Patient Portals: So Much More Than Meaningful Use
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
“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)
• 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 3rd 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
• 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)
• 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?