What Can a Patient Portal do for My Practice?

Research and Real Life
Collaborative, online, healthcare services

- Approximately 45 percent of medical practices in the United States have purchased some form of a clinical portal solution
- How many are using them?
From our Leaders....

• The transition from volume-based to value-based care requires patient communications modalities that respond to the new alignment of care incentives.

• In the not-too-distant future, patients may send you pictures or video showing them performing prescribed rehabilitation exercises or function tests for you to evaluate. Surgical patients might send you photos of the surgical incision site so that you can monitor for postoperative infections.

• Using a patient portal for effective, timely communications can increase your efficiency and productivity.
Would You Use a Portal?

• Who banks online? Books travel? Reservations? Facebook?
• Why? Convenience and reduce time spent and costs

Patient portals, however, represent an opportunity for patients and clinicians to work together to achieve improved health outcomes through coordination of care, sharing of pertinent data and records, and continuous tracking of patient health indicators (e.g., blood-pressure and glucose levels)
Power Shift with Risk

- Clinicians will no longer be the gatekeepers of health information
- Costs are responsibility of the practice
  - Inherent responsibility on the part of healthcare organizations: ensuring that appropriate resources and education tools are available
  - Non-reimbursable
- Empowering patients is an important element of the patient centered care and MU movements
  - Patient has an educated voice
  - Patient has more access to provider
Risk?

May 1 2014 Attestation figures CMS's Office of eHealth Standards and Services

- 50 of the 225 eligible professionals that have attested for the 2014 reporting year have done so for Stage 2; and
- Just four of the 30 eligible hospitals that have attested for the 2014 reporting year have done so for Stage 2
- However, meaningful use registration has reached:
  - Nearly 95% among hospitals eligible for the Medicare program;
  - 57.8% among health care professionals eligible for the Medicare program; and
  - 28.9% among those eligible for the Medicaid program
Functionality

• Appointments
• View their lab results
• Request prescription refills
• View personal health record and visit summaries
• Receive educational materials
• Send and receive secure e-mail messages to and from clinic staff
• Complete intake forms (medical, social, and family history)
• Receive appointment and health reminders
• View past billing statements and pay current amounts due
• Update demographic information as it changes
• View and request referrals
Value Proposition

• Completing intake forms electronically, in the comfort of their home
  • Can find medication names
  • Automatically imported into the patients' progress note in advance of their appointment
  • Demos, MU, History, questions
• Rural patients have a more effective communication medium
• Chronic diseases are easier to manage
• Research access
• Personal record keeping (compliance)
MU Require a Portal?

- Core Measure 12- Provide patients with an electronic copy of their health information (including diagnostic test results, problem list, medication lists, and medication allergies) upon request
- Menu Set Measure 5- Provide patients with timely electronic access to their health information (including lab results, problem list, medication lists, and medication allergies) within four business days if the information being available to the eligible provider

  Replaced with in Stage 2

- Core Measure 7- Provide patients the ability to view online, download, and transmit their health information within four business days of the information being available to the eligible provider
- Core Measure 13- Provide clinical summaries for patients for each office visit
CORE Measure – 7 - Patient Electronic Access to Health Info Workflow

Example (from Kryptiq Patient Portal) – Once exported by provider, patient can view their chart online and transmit to a 3rd party.
CORE Measure – 7 - Patient Electronic Access to Health Info Changed in Stage 2 (Moved from Menu to Core)

Measure – 2 measures combined into 1

- Change from >10% of all patients of the EP have timely access to their health information within 3 business days to: >50% of all unique patients seen by the EP during the EHR reporting period are provided timely (available to the patient within 4 business days after the information is available to the EP) online access to their health information

- Change from >50% of all patients of the EP who request an electronic copy of their health information are provided it within 3 business days to >5% of all unique patients seen by the EP during the EHR reporting period (or their authorized representatives) view, download, or transmit to a third party their health information
CORE Measure – 12 – Patient Reminders Workflow

After configuring and running an inquiry to identify a list of patient, select **Send Reminder** in the Activity list to set up and print a reminder letter (form the “Actionable” folder) for each patient.
CORE Measure – 13 – Patient-Specific Education Resources Changed in Stage 2: (Moved from Menu to Core)

Measure

• Changed from >10% of all unique patients seen by the EP are provided patient-specific education resources to patient-specific education resources identified by CEHRT are provided to patients for >10% of all unique patients with office visits seen by the EP during the EHR reporting period.

Workflow

• Use Info button to look up and/or print patient/context-specific education materials for medications, problems, and lab results.

Configuration

• Info button vendor must be configured in Setup/Administration.
CORE Measure – 17 – Secure Electronic Messaging New in Stage 2

Measure

• A secure message was sent using the electronic messaging function of Certified EHR Technology by more than 5% of unique patients seen during the EHR reporting period.

Workflow

• Use a supported Secure Messaging integrated application.
CORE Measure – 17 – Secure Electronic Messaging Configuration

Kryptiq Secure Messaging
Clinical Quality Reporting (CQR)

Use CQR for submission to CMS/state

- Use CQR dashboard to visualize how each provider is performing relative to each Functional/Clinical Quality Measure
PCMH Standard 1 - Enhance Access and Continuity

1. Electronic copy of health information within three days to more than 50% of patients who request it (correlates with meaningful use Core Measure #12)
2. Electronic access to current health information within four days to at least 10% of patients (correlates with meaningful use Menu Measure #5)
3. Clinical summaries provided for more than 50% of office visits within three days (correlates with meaningful use Core Measure #13)
4. Two-way communication
5. Request for appointments or prescription refills
6. Request for referrals or test results
Key Lessons Learned

• Planning
• Implementation
• Workflow
Policies – In Writing!

• Adolescents who seek care independent from their parents, particularly sensitive reproductive-related health care
  • Have the same expectations and rights
  • Ensuring confidentiality for these minor patients introduces a high level of complexity to handling
• Practice response time
  • Who, when
• Privacy and Security
  • Sensitive issue management
  • Certified portal and messages
  • Procedures for monitoring the portal and include a clear disclaimer regarding monitoring
• Patients who attempt to use the portal for emergencies should receive an alert notification
Planning

- Drivers -MU, PCMH, Payment Reform
- Benefits - Save staff time - appointment requests
- Barriers - *Digital Divide*, Language, Literacy - patient population
- Analyzing these factors in the context of your practice
- Actionable and measurable parts with clear accountability for each
- Hard and soft costs
- Is portal a good name?
- What will you use it for?
Workflow

• Who can help enroll the patient?
• Documentation to meet measures
• Pre-completed forms
  • What I want to discuss with my doctor
  • Demos and insurance
  • HX and FH
  • MU questions
• Message management
  • Does a doctor have to manage a patient message?
• Monitor patient outcomes and track recovery between office visits - may also improve patient satisfaction
Implementation

- Patient engagement is key
- Enrollment process
- Marketing materials — posters, pamphlets, buttons, slide shows, and videos on monitors in the waiting room — direct staff or provider outreach
- Messages while on hold — you can request appointment or get results on portal
- Advanced capabilities
- Training patients and staff
Success stories

• Kaiser Permanente, which has one of the most expansive patient portal deployments in the nation, reports that 53.3% (218,456) of eligible members in its Northwest region were registered patient portal users.
• VA- My HealthVet - make informed decisions and manage your health care
• American Academy of Family Physicians, 41 percent of family practice physicians use portals for secure messaging, another 35 percent use them for patient education, and about one-third use them for prescribing medications and scheduling appointments
Use Case Rheumatology

- Impact of patient-accessible electronic medical records in rheumatology: use, satisfaction and effects on empowerment among patients
  - 54% of respondents with Internet access had viewed their EMR
  - Respondents were positive about the ease of use and usefulness of the portal and reported very few problems
  - 44% reported feeling more involved in their treatment
  - 37% felt they had more knowledge about their treatment
Use Case Cancer

• Using a Patient Portal for Electronic Communication With Patients With Cancer: Implications for Nurses
• Electronic communication with patients presents an opportunity to move away from the idea of a patient visit being a single in-person event to an ongoing relationship
• In the outpatient setting, oncology nurses care for patients along the entire care continuum—from diagnosis, through treatment, and to survivorship or death
  • The incorporation of secure messaging to oncology practice offers nurses and patients a unique alternative that allows more frequent and timely communication between nurses and patients
Nurses are the most-trusted health professionals and have a long history of patient advocacy. We expect nurses to have a significant impact on consumer participation in Health IT to increase use of Personal Health Records and Patient Portals from 10% today to over 25% in the next 2 years.
GE Solutions

• Integrated for more advanced functionality
  • Kryptiq Portal and Secure Messaging
• Numerous other HIEs and Portals connected
# Kryptiq Chart Summary

<table>
<thead>
<tr>
<th>Personal Information</th>
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<tbody>
<tr>
<td>Advance Directives</td>
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<td>Allergies</td>
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<td>Immunizations</td>
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<td>Procedures</td>
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<td>Social History</td>
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<td>Vital Signs</td>
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<td>Chart Summary</td>
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<tr>
<td>Chart Access History</td>
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</tbody>
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[Diagram showing navigation through different sections]
Kryptiq Pin Generator
North Mississippi Hospital Center

Patient Portal Experience
Lori Pruitt, MIS Physician Analyst Supervisor
WHO WE ARE

» North Mississippi Health/Medical Center cover 24 counties in north Mississippi and Alabama
» North Mississippi Medical Clinics is a network of more than 30 primary and specialty clinics; and nursing homes
» Our main focus is to provide convenient access to quality health care
» NMHS is a 2012 recipient of the prestigious Malcolm Baldrige National Quality Award
WHO I AM

» North Mississippi Health/Medical Center cover 24 counties in north Mississippi and Alabama
» I manage a team of nurse informaticists that manage all MU, PCMH, and regulatory issues, as well as training and testing of applications
» I manage multiple platforms for our EMRs, as well as HIE and portal services
HOW WE DID IT

» Approach
» Process Changes
» Resources
» What I would do Differently?
Thoughts?

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References/Resources

- http://www.chcf.org/patient-portals
- Electronic copies of all marketing materials are available on the CDC Web site at www.cdc.gov/arthritis/interventions/marketing-support/1-2-3-approach