Patient Engagement and Portal Use

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Objectives

• Patient engagement and achieving the triple aim
• Increase knowledge of patient engagement and Meaningful Use
• Better understanding of patient portals and their use
• AFMC survey results on portal use in Arkansas
• Patient portal implementation, best practices and AFMC HealthIT services
Patient Engagement and Triple Aim

![Diagram showing the triple aim: Improve Health, Lower Costs, Better Care.](chart.png)
What is a Patient Portal?

- Secure! Health Insurance Portability & Accountability Act (HIPAA)
- Online
- Connected to your EHR
- Password protected
- 24-hr patient access
- Personal health information (PHI)
Patient Portal Uses Tailored to Your Practice

- Review visit notes, labs and test results
- Update patient information (i.e. PMHx, allergies, medications, etc.)
- Make appointments
- Schedule appointments
- Pay bills
- Refill prescriptions
- Communicate with their nurse or doctor through secure messaging
Patient Portal

https://www.myhealthrecord.com/Portal/SSO
Arkansas Medicaid Patient Engagement Survey

Survey – Beneficiaries

• 8,007 beneficiaries selected
  • 2,000 ConnectCare
  • 1,995 ARKids First A
  • 2,003 ARKids First B
  • 2,009 Private Option

• 1,357 surveys received (16.9%)
• Final sample size 6,639
• Final 1,354 complete and valid surveys (20.4%)
Survey – Providers

- 1,190 providers
- 230 surveys returned (19.3%)
- 17 questions via SurveyMonkey
- Analyzable rate 18.8%
Beneficiary Results

- Respondents primarily female (54.7%) and white (56.6%)
- 67.3% of respondents said they would be inclined to use it if they were able to access medical records, check lab results, make appointments, request refills, etc.
- Of patients who accessed the portal
  - 51.3% used home computer/laptop and more than a third used personal mobile device
  - 62.7% for office visit summaries and lab test results
  - 38.6% indicated viewing lab test results “most valuable”
  - 75% “somewhat” to “very” satisfied with use
Beneficiary Barriers

• 31.4% “not interested”
• 25.6% no access to internet or computer
• 22.7% concerned about online privacy and security
• Other
  o Not user friendly
  o Needed education
• **Not aware!**
Provider Results – Characteristics

- 67% respondents “solo/small group” (2–7 doctors)
- 71.2% primary care
- 67% communities >10,000 people
- 69.3% see fewer than 301 patients/per week
- 86% have achieved MU or are working on it
Provider – Practice Experiences

- 79.7% use patient portal in practice
- 47.1% use outside support vendor
- 73.9% use for clinical summaries
- 68.6% use clerical/front desk staff to recommend portal use to patients
- 86.9% offer verbal instructions and 83% offer assistance registering
Obstacles and Barriers

• 80.1% concerned about patients’ use of technology
• 64.9% concerned about patients’ access to technology
• 51.9% expense of practice equipment
• 42.6% time constraints and technical support
• Almost 80% of providers reported having a portal, while most beneficiaries reported not knowing that their doctor’s office has a patient portal
Conclusions

- Lack of awareness by beneficiaries about portals
- Patients that used them liked them
- Variation in provider implementation
- Biggest concerns by beneficiary
  - Lack of interest
  - Internet/computer access
  - Privacy concerns
- Biggest concerns by providers
  - Expense of equipment
  - Time constraints
  - Lack of technical support
Recommendations

• Utilize AFMC HealthIT
• Determine beneficiary understanding of portals
• Encourage portal use through meaningful tactics
  o Physician recommendation was very strong
• Support smaller practices with implementation
• Develop infographic brochures and other beneficiary educational tools to increase use of health information technology and build trust that portals are secure and private
Portal Promotion Posters

WANTED
Your E-mail Address!
WHY?
Ask about our
Patient Portal!
Weekly Gift Card
Drawings

WIN A $25 GIFT CARD!!!

LITTLE ROCK PEDIATRIC CLINIC
PATIENT PORTAL
REGISTRATION
INCLUDES FEATURES ENABLING YOU TO:
UPDATE HEALTH HISTORY
UPDATE DEMOGRAPHIC INFORMATION
REQUEST APPOINTMENTS
REQUEST PRESCRIPTION REFILLS
UPDATE CONTACT INFORMATION
MAKE BILLING INQUIRIES
CONTACT A NURSE

SIGN-UP AVAILABLE AT FRONT DESK
Your health information, in one secure location.

Your Patient Portal

Send and receive private messages from doctor/nurse

Schedule appointments

View your lab and test results

Request prescription refills

See your medical records

ASK ABOUT SIGNING UP TODAY!

AFMC Portal Poster
# 2017 PCMH Requirements

## PCMH Program Policy Addendum

### 241.000 Details on 2017 Activities Tracked for Practice Support (Cont.)

<table>
<thead>
<tr>
<th>Activity name And deadline</th>
<th>Detailed description of activity</th>
</tr>
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<tbody>
<tr>
<td>Activity L 12 months</td>
<td>Compile relevant and actionable information including: diagnosis, medication list, tests and results (if available), referral information (if applicable), and follow up instructions.</td>
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<tr>
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<td>Create an after-visit summary of the information from patient’s last visit.</td>
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<td></td>
<td>The patient will receive a copy of the after-visit summary based on the their preferred method of delivery. Methods by which a patient may choose to receive their after-visit summary include the following:</td>
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<tr>
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<td>• The patient will receive a paper copy of the summary after their visit, prior to leaving the clinic.</td>
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<td>• A copy of the summary will be mailed to the patient at the address listed in their record within three days of the visit, or completion of any lab test related to the visit.</td>
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<td>• An electronic copy of the summary will be made available to the patient via a <a href="#">patient portal</a>.</td>
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<td>Practices are to document completion of this activity via the provider portal and attest that the described activity has been completed, and that proper evidence of such can be provided upon request.</td>
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2017 MIPS ACI Base Score Requirements

The base score **2017** Advancing Care Information **transition** measures are:

1. Security Risk Analysis
2. e-Prescribing
3. Provide Patient Access
4. Health Information Exchange

As explained above, all of the base score requirements must be met in order to receive the 50% base score and be able to receive a score in the Advancing Care Information category.

**Requires the use of a patient portal!**

**Objective:**

Patient Electronic Access

**Measure:**

Provide Patient Access

At least one patient seen by the MIPS eligible clinician during the performance period is provided timely access to view online, download, and transmit to a third party their health information subject to the MIPS eligible clinician’s discretion to withhold certain information.
Best Practices

• Physician leadership and “buy in”
• Clinic-wide portal promotion
  • Front desk to billing office
  • Nursing and support staff
  • Waiting areas, exam room, bathrooms, lab
  • Physician recommended!
• Make enrollment “opt-out”
• Enrollment at point-of-care
• Keep message positive and repetitive
• “It’s free” for the patient to use
• Talking points about security and safety
AFMC HealthIT Services

- No-cost technical assistance for Medicaid eligible professionals (EPs) – Medicaid incentives are available through 2021
- Technical assistance for Medicare EPs under a consulting agreement
- MU gap analysis, annual registration, attestation, audit preparation
- HIPAA security risk analysis – federal requirement for all covered entities
- EHR vendor selection and issues management
- Educational tools, webinars, face-to-face coaching
- Patient engagement strategies
AFMC HealthIT – Contact Us!

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Thank you!

Questions?