HL7 mFHAST Standard

Mobile Framework for Healthcare Adoption of Short-Message Technologies

Project of the HL7 Mobile Health Workgroup
HL7 mFHAST Goal

- To provide standards for communicating health services through short message technologies (SMTs) (e.g. SMS, Instant Message, Twitter, etc.)
- To increase opportunities for consumer / patient engagement and timely communication
- To improve communication and response time among providers of health services
HL7 mFHAST Importance

- Brevity of message for bandwidth sensitive settings (e.g. LMIC, Rural Health)
- Brevity of message for increasing human processing and response
- Increased opportunities for low infrastructure settings
mFHAST Status

- Evolved out of mHealth Low & Middle Income Countries (LMIC) sub-workgroup activities
- HL7 project/product (normative standard) in development
- Project approved by HL7 SD April 2015
- Approved by TSC September 2015
- Comment-only ballot submitted Dec 2016
- Meeting Thursdays @ 2pm EST
mFHAST Short-message Concept

- Short messages within the mFHAST standard are meant to be
  - Brief
  - Low Payload
  - Easily Processed by Humans at its endpoint
  - Orientation is for fast, meaningful communication between people and care providers using garden variety technologies with no assumption of having sophisticated apps or services
Creativity loves constraints and simplicity is at our core. Tweets are limited to 140 characters so they can be consumed easily anywhere, even via mobile text messages. There’s no magical length for a Tweet, but a recent report by Buddy Media revealed that Tweets shorter than 100 characters get a 17% higher engagement rate.
Short-message Technology Basics

- “Short-Message Technology” encompasses the realm of technologies related to SMS, text messages, instant messages (e.g., iMessage, FaceBook Message, Twitter, WhatsApp, Google Chat, Unstructured Supplementary Service Data (USSD) messages etc..)
- Emphasizing brief messages of approximately 160+/- characters
- Low-cost, low infrastructure, low learning-curve
OTT vs SMS

- OTT - over-the-top messaging is third parties providing instant messaging services as an alternative to text messaging services provided by a mobile network operator, particularly WhatsApp, which is narrowly focused to replace text messaging on Internet connected smartphones.

- Traditional SMS – Cellular network based data transmission limited to approximately 145-160 characters.
mFHAST Business Cases

- Public Broadcast
- Private Broadcast
- B2P/P2B
- P2P
Public Broadcast

- Sent to all subscribers of a specific short message service (e.g., Amber Alert)
- No PII, PHI
Private Broadcast

- More personalized messages according to a particular cohort (e.g. CDC Text4Baby)
- Assumed that no PII/PHI is transmitted, but subscription to the cohort increases exposure

*Text4baby: If you have any signs of preterm labor—cramps, belly tightening, low back pain, bleeding, or watery, pink/brown discharge—call Dr. right away.
To learn more about the signs of labor, visit text4b.org/002.

*Text4baby: Baby weighs about 3 pounds now. Over the next 10 weeks, most babies gain another 4 or more pounds! More info on baby's growth: text4b.org/001.
B2P/P2B Messaging

- Directed messaging between a person and an organization (e.g., appointment reminders, field survey)

**SMS + Cue Card Interface**

**General Strengths**
- Can be used with any phone
- Ongoing cost is low (SMS)
- Many workers familiar with SMS

**General Weaknesses**
- Requires basic literacy skills
- Changing survey requires new cue card
- Hard to enter in free-form notes
- No confirmed receipt of data delivery
- Worker can forget or lose cue card
- Quite easy to fake visits (copy old SMS)

**Our Results: Accuracy & Efficiency**
- We measured 4.5 errors per 100 entries
- The average interaction was 97 seconds

**SMS Cue Card**

1. Create a new SMS Message
   - Press Center Button
   - Select “Messages”
   - Select “Create Message”
   - Select “New Short Message”

2. Switch to Numeric Input Mode
   - Press Menu Button
   - Select “Entry Mode”
   - Select “Numeric”

3. Enter the ID of the Current Patient
   - Aamir Khan - Press 1
   - Abhishek Bachchan - Press 2
   - Aishwarya Rai - Press 3
   ... (list continues)

4. Enter a Space
   - Press *

11. Enter the Patient’s Cough
   - No Cough - Press 1
   - Rare Cough - Press 2
   - Mild Cough - Press 3
   - Heavy Cough - Press 4
   - Severe Cough (with blood) - Press 5

21. Check Yourself
   - Your finished message should be formatted similarly to the following:
   - 10 372 62 68 4 1030007
P2P Messaging

- P2P SMT messages represent unique instances in which a personal exchange occurs between two individuals to discuss healthcare.
mFHAST.org Evidence-Base

HL7 MFHAST RESEARCH & DEVELOPMENT ENVIRONMENTAL SCAN

How to Prevent a Heart Attack: Test Patients on Healthy Habits
An article reporting results of a clinical trial in Australia. [Article Link]

Wearable Sensor (Device: Fitbit One) and SMS Text-Messaging Prompts to Increase Physical Activity in Overweight and Obese Adults: A Randomized Controlled Trial
A report summarized in MFHAST TIDB news digest June 15, 2016

CATEGORIES
- Adverse Events
- Cancer
- Cardiovascular Disease
- Child & Maternal Health
- Dental Health
- Diabetes
- Emergency Response
- Hematology

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HL7 mFHAST Workgroup
Preliminary Findings: Domain

<table>
<thead>
<tr>
<th>% of Total (n=75)</th>
<th>Healthcare Domain</th>
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<tr>
<td>24%</td>
<td>Public Health</td>
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<tr>
<td>12%</td>
<td>Research &amp; Education</td>
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<td>10%</td>
<td>Child &amp; Maternal Health</td>
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<tr>
<td>9%</td>
<td>Mental Health</td>
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<tr>
<td>9%</td>
<td>Patient Engagement</td>
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<td>Cardiovascular Disease</td>
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<td>Immunizations</td>
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<td>Diabetes</td>
</tr>
<tr>
<td>4%</td>
<td>Medication</td>
</tr>
<tr>
<td>3%</td>
<td>Substance Abuse</td>
</tr>
</tbody>
</table>
mFHAST Comment-Only Ballot

- Ballot submitted for comment-only review 12/5/2016
- Ballot status – Approved (13 lucky votes)
- Total of 7 comments
mFHAST Message Requirements - Context

**mFHAST Message Context**

- SHALL either mobile human originate or mobile human terminate.
- SHOULD constrain textual message length to 140 to 160 characters.
- SHOULD constrain message package size to achieve average latency levels depending on available network bandwidth (e.g., 3G vs 4G).
- SHOULD utilize secure mobile device access and storage practices where applicable to the implementation.
mFHAST Message Requirements - Content

- **mFHAST Message Content**

  - SHALL have a unique id identifying the sender of the message.
  - SHALL include an identifier type, and an id that is unique within that type.
  - SHALL have a unique message identifier.
  - SHALL include the date and time the message was sent.
  - SHALL have one or more recipient identifier(s).
  - SHALL designate message criticality.
  - SHALL be composed of a documented structure.
  - SHALL have a concatenation ID for message chaining.
  - SHOULD have a designation as to the activity type (e.g. domain such as immunization) message.
  - SHOULD have a specification for multiplicity (e.g. 1:1 or 1:N) (broadcast, duplex, single-channel)
mFHAST Message Requirements - Transport

**mFHAST Message Transport**

- SHALL provide system acknowledgement of successful receipt
- SHALL [IF] utilize secure transport channels where applicable to the implementation.
- SHOULD have the ability to address a large number of endpoints.
- SHOULD utilize multiple paths between the sources and destination in order to improve the probability of successfully transmitting a message.
mFHAST Implementation Use Case

Insert some descriptive bullets
Should the server block be at the top with branches to the devices
Change the lines so that there is a parallel for the different flows of communication
Healthcare Short-Message Technology Promotion & Dissemination

Tweets

105

Following

23

Who to follow - Refresh - View all

Co.Exist @FastCoExist

Follow

theorizing the feed @abolish..

Follow

APHA @PublicHealth

mfhast @mfhast

mfhast @mfhast · Apr 10

Diabetes Text-Message Self-Management Support Program (SMS4BG): A Pilot Study

From the article abstract: “The increasing prevalence of diabetes and costly long-term complications associated with poor glycemic control are issues facing health serv... mfhast.org
mFHAST Project Timeline 2017-2018

- Q4 2016: Comment Only Ballot submitted!
- Q1 2017: Ballot reconciliation
- Q2-Q3 2017: Project on hold
- Q4 2017: New meeting series to begin
- Q2 2018: STU Ballot to be submitted
Project and contact information

- Standing meetings are on Thursdays at 2 PM Eastern
- Project Evidence Base: http://mfhast.org/
- Project Lead: Nathan Botts: nathanbotts@westat.com