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CENTER FOR CARE INNOVATIONS

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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

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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

My Health Gateway

Darin Peters, CIO, Western Sierra Medical Clinic

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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@wsmcmed.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

Foothill Community Health Center (FCHC) HEALTH CONNECT

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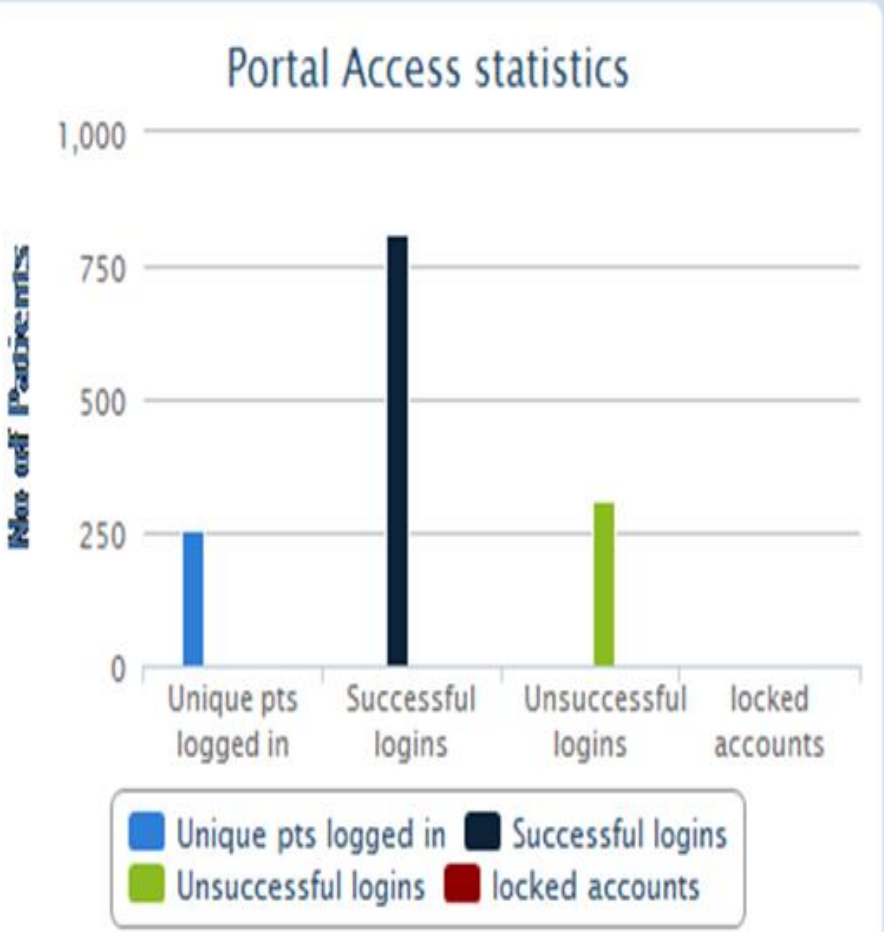
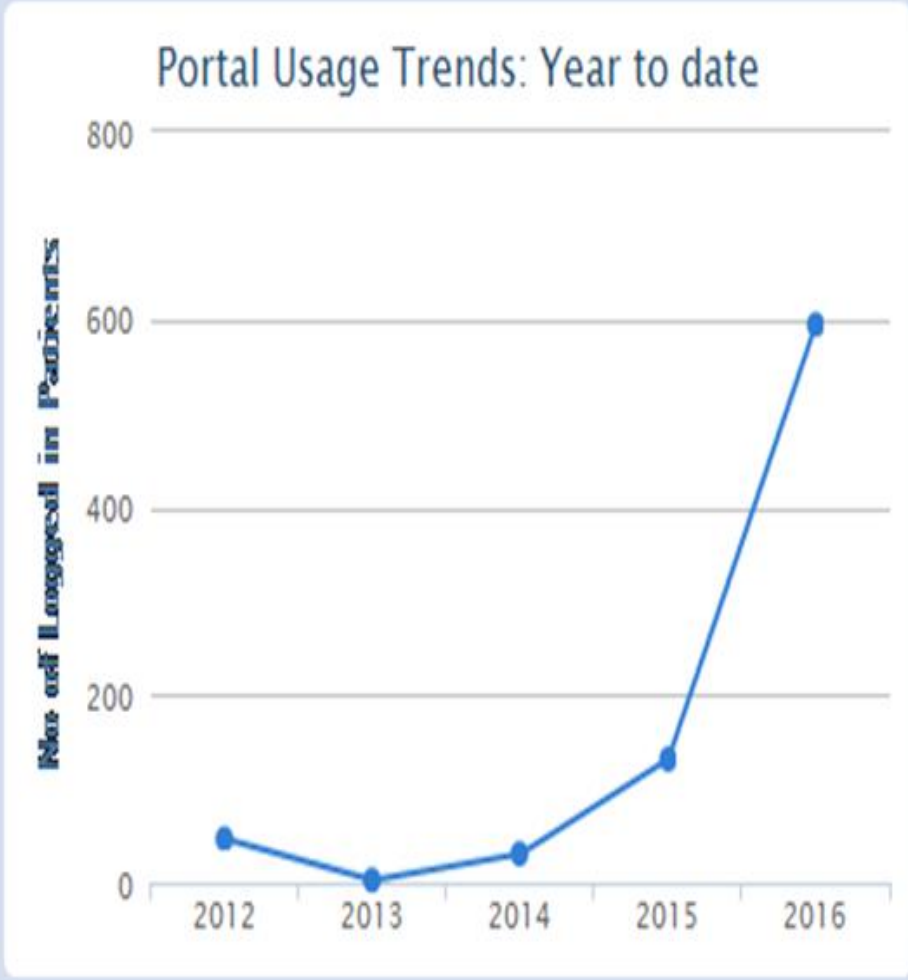
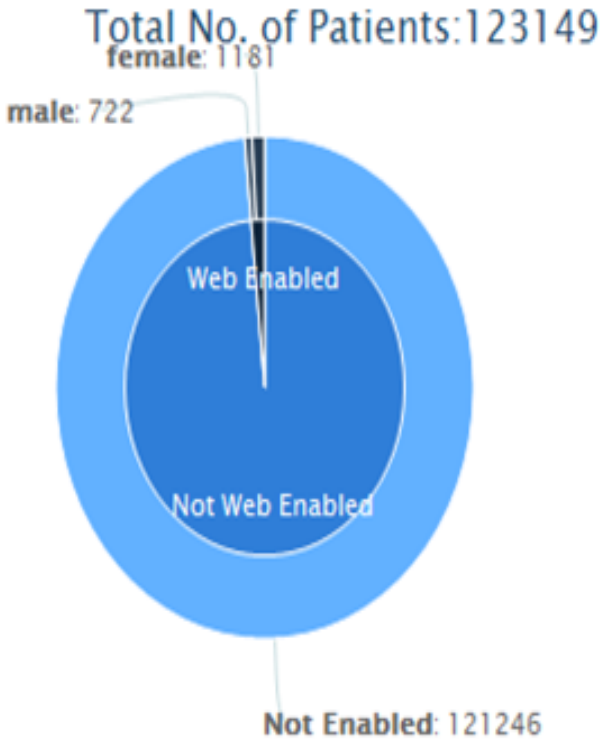
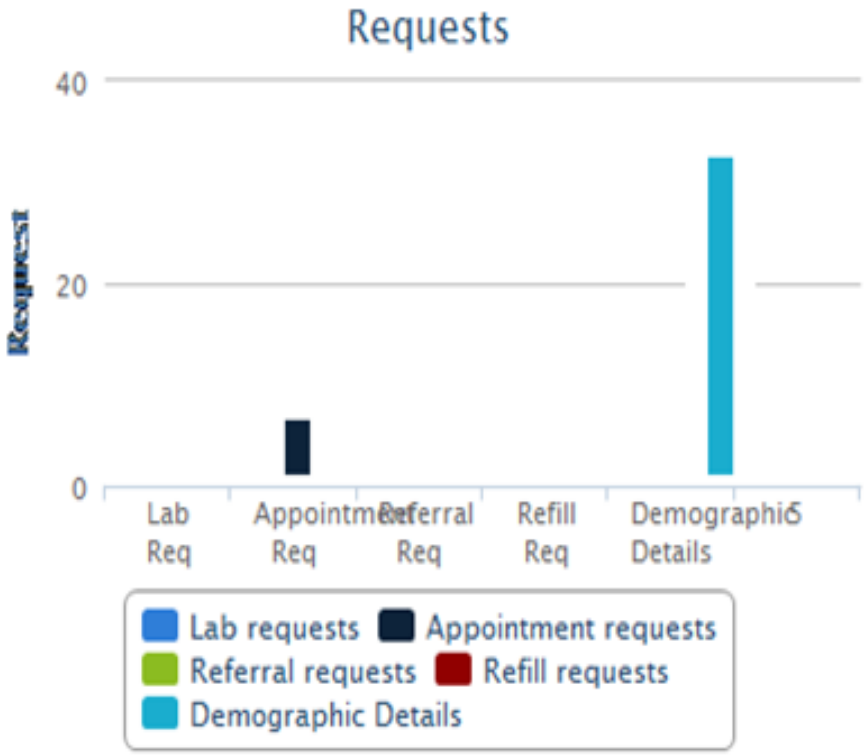
What did you Accomplish?

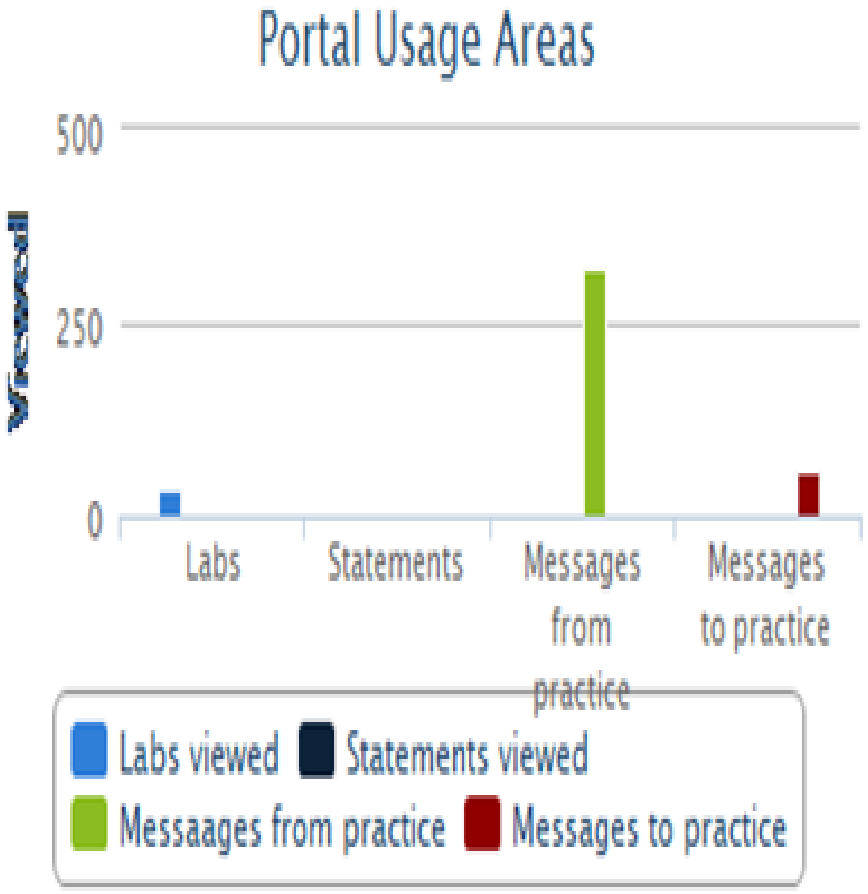
- Successful launch of the portal at 3 of our main clinic sites: Foothill Family Clinic, Monterey Plaza Clinic and Gilroy Medical Clinic
- Reducing the number of phone calls received by the clinics for patient medical records requests
- Total of 1858 web enabled patients
- Enhanced patient engagement and satisfied provider/patient interaction

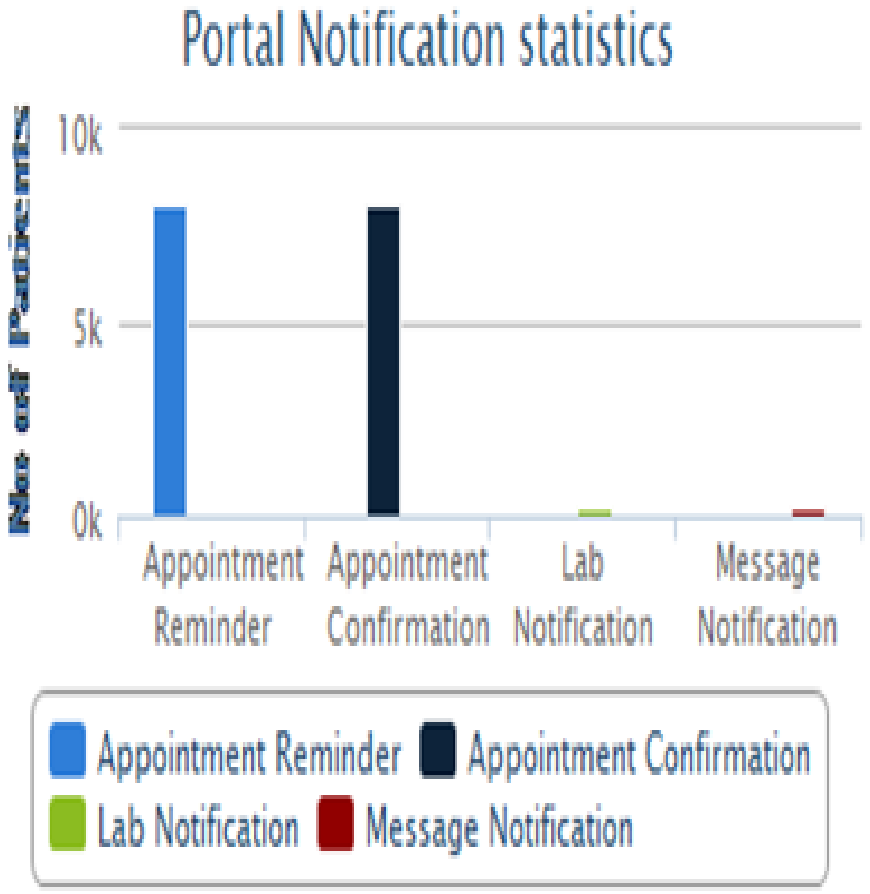

Portal Access statistics
1,000
750
500
250
0
No of Patients
Unique pts logged in
Successful logins
Unsuccessful logins
locked accounts
Unique pts logged in
Successful logins
Unsuccessful logins
locked accounts


Portal Usage Trends: Year to date
800
600
400
200
0
No of Loggedin in Patients
2012
2013
2014
2015
2016


Total No. of Patients:123149
female: 1181
male: 722
Web Enabled
Not Web Enabled
Not Enabled: 121246


Requests
40
20
0
Request
Lab Req
Appointment Req
Referral Req
Refill Req
Demographic Details
Lab requests
Appointment requests
Referral requests
Refill requests
Demographic Details


Portal Usage Areas
500
250
0
Labs
Statements
Messages from practice
Messages to practice
Labs viewed
Statements viewed
Messaages from practice
Messages to practice


Portal Notification statistics
10k
5k
0k
Appointment Reminder
Appointment Confirmation
Lab Notification
Message Notification
Appointment Reminder
Appointment Confirmation
Lab Notification
Message Notification

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

Foothill Community Health Center

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 medico.
- 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

Foothill Community Health Center

120
Access Your Health Record.
Anytime. Anywhere
healow

ask me about our
Patient
Portal
eClinicalWorks
ask me about
healow
Health & Online Wellness

Get Your
Lab Results Online
Anytime. Anywhere. On Any Device.
Download the healow app
App Store
or
Google Play
Forgot your credentials?
Ask us!
healow
Logo

It's Your
Health Record
Get Access. Anytime. Anywhere.
Download the healow app
App Store
or
Google Play
Use practice code
XXXXXX to log in
Forgot your credentials?
Ask us!
healow
Logo

Stay Connected

with Your Doctor!

Send and receive messages securely
with Patient Portal or healow app.

Download the healow app

App Store or Google Play

Forgot your credentials?
Ask us!

healow

Logo

Choose Your Trackers

Monitor your health your way.

Download the healow app

App Store or Google Play

Forgot your credentials?
Ask us

healow

Logo

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

Thank you

Anupriya Anadure

Quality Assurance Director

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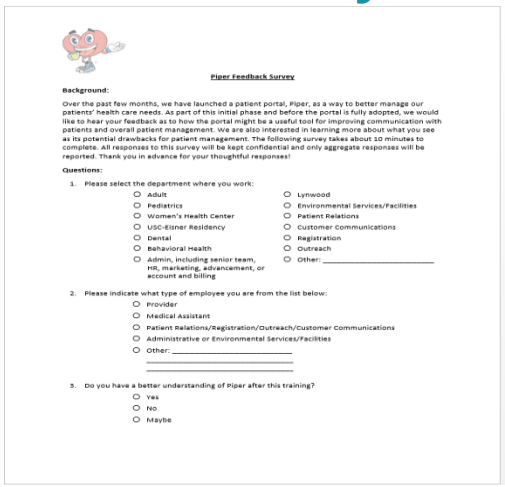
PIPER – Eisner's Patient Portal
Eisner Pediatrics & Family Medical Center

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.



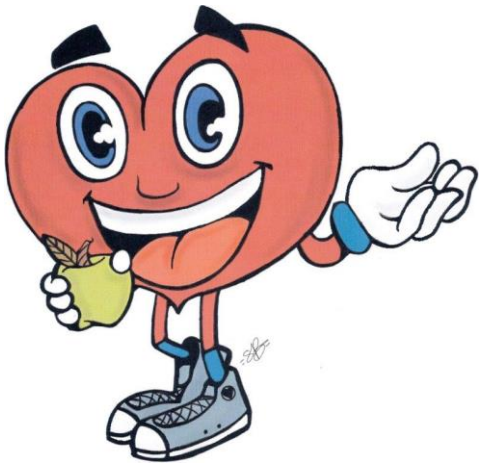
Piper Feedback Survey

Background:

Over the past few months, we have launched a patient portal, Piper, as a way to better manage our patients' health care needs. As part of this initial phase and before the portal is fully adopted, we would like to hear your feedback as to how the portal might be a useful tool for improving communication with patients and overall patient management. We are also interested in learning more about what you see as its potential drawbacks for patient management. The following survey takes about 10 minutes to complete. All responses to this survey will be kept confidential and only aggregate responses will be reported. Thank you in advance for your thoughtful responses!

Questions:

1. Please select the department where you work:
   - ○ Adult
   - ○ Pediatrics
   - ○ Women's Health Center
   - ○ USC-Eisner Residency
   - ○ Dental
   - ○ Behavioral Health
   - ○ Admin, including senior team, HR, marketing, advancement, or account and billing
   - ○ Lynwood
   - ○ Environmental Services/Facilities
   - ○ Patient Relations
   - ○ Customer Communications
   - ○ Registration
   - ○ Outreach
   - ○ Other: _____
2. Please indicate what type of employee you are from the list below:
   - ○ Provider
   - ○ Medical Assistant
   - ○ Patient Relations/Registration/Outreach/Customer Communications
   - ○ Administrative or Environmental Services/Facilities
   - ○ Other: _____
3. Do you have a better understanding of Piper after this training?
   - ○ Yes
   - ○ No
   - ○ Maybe



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

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What did you Accomplish?

1. Patient Portal Help Guide in English and Spanish both paper and electronic form.
   - 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

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Office | 209-384-6544
Cell | 209-355-9634

La Clinica de La Raza

Kevin Baxter
Director of Meaningful Use
La Clinica de La Raza

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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

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Questions?

Thanks to everyone – keep up the great work!!