

SNI Workshop: Improving Patient Inreach and Outreach

Moving the Needle on Active Patient Portal Use

A Celebration of Innovation in California's Safety Net

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Safety Net Patient Portal

SME Consultant and Senior Leader Coach

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Welcome!

MEETING OBJECTIVES

Part 1

- Meet Each Other
- Hear Survey Results

Part 2

- Learn What is Trending
- Learn Innovations That are Working in the Safety Net

Part 3

- Share Ideas on:
 - Decision Points on What To Do Next
 - How Portals Can Be Used to Improve Outreach
- Q&A

AGENDA

- Introduce Ourselves
- Share Your Pre-Conference Survey Responses
- Share Portal Deployment Innovations!
 - Trends that are Useful to Know
 - Los Angeles DHS – Redeployment Example
 - Six Keys to Portal Redeployment Success with Examples from California Safety Net Organizations
- Weighing Your Next Steps – What Are Your Decision Points?
- Share Potential Portal Uses for Outreach

Introduce Yourself

Name

Position in Organization

Answer One Question

What would be the one most wanted portal function if you asked your providers? (1-5 words only)

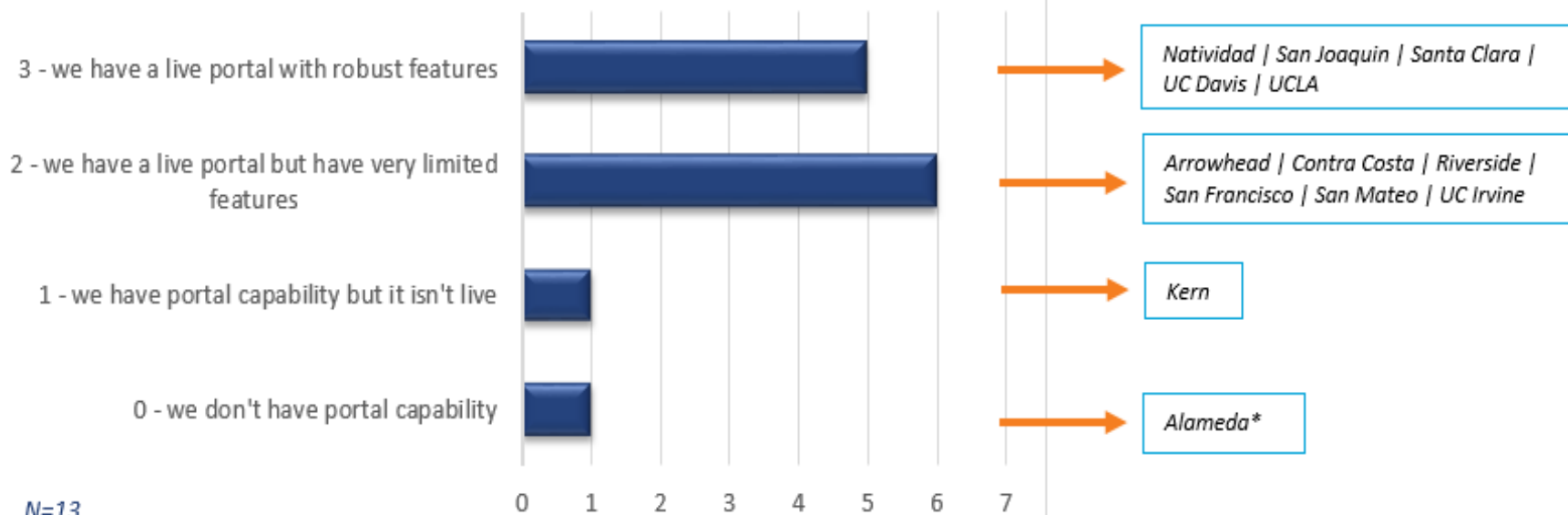
Final Discussion Question

What is one new thing you learned today to improve use of the patient portal to reduce care gaps/improve patient outreach?

Survey Results

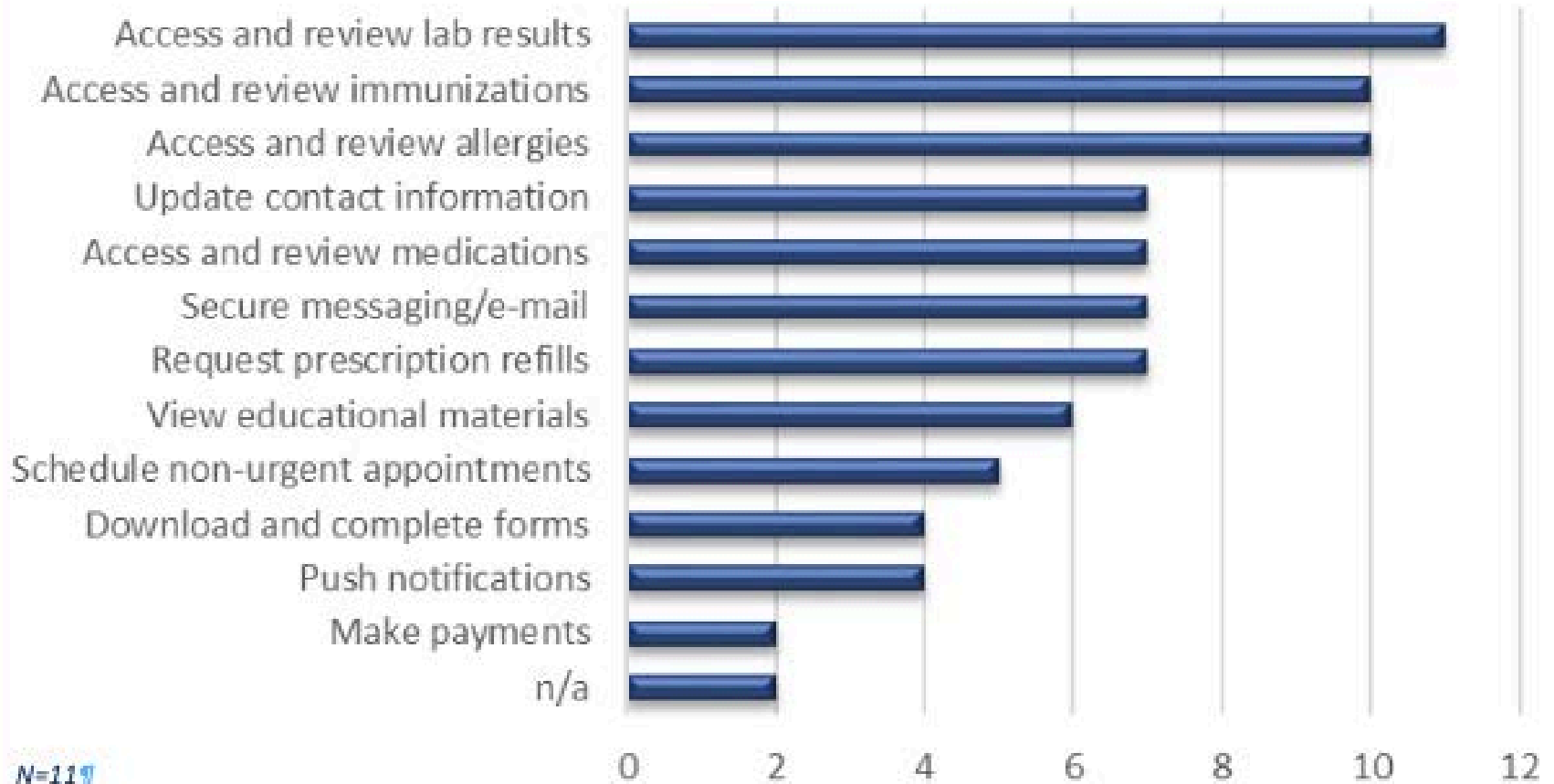
Your Survey Questions Highlighted Throughout

**Which of the following best describes the level at which
your organization currently uses patient portals?**



*Transitioning EHR in September 2019

Which uses and features are currently live on the portal?



**Note: "n/a" indicates systems without a live portal*

What Portal Features Are Others Using?

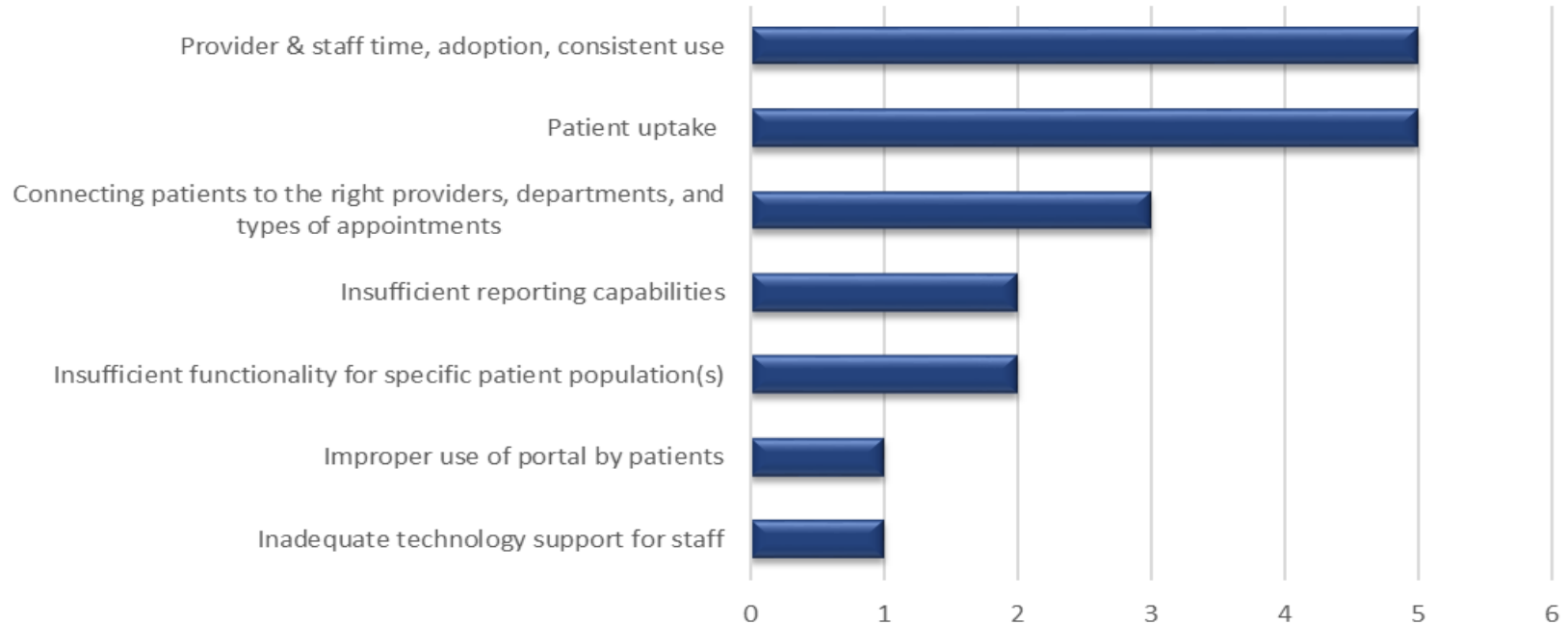
How many patients have signed up for the patient portal (approximately)?

- PHS generally have around **25-35%** of patients signed up for a patient portal

Note: “Active” User % is Underreported

What differences are others seeing in enrollment versus active use?

Describe some of the current challenges of implementing and using secure messaging for your system.



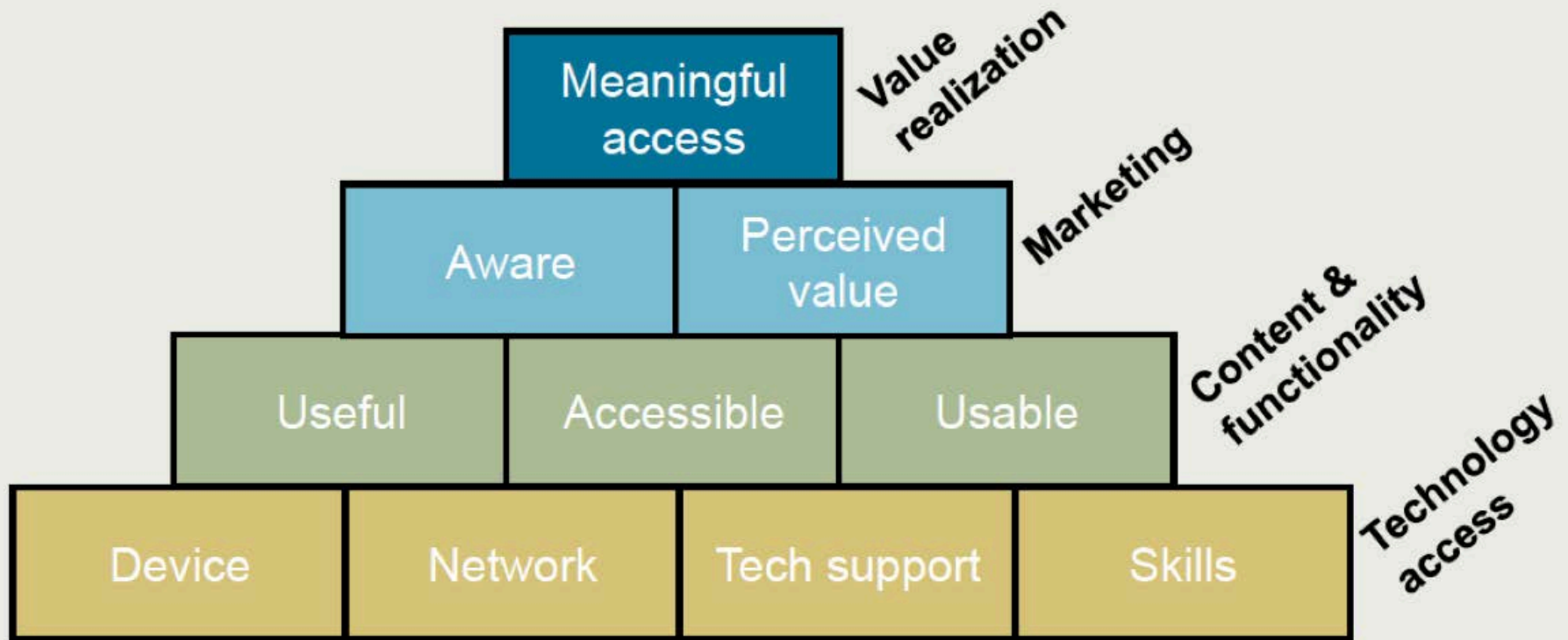
Successful Patient Portal Innovations

Trends in Portal Operations That Are Useful to Know



What's The Landscape?

Meaningful Patient Engagement



Kaiser Presentation on Disparities in eHealth, 10/26/11, Tim Kieschnick

National Trends

Benefits

☐ Information Sharing

- Care Records
- Bi-directional Communications
- MU \$

☐ Marketing

- Strategic differentiator

☐ Future

- Secure Communication
- Inreach and Outreach Options

Drivers

☐ Patients:

- View Lab Results
- Secure messaging
- Manage Appointments
- Refill Prescriptions
- View/Download Record
- Complete Forms
- Pay Bills

☐ Clinics/Providers:

- Administrative efficiencies (less calls)
- Push routine tasks to care team
- More time for critical patients

☐ Patients:

- “Digital Divide”
- Literacy
- Language
- Privacy concerns

☐ Providers:

- Potential for added work
- Lack of reimbursement
- Inappropriate use by patients
- Liability for security breaches

Barriers

National Trends

What do we know about developing patient portals? a systematic literature review

Terese Otte-Trojel¹, Antoinette Oude Lashof¹, Thomas G Rundall², Joris van de Klundert¹

Development Problems	Solutions
Patient engagement Privacy and confidentiality concerns Awareness Usefulness and usability Digital access Health literacy Socio-economic disparities	Patient-centered design Training and education ^a - Promotional initiatives ^a
Health service provider engagement Workload and workflow Skills and capacities	Workflow engineering Workflow training ^a Notifications and signaling of urgency

Interest is not the barrier

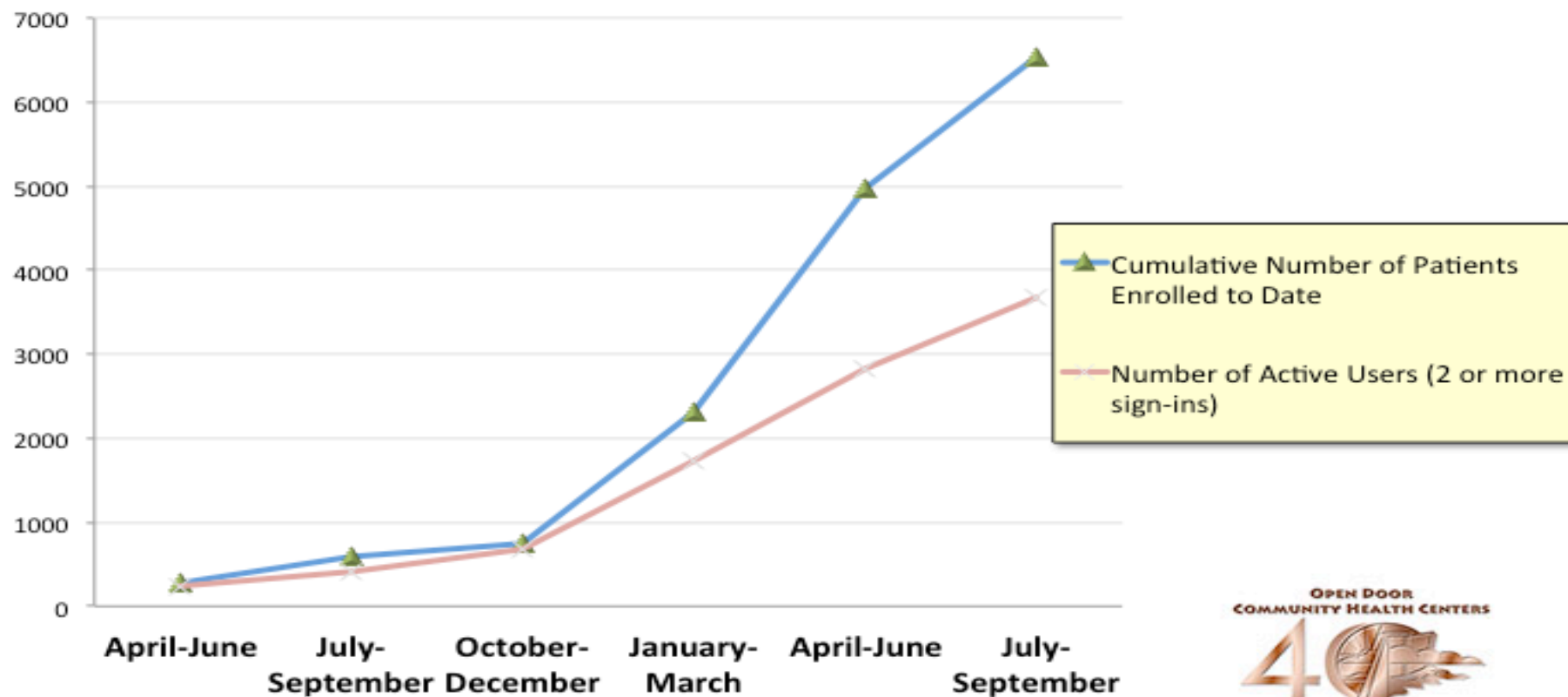
- 70% of patients in the SF safety net interested in e-communication w/ providers:
90% of pts w/ current email account, 50% of pts w/out email account

There is interest!

The State of the Digital Divide
and Implications for Patient
Outreach

Courtney Rees Lyles, PhD
Center for Vulnerable Populations
Division of General Internal Medicine at
Zuckerberg San Francisco General Hospital
University of California, San Francisco

Portal Enrollment and Active Use



What is on the Horizon?

- 211/Unite Us Connections to Resource Support, including more detailed fields that help connect to resources (REAL & SOGI)
- Forms via eClipboard – previsit, ongoing care, annual surveys, etc
- Enrollment and Insurance AI – autopopulate information, including more detailed fields that help connect to resources
- Secure Login to Suite of Communication Options - Telemedicine Visits
- Input options and analytics for self-wear/personal devices (BP, Glucose, Healthy Lifestyle)



LA DHS Patient Portal Redeployment:

An Example of Redeployment
Success

LA DHS: “Patient Portal is the Foundation for Secure Patient Engagement in the Digital Age”





Redeployment Strategy

- Senior Leader Push
 - Engage Providers – Champions Helped Build Simple Training Toolkit
- Survey and Site Visit
- Strategic Planning Senior Leader Meeting – Everyone Voted on Top Action Items
- Program Management Tracking Tool - Clear Action Item Owners
- Marketing Support for Top Action Items
- Top 5 Action Items:
 - Start Live Scheduling
 - Put Lifestyle Reminders (ELM, etc) on Portal
 - Make User Experience for Spanish-primary speakers easier
 - Allow Phone Numbers to Be Used To Enroll
 - Develop Process to Send Appointment Reminders

How do I get providers/staff to want to use it?

Senior Leader “Bump”



Director's Desk
December 3, 2018

This issue of the Pulse highlights our phenomenal performance on holiday metrics. As a result of our collective work, our patients have higher rates of compliance with preventive health services such as colorectal cancer, cervical, and breast cancer screenings. They also have their medication lists reconciled at each encounter; have greater access to palliative care services; and have improved control of chronic diseases and their risk factors, such as high blood pressure, diabetes and tobacco use. I am especially grateful to the individuals who have

served as leaders of our new PDH&T network. Your creativity and dedication will have a lasting impact on the health of our patients.

Please join the challenge to enroll our patients in the DHS Patient Portal! Using the Portal, patients can check up on their lab and radiology results, communicate with their provider and health team, refill prescriptions, and schedule appointments among other functions. This is a great way for patients to receive information and services they need right from their homes. Please encourage the patients you interact with to enroll today!

Finally, please find time this holiday season to celebrate the people you work with. You are all talented and dedicated individuals who make our work so much more meaningful. Thank you for your hard work and dedication to our patients.

In This Issue

DHS Specialty Care Forum Hearing from the Front Line

MyWellness Patient Portal Enrollment Completion Rates Off

DHS Specialty Care Forum: Hearing from the Front Line

By C. Amanda Grant, MD

The Department of Health Services (DHS) Specialty Care Initiative is excited to announce a Specialty Care Forum with a focus on patient-centered care on November 8, 2018 at the USC Medical Center. The forum is a series of sessions designed to bring together leaders from various specialties to discuss the challenges and opportunities of patient-centered care. The forum will be held in the USC Medical Center, 1601 Clay Street, Los Angeles, CA 90047. The forum is open to all DHS employees and is free of charge. For more information, please contact the Specialty Care Initiative at (213) 480-1234.

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(See "PULSE" on page 1)

Please join the challenge to enroll our patients in the DHS Patient Portal! Using the Portal, patients can check up on their lab and radiology results, communicate with their provider and his/her team, refill prescriptions, reschedule appointments, among other functions. This is a great way for patients to receive information and services they need right from their homes. Please encourage the patients you interact with to enroll today!



Listen to Your Providers

“What is it about the portal that you love – that makes it worth the clicks”

“ What is it that your patients would love about the portal – to overcome the enrollment/password reset/clicks hassle?”

How do we identify value to providers and staff to make patient engagement part of their processes?

Listen to the Patient - Focus Groups

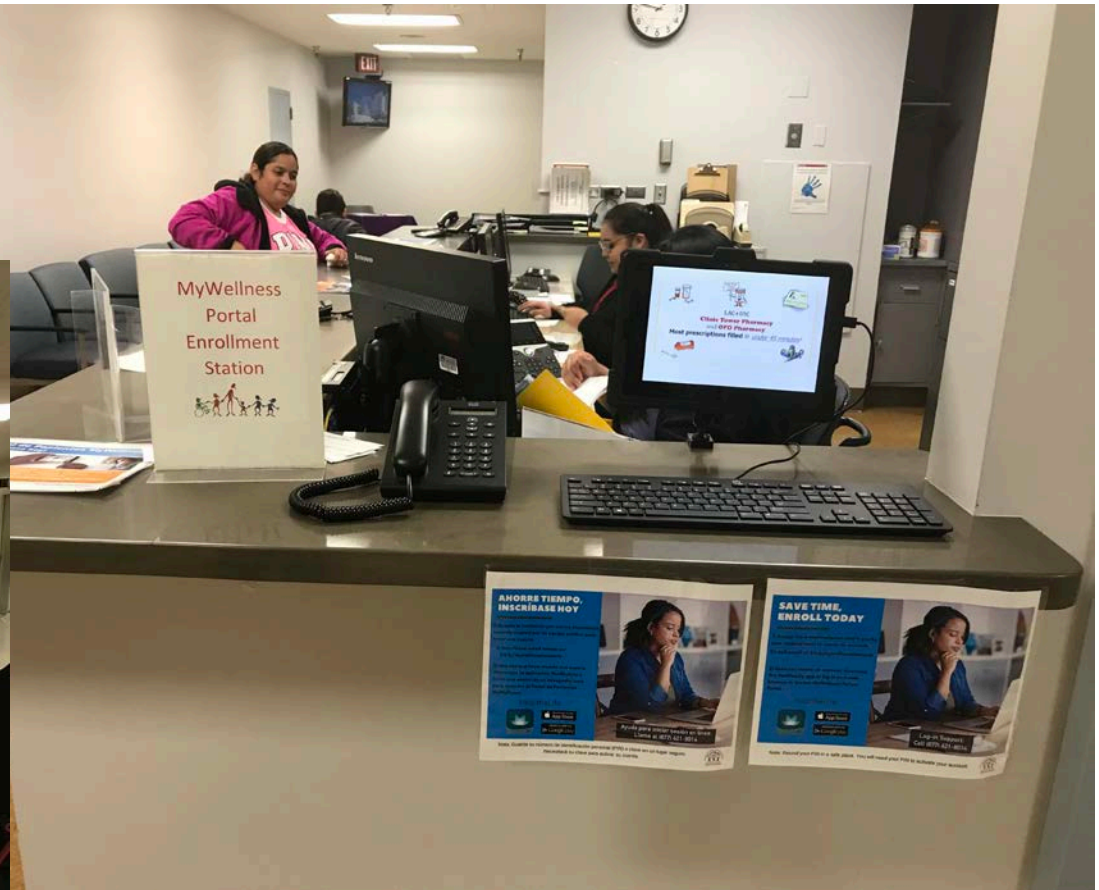
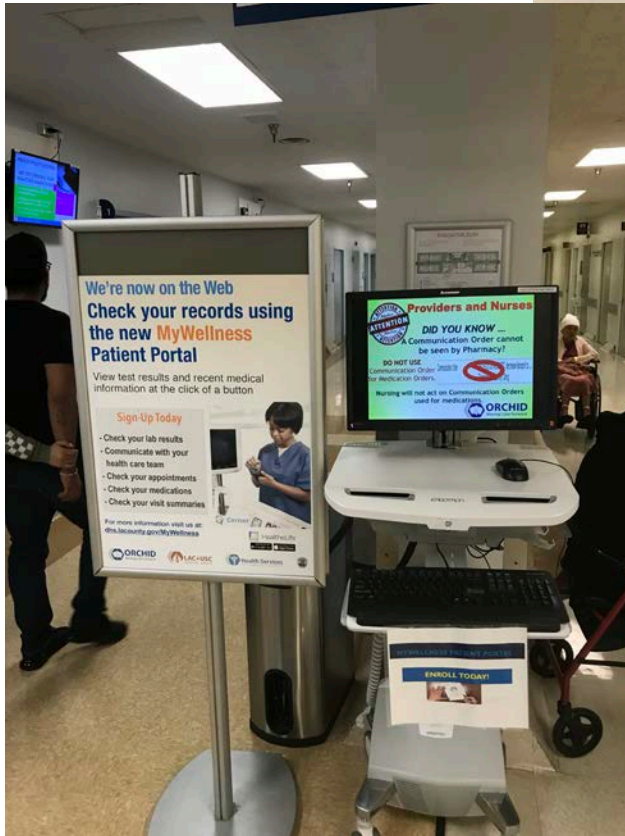
- Focus groups at Harbor-UCLA and Mid-Valley (Dr. Alejandra Casillas)
 - English and Spanish speakers
- "My appointment letter came 2 days after my scheduled first oncology appointment. It would be great to see appointments on the portal."
- "I waste time on Facebook. I would rather be checking on my health just like I check my bank account."

Listen to the Patient - Surveys

Patients are interested in the portal and have access to the internet

- 167 patients surveyed across DHS sites this year
 - 73% report access to the internet
 - 65% have not heard of MyWellness
 - 16% report being enrolled in MyWellness
 - 68% report being interested in enrolling in MyWellness

IT Support



Targeted Marketing

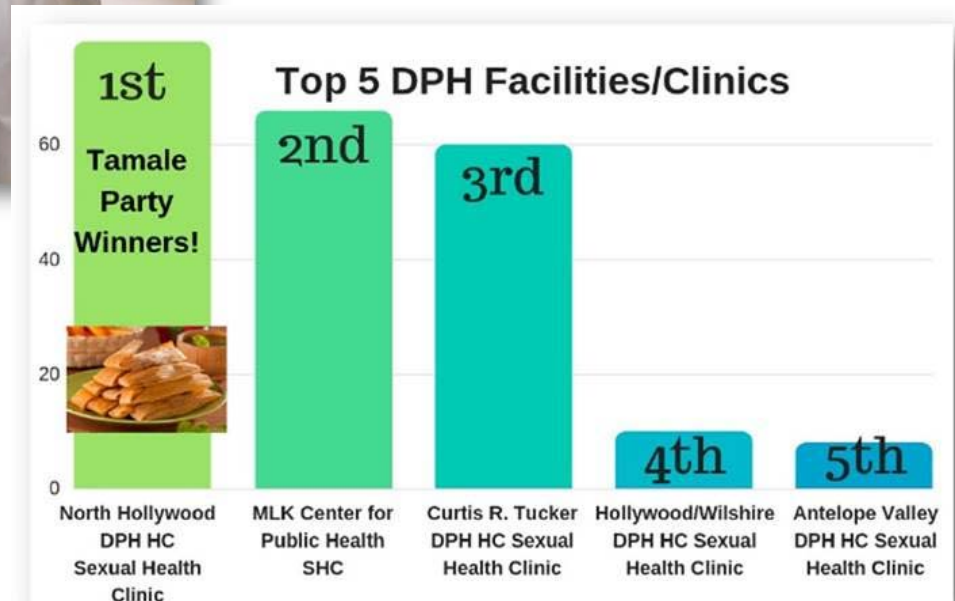
You Talk,
We Listen



Friendly and Effective Competition



DPH Engagement



Training – Led By Innovative Champion

- Primary Care Workgroup Subcommittee on MyWellness
 - Barbara Rubino (LAC+USC), Jen Chen (Mid-Valley), Shari Doi (PAC)



Enrollment and Active Use

WHAT WE'VE ACCOMPLISHED

 Doubled the number of active users



**Enrolled
Patients**



**Monthly
Active Users**



**Use
Mobile**





Quotes From Staff After 6 Months

- *Providers are starting to really like it – it saves time and increases the quality of patient care!*
- *Providers report more comprehensive visits with portal users*
- *Providers report portal patients participate more in shared decision-making*
- *Saves time for everyone – major reduction in admin task time/calls*

Future Directions

Future Goals

Short-Term Goals

- Create a Virtual Patient Advisory Group
- Improve Functionality and Usability
- Upgrade Patient Education
- Engage Specialty, Nursing, Inpatient leaders
- eClipboard

Long-Term Aspirations

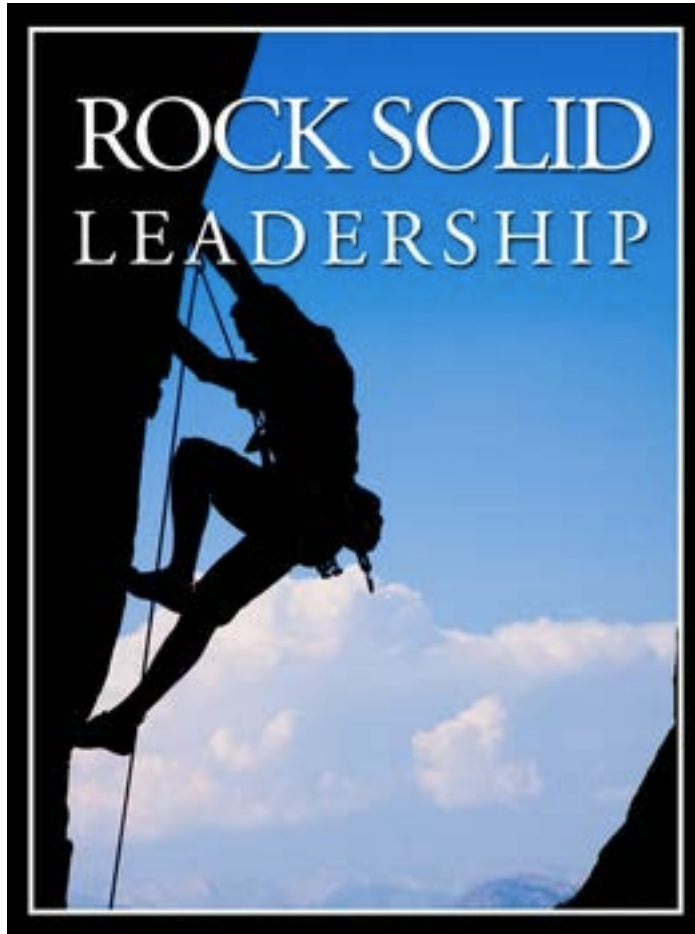
- Telemedicine and Video Visits
- Texting
- Plug in your home device (glucometer, etc)
- Customer Relations Management (CRM) tool
- Remote Monitoring

Six Keys to Portal Redeployment Success

Examples From California Safety Net Organizations

- | | |
|--|--------------------------|
| 1. Strong Leadership | 4. Staff Engagement |
| 2. Focus on What Really Drives
Portal Use | 5. Supportive IT |
| 3. Focus the Marketing | 6. Comprehensive Metrics |

1. Strong Leadership



Dedicated team
leadership

Multidisciplinary
Deployment Team

Detailed strategic
planning and
participatory
execution

Accountability



Our Value Proposition



- *We are improving access to care through easy to use technology by streamlining workflow, increasing patient engagement, and improving patient/provider communication.*

Best Practices



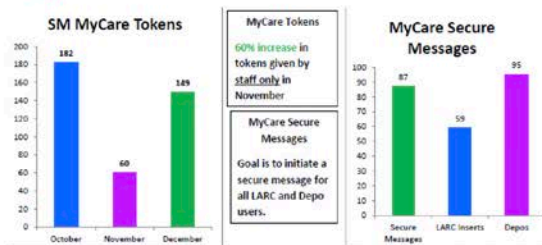
Planned Parenthood California Central Coast

- 3 Key initiatives for successful implementation

- Strategic Workshop

- MyCare Portal Re-Launch

- Monthly Dashboards



Sarah's SM Team



Planned Parenthood California Central Coast

- **Create a portal team, commit to regular meetings, document meetings, hold each other accountable.**



Native American Health Center

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

Team Impact: Each team member brought different areas of knowledge and consideration to our portal planning, with emphasis on our Members

Golden Valley Health Centers

Sheena Truong

Training and Project Coordinator
Golden Valley Health Centers

Spreading Innovations Outcome Webinar

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.

2. Focus on What Really Drives Use



"It's a simple stress test—I do your bloodwork, send it to the lab, and never get back to you with the results."

User Friendly and Useful!

Development Problems	Solutions
Patient engagement Privacy and confidentiality concerns Awareness Usefulness and usability	Patient-centered design Training and education ^a Promotional initiatives ^a

What do we know about developing patient portals? a systematic literature review; Otte-Trojel T, et al. J Am Med Inform Assoc 2016;23:e162–e168. doi:10.1093/jamia/ocv114, Review

Learn from Your Patients



"We learned that just getting people logged on is a significant barrier." ¶

San Francisco Health Network ⚙



Learn From Your Providers

“What is it about the portal that you love – that makes it worth the clicks”

“ What is it that your patients would love about the portal – to overcome the enrollment/password reset/clicks hassle?”

How do we identify value to providers and staff to make patient engagement part of their processes?

Best Practices



Patient Surveys

Patients are interested in the portal and have access to the internet

- 167 patients surveyed across DHS sites this year
- 73% report access to the internet
- 65% have not heard of MyWellness
- 16% report being enrolled in MyWellness
- 81% report being interested in enrolling in MyWellness

Meet Patients Where They Are

- If you want to improve use in the Spanish-primary speaking population:
 - User friendly and correct language use on portal pages
 - Engage cultural connections – promotoras, family support structures
 - Engage specific uses – migrant worker father on heart medication...
 - Marketing should reflect the target community

How do best increase use in the Spanish-speaking population?

Target High Value Uses



- Opening “Live-Scheduling” feature – we are very excited to expand this to other clinic locations

3. Focus The Marketing

Dedicated and Responsive Marketing Support



Los Angeles County Department of Health Services MyWellness Patient Portal

MyWellness Marketing & Communications Roadmap

This document provides a framework for marketing and communications to patients to achieve the following objectives:

- Create awareness and understanding of the benefits of MyWellness
- Motivate patients to enroll in MyWellness to manage their health care activities
- Build acceptance and confidence in using MyWellness to manage health related activities

Target Audiences

- Ambassador and Patient Advocacy Groups - Provide instructions, educational materials, assistance in setting up MyWellness accounts to patients.



**Dedicated
Marketing
Name for Portal**



Check your records online using the new **MyWellness** Patient Portal/Revise su expediente en línea con el nuevo Portal de paciente **MyWellness**

- ✓ Medications/Medicamentos
- ✓ Lab results/Resultados de laboratorio
- ✓ Message your care team/Mensaje de su equipo de salud
- ✓ Request appointments/Solicitar una cita
- ✓ Request medication renewals/Solicitar renovación de medicamentos
- ✓ Update your contact information/Actualizar su información de contacto

Ask your
healthcare team today.
Pida hoy su equipo de
atención médica.



DASH.AlamedaCounty.gov/MyWellness



SAVE TIME, ENROLL TODAY

1. Accept the email invitation sent to you for your medical team to create an account.
To self-enroll go to: <http://mywellness.com/community>

2. Download our app or download the HealthLife app or log in to our website to access MyWellness Patient Portal.

Log-in Support
Call: (877) 621-8014

Note: Record your PIN in a safe place. You will need your PIN to activate your account.

AHORRE TIEMPO, INSCRIBASE HOY

1. Acepte la invitación por correo electrónico enviada a usted por su equipo médico para crear una cuenta.
O inscríbese usted mismo en: <http://mywellness.com/community>

2. Descargue la aplicación HealthLife o inicie una sesión en un navegador web para acceder al Portal de Pacientes MyWellness.

Ayuda para iniciar sesión en línea
Lláme al (877) 621-8014

Note: Guarde su número de identificación personal (PIN) o clave en un lugar seguro. Necesitará su clave para activar su cuenta.

YOUR HEALTH, IN YOUR HANDS

Get lab results
Read provider notes
Make appointments
Refill prescriptions
Message your provider

Use the MyWellness Patient Portal and take control of your health.

SU SALUD, EN SUS MANOS

Obtenga resultados de laboratorio
Lea notas del proveedor
Programa citas
Solicite recetas
Envíe mensajes a su proveedor

Use el Portal de Pacientes MyWellness y tome el control de su salud.

2018-2019

Outgoing	Incoming
Abdulla, Amer	Abdelkarrim, Aymen
Cheng, Andrew	Baroukian, Shira
Do, Hai	Beverly, Joshua
Fujikawa, Kelly	Bier, Michael
Joe, Esther	Ibrahim, Michael
Kahlon, Jason	Koh*, Simeon
Ruo*, Michael	Gai, Catherine (Kulaga)
Lau, Bryan	Larson, Spencer
Lin, Emily Mary	Peterson, Michael
Lo, Jessica	Rudenko, Ivan
Mann, Sarah	Tai, Nguyen* Dan
Megowan, Nichelle	Thomas, Maxwell
Nguyen*, Thuc-Quyen	Wong*, Kevin
Pham, Long	Vu*, Eric
Sikavi, Catherine	Morgan, Anna
Yang, Theresa	Islek, Asadeh

Handwritten notes:
Siddi Edna
Chon, Raymond
Aldi, Ivy
NIE, Puytung

Per OHS Time Reporting Policy Nos. 610 and 610.001, a timesheet must be submitted for every employee. Supervisors are responsible for ensuring the accuracy and approval of timesheets by the established web-based deadline noted below.

Employee's Deadlines

Month	Days	Deadline
January	1-31	15th
February	1-28	15th
March	1-31	15th
April	1-30	15th
May	1-31	15th
June	1-30	15th
July	1-31	15th
August	1-31	15th
September	1-30	15th
October	1-31	15th
November	1-30	15th
December	1-31	15th

Supervisor's Deadlines

Month	Days	Deadline
January	1-31	15th
February	1-28	15th
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April	1-30	15th
May	1-31	15th
June	1-30	15th
July	1-31	15th
August	1-31	15th
September	1-30	15th
October	1-31	15th
November	1-30	15th
December	1-31	15th

*Not in accordance with 7 and 8 of the policy.

Best Practices

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

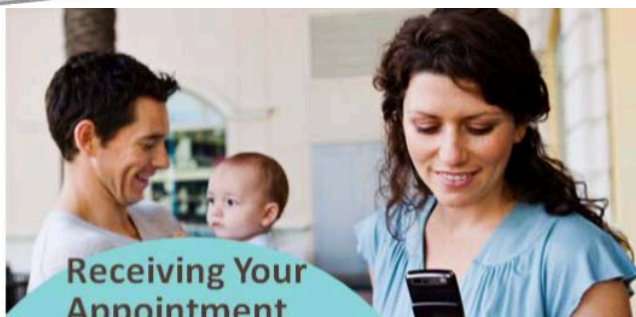
Joey Torres
IT Director

Eisner Pediatrics & Family Medical Center

Piper!



Foothill Community Health Center (FCHC) HEALTH CONNECT



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 visita

¡Inscríbese hoy!

Para más información pregunte en Recepción o visite la página web:

<https://health.healow.com/foothillclinic>





New Brochure

FREQUENTLY ASKED QUESTIONS

1.) Can I give access to my family member who cares for me?

Yes, you can grant access to those who are caring for you and overseeing your health care. With your permission, they will be able to schedule appointments, request prescription refills, and handle other healthcare needs.

2.) What kind of questions can I ask on the Patient Portal?

You will be able to ask your Provider and Care Team any non-urgent medical questions about your lab results, medications, or your health issues.

3.) How do I know my health information is secure?

NEVHC follows strict (HIPAA) practices to protect your information. The data on your Patient Portal is safe as long as you do not share your log-in information with others.

MY PATIENT PORTAL INFORMATION

My Provider:

My Care Team Members:

My Portal User Name:

Password Clue:

NEVHC PATIENT PORTAL

Manage your health and CONNECT with your Provider and Care Team.

- EASY
- QUICK
- SAFE
- CONVENIENT

For more information or to get help with your account, call:

(818) 979-7444
or your NEVHC Health Center Business Office.

www.nevhc.org

Rev. 05/17

NEV-551

NEVHC CORPORATE OFFICE: (818) 898-1388
1172 N. MacLay Avenue • San Fernando, CA 91340

Northeast Valley Health Corporation
a californiah⁺center

Foothill Community Health Center (FCHC) HEALTH CONNECT



4. Staff Engagement



What are 1-2 lessons you have learned?

- Providers are a great marketing tool for enrollment
- The portal is worth the investment in time & energy – more patients on the portal → less work for call center



- **The biggest impact we've seen from this solution:**
- Focus on the "low hanging fruit", determine what the practice does most consistently and apply portal technology to assist in existing workflows.
- Get a provider onboard early, having our CMO onboard with Patient Portal yielded increased utilization quickly.
- "Quick Vids", record basic portal function workflows and make those recordings available to staff utilizing patient portal.

Best Practices

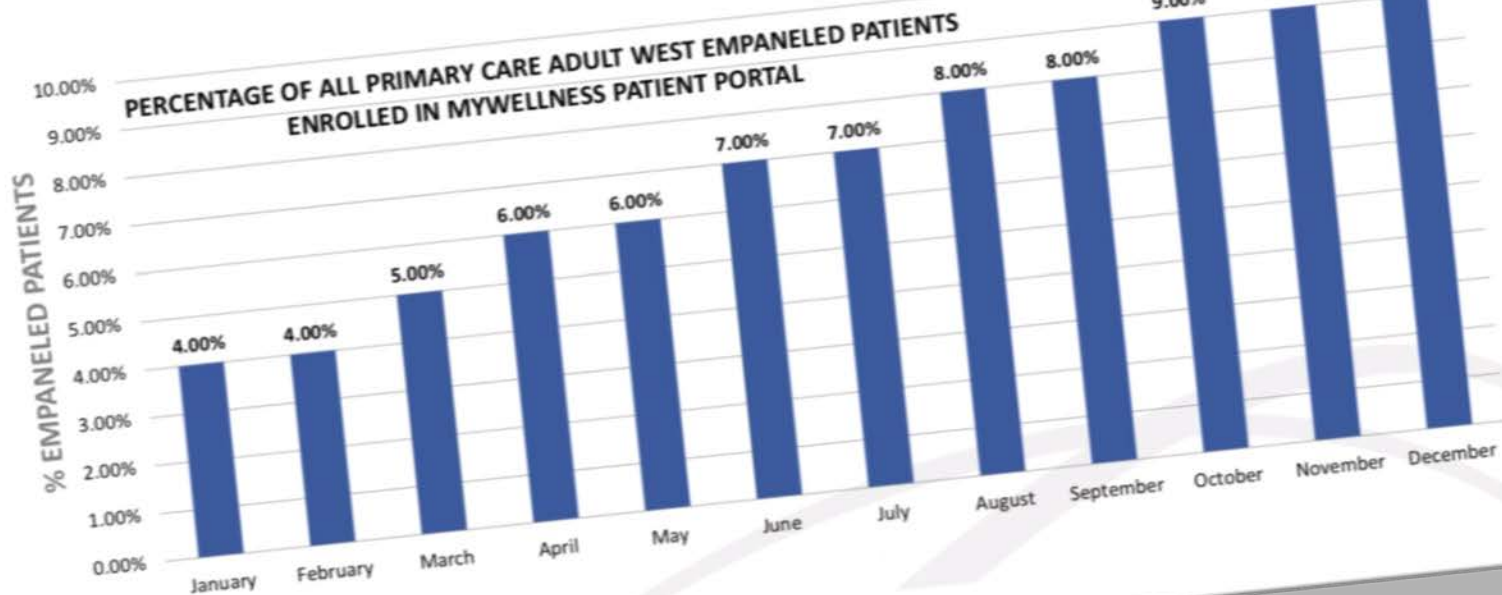
Innovative Clinical Champions





Health Services
LOS ANGELES COUNTY

MYWELLNESS PORTAL ENROLLMENT RATE



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

Joey Torres
IT Director

Eisner Pediatrics & Family Medical Center

Starbucks Gift Card for
staff member team with
highest enrollment



LA DHS Enrollment Competition

Around DHS

MyWellness Patient Portal Enrollment Competition Kicks Off

By Damiyah McKell and Ismael Chinchilla

On November 1, 2018, DHS kicked off a department-wide MyWellness Patient Portal enrollment competition for staff. The MyWellness Patient Portal is a website and mobile app that allows patients to take control of their health. Patients are able to use MyWellness to:

- Schedule appointments
- Refill prescriptions
- Message their provider and medical team
- View lab and radiology results
- View provider notes

When staff help patients sign up for the portal, lines in our waiting rooms can be reduced since so many routine actions can be handled online. This will help us improve direct care for the patients in our clinics, ER's and hospitals.

The competition is as follows: Staff invite patients to register for the MyWellness Patient Portal during any stage of their hospital and clinical visit (Intake, Clinical, Pharmacy, Labs etc.). Once patients receive the email, they can register online and start managing their health.

The competition will last for three months from November 2018 to January 2019. At the end of every month, the service team with the highest number of enrollments will be rewarded with a celebratory party: a Pie Party in November 2018, a Tamale Party in December 2018 and a Pizza Party in January 2019. The persons with the highest individual number of enrollments in November 2018, December 2018 and January 2019 will be featured in a marketing campaign (three separate winners).



The impact of MyWellness Patient Portal is already being felt. "I recently had a patient avoid an ER visit for managing asthma by using the portal to communicate with the clinic via the portal. My patients love being able to see their lab results and read my notes. I personally save time by messaging patients through the portal instead of relying on repeated phone calls and voicemails," said Dr. Anshu Abhat, Director of Digital Patient Engagement.

For more information on how to enroll patients or the competition visit: bit.ly/patientportalsharepoint. For specific questions on how to enroll patients or the competition details email: marketing@dhs.lacounty.gov or call (626) 525-5333.



5. Supportive IT



Key Take-Away Points for Health Systems

Approaching health tech as an IT solution will fail. Needs to be integrated across clinic workflows and approached as a shift in care delivery. Usability challenges and language barriers remain.

Can I customize the portal options?



- Find out what the vendor offers in the current contract – are we using the portal to its fullest capability?



The biggest impact we've seen from this solution:

Focus on the “low hanging fruit”, determine what the practice does most consistently and apply portal technology to assist in existing workflows.

Ah-ha: Immunization Records in Transferable PDF Format



Challenges and Solutions

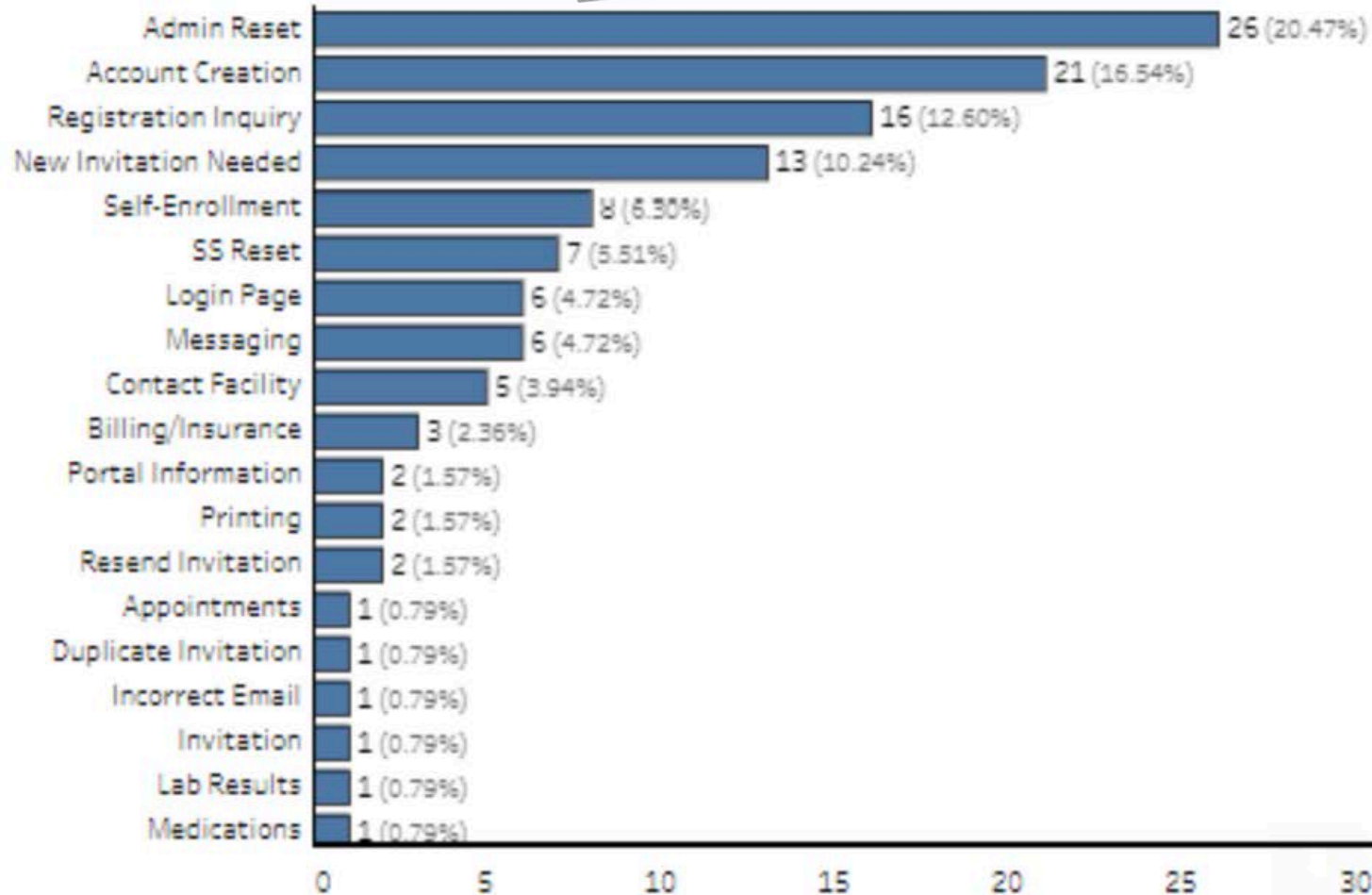
- **Our biggest challenge in this last year:**

Texting Vs Patient Portal

- Portal is better positioned for clinical discussion regarding care.

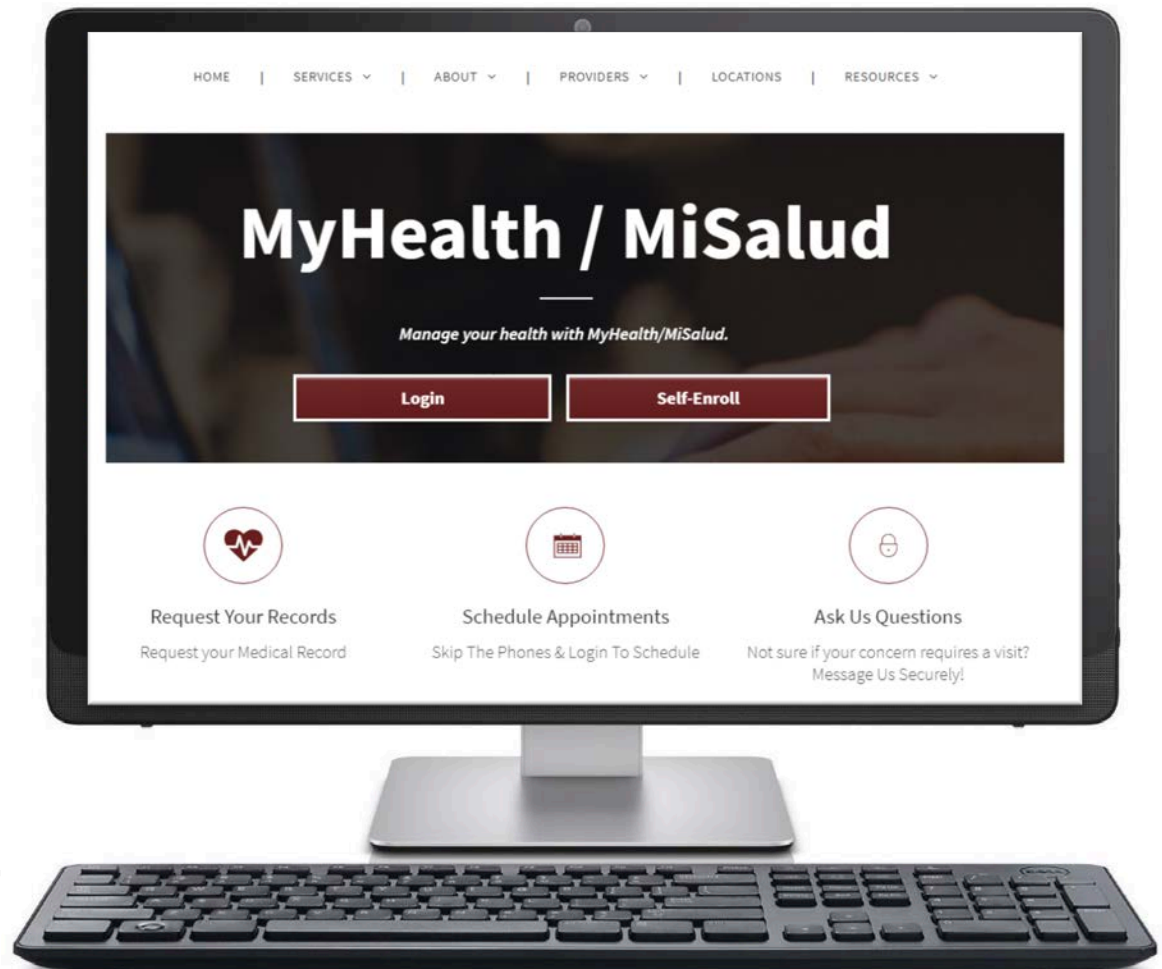
Best Practices

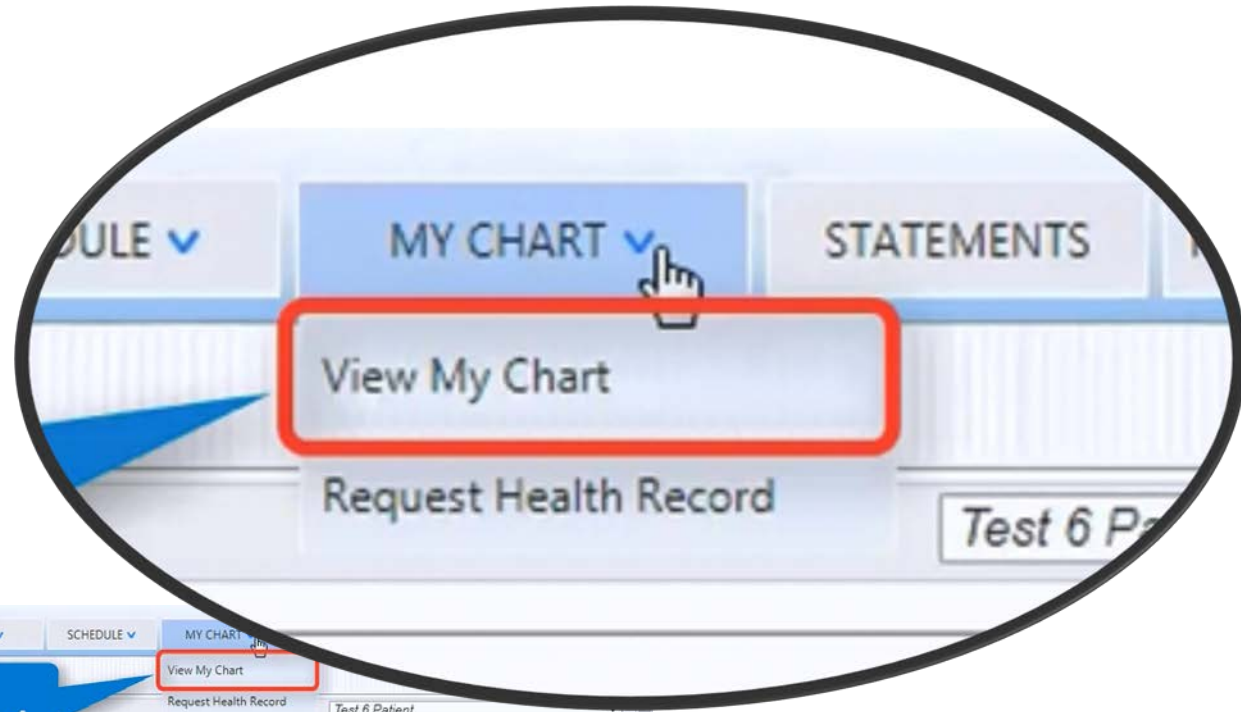
Portal Help Desk Report



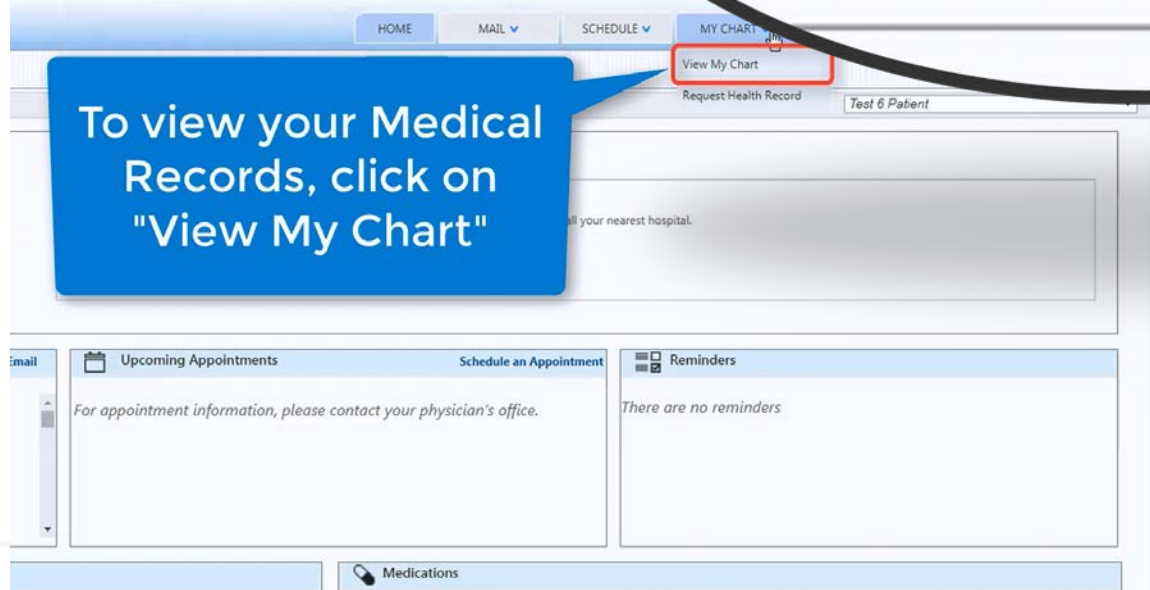


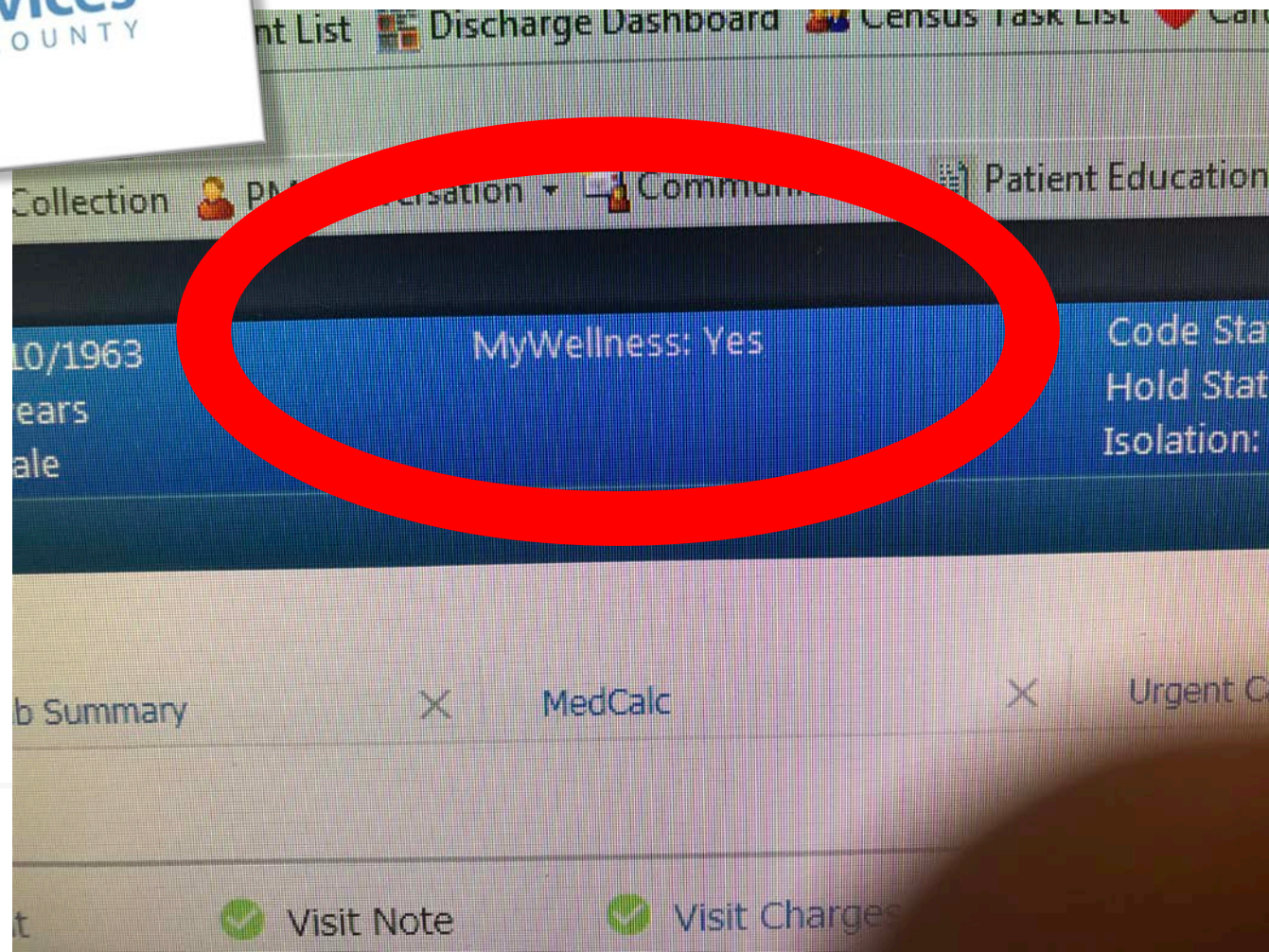
Customized Web Landing Page

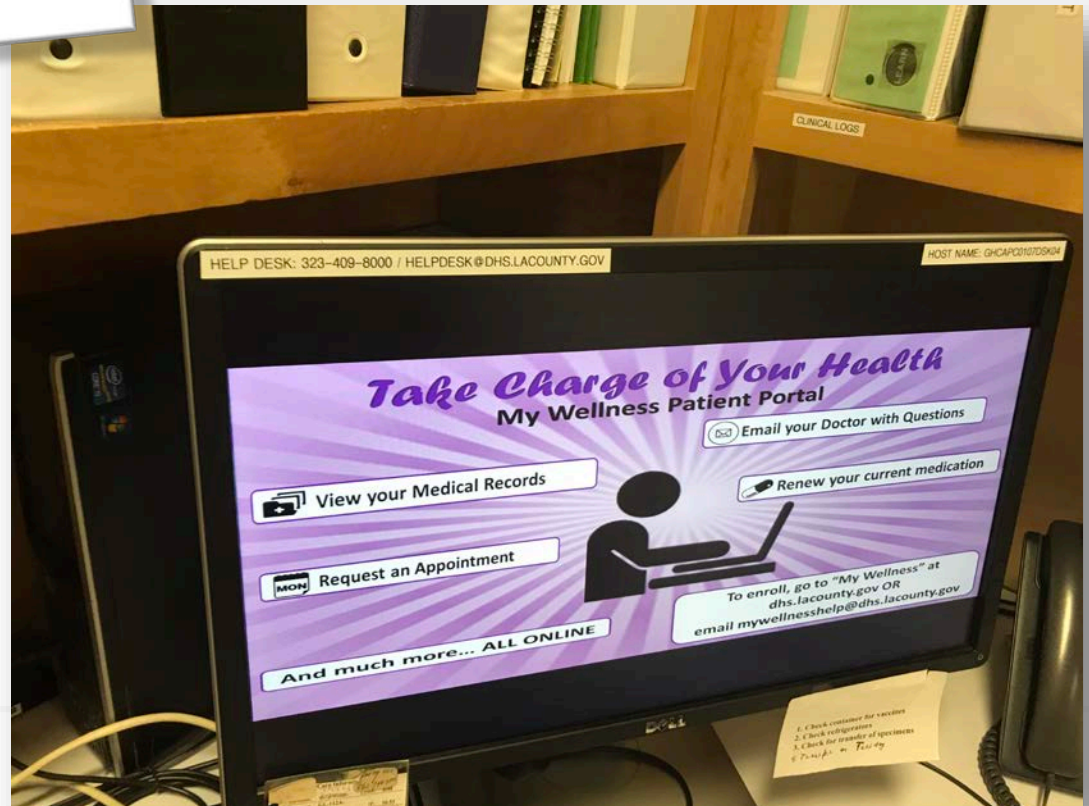




To view your Medical Records, click on "View My Chart"







6.

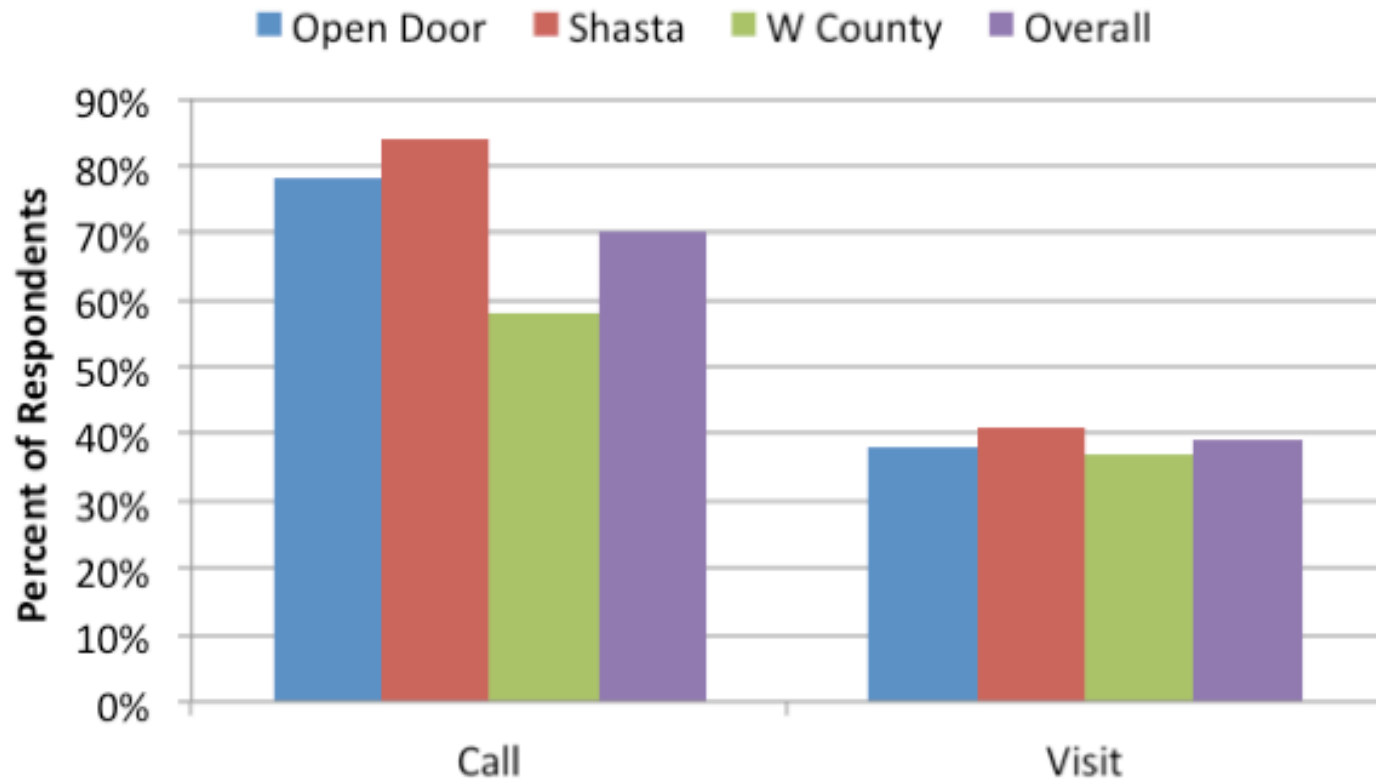
Comprehensive Metrics

La Clinica de La Raza

Kevin Baxter
Director of Meaningful Use
La Clinica de La Raza

To impact any change in enrollment numbers, regular reporting to the clinics is necessary.

Percentage of Patients Reporting that Patient Portal Saved a Call or Visit to Clinic



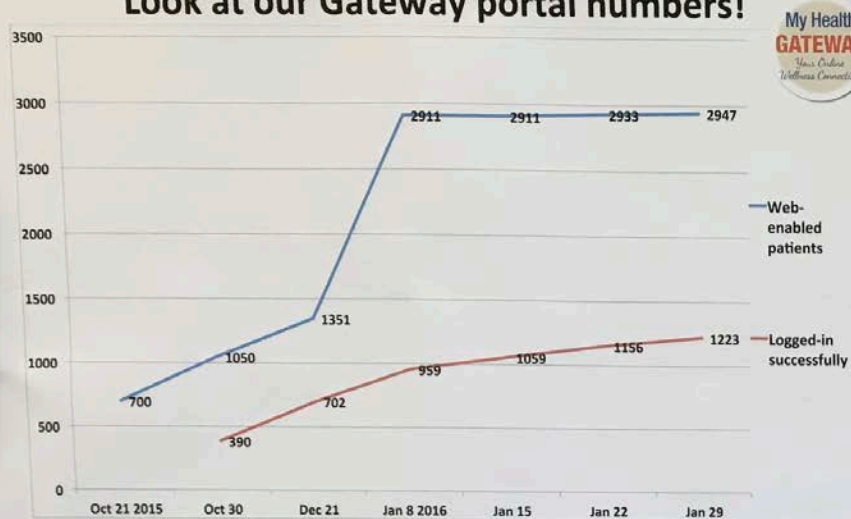
Are there examples of how much the patient portal saved unnecessary visits?

Best Practices



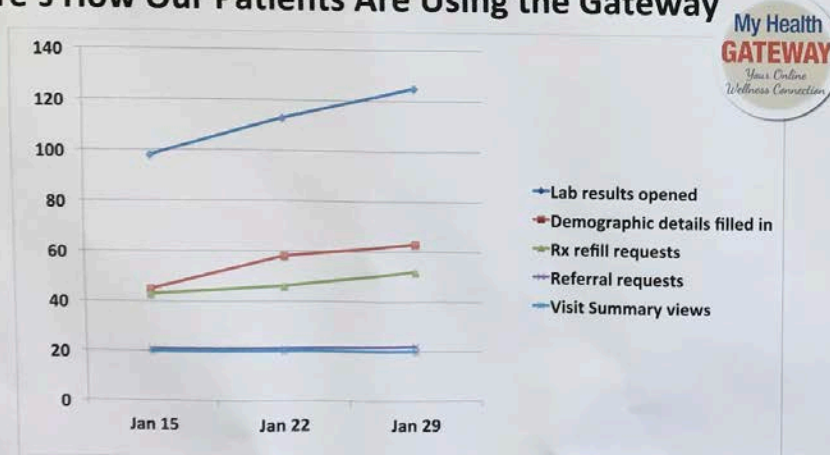
Simple
—
Tape
On
Wall

Look at our Gateway portal numbers!



Help us get to 4,000 enabled and 1,500 logged-in by Feb. 29!

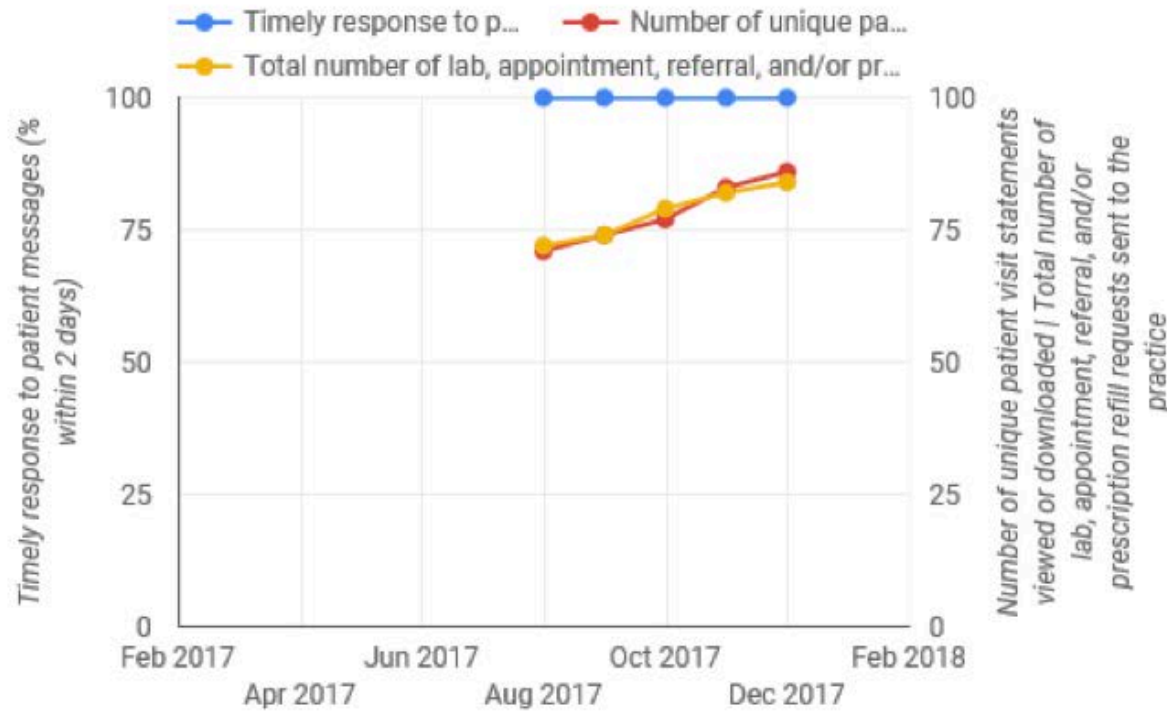
Here's How Our Patients Are Using the Gateway



The Gateway reduces phone calls and paper, improves patients' access to their health information, and saves time for everyone



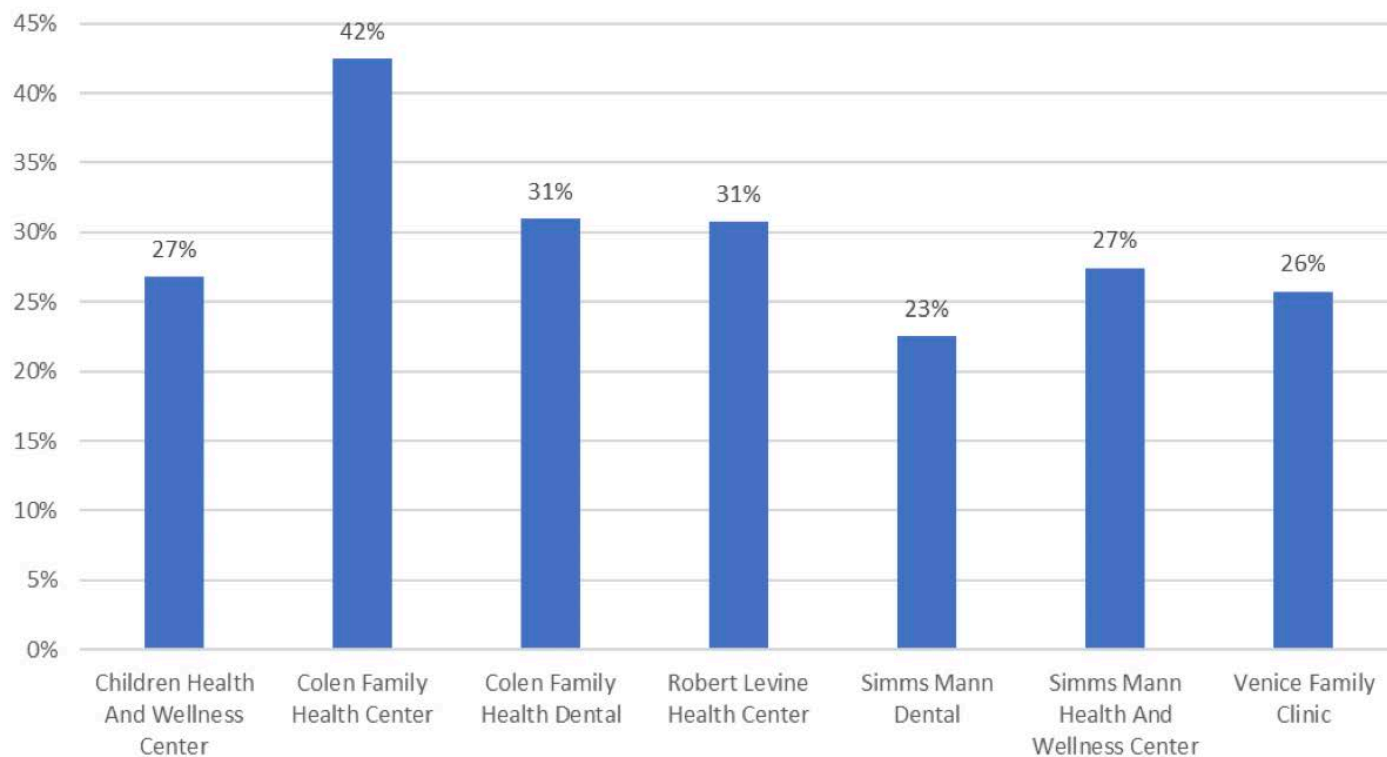
Efficiency Measures



Mix
of
Measures



Portal Participation by Site



Participation
By
Site



Google Analytics



Comprehensive Metrics

Overview

Users



Users

145,392

New Users

142,906

Sessions

367,070

Number of Sessions per User

2.52

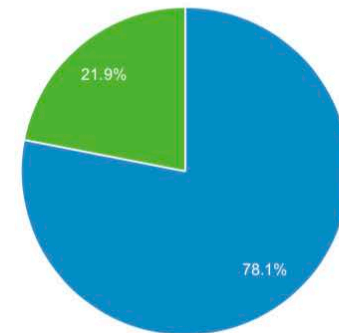
Pageviews

2,006,275

Pages / Session

5.47

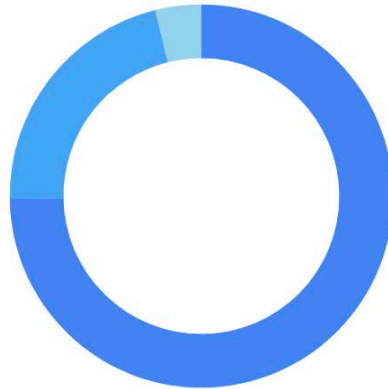
New Visitor Returning Visitor



How Users Access The Portal

What are your top devices?

Sessions by device



Mobile

74.8%

↓ 0.5%



Desktop

21.3%

↓ 0.2%



Tablet

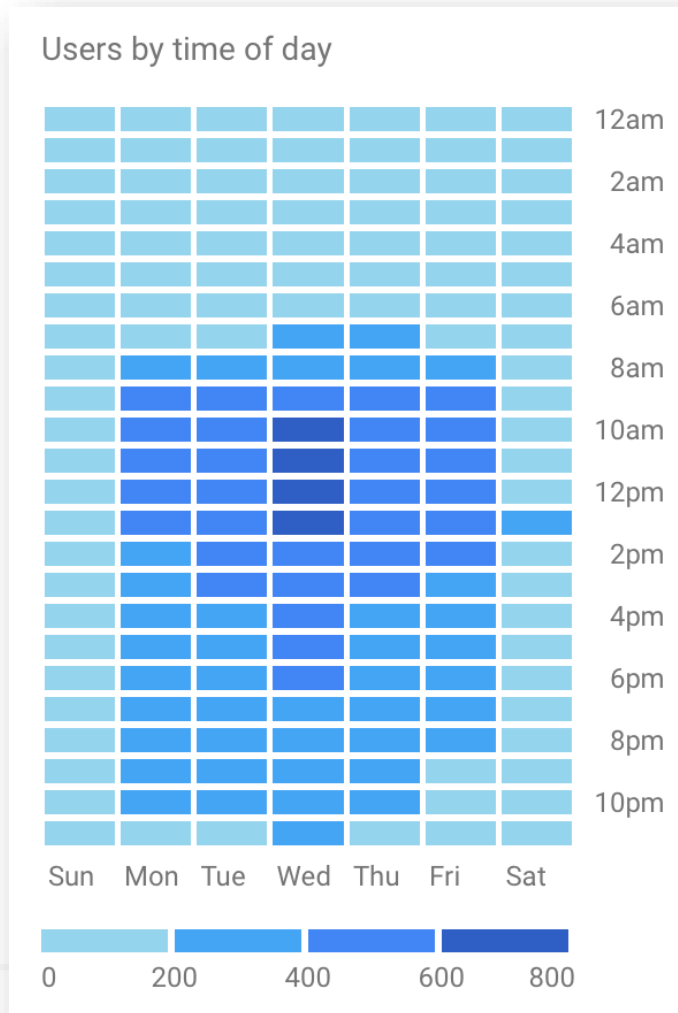
3.9%

↑ 0.7%

Last 7 days ▼

[MOBILE OVERVIEW](#) >

When Is The Portal Used?





1.8 M+ Total Page Views in 2018



+61%

Views In
Lab Results

+46%

Views in
Health Records

+73%

Views in
Appointments



Quadrupled the number of patients
reading their provider's notes online

Outreach



Referral Request

Family History

Mother

Diabetes

Family History

Mother

Diabetes

Father

Cancer

Paternal Grand Father

Please complete your health questionnaire to the
Past Medical History

appendectomy

eClinical

Schedule

Questions/Concerns

Ask Doctor

Messages

Inbox

Sent Messages

Deleted Messages

Account Information

Personal Information

Additional Information

Intake Forms

Questions/concerns for next office visit

Past Medical History

Surgical and Allergies



West County
Health Centers

Caring for our Communities

Questions/concerns for next office visit

Past Medical History

Please enter your concerns or questions

Web Portal

I would like to discuss the following items at my next office visit: #1

pain

eClinicalWeb

Schedule. Prescribe. Chart. Charge.

Questions/Concerns

Ask Doctor

Messages

Inbox

Sent Messages

Deleted Messages

Account Information

Personal Information

Additional Information

Intake Forms

Questions/concerns for next office visit

Past Medical History

Surgical and Allergies

Review

Current Statement

Past Statement

Questions/concerns for

Web Portal

I would like to discuss the following

pain

#2

medications

#3

#4

#5

Submit



Secure Messaging

- Maintaining contact with our patients from our High School clinic while they were on Summer Break



Decision Points

Decide

Wait

- Unsure of board/senior leader support versus other projects
- Unknown EHR vendor options
- Looking at other secure communications platforms - texting?
- Other?

Start Portal Enrollment Increase Project

- EHR vendor options are useful
- Known specific patient engagement use
- Known incentive payment enhancement
- Want secure communications platform
- Board/Senior leader optimism and support for project and team

Final Discussion Question

What is one new thing you learned today to:

improve use of the patient portal to
reduce care gaps/improve patient outreach?

Q & A

Jim Meyers, DrPH

Safety Net Patient Portal

SME Consultant and Senior Leader Coach

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