

# Implementing Patient Portals in Safety Net Organizations

Part A: Patient-Centered Health Information Technology



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**California HealthCare Foundation Planning Meeting**  
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# Benefits of EHR Adoption (and Other HITs)



Increased physician productivity  
Capture lost charges  
Improved staff efficiency  
Reduced transcription  
Increased preventive services  
Track patient follow-up activity  
Quickly access and update patient charts  
Provide decision support at point of care  
Reduce coding and billing errors  
Improved patient education  
Identify harmful drug interactions  
Cost savings

## Barriers to EHR Adoption (and Other HITs)

- ❑ **Purchasing and implementation costs**
- ❑ **Resistance to change in practice style**
- ❑ **Staff retraining**
- ❑ **Lack of expertise**
- ❑ **Fear of product failure**
- ❑ **Lack of evidence on ROI**



## (Other Potential) Barriers to Portal Adoption

- ❑ More work for providers?
- ❑ Lack of reimbursement
- ❑ Inappropriate use
- ❑ Liability issues
- ❑ Competing projects
- ❑ True integration with EHR



## (Other Potential) Barriers to Portal Adoption

- 
- ❑ Discrepancy between meaningful use reqs and California law
  - ❑ Patients will not understand lab results
  - ❑ Staff readiness
  - ❑ Nonversations

## Factors that Would Encourage Signing Up for a PHR

PERCENT SAYING THEY WOULD OR MIGHT SIGN UP IF...

BASE: ADULTS WITHOUT A PHR (n=1,553)

You trusted the organization

57%

There were strong laws and fines for Web sites if they let others look at your info

54%

Your doctor told you that your information was safe

52%



CALIFORNIA  
HEALTHCARE  
FOUNDATION

### Consumers and Health Information Technology: A National Survey

April 2010

# Major Forces of Change

## Information Age Health Care



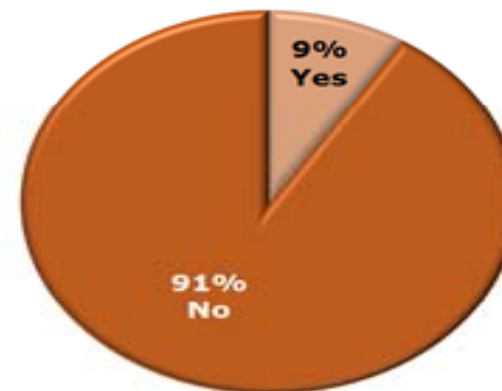
# Consumer Demand

Do you have a PHR? | Do you offer a PHR?

The Public

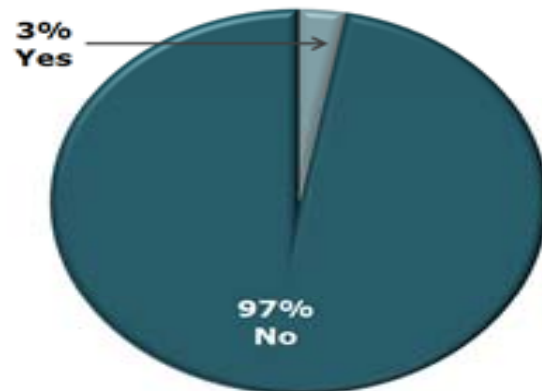


Doctors

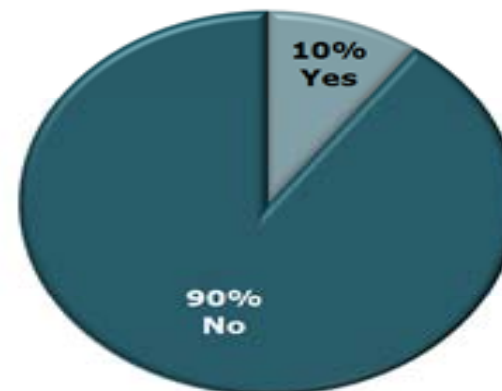


2008 vs 2010: Do you have a PHR?

The Public, 2008



The Public, 2010



Source: Markle Foundation. The Markle Survey on Health in a Networked Life. January 31, 2011.



United States General Accounting Office

GAO

Report to the Chairman,  
Subcommittee on Human Resources  
and Intergovernmental Relations,  
House Committee on  
Government Reform and Oversight

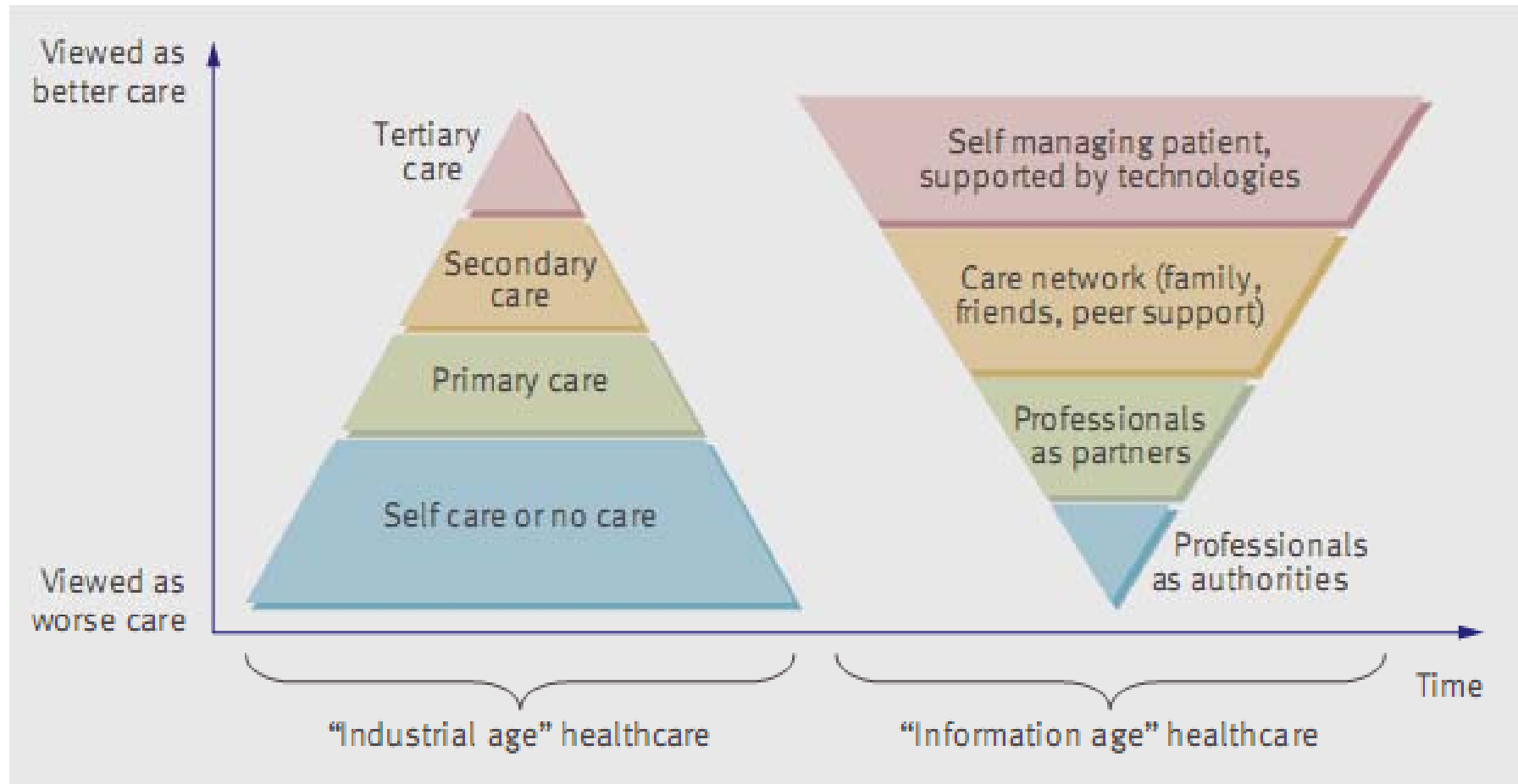
July 1996

# CONSUMER HEALTH INFORMATICS

## Emerging Issues

Many Americans are now requesting more health care information to help manage, in concert with their health care providers, their own health. The growth in the need for health information has placed significant demand on traditional information sources. Informatics offers a new avenue through which consumer needs for information may be met. Consumers also have easier access to various technologies, including personal computers, CD-ROMs,<sup>3</sup> and on-line services, allowing them to obtain health information on nearly any subject within minutes.

# Patient-Centered Health Information Technology



**Source: Greenhalg et al. (2010) - Adapted from Ferguson (1995)**

# Ten Steps to a Patient-Centered Medical Home



## Step 8: Buy and implement a patient portal

Source: Kuzel AJ, Family Practice Management, AAFP, 2009



# Incentive Program

Maximum EHR Incentive Payments by Program Based on the  
First Calendar Year (CY) for Which the Eligible Professional Receives Payment

CY	CY 2011		CY 2012		CY 2013		CY 2014		CY 2015		CY 2016	
	Medicare	Medicaid	Medicare	Medicaid	Medicare	Medicaid	Medicare	Medicaid	Medicare	Medicaid	Medicare	Medicaid
2011	\$18,000	\$21,250										
2012	\$12,000	\$8,500	\$18,000	\$21,250								
2013	\$8,000	\$8,500	\$12,000	\$8,500	\$15,000	\$21,250						
2014	\$4,000	\$8,500	\$8,000	\$8,500	\$12,000	\$8,500	\$12,000	\$21,250				
2015	\$2,000	\$8,500	\$4,000	\$8,500	\$8,000	\$8,500	\$8,000	\$8,500		\$21,250		
2016		\$8,500	\$2,000	\$8,500	\$4,000	\$8,500	\$4,000	\$8,500		\$8,500		\$21,250
2017				\$8,500		\$8,500		\$8,500		\$8,500		\$8,500
2018						\$8,500		\$8,500		\$8,500		\$8,500
2019								\$8,500		\$8,500		\$8,500
2020										\$8,500		\$8,500
2021												\$8,500
Total (if EP does not switch programs)	\$44,000	\$63,750	\$44,000	\$63,750	\$39,000	\$63,750	\$24,000	\$63,750	\$0	\$63,750	\$0	\$63,750

NOTE: Medicare Eligible Professionals may not receive EHR incentive payments under both Medicare and Medicaid.

NOTE: The amount of the annual EHR incentive payment limit for each payment year will be increased by 10 percent for EPs who predominantly furnish services in an area that is designated as a Health Professional Shortage Area.

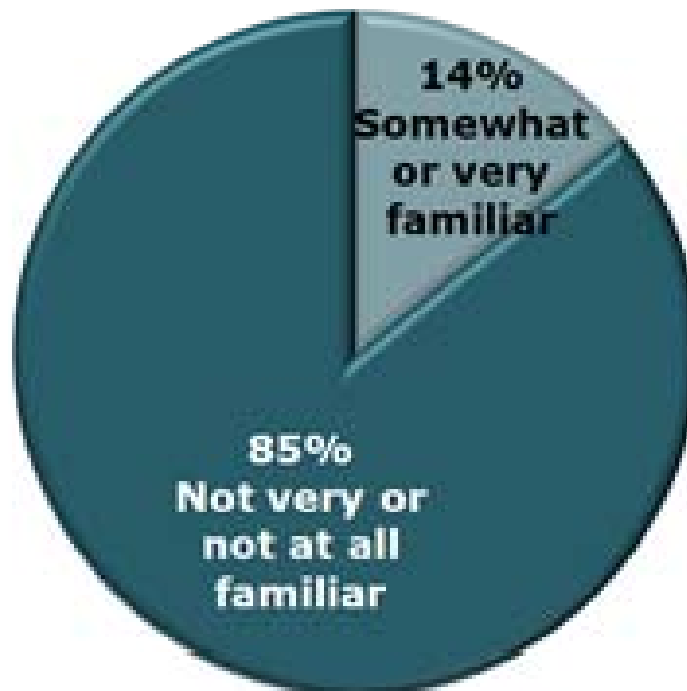


ICN# 905343 (September 2010)

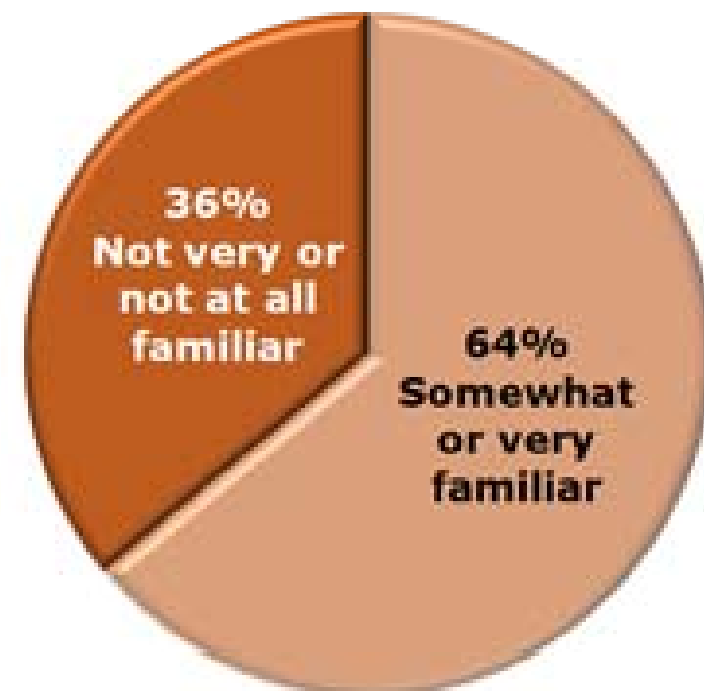


**How familiar are you with this new health information technology incentives program for doctors and hospitals?**

**The Public**

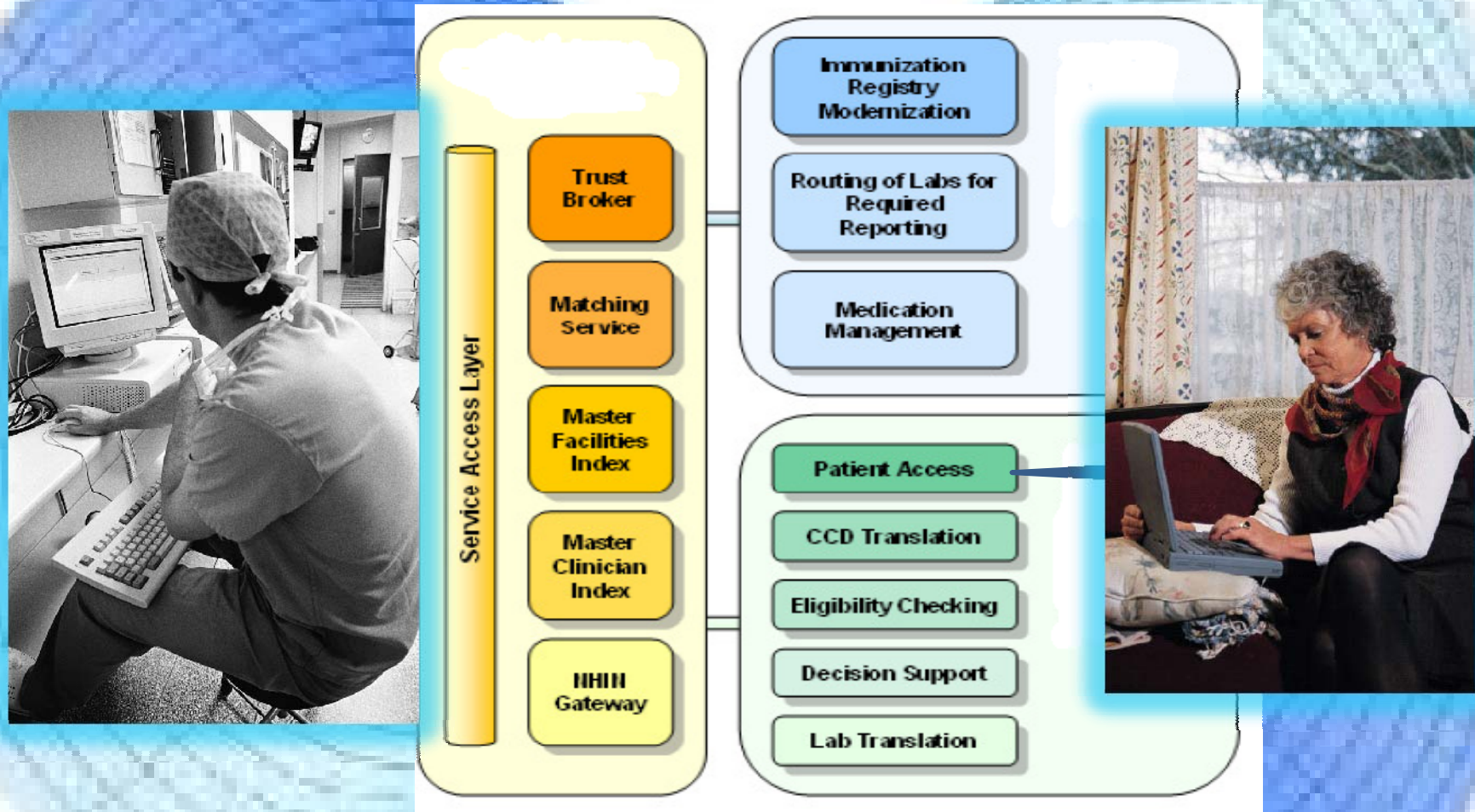


**Doctors**



Source: Markle Foundation. The Markle Survey on Health in a Networked Life. January 31, 2011.

# Patient Portal + EHR: Is the Whole Greater Than the Sum of Its Parts?



Note: Flow diagram adapted from State of Tennessee State Medicaid Health IT Plan, Dec 2010



View My Medical Record - Windows Internet Explorer

http://svm021.svm.kryptiq.com/Cardio/MyMedicalRec/default.aspx

View My Medical Record Southside Pediatrics - Up a... Eastside Internal Medicine Northside Family Practice ...

# WESTSIDE CARDIOLOGY

Log out Edit Wally's Account

Home Directives Personal Info Medications Pharmacies Insurance Contacts Health Conditions

## View My Medical Record

**Personal Information**

Walter S. Caldwell

4839 NW Montgomery St.  
Portland, IL 60434

Home: 503-434-0090

Work: 503-555-6054

...More

**Health Conditions**

HYPERCHOLESTEROLEMIA

CHRONIC AIRWAY  
OBSTRUCTION (COPD)

ANGINA, FUNCTIONAL CLASS  
III

PROSTATIC HYPERTROPHY

DIABETES INSIPIDUS

...More

Download My Continuity  
of Care Record.  
[More Information](#)

**Insurance**

Primary

Consolidated Health Care

503-234-9506

3/3/2005

...More

**Medications**

MEVACOR TAB 40MG

NITROSTAT SUB 0.4MG

THIS IS UNCODED

NOVOLIN N SUSP

PX EXTRA SHORT PEN  
NEEDLES 31G X 6 MM MISC

...More

**Pharmacies**


Rite Aid

Target

...More

**Contacts**

**Refill My Prescriptions**



Please  
contact  
your  
pharmacy.

If you have medical questions  
such as changing your  
dosage, please contact us.


**New Secure Messages**

- Electronic Signature  
Receipt 4/5/2010  
1:16:52 PM
- Electronic Signature  
Receipt 4/5/2010  
1:13:38 PM
- Electronic Signature  
Receipt 4/2/2010  
8:05:15 AM
- Electronic Signature  
Receipt 4/1/2010  
6:21:26 AM
- Electronic Signature  
Receipt 3/30/2010  
12:07:42 PM
- [View My Inbox](#)

**Share with your Doctor**

Take advantage of your  
Microsoft® HealthVault™  
account. Share hospital  
records and health  
information with your  
doctor.

[Get started](#)



**Send HealthVault Data**

The HealthVault Viewer is  
not available at this time.

Source: <http://www.kryptiq.com/solutions/patient-engagement/patient-portal/>

Send a Message to My Doctor - Windows Internet Explorer

http://svm021.svm.kryptiq.com/portal/I+Want+To/Send+Message/default.aspx

Southside Pediatrics - Up a... Send a Message to My ... Northside Family Practice ...

 **Eastside Internal Medicine**  
*Helping you to get well and stay well*

**Office Hours**  
Monday through Friday 7am to 5pm  
Saturday 10am to 5pm  
Sunday closed

[Log out](#) | [Edit Wally's Account](#)

[Home](#) [View My Chart](#) [Update My Chart](#) [I Want To...](#) [eVisits & eCare](#) [News & Resources](#) [Contact Us](#)

Home > I Want To > Send Message

**Send a Secure Message to My Doctor**

Do not be this form for emergencies. *If you are having an emergency, call 911 now.*

\* Required fields

**Send Message (Required)**

\* To the office of:

Subject:

\* Message:

**Disclaimer**










Messages submitted will be processed by our staff as soon as possible. You will hear from us within one business day.

Source: <http://www.kryptiq.com/solutions/patient-engagement/patient-portal/>



Centricity Last Queried: 10/9/2009 Provider: Doctor DM - Plaza



Patients ▲	Age	LDL	Statin	BP	A1c	ASA <sub>1</sub>	Tobacco Status	BMI	Last Appt	Next Appt			Select
ALCANTARA, KIYOKO	85	67	YES	126/76	6.8			27	08/10/09				<input type="checkbox"/>
ALONSO, MIRANDA	67		YES	133/73				35	10/06/09				<input type="checkbox"/>
ALTERMATT, DELORAS	79		YES	133/73	7.0				10/05/09				<input type="checkbox"/>
ASTORGA, YURI	75	28		130/66				33	10/05/09	10/12/09			<input type="checkbox"/>
AUGUSTA, TAKISHA	48	99		126/76	5.8			46	07/21/09	11/19/09			<input type="checkbox"/>
BARHAM, BOBBIE	70	99		124/76	5.3			34	07/29/09	10/28/09			<input type="checkbox"/>
BASEY, EMMETT	56	26	YES	96/66	6.6			27	07/20/09	10/20/09			<input type="checkbox"/>
BAYHONAN, TOMMY	59	63	YES	122/76	6.8			36	07/13/09	10/15/09			<input type="checkbox"/>
BENZING, EMMITT	45	96	YES	119/36	6.6			21	08/31/09				<input type="checkbox"/>
				126/80	7.6								<input type="checkbox"/>



For a detailed synthesis of this information, please download the white paper from:

<http://www.chcf.org/publications/2011/05/measuring-impact-patient-portals>