Spreading Innovations Outcomes Webinar

Patient Portal

July 6, 2016
Patient Portal Grantee Organizations

- Native American Health Center
- Western Sierra Medical Clinic
- Foothill Community Health Center
- Eisner Pediatrics & Family Medical Center
- Golden Valley Health Center
- La Clinica de La Raza
Native American Health Center

Valerie Arnold, Health Information Systems Project Manager
Eulalia Valerio, Director of Member Services

Spreading Innovations Outcome Webinar
Accomplishments

• 3-5 accomplishments you are most proud of:
  – *Created an intersectional, multi-disciplinary Portal team*
  – *Introduced all departments to Member Portal features*
  – *Configured and relaunched the Member Portal for our Medical, Dental and School Based programs*
  – *Created workflows & trained staff members on portal use*
  – *Began enrolling Members into the Portal*
  – *Created Member Portal user trifold*
Looking Back

• What impact have you had and what lessons have you learned:
  – **Impact:** Each team member brought different areas of knowledge and consideration to our portal planning, with emphasis on our Members
  – **Lessons learned:** Need detailed outline for implementation steps; ideal to have 1 dedicated person or more time for team planning and to keep momentum going, before, during and after launch
Looking Forward

• What is next for this body of work:
  – Launch portal for Behavioral Health department
  – Boost enrollment numbers and use
  – Continue Staff training and support
  – Integrate telephone portal support for members
  – Review features that aren’t yet utilized, evaluate and create timeline for launching additional features
Best Practices

- Integrate Member Portal enrollment into existing workplace culture
- Continue to monitor portal activity
- Create & adhere to checklist for planning, launch, post launch & future
Thank you

• Contact information
  – Valerie Arnold
    • ValerieA@nativehealth.org
  – Eulalia Valerio
    • EulaliaV@nativehealth.org
What did you Accomplish?

• We opened our patient portal “My Health Gateway”
• Adoption/use of the program exceeded 3000 members
• Effective Marketing and Training tools were developed
• Outreach capabilities were increased
Looking Back

• With this program, we have been able to share our vision and innovative spirit with more than our members.

• There is a reinforcement of the certainty that, while technology can help to foster improvement, it is ultimately people that are at the center of the improvement – technology will only get you so far.

• The market for this particular technology is consistent, from the largest healthcare organizations, down to the individual practices.
Looking Forward

• We will continue to tout My Health Gateway, along with our expanding on-line presence
• We are also embracing more of the Text and Telephonic systems to help in our education efforts
Thank you

• Darin Peters, CIO, Western Sierra Medical Clinic
• (530)802-0490, darinp@wsmsomed.org

Useful tools:
• Marketing tools (display and poster examples, trifolds), Training tools “What it Looks Like On the Inside”, “55 FAQ template”, and “Answer a Question” How-to are all available in the Drop-Box
What did you Accomplish?

• Successful launch of the portal at 3 of our main clinic sites: Foothill Family Clinic, Monterey Plaza Clinic and Gilroy Medical Clinic
• Reducing the number of phone calls received by the clinics for patient medical records requests
• Total of 1858 web enabled patients
• Enhanced patient engagement and satisfied provider/patient interaction
Total No. of Patients: 123149

- Female: 1181
- Male: 722

Not Web Enabled: 121246

Requests:
- Lab Requests
- Appointment Requests
- Referral Requests
- Refill Requests
- Demographic Details
Looking Back

• Successful in being able to provide our patients with an ability to conveniently access and monitor their health records
• Secure communication between patients and staff including the providers
• Happy patients due to the fact that there was no wait to view their labs or health records after the visit either online or on their smartphones with the Healow app
Receiving Your Appointment Reminders Has Never Been So Easy

Connect to our FREE patient website. It’s fast, easy and you never have to listen to on hold music again!

- Review upcoming appointments
- Safely Email Your Doctor
- View Lab Results
- Request Prescription Refills
- View Medical Records and after visit summaries

Sign Up Today!

For more information ask the front desk or go to: https://health.healow.com/foothillclinic
Solicitar Su Cita Nunca
Ha Sido Más Fácil.

Es rápido, fácil y nunca tendrá que escuchar música en espera otra vez!

- Revise sus próximas citas
- Envíe un correo electrónico seguro a su médico.
- Vea los resultados de laboratorio.
- Solicite relleno de medicamento.
- Vea los expedientes médicos y el resumen de su vista

¡Inscríbase hoy!
Para más información pregunte en Recepción o visite la pagina web:
https://health.healow.com/foothillclinic
Stay Connected with Your Doctor!
Send and receive messages securely with Patient Portal or healow app.

Download the healow app
Apple App Store or Google Play

Forgot your credentials? Ask us!

Choose Your Trackers
Monitor your health your way.

Download the healow app
Apple App Store or Google Play

Forgot your credentials? Ask us!
Looking Forward

- Looking forward to the Spanish version of the patient portal that will soon be available towards the end of this year
- Online appointment booking feature
- Custom campaigns to send out patient surveys
- Chronic care patient management using trackers
Anupriya Anadure
Quality Assurance Director
Aanadure@sjffcc.org
408-755-3916 (O)
408-702-0971 (M)
PIPER – Eisner’s Patient Portal
Eisner Pediatrics & Family Medical Center

Joey Torres
IT Director
Eisner Pediatrics & Family Medical Center
Spreading Innovations Outcome Webinar
What did you Accomplish?

Share 3-5 accomplishments you are most proud of?

• The creation of our Logo.
• Hiring PIPER portal navigators.
• Purchasing equipment & materials for PIPER.
• All Employee / Provider Surveys.
Looking Back

What impact have you had and what lessons have you learned?

• Cross-functional teams are imperative for success (Customer Relations, IT, Marketing, Registration, Admin, Physicians etc.)
• Our patients and staff are more aware of this new technology.
• The use of incentives helps motivate staff. Example: Highest token generation by department wins a Starbucks gift card.
• It took longer than expected to get to this stage, but we are excited about our future growth.
• Drop Box examples, templates and our consultant Jim Meyers were a must, We didn’t have to reinvent the wheel!
Looking Forward

What is next for this body of work?

- Starting workflows for Secured Messaging
- Starting workflows for Appointments
- Using Piper navigator feedback for direction and corrective measures.
- Purchasing of PIPER branded materials clinic wide. Examples: Posters, buttons, brochures etc.
- Training Video’s for staff, patients and Providers
Thank you

• Joey Torres: Jotorres@pedcenter.org

Useful tools:
Use Drop Box to help you get ideas frequently!
Golden Valley Health Centers

Sheena Truong
Training and Project Coordinator
Golden Valley Health Centers

Spreading Innovations Outcome Webinar
What did you Accomplish?

   - In addition, flyers, brochures, and folders with simple screenshots and directions were made available in the waiting rooms and exam rooms.

2. Utilization Reports

3. Patient Portal Enrollment Pilot
Looking Back

1. Transparency, competition, and fun.
2. Allow staff to be part of the decision making and problem solving.
   - Gain a better understanding of the project’s purpose and are more than willing to cooperate.
3. Keep pushing for the goals, even when there are setbacks because the result of hard work and commitment is worth it to the Team and to your staff.
Looking Forward

1. Addition of the Appointment Feature
   - Portal training integrated with our current training modules.

2. Self Enrollment
   - Medical Records Involvement

3. Reports tracking enrollment and utilization.
   - Expanding the pilot at other sites.
Thank you

Sheena Truong
Email | struong@gvhc.org
Office | 209-384-6544
Cell | 209-355-9634
La Clinica de La Raza

Kevin Baxter
Director of Meaningful Use
La Clinica de La Raza

Spreading Innovations Outcome Webinar
What did you Accomplish?

• Implemented Patient Portal in 11 new sites since the start of the CCI project.
• Began accepting Patient-Initiated enrollments.
• Created a Patient Portal Dashboard
Looking Back

- To impact any change in enrollment numbers, regular reporting to the clinics is necessary.
- Looking into new functionality while still implementing in clinics is not wise.
Looking Forward

• Completing the implementation in all remaining Alameda clinics.
• Implement recall plan reminders.
• Standardize turnaround time report delivery to clinic managers.
Thank you

Kevin Baxter
kbaxter@laclinica.org
(925) 246-4873
Questions?

Thanks to everyone – keep up the great work!!