies with the HIPAA standard for electronic health information.
[See Website Health Information](#)

Whenever You Think About Your Health and Health Care Ask Yourself These Questions

Health confidence
How confident are you that you can control and manage most of your health problems?

Where are you?

If your rating is less than "7" what would it take to increase your score?

Most People Complete A Full Check-Up Once a Year or Before a Doctor Visit or When in a Hospital

Choose Your Full Health Check-Up

Receive Information Designed for You, Helpful Services for What Matters to You, And a Personal Health Plan for Care About You

Perfect For A Smart Phone Check-Up

Choose Your Quick Health Check-Up

Only Seven Questions Tell You What Matters for Your Health and Health Care

Privacy... absolutely no personal information about you or your computer is stored or shared. Only you decide what to do with your information.

See Below for More Services and Information