

The Path to the 5%

Maximizing Patient Engagement with the Patient Portal



NHCHC Washington DC

May 7, 2015

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AGENDA

- ▶ Review of Meaningful Use Stage 2 Requirements
- ▶ Pre-work Ahead of Implementation
- ▶ Essential Functionality of the Patient Portal
- ▶ Policies and Procedures
- ▶ Workflow
- ▶ Sample Project Plan
- ▶ Questions

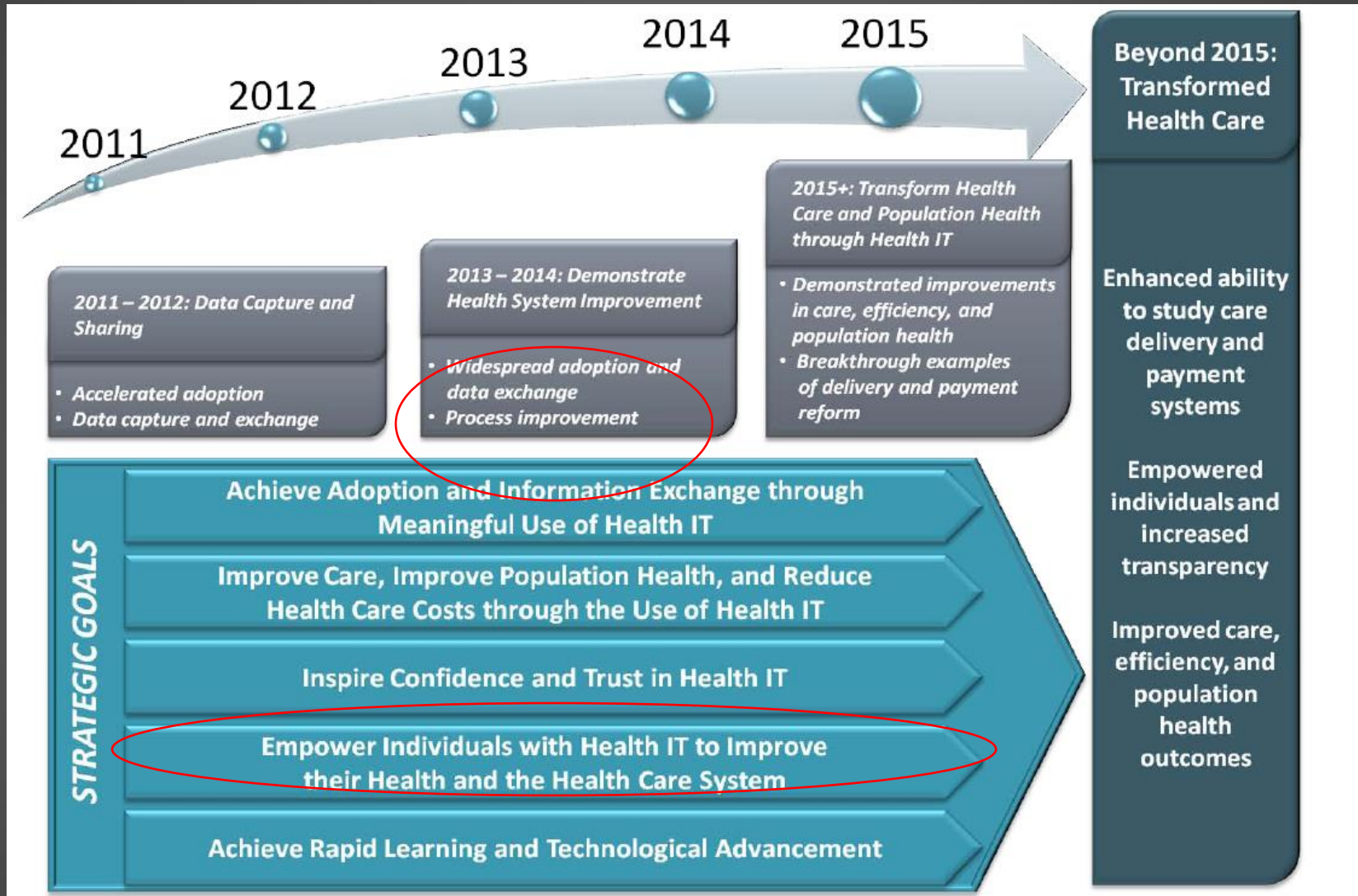
THE SPIRIT VS. THE LETTER

Meaningful Use

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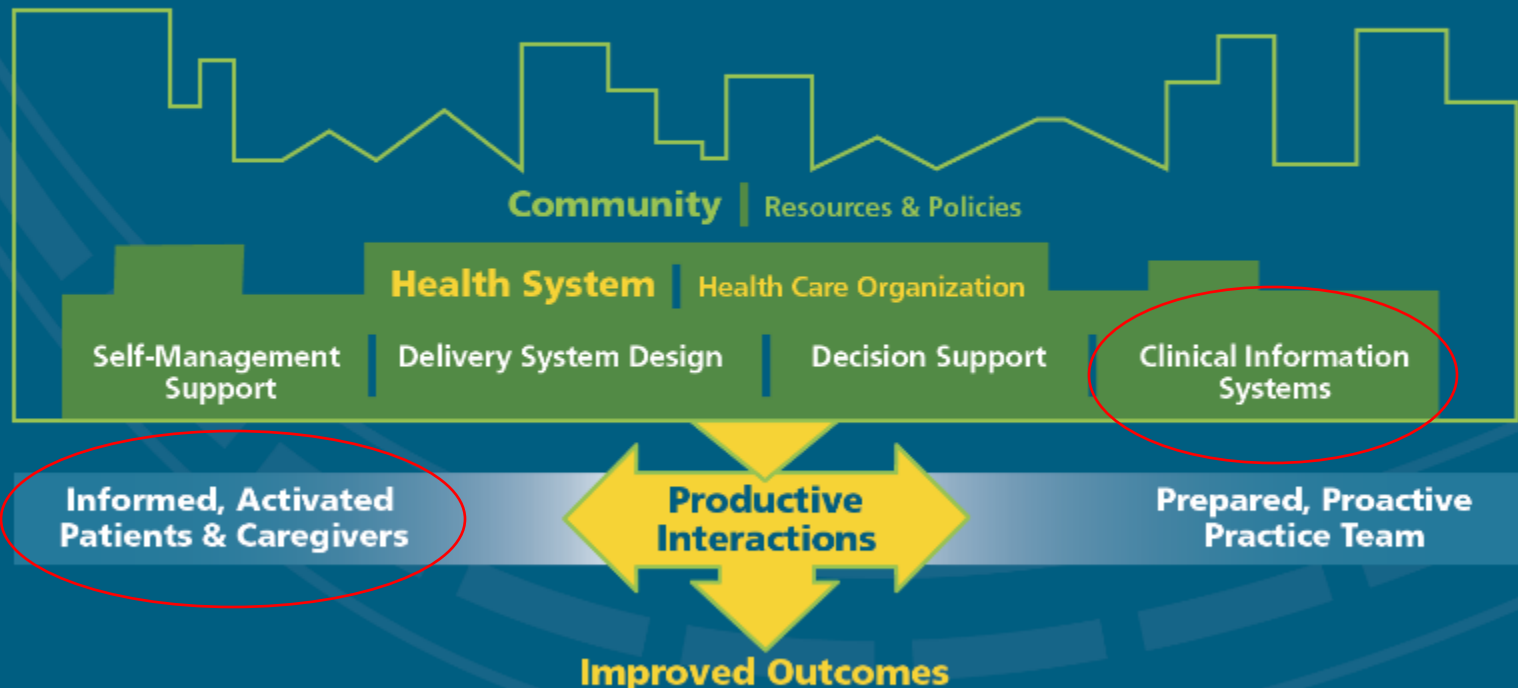
Use of the EHR to
improve patient care

WHERE ARE WE IN THE QUEST FOR MU?



CHRONIC CARE MODEL

The Care Model for the *Office Practices & Outpatient Setting Domain*



Care that is patient-centered, safe, timely, effective, equitable, efficient, and a health care system and workforce that is vital.

Stage 2 Meaningful Use Requirements

Provide Patients with the ability to view online, download and transmit their health information

What this measure requires

- More than 50% of all unique patients are provided online access to their health information within 4 business days after the information is available to the EP
- More than 5% of all unique patients view, download or transmit to a third party their health information

What that means for you

Not only do you have to provide online access to health information for over half of your patients, you also have to make sure that more than 5% of your patients actually access the online health information you have made available

Are you excluded?

If you do not order or create any of the required information, except for “Patient name” and “Provider name” and office contact information. You can also be excluded if your practice is in an area with low broadband availability.

Stage 2 Meaningful Use Requirements

Use Secure Messaging to Communicate with Patients

What this measure requires

A secure message was sent using the electronic messaging function of CEHRT by more than 5% of unique patients (or their authorized representatives) seen by the EP during the EHR reporting period.

What that means for you

Certified EHR technology will contain the capability to send secure messages between you and your patients. In order to meet this objective, you have to make sure that more than 5% of your patients actually use this capability by sending you a secure message.

Are you excluded?

You can be excluded if you have no office visits during the reporting period.
You can also be excluded if you practice in an area with low broadband availability.

USABILITY & BARRIERS





**Ask Me
About Our
Patient
Portal**



questionnaires

Online scheduling

Access

**Problem
list**

demographics

Education

Secure

Resources

email

medications

insurance

billing

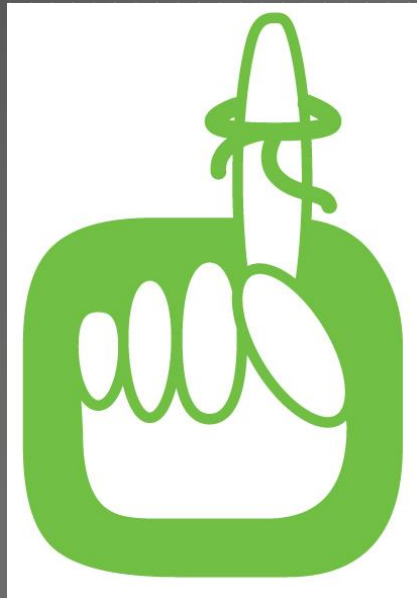
Test results

Allergies

- ▶ Patient-centered” Patient Profile
- ▶ Use Plain Language Principles



FONT SELECTION AND REMINDER ICONS

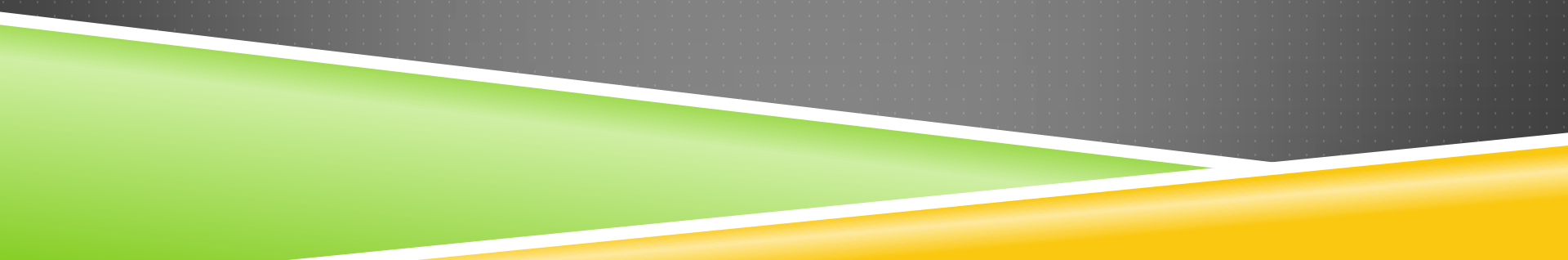


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ESSENTIAL FUNCTIONALITY OF THE PATIENT PORTAL

- ✓ Communication
- ✓ Portable Health Record
- ✓ Appointment Scheduling
- ✓ Bill Payment
- ✓ Enter, update Past Medical, Surgical and Social History

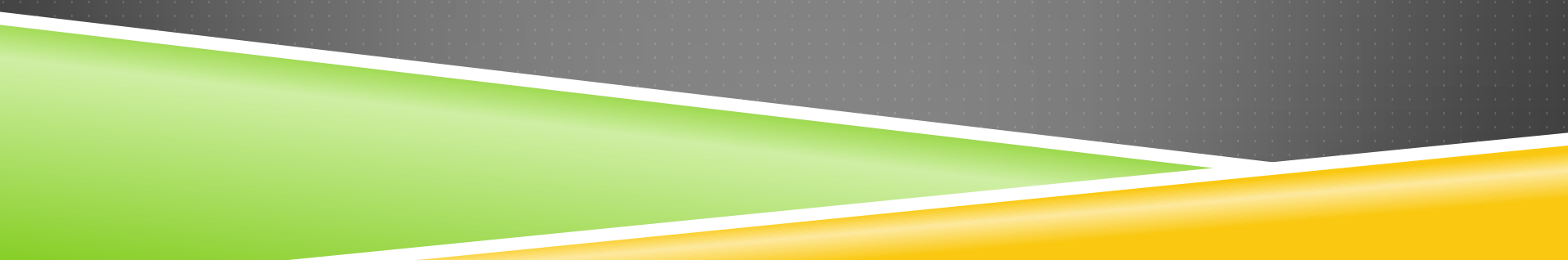
ESSENTIAL FUNCTIONALITY OF THE PATIENT PORTAL

- ✓ Enter, update Registration Information
 - ✓ Initial Patient Access and Ongoing Support
 - ✓ Mobile Application
 - ✓ Cost
 - ✓ User Interface
- 

CONNECTING THE DOTS:TIPS FOR LAUNCHING THE PORTAL

- ▶ **Ask patients**
- ▶ **Identify provider champions**
- ▶ **Develop policies and procedures with user input**
- ▶ **Phase in the portal rollout**
- ▶ **Educate and train providers and staff**
- ▶ **Develop a marketing campaign**
- ▶ **Make it everyone's job to encourage using the portal**
- ▶ **Minimize potential loss of patient interest**
- ▶ **Educate patients**

POLICIES AND PROCEDURES

- ▶ Restrictions or limitations
 - ▶ Guidelines and security
 - ▶ Portal consent form
 - ▶ Adolescent patients
- 

Task

Organization Decision List

ROLLOUT

How will you rollout FMH to your patients? (Ex. Phased Rollout)

Will you rollout to employees first?

REGISTRATION

Who will send out the patient invites? (Front Desk Staff/IT Staff/EHR Staff)

What will you use as the 'Patient Security Code'? (default is last 4 digits of the patients social)

Will you allow patients to request connection versus you sending them an invite?

Who will manage these requests?

Who will manage/monitor the patient invite report for expired or undeliverable invitations?

Will you allow parents to have access to their child's record?

At what age is a child considered a protected minor in your state?

ORGANIZATION > SERVICES > RELEASE SETTINGS

After a result (normal/abnormal) is reviewed by a provider, when should we release them to the patient (in days)?

After a document is finalized when should we release them to the patient (in days)?

Should we delay problems (conditions)?

When should a patient receive an appointment reminder?

When should the patient invitation expire (in days)?

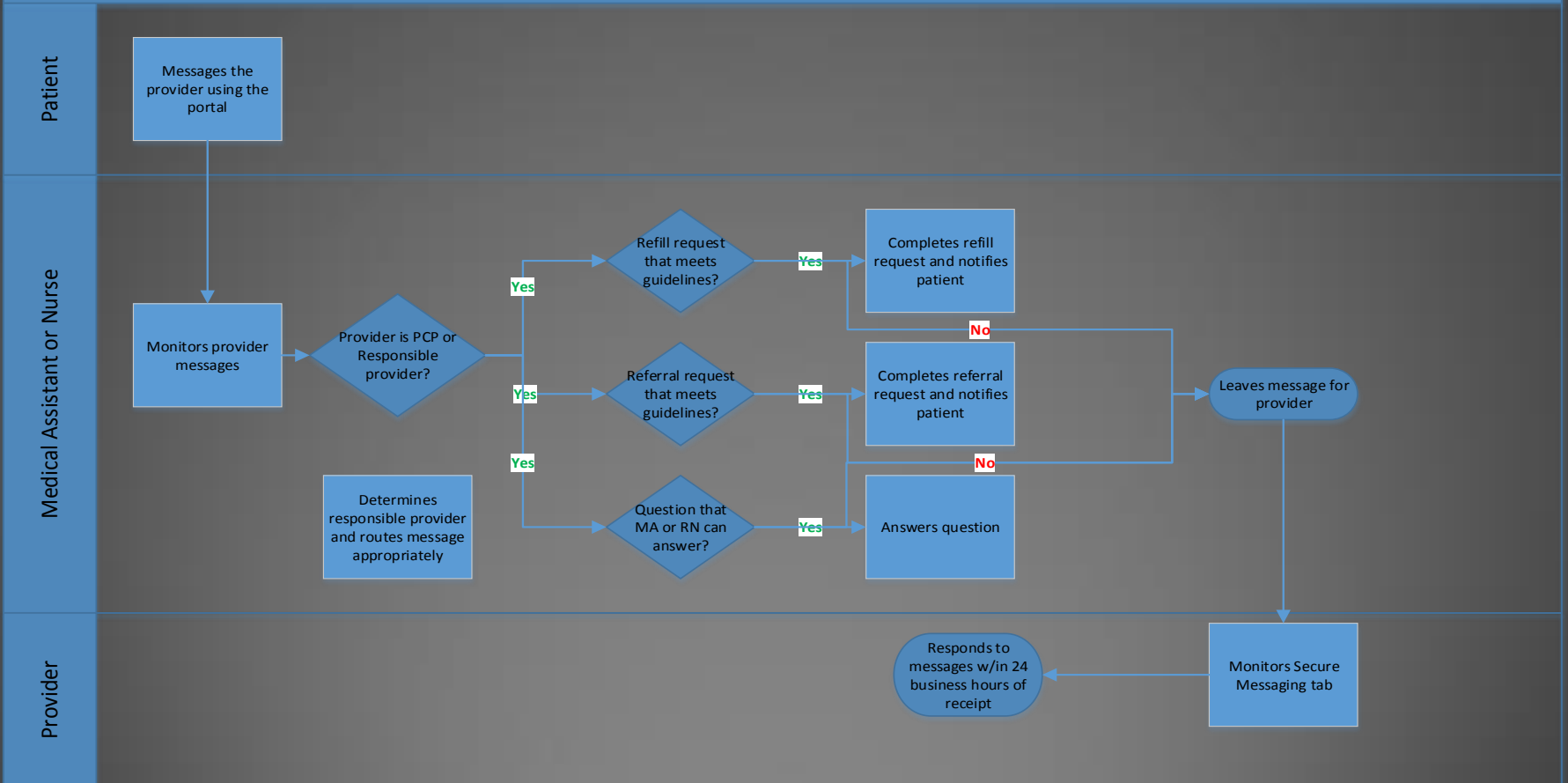
ORGANIZATION > RESULT TYPES

Are there lab results that you want to block?

WORKFLOW

Using Secure Messaging to Communicate with Patients

Messages are responded to within 24 business hours of receipt



Your Family PRACTICE

FLU SHOTS

now available anytime



It's time for your Annual Physical

Log on to our Patient Portal today to schedule your next appointment. Keeping up with your annual appointments means staying healthy for you and your family.

We look forward to seeing you!
Your Doctor, MD

Sign up for our Patient Portal today & check-out all the features!



appointment reminders to your cell or email



pay your statements online



decrease in-office wait time, complete your forms online



secure communication between you & your provider

RESOURCES

- ▶ Portal exclusion information http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/downloads/Stage2_EPCore_7_PatientElectronicAccess.pdf
- ▶ Osborn, C. et al (2011) Journal of the American Medical Informatics Association. MyHealthAtVanderbilt: policies and procedures governing patient portal functionality <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3241162/>
- National Learning Consortium: How to optimize patient portals for patient engagement and meeting meaningful use requirements. http://www.healthit.gov/sites/default/files/nlc_how_to_optimizepatientportals_for_patientengagement.pdf
- California Healthcare Foundation. Measuring the impact of patient portals. <http://www.chcf.org/~media/MEDIA%20LIBRARY%20Files/PDF/M/PDF%20MeasuringImpactPatientPortals.pdf>
- California Healthcare Foundation: Patient Portal Resource Page focused on Safety Net <http://www.chcf.org/patient-portals>

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