

**Helping Healthcare Providers Adopt
Electronic Health Records and
Achieve Meaningful Use**



**Introduction to Patient Portals and
Improving Patient Engagement**
*Patient Engagement On-Demand Webinar:
Part 2*
September 2018

[9/28/2018]

© 2018 eHealthDC All Rights Reserved

www.e-healthdc.org



- The intended audience of this training module is:
 - Eligible Professionals (EPs) enrolled in the Promoting Interoperability (PI) program for Medicaid, also known as Meaningful Use (MU).
 - Practice leadership and staff who support operations and management – and may play primary roles in enabling and engaging patients to use patient portals
 - EPs in the District include:
 - Physicians (MD, DO)
 - Nurse Practitioners
 - Certified nurse-midwives
 - Dentists
 - To participate in the District’s Medicaid EHR Incentive Program for MU (known as MEIP), EPs must have a minimum of 30% Medicaid patient volume (20% volume for pediatricians)

LEARNING OBJECTIVE

- The learning objective of this training module is to:
 - Understand patient engagement strategies to improve outcomes
- This module will cover:
 - Patient engagement strategies
 - Patient portal best practices

- eHealthDC is a DC Primary Care Association program funded by the District of Columbia Department of Health Care Finance (DHCF)
- This training module is part of a multi-year technical assistance (TA) and outreach program designed to:
 - Raise awareness of MU and Health Information Exchange (HIE) resources in the District
 - Encourage health care providers to show “Meaningful Use” of Certified Electronic Health Record Technology (CEHRT) by attesting to federally mandated objectives and measures
 - Provide hands-on support to help DC Medicaid eligible professionals attest for MU incentive payments through the District’s State Level Registry (SLR) system
 - Support eligible professionals in adopting and using Health Information Exchange (HIE)

Your “**One-Stop-Shop**” for
Meaningful Use
and HIE
Resources in the
District

- Implement patient portals
 - Patients have real-time access to their health information
 - Engage patients and increase activation
 - Train providers to be proactive with the patient portal
 - Secure messaging
 - Patient Education – though your EHR/portal or link to <http://www.healthfinder.gov/>
- Share notes through secure EHR web-portals
 - The OpenNotes movement began in 2010 to encourage providers to share progress notes with patients
 - Findings suggest this practice improves communication, safety, patient-doctor relationships, and patient engagement
- Survey patients – Health Confidence Tool

[Source: OpenNotes: How the Power of Knowing Can Change Health Care. 2017](#)

© 2018 eHealthDC All Rights Reserved

www.e-healthdc.org

Patient Portal

“A patient portal is a secure online website that gives patients convenient, 24-hour access to personal health information from anywhere with an Internet connection. Using a secure username and password, patients can view health information such as:

Recent doctor visits

Discharge summaries

Medications

Immunizations

Allergies

Lab results”

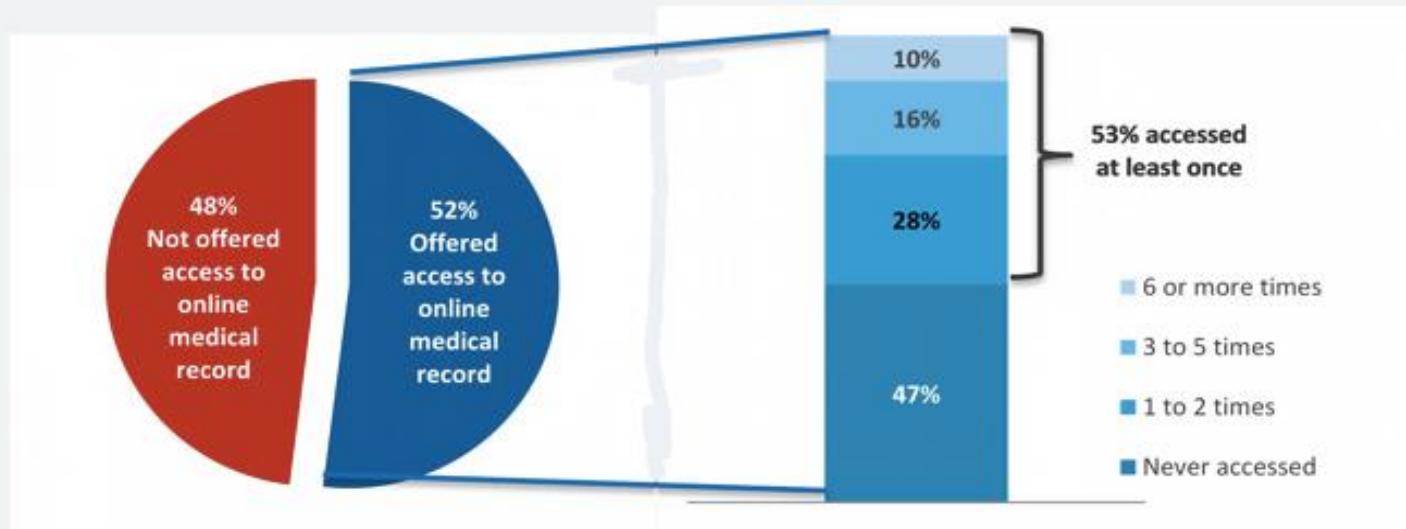
Source: HealthIT.gov

- Portals typically provide the following functionality:
 - View and download patient health information
 - Update patient demographics and medications
 - Secure messaging with provider
 - Prescription refill requests
 - Appointment scheduling (non-urgent visits)
 - Make payments
 - Download forms
 - Complete intake forms (saving time at check-in)
 - View educational materials

Source: Office of the National Coordinator for Health IT

IMPACT OF ONLINE ACCESS TO MEDICAL RECORDS

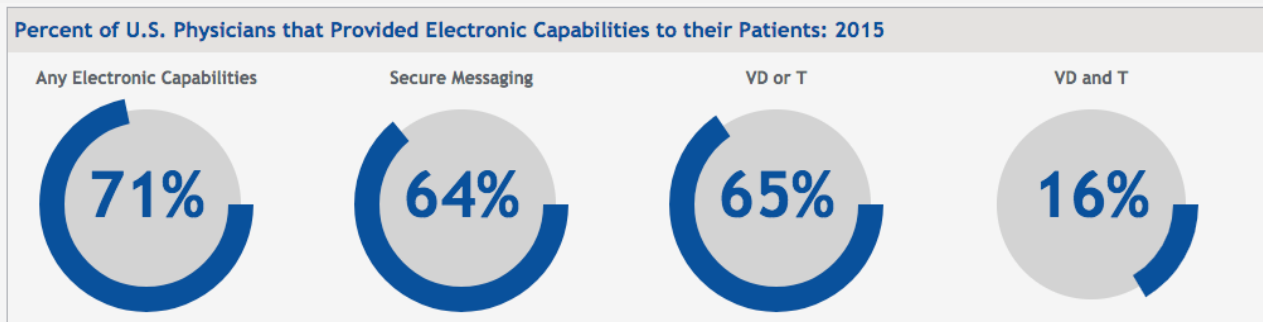
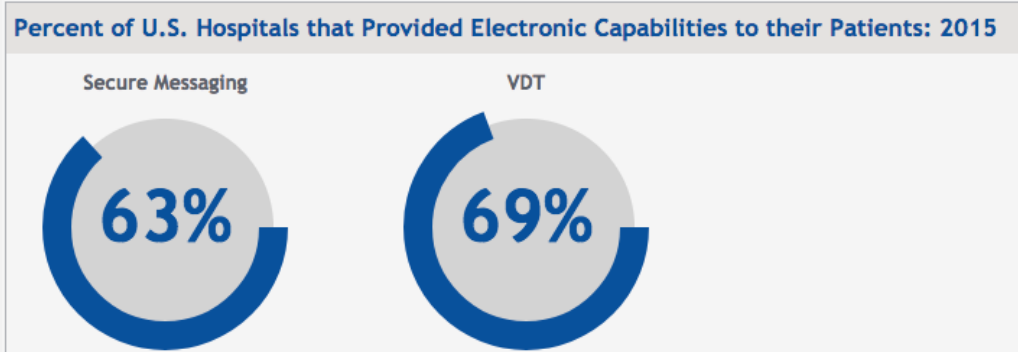
- More than half of patients in 2017 who had access to online medical record from health care provider or insurer viewed their record at least once



Source: ONC Data Brief No. 40, April 2018

- MU Impact Point: Providers who implement patient portals AND educate their patients *typically* meet MU Objectives 5 and 8 for Patient Electronic Access (Modified Stage 2 and Stage 3 respectively)

- Patient portal usage



Source: Office of the National Coordinator for Health IT

- Harris Poll survey was commissioned by eClinicalWorks in 2015 – over 2,000 US adults
 - **84%** report their doctor’s office has a portal
 - Adults **55+** are more likely to use the portal
 - **60%** of patients likely to schedule appointment through the portal
 - **75%** of physicians state a top benefit was allowing patient to review his/her own medical health record
 - **75%** of physicians state a top benefit was providing patients with automatic alerts and appointment reminders
 - **67% of physicians (actively using portal) notice a change in patient conversations with portal usage**

Source: HIT Consultant. 2015

- Portals can improve chronic disease management
 - Portals foster improved communication between chronically ill patient and care team
- Portals provide more complete and accurate patient information
 - Patients identify inaccuracies or inconsistencies when viewing their data
 - Patients can send a secure message to their provider
- Portals empower patients to be proactive in managing their own care
 - Provide evidence-based health and wellness tools

Source: Patient Engagement HIT, 2016

1. EPs lack time and resources to dedicate to patient portal implementation
 - Integrate portal enrollment into patient check-in/check-out processes
2. Portals present provider workflow challenges
 - Increased workload due to secure messages
3. Patient buy-in is low
 - Providers need to reinforce use of portal at end of encounter
4. Portals present data security concerns
 - Patients must protect their user names and passwords
5. Language barriers
 - Registration process must support patient language demographics
6. Inactive accounts – login issues
 - Have a kiosk/computer for patients enroll/login at the office after their encounter

Source: Patient Engagement HIT, 2016

1. Introduce portal personally
 - Help patient set up username and password before they leave
2. Patient portal should be easy to use
 - Most portals are integrated with your EHR
 - Discuss features with your EHR vendor and turn on ALL functionality to integrate apps
 - Registration process should be streamlined
3. Doctor buy-in
 - Providers should use it and talk about its value
4. Inform your patients
 - Remind patients about portal when speaking with them on the phone or when they check-in/check-out

Source: Physicians Practice

© 2018 eHealthDC All Rights Reserved

www.e-healthdc.org

5. Sell benefits of portal to the patient
 - Convenient access to patient information
6. Send information through the portal
 - Embed portal link with appointment confirmation emails or text reminders
7. All physician to patient messaging submitted through portal
8. Offer patient education material on portal so patients can compare their medical data
9. Portal should be mobile-friendly
 - Support app component (mobile app offered by most EHRs)
10. Reinforce portal usage across whole practice
 - Build awareness constantly

Source: Physicians Practice

© 2018 eHealthDC All Rights Reserved

www.e-healthdc.org

- Talking points to explain portals to your patients
 - Portal is a secure e-mail system for us to communicate
 - Secure messages to me go right in your chart so I can respond
 - Portal is easy to navigate, like the internet
- Marketing, marketing and marketing
 - Posters and flyers in the waiting room
 - Portal links and “what’s new” inclusion on practice website
 - Front desk staff are critical at check in/out points of care
 - Kiosk or tablet for registration in waiting room

Source: Patient Engagement HIT, 2016

- Clinicians must reframe clinical workflows to implement secure patient portal messaging
- Educate patients about provider message response times
- Provider messaging must express empathy
- More chronically ill patients will rely more on portal for secure messaging with provider
- Make secure provider messages more personalized to improve chronic care self-management (2017 study)

Source: Patient Engagement HIT, 2017

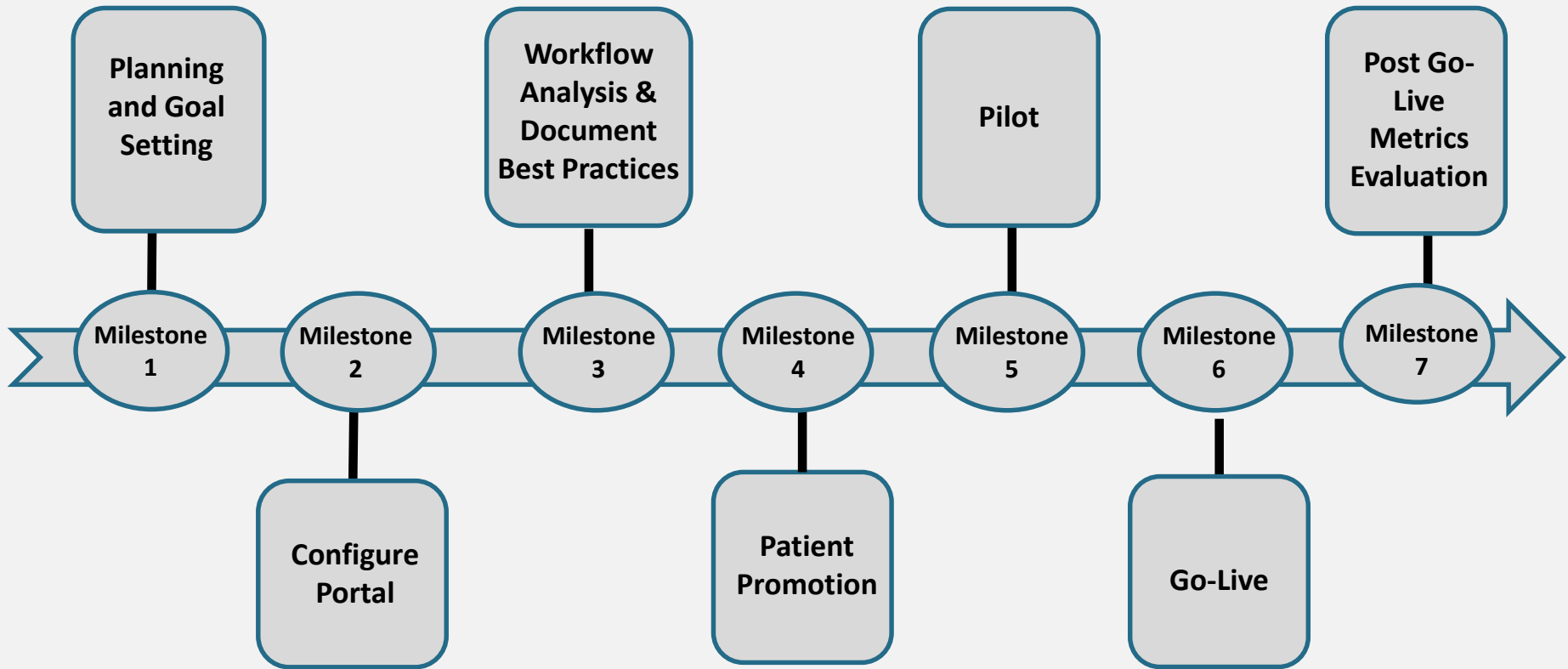
- Activated 100,000 patients in 1st year using Epic MyChart
- Roadmap to Success
 - Plan implementation
 - Set goals and define pilot project
 - Define roles and clinical workflows
 - Engage colleagues for buy-in and training
 - Marketing Campaign (included mass media and social media)
 - Track Key Patient Engagement Metrics

Source: AMGA, 2017

- Distinct features of their portal (MyChart)
 - Appointment scheduling for new visits
 - \$30 e-Visits (not covered by insurance)
- Patient education
 - Tip sheets and flyers
- Personal engagement
 - Caregiver access
 - Engaging providers to be proactive with portal
- Leveraging the portal for population health messaging
 - Patient reminders and tailored messages for annual screenings
 - Identify at-risk populations

Source: MGMA

PATIENT PORTAL IMPLEMENTATION



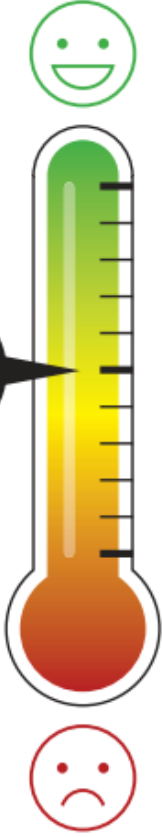
- Health Confidence Tool
 - One example of a patient-facing survey (we are not endorsing use of this tool – but providing it as an example)
 - **Research supports that patient health confidence levels were the critical measure for performance outcomes for the practice**
 - Health confidence is ***directly*** associated with the quality of information provided to the patient and access to care
 - **60%** of chronic patients are **NOT** health confident

Source: AAFP, October 2014. Health Confidence: A Simple, Essential Measure for Patient Engagement and Better Practice

PATIENT ENGAGEMENT STRATEGIES HEALTH CONFIDENCE TOOL (2 of 3)

Health confidence

How confident are you that you can control and manage most of your health problems?

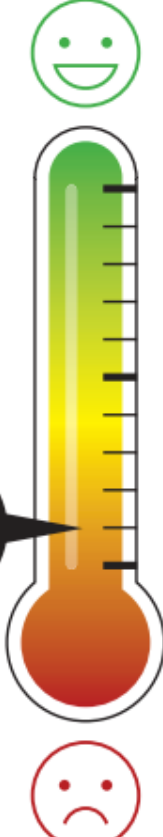


Where are you?

If your rating is less than "7," what would it take to increase your score?

Health information

How understandable and useful is the information your doctors or nurses have given you about your health problems or concerns?



Where are you?

If your rating is less than "7," what would it take to increase your score?

Source: How's Your Health.Org

- Implementing the Confidence Measure in your practice:
 - For chronic patients, include the question in the vitals workflow
 - Include question in annual checkup visits for all patients
 - Include in visits when there is a new diagnosis or procedure
- For low health confidence patients (Score <7):
 - Reinforce progress made to date
 - Ask patient what they need to move to a higher level
 - Ask patient which goals are most important and how the provider or staff can help the patient meet those goals

Source: AAFP, October 2014. Health Confidence: A Simple, Essential Measure for Patient Engagement and Better Practice

- Patient Portal Strategies
 - [A Bigger Bang Patient Portal Strategy](#)
- The Office of the National Coordinator for Health Information Technology
 - [Patient Engagement Playbook](#)
 - [Other ONC Patient Engagement Resources](#)
- Patient-Centered Primary Care Collaborative Webinar series
 - [Delivering Quality Integrated Care with an Emphasis on Patient and Family Engagement \(PFE\). May 2017](#)
 - [Activating Patient Engagement in Care Delivery: Performance Metrics that Guide Patient-Centered Care. March 2017](#)
- [Patient education resources](#)

THANK YOU

- For additional questions and support in implementing patient portals and improving patient engagement, contact your eHealthDC Technical Assistance specialist
 - Via eHealthDC website: navigate to the CONTACT US page
 - Via email: contact@e-healthdc.org
 - Contact your dedicated TA specialist
- This recording is available on-demand and the slide deck can be downloaded at the eHealthDC website
 - The slide deck includes additional information in the Appendix on the Patient Activation Measure for your reference

APPENDIX: PATIENT ACTIVATION MEASURE ADDITIONAL SLIDES

- The Patient Activation Measure (PAM) was created by Dr. Judy Hibbard and her team at University of Oregon
 - Insignia Health holds the exclusive rights to PAM after a technology transfer from University of Oregon
 - Evidence-driven methodical assessment for how activated a patient is to manage his/her own health care
 - Scores for the PAM tell you what to do with the information to improve patient outcomes
- In Dr. Hibbard's own words:
“Being patient centered means meeting patients where they are. The PAM helps providers understand where a patient is starting from. For providers, the PAM is like another “vital sign” telling them essential information they need to effectively work with the patient.”

Source: National Institute of Health. Development of the Patient Activation Measure (PAM), 2004

- Patient activation has 6 characteristics:
 1. Ability to self-manage illness or problems
 2. Ability to engage in activities to maintain function and reduce health decline
 3. Ability to be involved in the choices for treatment and diagnosis
 4. Ability to collaborate with providers
 5. Ability to select providers and provider organizations based on performance or quality
 6. Ability to navigate the health care system

Source: Patient Engagement Health IT. What is the Patient Activation Measure in Patient-Centered Care?

- 22 Survey Items within 4 levels of patient activation:
 1. Believing the patient role is important
 2. Confidence and knowledge to take action
 3. Taking action to maintain and improve health
 4. Maintain behaviors during stressful times

Source: Patient Engagement Health IT. What is the Patient Activation Measure in Patient-Centered Care?

- Shortened to 13 Survey Items with reliable and valid results

Thirteen-Item PAM with Item Calibrations

	Meas
1. When all is said and done, I am the person who is responsible for managing my health condition	38.6
2. Taking an active role in my own health care is the most important factor in determining my health and ability to function	41.1
3. I am confident that I can take actions that will help prevent or minimize some symptoms or problems associated with my health condition	41.5
4. I know what each of my prescribed medications do	42.5
5. I am confident that I can tell when I need to go get medical care and when I can handle a health problem myself	43.7
6. I am confident I can tell my health care provider concerns I have even when he or she does not ask	43.8
7. I am confident that I can follow through on medical treatments I need to do at home	45.3
8. I understand the nature and causes of my health condition(s)	47.0
9. I know the different medical treatment options available for my health condition	49.8
10. I have been able to maintain the lifestyle changes for my health that I have made	50.5
11. I know how to prevent further problems with my health condition	51.2
12. I am confident I can figure out solutions when new situations or problems arise with my health condition	52.3
13. I am confident that I can maintain lifestyle changes like diet and exercise even during times of stress	53.0

Source: Development and Testing of a Short Form of the Patient Activation Measure