Practice Transformation through Successful Patient Portal Implementation

Centricity Health User Group
April 21\textsuperscript{st}, 2012
Las Vegas, NV

Christopher T. Beal, DO
St. Johns Internal Medicine, P.C.

Mike Duckworth
MD EMR Systems

www.mdemrsystems.com
Patient Portals are the new frontier in patient-provider interaction and here are some of the unique uses we have utilized the portal to achieve Meaningful Use as well as Patient Centered Medical Home.
1. Understand the importance of provider to patient recruitment in the portal registration process

2. Learn how we improved our clinical and non-clinical workflows using our patient portal

3. Understand how we improved our quality of care for our patients

4. Practical Examples of Portal Implementation Success
Financial Disclosure

- The presenters do not work for any Pharmaceutical Companies
- St. Johns Internal Medicine is a Show Site for GE Healthcare
- Dr. Beal is on the Michigan State Medical Society Primary Care Task Force and he is a member of the ACOI Health Information Technology Task Force
- Dr. Beal does offer Physician Consulting on E.H.R. and practice re-design through Virtual OfficeWare, Inc.
What our Practice Is Today

3 Physician Providers
- 2 General Internal Medicine
- 1 Family Practice

Office, Inpatient, ECF and Home Visits
- GE Centricity Practice Solution 10.0
- GE Patient Portal
- GE Secure Messaging
- Advanced e Prescribing
- Patient Registry through MQIC
- We have a Care Champion in our office
- We practice a morning huddle
What Assistance have we sought?

- **DOQIT** 2005
- **Prevention MPRO** 2008-2011
- **PQRS** 2009-present
- **Cardiac LAN and Prevention LAN** 2012-present
- **Michigan Center for Effective Information Technology Adoption (REC)** 2009-present
- **Great Lakes Health Information Exchange (RHIO)** 2011-present
- **Stage I Meaningful Use** June 2011
- **Patient Centered Medical Home** 2011 through BCBS of Michigan
Amazing, our staff can still smile...
Patient Portal has been the first true departure from conventional patient communication

Kryptiq has been vital to our success

MD EMR Systems has helped us with phase 1 and 2 training as well as customization of our workflow
Key Tips for Successful Rollout

- Provider buy-in and promotion
- Monthly quality metrics review with provider to provider comparison
- Provider to patient explanation
- Financial effects to reluctant docs
● Provider to patient explanation

• The dialogue often goes like this:

  • **Staff**: “Mrs. Jones, I see you have not signed up for our portal. Dr. Beal would like to communicate with you through secure messaging.”
  
  • **Patient**: “No thank you.”
  
  • **Staff**: “Ok. So tell me, have there been any changes to your medications since your last visit?”
Provider to patient explanation

- The dialogue often goes like this:
  - **Doctor**: “Mrs. Jones, I need your e mail.”
  - **Patient**: “I told your helper that I don’t like to give it out.”
  - **Doctor**: “I find this incredibly valuable to my patients. I am able to give you copies of your labs with my comments. Often, that is the same day you draw them.” “Most importantly if you wind up in an E.R. while on vacation in Florida, you can access your family’s medication list even in the middle of the night.”
  - **Patient**: “Yes, please sign me up.”
Improved clinical and non-clinical workflows

- Call back and missed messages
  - 15-30% phone “waste” reduction in our office

- Clarification call back decreased
  - 20% less “what medication did my doctor change?” calls from patients

- Referral Communication
  - 10% less “wasted wait time”
Lab return

- Before Portal implementation our policy was notification of lab by direct mailing from hospital and office follow up for abnormal results
Improved Care Quality and Patient Satisfaction

Lab return

- After Portal implementation our policy is electronic copy to patient in 48 hours for all normal and 6-24 hours for abnormal results

- Coumadin result notification
  - We decreased our average Coumadin notification time from 48 hours to 6 hours
Improved Care Quality and Patient Satisfaction

- **Patient satisfaction**
  - We are hearing rave reviews of the ability to view and compare prior labs online through portal access
  
  - Patient recruitment for the quality interaction with our facility

  - During a recent upgrade, we had a time of limited visibility, we actually had calls saying, “Bring it back!”
On Line registration of patient data including demographics, form completion and review of symptoms have allowed our providers to focus on care delivery instead of data entry.
Patient Portal Patient Intake

- By using the Portal for your intake process, you can help reduce these items:
  - Data Entry errors
  - Long Lobby waits
  - Front Desk daily duties
  - Communication issues between front desk and patient
    - Language barrier and/or Handwriting
Register the Patient:

1. Click “Auto Generate”
2. Verify Email Addy
3. Select Registration type
4. Sign and Close

Staff uses the Custom PIN Generator encounter form
Intake eForms

Patient fills out PHI in the comfort of their own home. Items such as:

- PMH
- FAMILY HX
- Social HX
- Risk Factors
- Medication and Allergies
- Medicare screening
- ROS
Intake Encounter Forms

- Review the data from the portal prior to pushing to your reporting OBS term
- Encounter form re-translates the data into a more sentence structured format
## ROS Tab

### Review of Systems

#### General

<table>
<thead>
<tr>
<th>Patient complains of:</th>
<th>Patient denies:</th>
</tr>
</thead>
<tbody>
<tr>
<td>see HPI</td>
<td>see HPI</td>
</tr>
<tr>
<td>fevers</td>
<td>fevers</td>
</tr>
<tr>
<td>chills</td>
<td>chills</td>
</tr>
<tr>
<td>sweats</td>
<td>sweats</td>
</tr>
<tr>
<td>anorexia</td>
<td>anorexia</td>
</tr>
<tr>
<td>fatigue</td>
<td>fatigue</td>
</tr>
<tr>
<td>malaise</td>
<td>malaise</td>
</tr>
<tr>
<td>weight loss</td>
<td>weight loss</td>
</tr>
<tr>
<td>insomnia</td>
<td>insomnia</td>
</tr>
<tr>
<td>fail</td>
<td>fail</td>
</tr>
<tr>
<td>gait instability</td>
<td>gait instability</td>
</tr>
</tbody>
</table>

**Observation for "ROS General":**

Complains of fevers, sweats, weight loss, fail.

**Previous Entry**

Complains of fevers, sweats, weight loss, fail.

**Patient Entered via portal:** 01/10/2012

---

### Clinical Lists

- View Problems
- View Medications
- View Allergies

---

**ROS V2.3 by MD EMR Consulting**

**Histories for Medicare**
- Social Mix-Risk Factors
- ROS Complete
Custom Web forms from MD EMR SYSTEMS

www.mdemrsystems.com
Questions?

- Dr. Beal
  - sjim.beal@gmail.com

- Mike Duckworth
  - Mike.duckworth@mde.mrsystems.com