

The 7 Habits of Highly Effective Portals

MUSE 2013

Welcome!

Presented by:

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You will learn:

Key topics to incorporate in your everyday workflow — habits that will result in a successful, effective portal for your patients

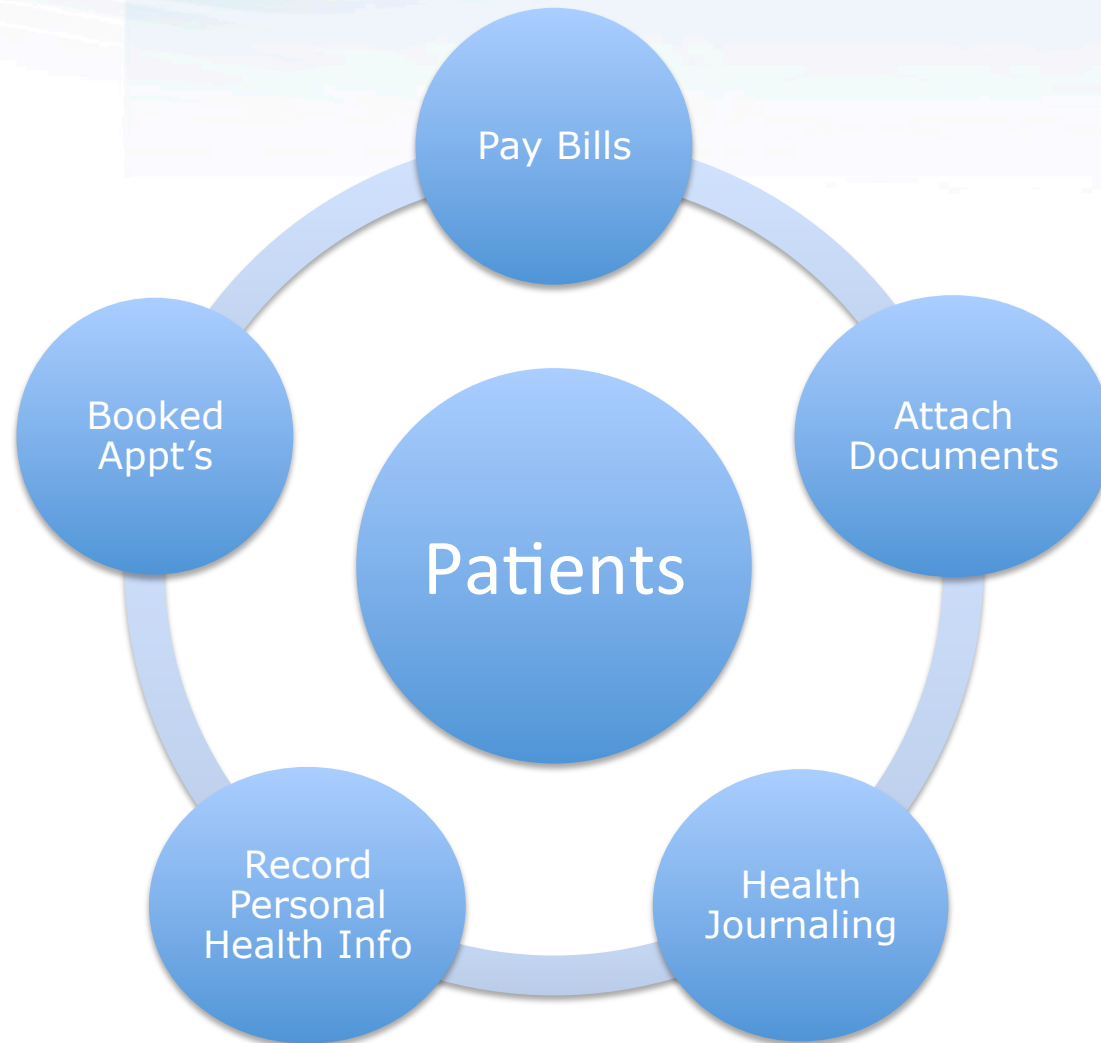
- How a portal helps patients & families
- How to meet updated Stage 1 Requirements
- How to meet Stage 2 Requirements – and timing deadlines
- What a patient needs out of a portal
- Creating a portal plan
- Documentation
- Patient Engagement

Purpose of the Patient Portal

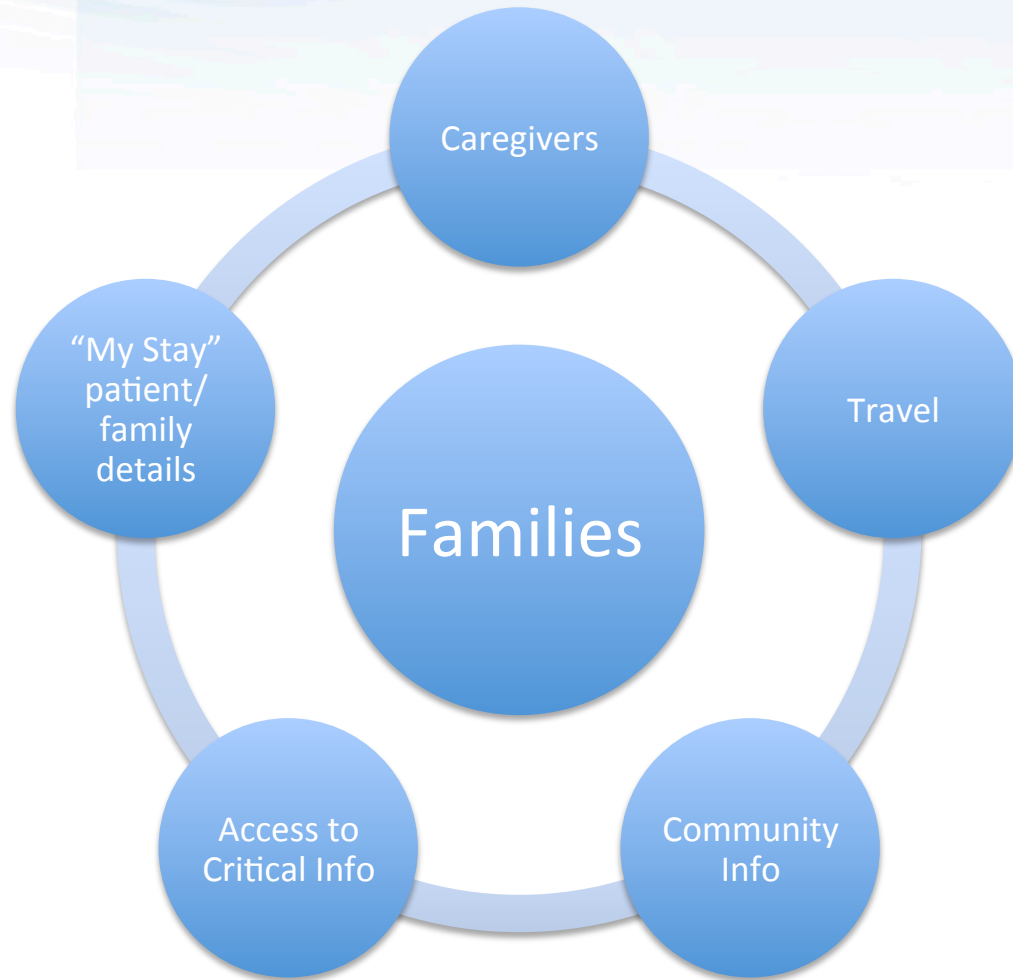
- Interact with physicians and hospital
- 24/7 access
- View, download, and transmit



How will it help Patients?



How will it help Families?



EH MU Stage 1 Requirements

EH Patient Portal Requirements Effective 10/1/13:

Provide patients the ability to view online, download and transmit

- Core 11 and Core 12 Retired
- Portal Requirement added:

New Hospital Objective: Provide patients the ability to view online, download and transmit information about a hospital admission.

New Hospital Measure: More than 50 percent of all patients who are discharged from the inpatient or emergency department (POS 21 or 23) of an eligible hospital or CAH have their information available online within 36 hours of discharge.

EH MU Stage 2 Requirements

Core 6 EH:

More than 5% of all unique patients view, download or transmit

Patient Electronic Access	
Objective	Provide patients the ability to view online, download, and transmit information about a hospital admission.
Measure	<ol style="list-style-type: none">1. More than 50 percent of all unique patients discharged from the inpatient or emergency departments of the eligible hospital or CAH (POS 21 or 23) during the EHR reporting period have their information available online within 36 hours of discharge.2. More than 5 percent of all unique patients (or their authorized representatives) who are discharged from the inpatient or emergency department (POS 21 or 23) of an eligible hospital or CAH view, download or transmit to a third party their information during the EHR reporting period.
Exclusion	Any eligible hospital or CAH that is located in a county that does not have 50 percent or more of its housing units with 3Mbps broadband availability according to the latest information available from the FCC on the first day of the EHR reporting period is excluded from the second measure.

EH MU Stage 2 Requirements

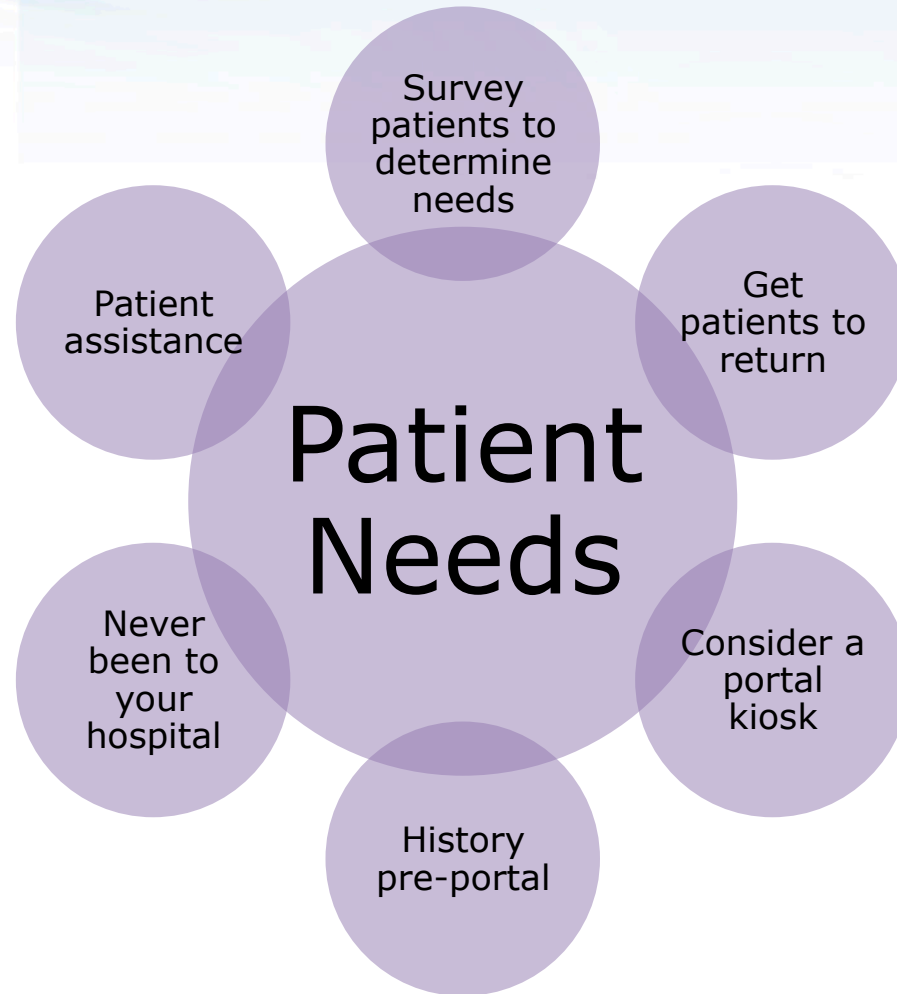
2014 Quarter Attesting Schedule – Stage 1 or 2	Date portal needs to be purchased (estimated 5 months installation lead time)	Date portal needs to be live (to allow for 3 months reporting for CMS FY 2014 quarter reporting)
October 1, 2013 – December 31, 2013	February 1, 2013	July 1, 2013
January 1, 2014 – March 31, 2014	May 1, 2013	October 1, 2013
April 1, 2014 – June 30, 2014	August 1, 2013	January 1, 2014
July 1, 2014 – September 30, 2014	November 1, 2013	April 1, 2014

EH MU Stage 2 Requirements

Example:

2014 Quarter Attesting Schedule – Stage 1 or 2	Date portal needs to be purchased (estimated 5 months installation lead time)	Date portal needs to be live (to allow for 3 months reporting for CMS FY 2014 quarter reporting)
April 1, 2014 – June 30, 2014	August 1, 2013	January 1, 2014

What are your Patients Needs?



Some Stats

Age 60+ - Studies show prefer online banking

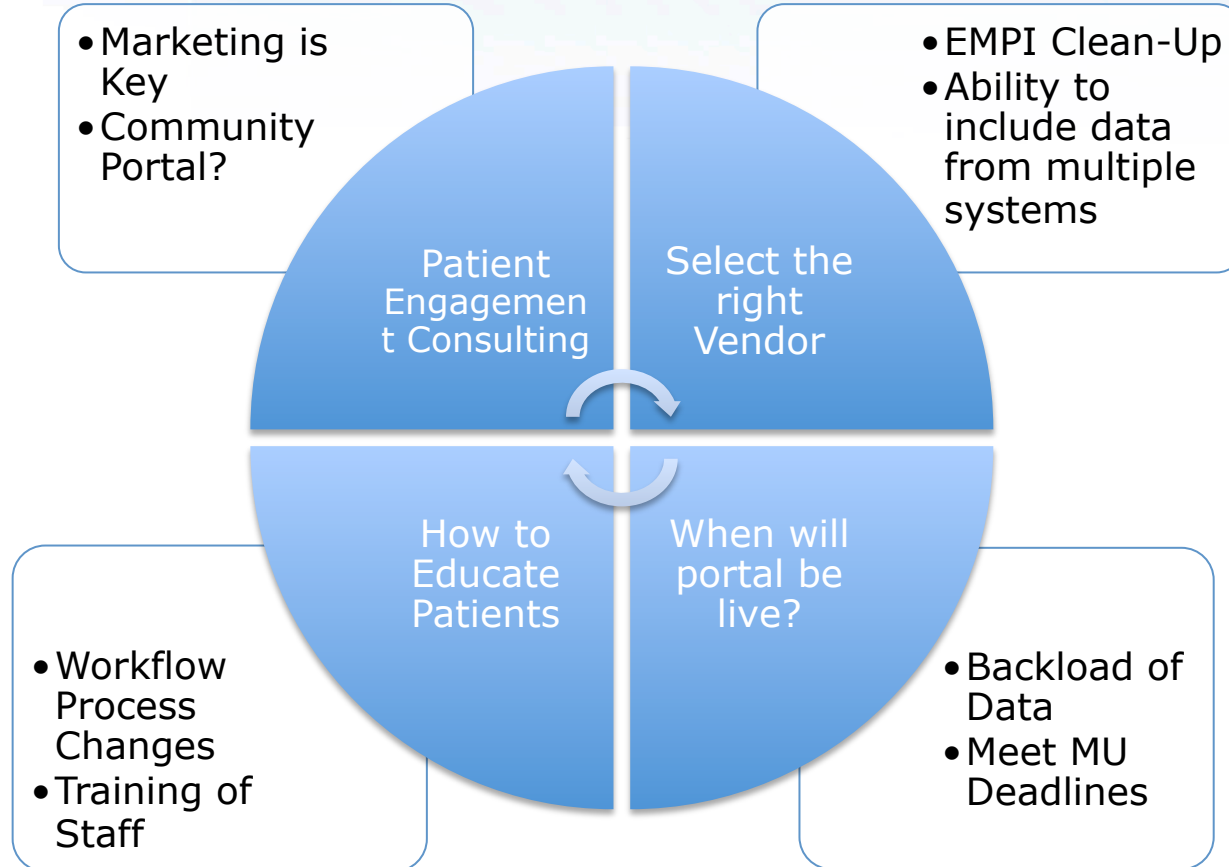
10PM - The time that patients tend to use an online portal

72% - The percentage of people that want to access their records online

Moms - tend to be the highest users

Car Tags - 33% have renewed licenses and registrations online

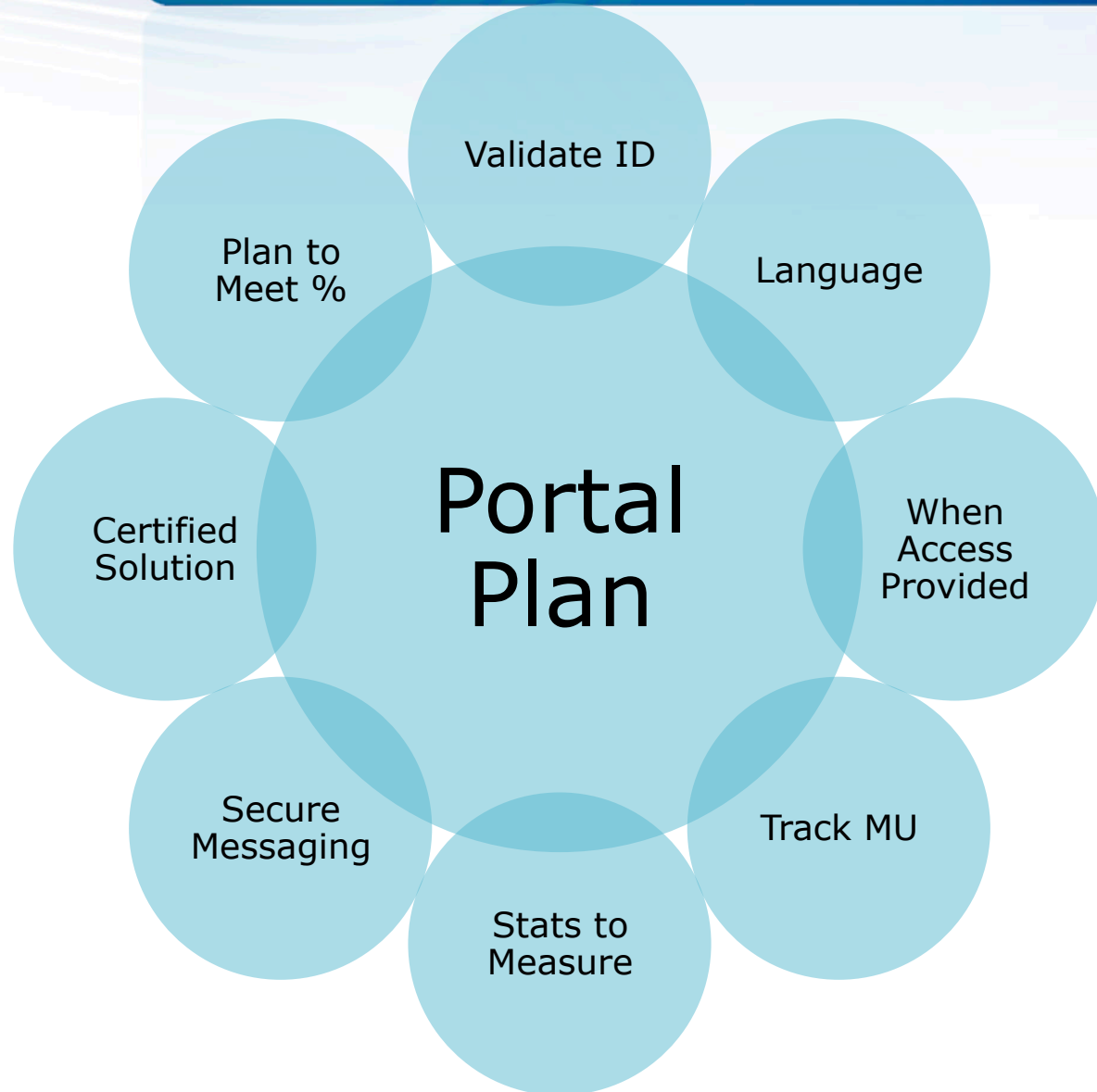
How to create a Portal Plan



Marketing the Portal



What to include in Portal Plan



What documents to make available?

- Requirements under MU:

Make sure you have a way to capture each of these areas of documentation and include in the patient portal

Additional Information

- The following information must be available to satisfy the objective and measure:
 - Patient name.
 - Admit and discharge date and location.
 - Reason for hospitalization.
 - Care team including the attending of record as well as other providers of care.
 - Procedures performed during admission.
 - Current and past problem list.
 - Current medication list and medication history.
 - Current medication allergy list and medication allergy history.
 - Vital signs at discharge.
 - Laboratory test results (available at time of discharge).
 - Summary of care record for transitions of care or referrals to another provider.
 - Care plan field(s), including goals and instructions.
 - Discharge instructions for patient.
- Demographics maintained by hospital (sex, race, ethnicity, date of birth, preferred language).
- Smoking status.
- As noted in the proposed rule, this is not intended to limit the information made available by the hospital. A hospital can make available additional information and still align with the objective.

Time-Frames



- Within 36 hours of discharge
- By report type?
- By document type?
- Any item to exclude from portal?

Iatric Systems Patient Engagement Services

Iatric Systems Patient Engagement Services

program works with your staff to **advocate** the benefits of your portal and keep patients **informed, engaged, and properly trained** on PtAccess®.

Comprehensive assessment of your patient engagement readiness

Specialized promotion, education, and top-down training protocols

Strategies for patient engagement using print, digital, and person-to-person methodologies

Product Demonstration

PtAccess[®] Patient Portal

The screenshot displays the Iatric Systems PtAccess Patient Portal interface. At the top left is the Iatric Systems logo. The top right corner features 'SETTINGS' and 'LOGOUT' links, along with a 'Current Profile: ANN TESTSMITH (Me)' dropdown menu and a stethoscope icon. A navigation bar below the header includes buttons for HOME, VISITS, REPORTS, VITALS, MEDICATIONS, STATEMENTS, APPOINTMENTS, and PROBLEMS. Below the navigation bar are three buttons: 'Download My Data', 'Share', and 'Help'. The main content area is divided into four sections: 'My Personal Information' (with a patient photo and details for ANN TESTSMITH), 'My Visit History' (with links for 17 visits, 230 reports, 313 vitals, 120 medications, and 4 statements), 'My Health Information' (with a 'Manage My: Medical Conditions' dropdown and a note about the last update), and 'My Appointments' (stating there are no appointments scheduled). A 'Current Balance: \$234.00' with a 'PAY NOW' button is also visible. The footer contains copyright information for Iatric Systems, Inc. and mentions of service marks for the U.S. Department of Veterans Affairs.


IATRIC systems SETTINGS LOGOUT

Current Profile: ANN TESTSMITH (Me)


HOME VISITS REPORTS VITALS MEDICATIONS STATEMENTS APPOINTMENTS PROBLEMS


Download My Data Share Help


My Personal Information


 ANN TESTSMITH
32 WILLOW LANE
APARTMENT 75
SLEEPYHOLLOW, PA 65236
(965)898-9898
Age English: 46 years
Birthdate: 6/6/1966
[Edit](#)


My Visit History

 [17 visits](#) [Diagnoses/Conditions Summary](#)

 [230 reports](#) [39 new](#)

 [313 vitals](#) [180 new](#) [Summary](#)

 [120 medications](#) [12 new](#)

 [4 statements](#)

Current Balance: \$234.00 [PAY NOW](#)

Recorded Allergies: Ampicillin (From 3P Poly-Pen), Codeine, Peanut-containing Drug Products

My Health Information

Manage My: [Medical Conditions](#)

Your health information was last updated 5 months ago

My Appointments

There are no appointments scheduled for you

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Questions and Answers

Thank you for attending. Come by our booth (#501) for more information on PtAccess or Patient Engagement or to have a personal discussion

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Presentation: www.iatric.com/muse2013