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# Patient Portals: So Much More Than Meaningful Use



# Overview

In this session, we'll explore:

- What is driving the industry toward patient portals?
- Major benefits of a patient portal (both patients & providers)
- What the basic features of a patient portal look like
- How patient portals fit into a community HIE strategy
- How to plan your portal strategy beyond Meaningful Use



# **Meaningful Use (Industry Driver)**

# Meaningful Use Stage 1

- **(EH & EP)** Provide patients with an electronic copy of their health information within 3 business days
- **(EH only)** Provide patients with an electronic copy of their discharge instructions upon request at time of discharge

# Meaningful Use Stage 2

(Proposed)

*"Stage 2 meaningful use includes standards such as online access for patients to their health information, and electronic health information exchange between providers."*

(Farzad Mostashari)

# Meaningful Use Stage 2

(Proposed)

- As currently written... EPs and EHs must provide electronic access to at least 50% of patients.
- 10% of all unique patients must use it to either view, download or transmit to a 3<sup>rd</sup> party their health information
- EPs to provide clinical summaries within 24 hours of an office visit to their patients for more than 50% of visits.

# Meaningful Use Stage 2

(Proposed)

- EPs to use secure electronic messaging to communicate relevant health information to more than 10% of patients
- Provide patient-specific education resources to at least 10% of EP office visits and 10% of unique patients admitted to an EH



**Patient-Centered  
Care  
(Industry Driver)**



# Patient-Centered Care

(Definition)

- IOM Definition: Care that **informs and involves patients in medical decision making and self-management**; coordinates and integrates medical care; provides physical comfort and emotional support; understands the patients' concept of illness and their cultural beliefs; and understands and applies principles of disease prevention and behavioral change appropriate to diverse populations.

# Patient-Centered Care

(What will this require?)

- Active patient engagement as a key participant in their care
- Communication between patient and care team
- Patient empowerment / control of their health information
- Ready access to patient health information



# **What Patients Want (Industry Driver)**

# What Patients Want

(Do patients want access to their records?)

- The **OpenNotes** study of more than 37,000 patients from more than 170 primary care providers showed that **90%** of patients responded favorably to viewing their physician notes.
- In May 2012, **Navigating** Cancer released the results of their study showing that **74%** of cancer patients wanted access to their online medical records.
- **Stanford University** found that **79%** of patients wanted the ability to share their information with a care provider or family member.

# What Patients Want

(Will patients use a portal?)

- At the University of Texas **MD Anderson** Cancer Center (as of Feb 2012), **84%** of active patients had obtained access to their personal health information.
- The **MyGroupHealth** (WA) portal had roughly **114,000** patients enrolled as of May 2006. Highest usage was for looking up lab results and pharmacy refill requests.



# **Benefits of Portals**

# Patient Benefits

- Anywhere/anytime access to medical records
- Easy access to discharge instructions (no lost paper!)
- Manage medical history & medication lists in one place
- Improved communication with care team
- Manage medical bills & make payments

# Provider Benefits

- Improved communication with patients
- Satisfy MU objectives by providing electronic access
- Less staff time spent calling patients & faxing
- Gather online forms from patients (e.g. pre-registration)





# **Patient Portal (Common Features)**

# Basic Features

- Secure access to view visit history & clinical results
- Ability to document medical history
- Ability to maintain a current medication list
- Ability to download / print medical data in various formats

# Basic Features

- Secure communication with providers
- Manage guardian / custodial accounts from one login
- Multi-language support (English, Spanish, etc.)
- Secure enrollment process

# Advanced Features

- View statements & securely pay bills online
- Manage appointments - request new or change, cancel  
(Appointment reminders via text / email are nice too!)
- Ability to aggregate data from various systems
- Prescription refill requests



# **Security Concerns**

# Secure Enrollment

- This needs to be bullet-proof – no hacking / guessing!!
- Best practice is two-step process using security code
- Patient should set security questions during enrollment
- CAPTCHA codes should be used to thwart scripts / bots

# Data Access & Control

- Guardian / custodial access
- Parents & children and the age of independence
- Patient-controlled sharing of records / features
- Emergency override



# **Extending the Portal (Community HIE)**



# Benefits of Community Portal

- Data from multiple systems brought together (HIE)
- Patient identity reconciliation (EMPI)
- Single / common view of patient health information
- Save clinicians time/money; eliminating paper chase

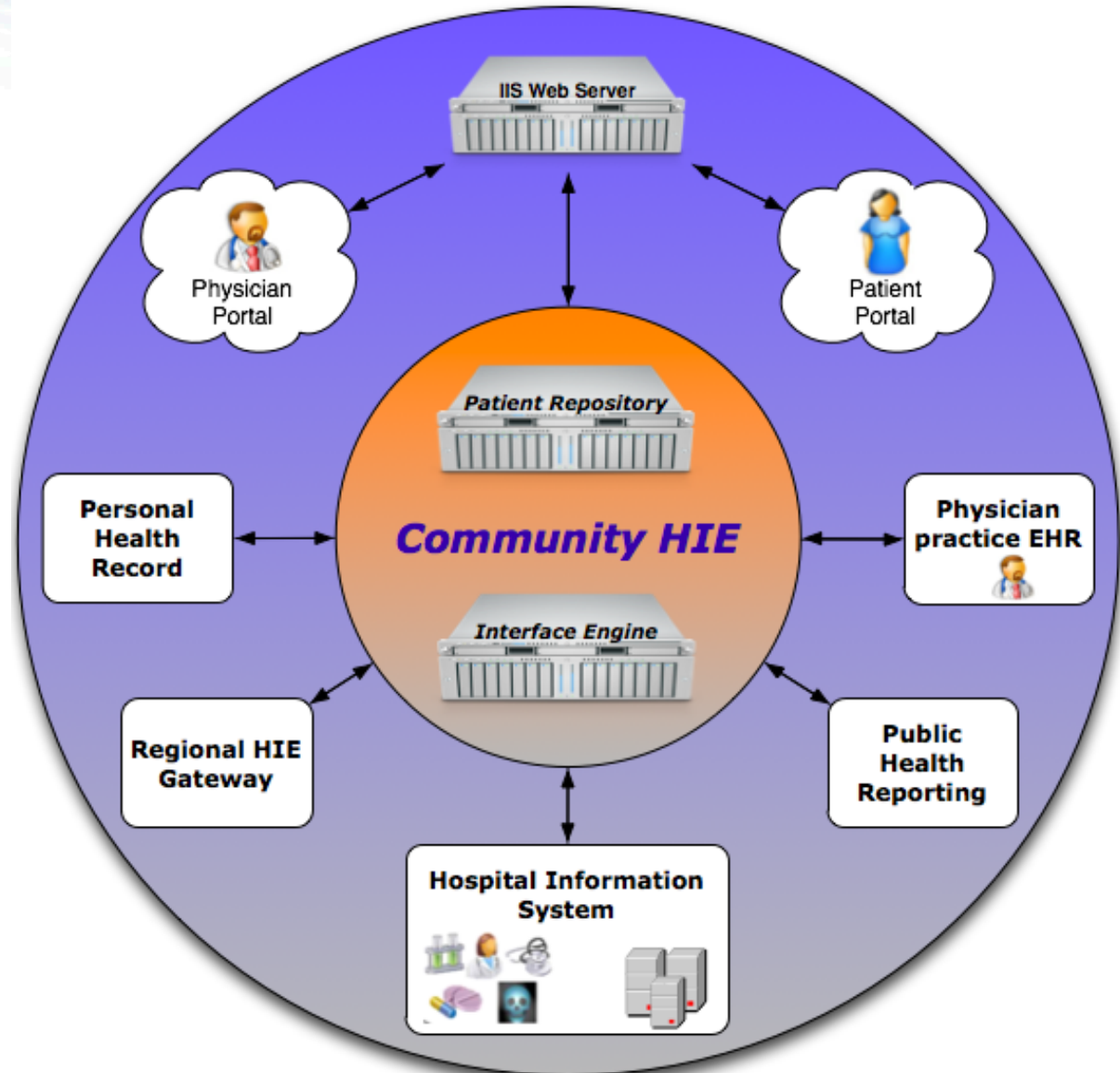
# Community HIE

(What does this entail?)

- **Patient Identification**  
(EMPI, Patient Identifier Services – PIX/PDQ)
- **Data Persistence**  
(Real-time database, Document Repository)
- **Interoperability**  
(Clinical Document Exchange)
- **Common View of Data**  
(Portals, Browsers, EHRs, Mobile Applications)

# Community HIE

(A sample landscape)



# Going Beyond MU

- Think beyond the 4 walls into your community
- Strive to connect your patient and providers
- Give patients ONE place to access ALL their health data
- Lay a foundation to support patient-centered care, ACOs

# Things to Consider

(When searching for a patient portal)

- Integration capabilities
- Scalable technology platform
- Standards-based exchange
- Understand vendor's development roadmap

# Things to Consider

(When searching for a patient portal)

- Does the portal meet the basic requirements?
- Does the portal (or roadmap) include advanced features?
- Will the portal support a Community HIE approach?
- Will the portal support standard-based exchange?

# Things to Consider

(When searching for a patient portal)

- Does the vendor have a vision beyond Meaningful Use?
- Does the vendor's vision/roadmap align with your vision?
- Will the product scale with your organization's journey?
- Will the product support a future change in HIS platform?



# **End-User Adoption**



# End-User Adoption

(A few things to ponder)

- You chose a portal – excellent! Will patients use it?
- How will you ensure it's not just another unused IT tool
- Patient engagement is the “holy grail” & MU will require it
- Hand me a tool, but give me something to do with it!
- Take the necessary time to create your adoption strategy



# Getting Started

# How To Get Started

(Sample high-level steps)

- Understand the goals of your enterprise & community
- Choose a solid foundation that will scale appropriately  
(Consider the larger community in this phase)
- Create a plan to attract end-user adoption  
(This step may ultimately determine success/failure!!)
- Roll out the basic features first (look for quick wins!)  
(70% of portal usage is looking up lab results)
- Add advanced features as time allows



**Questions?**