



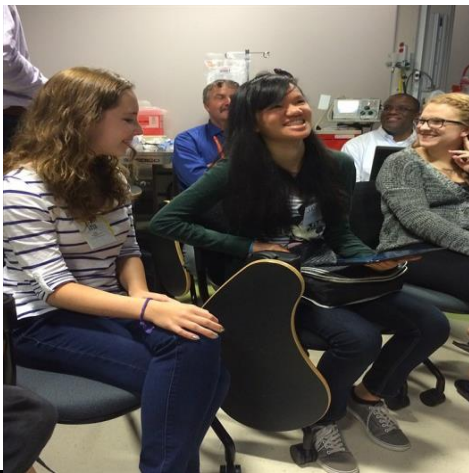
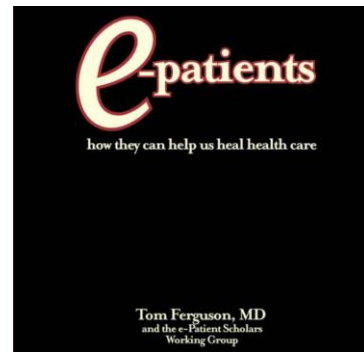
UCSF Mission Bay Attitudes, Architecture, and Technology

Seth Bokser, MD

May 19, 2015

Patient & Family Advisory Council

**E-patients = enabled,
empowered & engaged**



Attitudes



Stanford HEALTH CARE
STANFORD MEDICINE

Lucile Packard Children's Hospital
Stanford

UCSF Benioff Children's Hospital
San Francisco

UCSF
University of California
San Francisco

GOT SHARED DECISION MAKING?


ASK	INFORM	ASK
Ask how patient makes decisions and who should be present	Explain clinical issue, risks, benefits, alternatives, uncertainties	Confirm understanding, examine barriers, formalize plan

REMEMBER YOUR ABC'S:

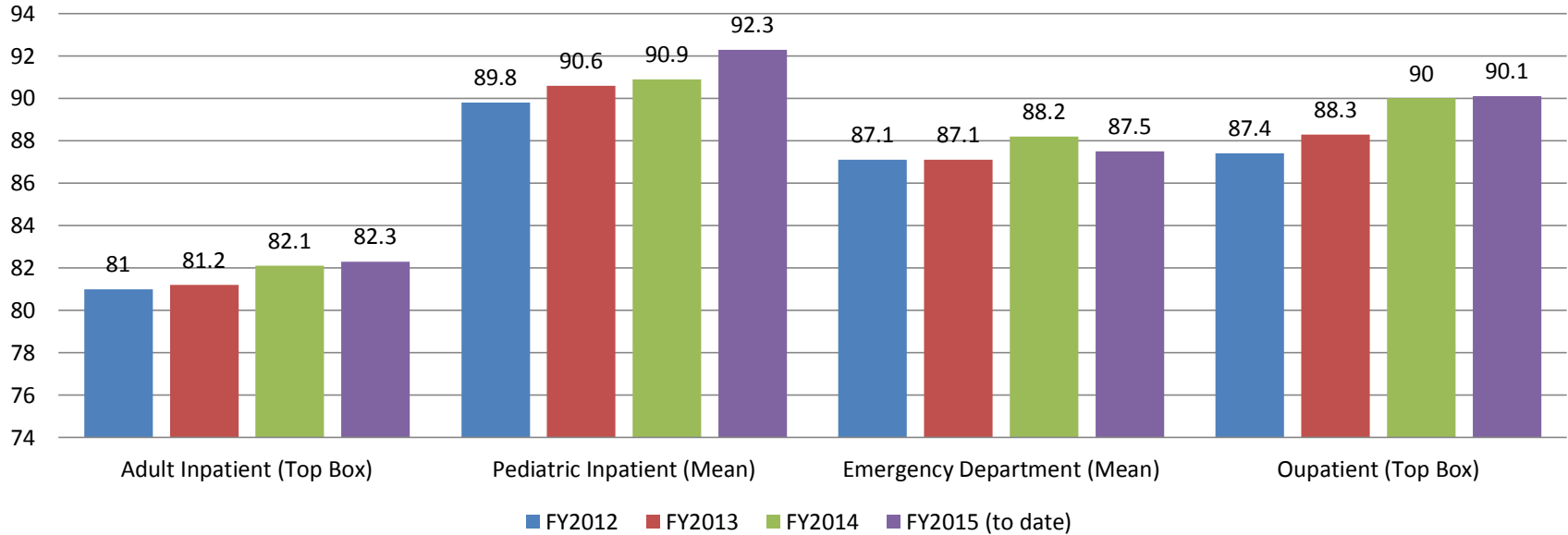
ASK "WHAT QUESTIONS DO YOU HAVE?"

EXAMINE **B**ARRIERS TO THE PLAN

CONFIRM PATIENT UNDERSTANDING (TEACHBACK)



Provider Communication - Scores



UCSF Mission Bay Architecture = Interaction



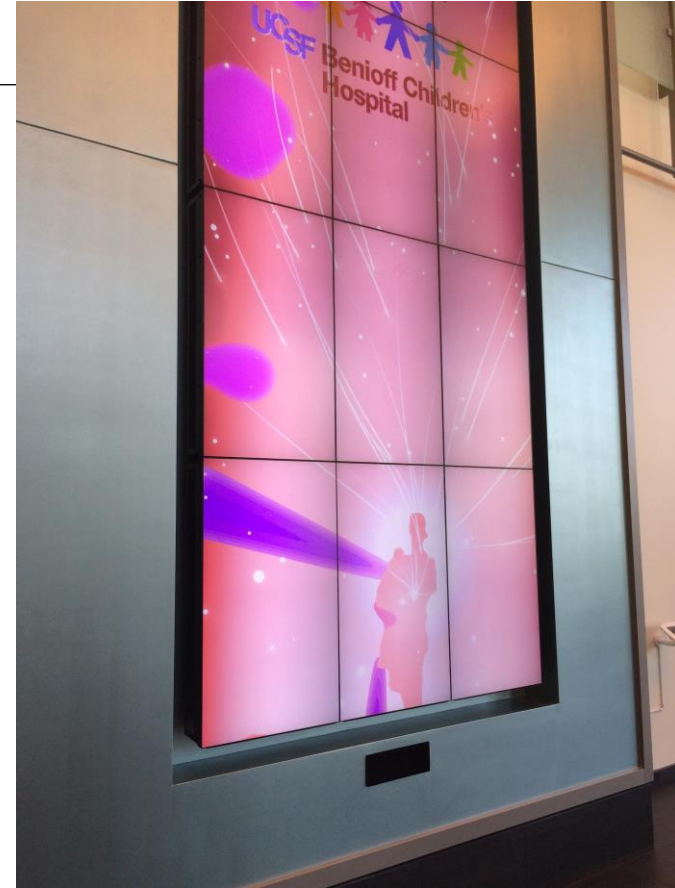
Architecture: Outdoor Rehab



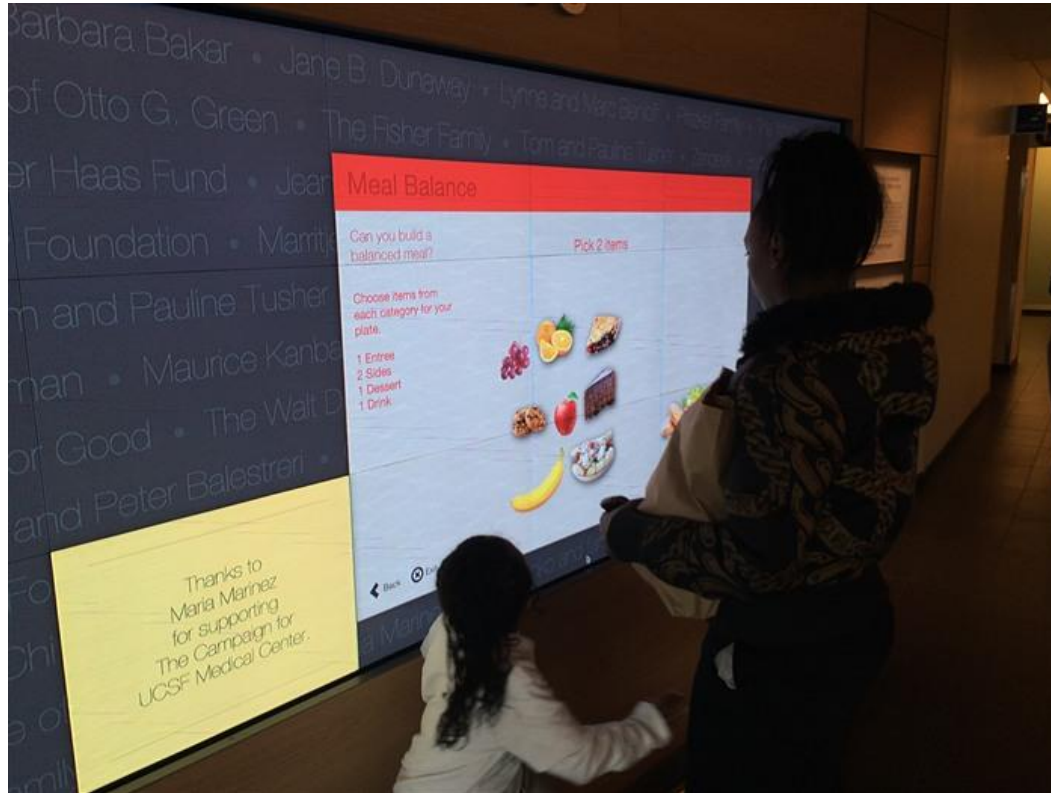
Feb 1, 2015 Moving Day



Lobby



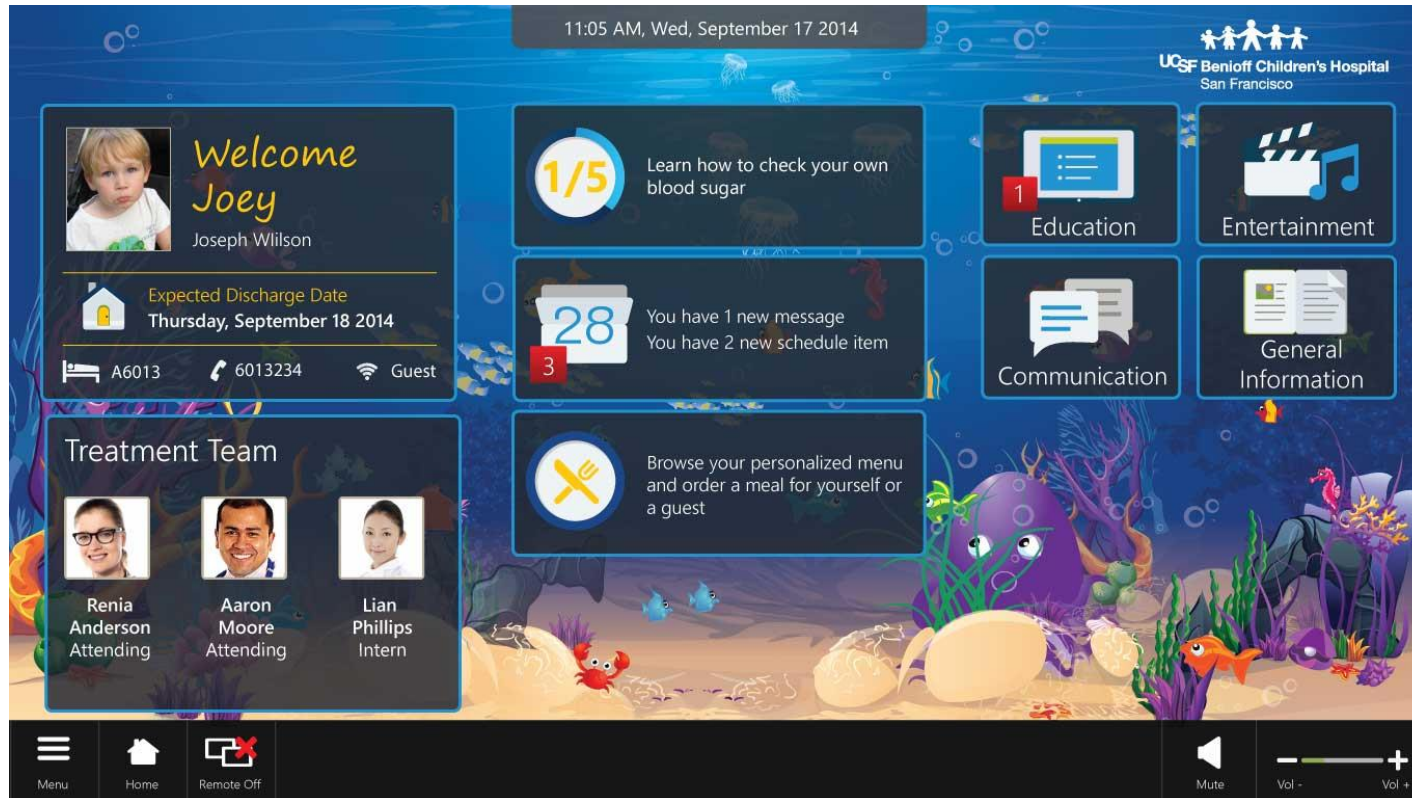
Interactive Donor Wall



Welcome to “Your Room”



Personalization: Age and Language



Patient engagement in the inpatient setting: a systematic review

Jennifer E Prey,¹ Janet Woollen,¹ Lauren Wilcox,² Alexander D Sackeim,³ George Hripcsak,¹
Suzanne Bakken,^{1,4} Susan Restaino,^{5,6} Steven Feiner,² David K Vawdrey¹

<http://dx.doi.org/10.1136/amiainl-2013-002141> 742-750 First published
online: 1 July 2014

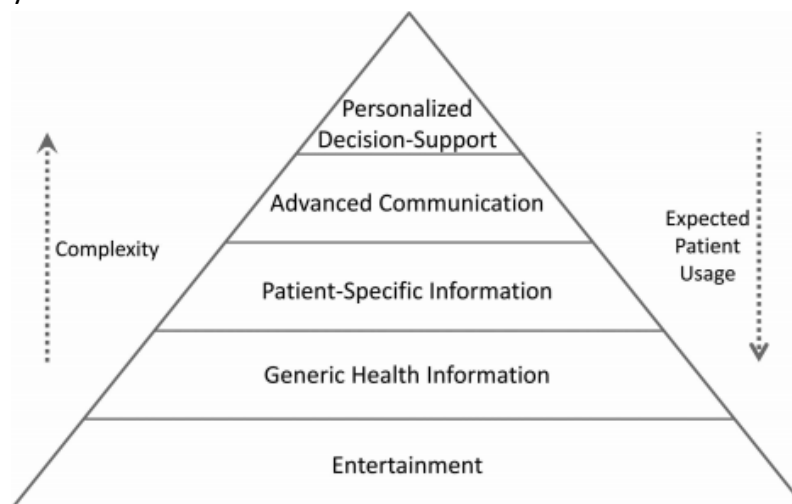
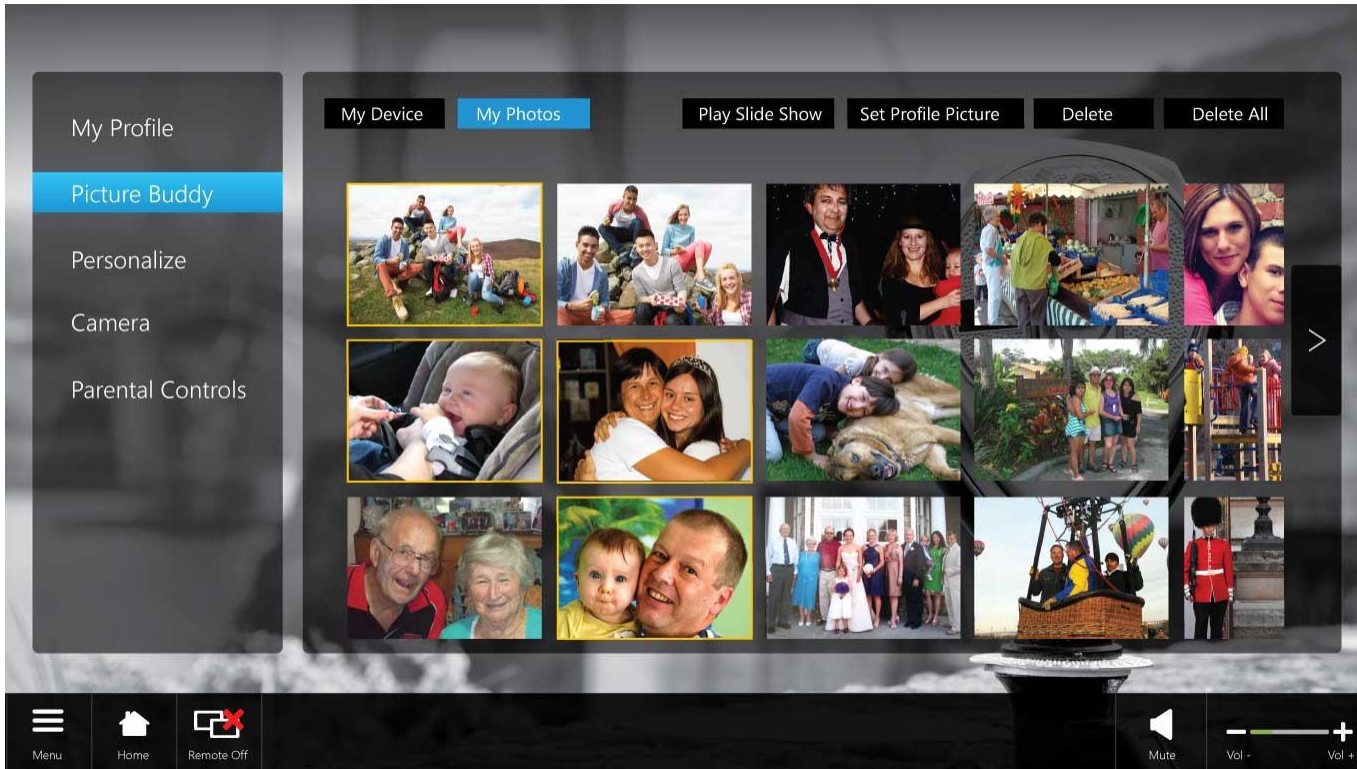


Figure 2 Categories of information technology-enabled patient engagement methods.

Personalization: Your Support System

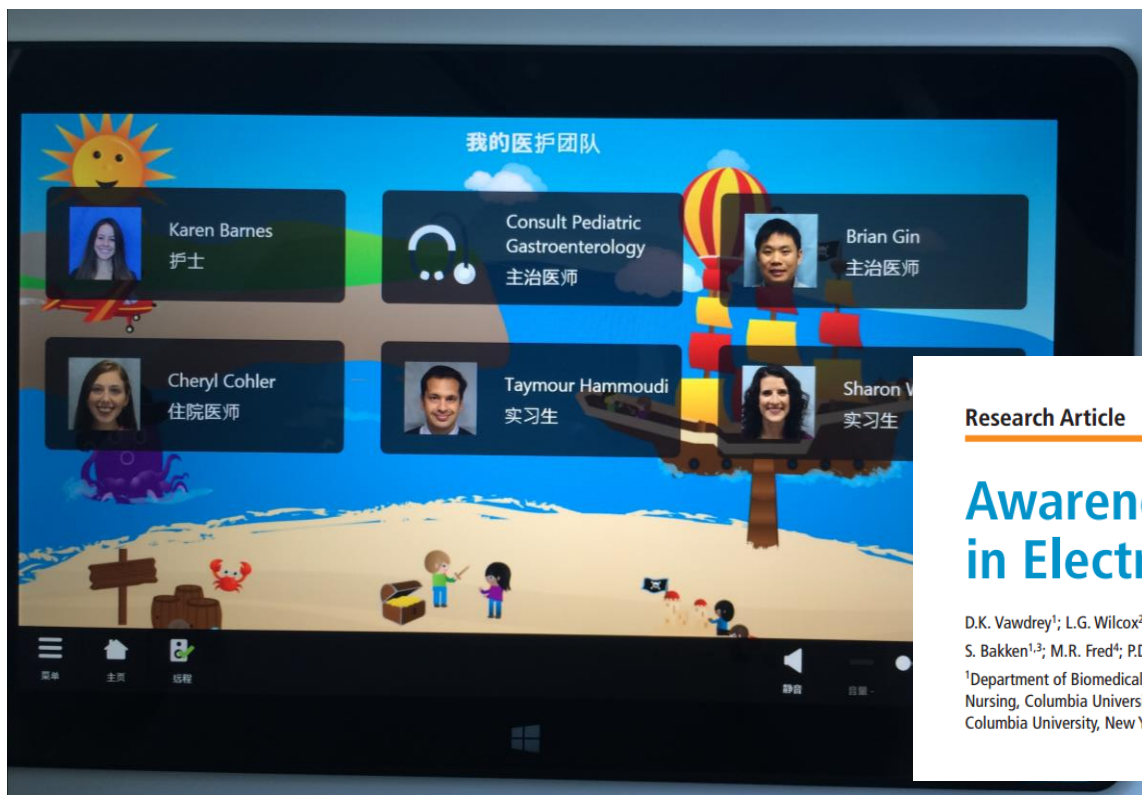


Instagram

YouTube



Empowerment: Knowing Your Treatment Team



Research Article

ACI Applied Clinical Informatics 395

Awareness of the Care Team in Electronic Health Records

D.K. Vawdrey¹; L.G. Wilcox²; S. Collins¹; S. Feiner²; O. Mamykina¹; D.M. Stein¹;

S. Bakken^{1,3}; M.R. Fred⁴; P.D. Stetson^{1,5}

¹Department of Biomedical Informatics, Columbia University; ²Department of Computer Science, Columbia University; ³School of Nursing, Columbia University; ⁴Department of Information Systems, New York-Presbyterian Hospital; ⁵Department of Medicine, Columbia University, New York, NY

Educational Videos



1

Diabetes – What
is Diabetes?



2

Diabetes –
Managing Your ...



3

Insulin: Giving an
Injection in the...

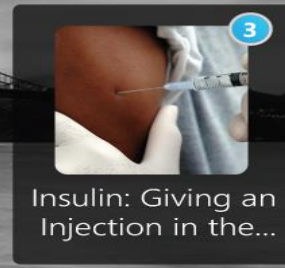


4

Diabetes: Planning
Your Next Steps

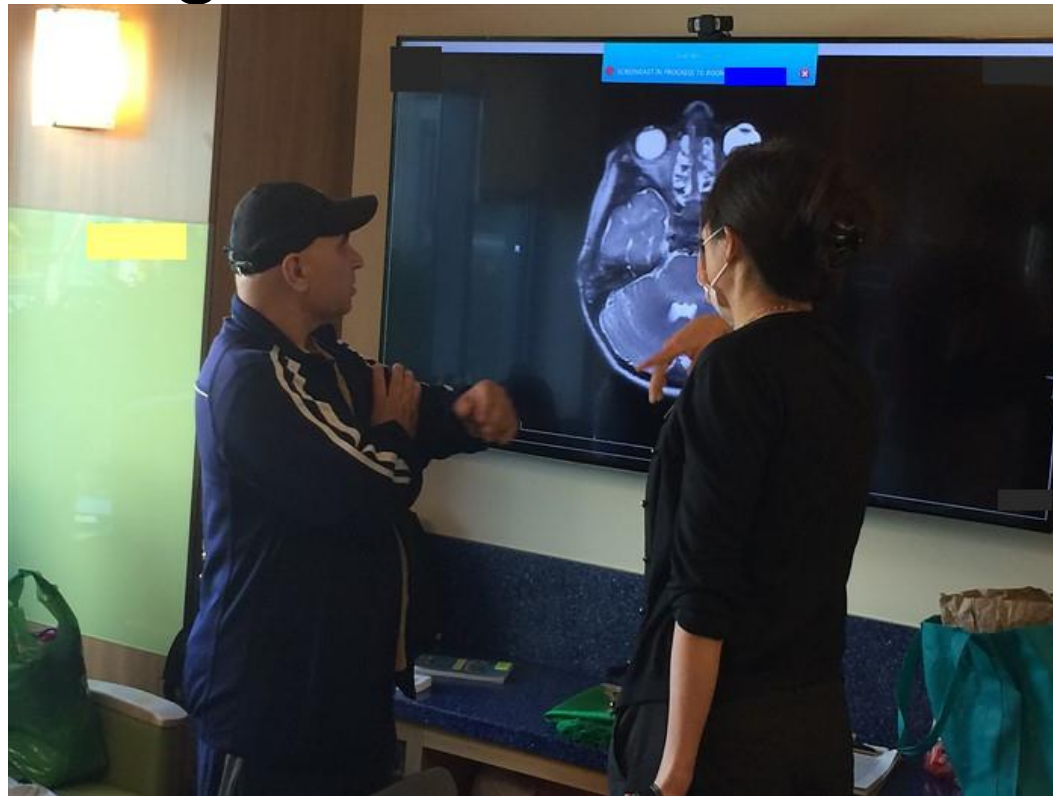
oneview

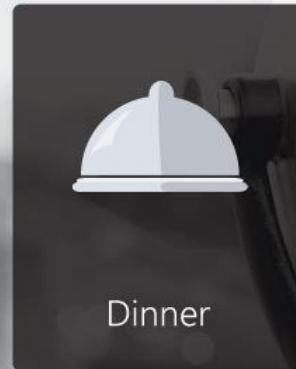
Educational Videos



oneview

Screencasting





Menu



Home



Remote Off



Mute



Vol -

Vol +

[Back](#)

Breakfast

[Diabetics](#)[More Details](#)[Beverages](#)[Fruit & Juices](#)[Hot & Cold Cereals](#)[From the Griddle](#)[Dessert](#)[Entree](#)[On the Side](#)[Condiments](#)

Chicken Broth Juk with
Green Onions

GF



Cream of Rice



Cream of Wheat



Juk



Organic Cocoa Crispies

GF



Organic Corn Flakes

GF



Organic Multigrain
Flakes w/ Raisins



Organic Oatmeal



Organic Whole O's

GF



Vegetarian Juk



Banana



Nutrition Facts

Organic Corn Flakes

Calories

Total Fat

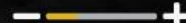
Cholesterol

Carbohydrate

Protein

Sodium

Potassium

[Order Now](#)[Menu](#)[Home](#)[Remote Off](#)[Mute](#)[Vol -](#)[Vol +](#)

Your diet requires you to have no more than 75gms
of Carbohydate per meal.

[Back to Meal Ordering](#)



Menu



Home



Remote Off



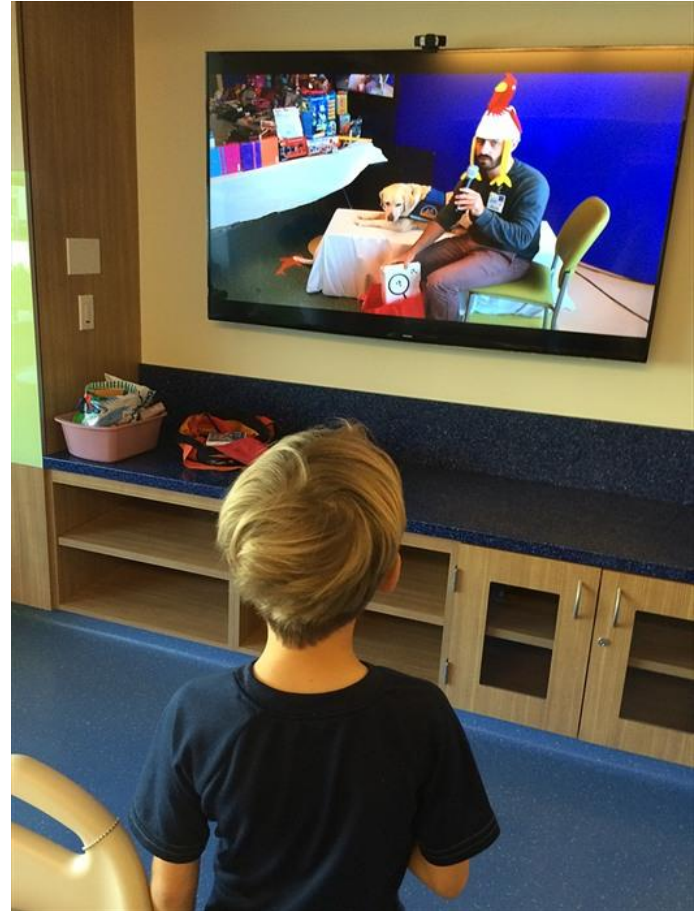
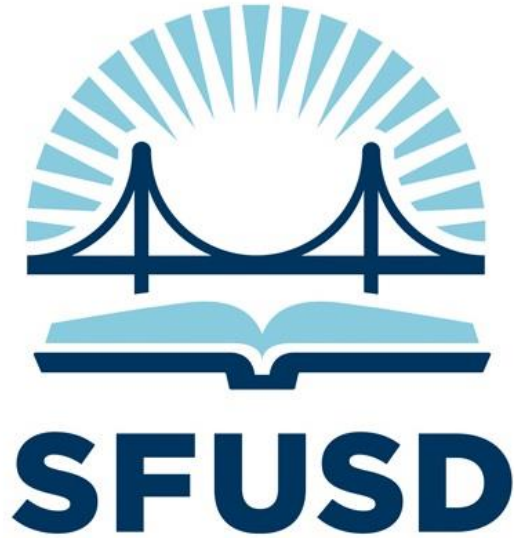
Mute



Vol -

Vol +

School and Child Life



Bedside Telehealth and Skype

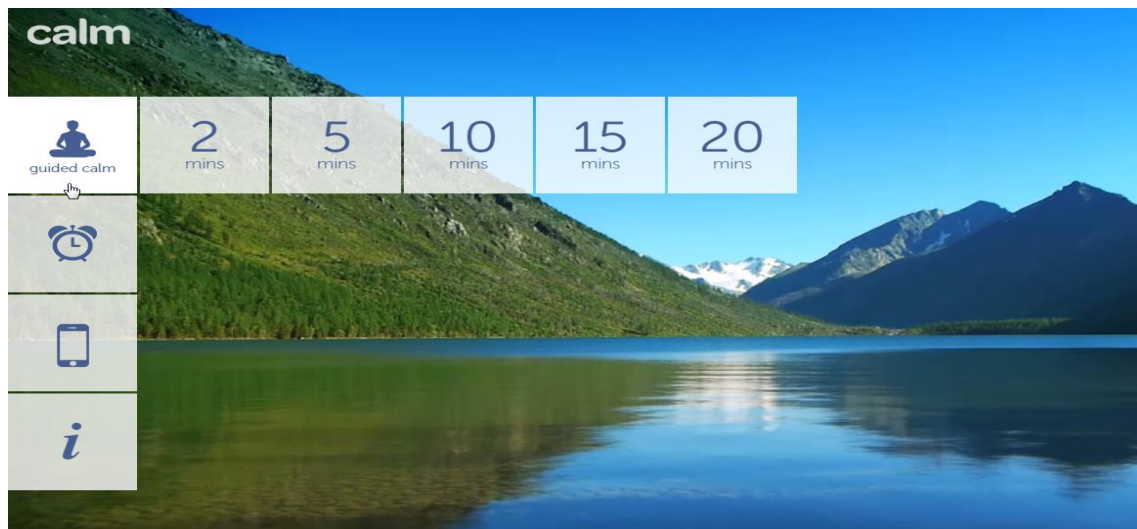


Entertainment and Gaming



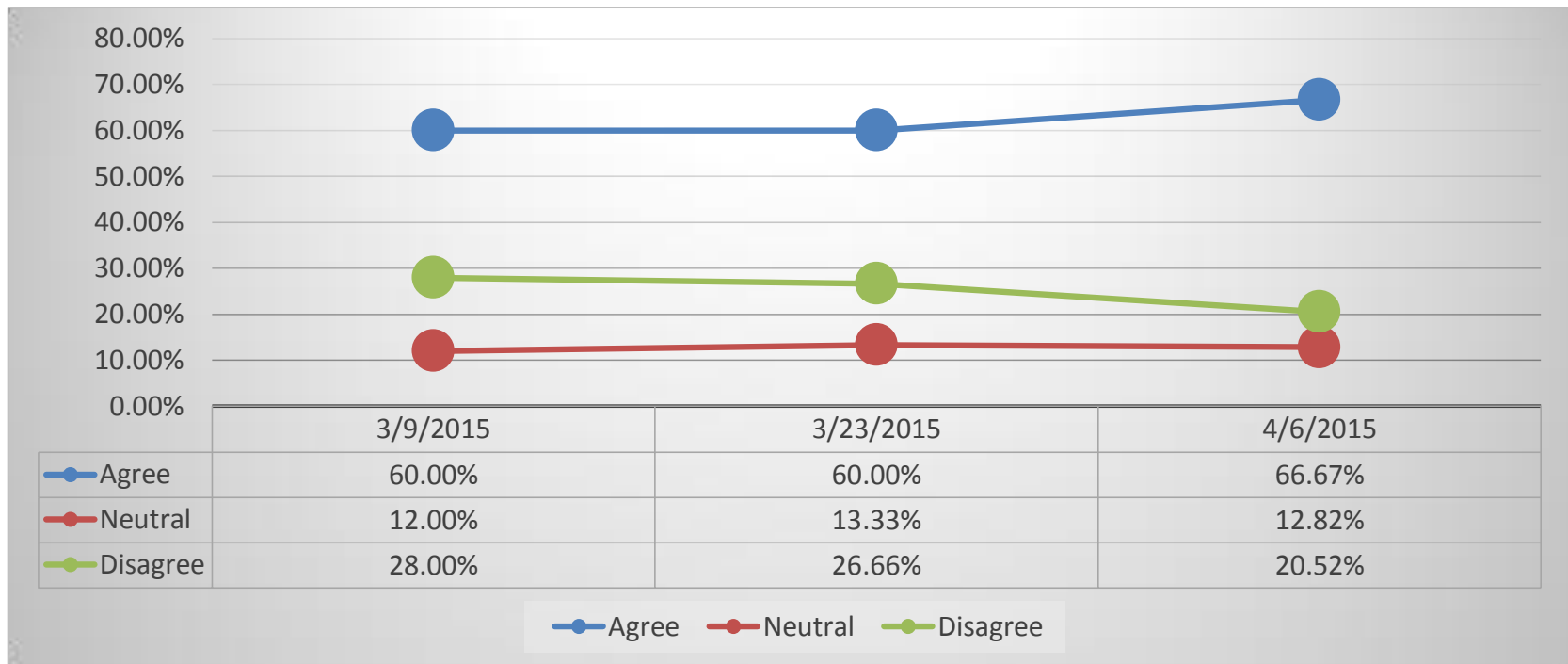
“Informed” Patient versus “Overwhelmed” Patient

- UCSF MyChart
- Link from Home
- Calm.com
- TURN COMPLETELY OFF



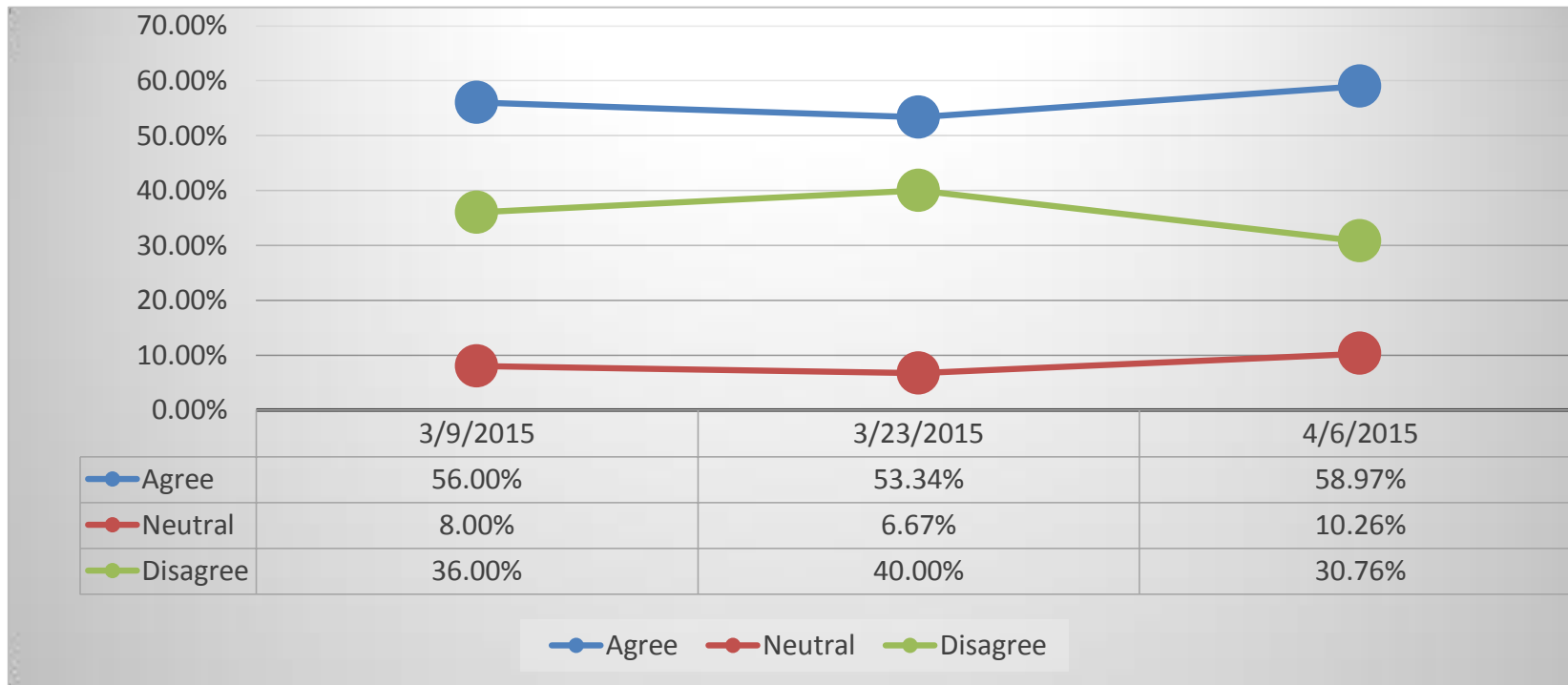
Early Experience (2 months, n = 39)

“Improved Hospital Experience”



Early Experience (2 months, n = 39)

“Helped you feel more informed”



Optimization / Change Management

- TECHNOLOGY (UI): the system is excellent...however, the user experience while watching television could be improved by adding a button that takes you to the tv guide without having to go back out to the home screen. -4/2/2015 7:10 PM
- PROCESS: I was not shown how to use it , other than to place his birthday in. most staff could not tell me what function it had or how to access them. I think it is a wonderful idea to have the pad, but place a tutorial on ucsf chanel - 4/2/2015 1:53 AM
- PEOPLE: UCSF is one of the BEST hospital I have been to. I LOVE it here. The people here take VERY GREAT care of their patients they are the BEST!! - 2/18/2015 12:20 AM

Thank you

