

## Successful Open Notes Implementation in New York State

Starting in 2017, through two previous Request for Proposals processes, NYSHealth has supported 10 [hospital systems](#) and 6 [federally qualified health centers \(FQHCs\) and other non-hospital settings](#) across the State to implement open notes. These providers have made great strides, sharing notes with more than 1 million patients and using innovative strategies to engage them:

- [University of Rochester Medical Center](#) and [Rochester Regional Health](#)—two competing hospitals—came together for region-wide implementation of open notes. As a result, patients reported having a better understanding of their health, more trust in their doctors, and an improved ability to follow their treatment plans.
- [NYC Health + Hospitals](#) (H+H) piloted open notes in all outpatient settings, except behavioral health, at three of its hospital sites. By the close of its grant project, 1,476 providers across 174 departments had shared 374,310 notes.
- [New York-Presbyterian Hospital](#) piloted open notes at its accountable care organization (formed by three health system entities), which served 31,000 Medicare patients, of whom 29% are over the age of 80. In the first year of the project, 174 clinicians shared 13,604 notes overall. In the second year, the number of clinicians who shared notes increased to 239, with 34,058 notes shared overall.
- [Care for the Homeless](#), which provides integrated health services, shelter, and supportive services to people experiencing homelessness across New York City and operates 19 FQHCs, uses outreach specialists to contact patients and help them enroll in a patient portal to see their notes.
- The [Institute for Family Health](#), one of the largest FQHC networks in New York State, contracted with a vendor to translate notes so all patients, regardless of their English proficiency, can understand and use their health information.